

Management Issues

Volume 1- Issue (I), March 2016.

Editorial Board

L. P. S Gamini (Chairperson)

V. Sivalogathan

S. S. K Edirisinhe

S. A. D Senanayake

S. J .M .P. U Seneviratne

D.L Bataduwa Arachchi

K. P Nisantha

S. Sapukotanage

P. Rajapakashe Manike

H. D. D. C Liyanagamage

N. Abesekara

J. Pathirena

Editorial Assistant

H. M. J. C. B Heenkenda

Copyright © The Open University of Sri Lanka

ISSN 2513-2377

Reprints and permissions:

hddms@ou.ac.lk

Published by

The Open University of Sri Lanka,
Faculty of Humanities and Social Sciences,
The Department of Management Studies,
Nawala, Nugegoda.

Management Issues

Volume 1- Issue (I), March 2016.

Contents

Editors' Note

Quality Improvement Programme in Government Hospitals of Sri Lanka: Enablers and Barriers

L. P. S Gamini and S. Sridharan

Save Executives: Retention of Planting Executives in Regional Plantation Companies in Sri Lanka

V. Sivalogathan and J. W. Y. K. De Silva

Organizational Commitment: Use of Power and its Impact.

L. P. S Gamini and S. Herath

Brand Awareness: The Impact of Promotional Strategies.

S. Sapukotana and S. A. I Kalana

Work-Life Balance and Its Effects on Service Delivery: A Study on a Private Sector Bank in Sri Lanka

V. Sivalogathan and N. Ariyadasa

How Customers Perceive Service Quality? Patient Satisfaction with Primary Health Care in Sri Lanka

L. P. S Gamini and D. P. B. K Peiris

Managing Time and Knowledge: The Role of Line Management in Implementing Performance Management

V. Sivalogathan and E. Samanmali

Performance Appraisal in Information Technology Industry: The Case in Leading IT firm in Sri Lanka.

L. P. S Gamini and M. G Sirisena

The Style of Leadership and Its Impact on Employee Engagement of Rubber Regional Plantation Companies of Sri Lanka.

N. Abeysekara, M. K Dammike and I. Kaluarachchi

Employability of Women Graduates of Technical Colleges in TVET Sector of Sri Lanka

D. L. Bataduwa Arachchi and R. A. A Ranjana

Editors' Note

Presenting the inaugural issue of the annual research publication of the Department of Management Studies of the Open University, Sri Lanka, "Management Issues" gives us utmost pleasure and satisfaction. Disseminating knowledge of research in the discipline of management is the main purpose of this effort. More importantly, this will pave the way for the participants of the master programme conducted by the Department of Management Studies to publish their research work. This will further help to enhance conceptual and empirical knowledge of those who show keen interest in areas of Management studies.

Only the printed version of the "Management Issues" will be available initially. The intention is to insert the freely accessible online version into the university website in the future, with a view to providing the widest possible accessibility to the public.

Finally we would like to extend our sincere gratitude to MBA graduates whose research articles have been selected for the publication and also their supervisors. We also thank the praise worthy contribution made by the academic staff of the Department of Language studies for language editing.

L.P.S Gamini
Chairperson
Editorial Board