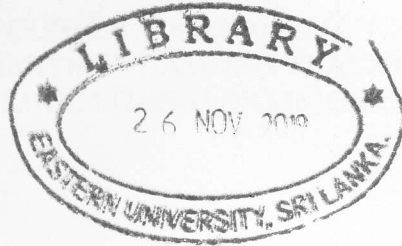


**THE IMPACT OF CONFLICT MANAGEMENT STYLES ON
ORGANIZATIONAL COMMITMENT AMONG TEACHERS IN SCHOOLS IN
MANMUNAI NORTH EDUCATIONAL DIVISION OF BATTICALOA**



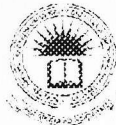
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ABSTRACT

Conflict management styles is an important concept in organizations for handling conflict in effective manner to improve organizational commitment. Therefore, the aim to conduct this study is to identify the impact of conflict management styles on organizational commitment. There are five independent variables used in this study which are collaborating style, accommodating style, compromising style, dominating style and avoiding style and dependent variable is organizational commitment. The organizational commitment has three dimensions such as affective commitment, continuous commitment and normative commitment

This study is mainly considers primary data. The primary data were collected through closed structure questionnaire from 293 teachers who are working in schools under Manunai North Educational Division, Batticaloa. The collected data was analyzed by using univariate, correlation and regression analysis.

Based on the finding of the study, it concludes the independent variables collaborating, accommodating, compromising and avoiding styles have high level while dominating style has low level among respondents. On the other hand the dependent variable organizational commitment has high level among respondents. The findings also revealed that collaborating, accommodating, compromising are strong positive relationship, dominating is strong negative relationship and avoiding is moderate positive relationship with organizational commitment. Collaborating has the highest positive impact on organizational commitment, it's conclude collaborating style is superior conflict handling style for enhancing organizational commitment.

Consequently, these research findings have provided-some useful insight, feedback and recommendations to school administration, principal and teachers to improve and understanding of conflict management styles and organizational commitment in the future.

Key words: Conflict Management Styles, Collaborating Style, Accommodating Style, Dominating Style, Avoiding style, Organizational Commitment.

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