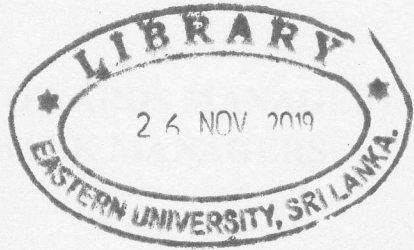


**EMPLOYEE PERCEPTION TOWARDS MANAGERIAL
COMPETENCIES OF BANK MANAGERS**



By:

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ABSTRACT

In the recent years, the developments of managerial competencies were considered by organizations. The important reasons of this belief were that the developments of employee perception have some benefits for organizations and this belief still exists. Today, the part of employee perception in organization has become so important and regarding this belief, managerial competencies can be an important factor in employee perception. This study specially investigates the employee perception towards managerial competencies and managerial competencies of bank managers in the context of selected commercial banks in Anuradhapura.

In Sri Lankan context, a few empirical studies have been conducted to identify the employee perception towards managerial competencies of bank managers. There is an empirical knowledge gap exists for employee perception towards managerial competencies of bank managers. Hence, this study attempts to fill this knowledge gap. The objectives of this study are to identify the level of employee perception towards managers of selected banks in Anuradhapura and to identify the level of managerial competencies of bank managers in selected banks of Anuradhapura. To achieve these objectives data was collected from 300 bank officers using questionnaire. The data was collected to close ending questionnaire and the analysis was conducted by SPSS statistics which are univariate analysis and research hypothesis. The data were analyzed by using descriptive analysis.

The results show that the level of employee perception towards managers in selected banks in Anuradhapura is in high level and the level of managerial competencies of bank managers in selected banks of Anuradhapura is also in high level. According to the study it is recommended that management skills can be attained by creating employees working environment rightly through the style of management of organization. And in order to improve interpersonal relationship. Managers should respect to employee's life experience, managers should involve with the employees to solve their problems and every time managers should give respect to their employees.

Keywords: Interpersonal Relationship, Hospitality Environment, Style of Operation, Managing Team Connection, Managerial Competencies

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