Organizational Conflicts on Managerial Roles in State Universities of Sri Lanka: A Conceptual Frame work

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Conflicts within an organization occur among the employee or employee - groups. Gregory and Griffin (2005) state that when people, groups or organizations disagree over significant issues, conflict is often the result. According to Danga (2009), there are six levels of conflicts, viz Intra-individual conflict, Inter-individual conflict, Intra-group conflict, Inter-group conflict, Intra-organizational conflict and Inter-organizational conflict. According to Robbins (2003), organizational conflicts affect the performance of employees including the managers. As explained by Mintzberg (1980), managers have to play three main roles in their performances in organizations i.e decision making role, informational role and interpersonal role. A study conducted by Henegama and Herath (2011), revealed that organizational conflicts affect the decision making role of managers in the Sri Lankan state universities. There is a greater possibility for organizational conflicts that could affect the interpersonal and informational roles of managers as well but limited studies have been conducted in the field as evidenced. According to Amason and Mooney (1993), it was revealed that conflict can effect strategic decision making and organizational performance. Considering the above theoretical and empirical literature the main objective of the study was to develop the conceptual framework including types of organizational conflicts as the independent variables, the managerial roles as interpersonal and informational as the dependant variables. The proposed conceptual framework would facilitate the investigation of exploring the effect of organizational conflicts on managerial roles (interpersonal and informational) of the academic and administrative managers in the Sri Lankan state university system.

Key words: *Organizational Conflicts, Managerial Roles.*