

Relationship Between Organizational Environment and Employees Self-Perceived Service Quality at the Mihintale Divisional Secretariat in Sri Lanka

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Service quality (SQ) is a widely discussed concern in the modern research arena related to organizational and marketing contexts. As the ground which largely shapes the organizational performances and outcomes, organizational climate (OC) holds an important role in determining the quality of services provided by a particular organization. Being criticized frequently for the poor SQ and negative behavioural aspects, Sri Lankan public sector (SLPS) is in a compelling need to assess the factors underlying this detrimental condition. The possibility of drawing useful insights for bridging the SQ gaps through employees' assessments on their own SQ and the organizational environment has been largely neglected. Having noticed the clear dearth of studies in this regard, the present study aims to examine the relationship between OC and SQ in SLPS. Responses were collected from a sample of 130 non managerial employees of the divisional secretariat office at Mihintale by using a standard questionnaire. Statistical tools including correlation analysis and regression analysis were used to analyze data and it represented that OC positively affects the SQ. Employees' self-perceived SQ was high ($\mu = 4.262$) in tangibility, reliability, assurance, empathy and responsiveness, where OC of the selected organization was featured with high human relation climate ($\mu = 4.2462$), high rational goal climate ($\mu = 4.223$) and high open system ($\mu = 4.0833$). The findings conclude that a strong connection exists between the components of OC and SQ [human relation climate ($r = 0.508$), rational goal climate ($r = 0.512$) and open system ($r = 0.073$)] of divisional secretariat, Mihintale, indicating the substantial possibility of enhancing the SQ through supporting these components relevantly.

Keywords: Service quality, organizational climate, public sector