

**THE RELATIONSHIP OF OCCUPATIONAL STRESS FACTORS
AMONG EMPLOYEES OF SELECTED PUBLIC AND PRIVATE
SECTOR INSURANCE COMPANIES IN MATALE DISTRICT**



By

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ABSTRACT

The insurance industry in the 21st century operates in a complicated and unpretentious setting classified by changing situations and highly impulsive economic climates. The Sri Lankan insurance industry serves as a custodian of public funds, delivers a wide range of services and products to its clients, and offers a variety of facilities and opportunities to its clients. Because employees are the key players in insurance operations, how well the Sri Lankan insurance system is managed and maintained will impact on its long-term success. Here, 169 insurance employees were selected in order to collect the data required for this study. For the purpose of comparative study, selected two public insurance companies and two private insurance companies in Matale District. The selected public insurance companies are Sri Lanka Insurance, National Insurance and private insurance companies are HNB Insurance, Ceylinco Insurance. Here, the sample size of the research was selected as census survey in the sense such as the entire population were selected for the data collection. The findings of the descriptive analysis showed that occupational stress had a mean value of 3.95 and a standard deviation of 0.214. which shows that the mean value can vary by 0.214. Findings of the study revealed that role conflict, role ambiguity, role overload, under participation, responsibility of others, unreasonable group had a positive relationship between occupational stress. This research followed a quantitative approach to collecting data and therefore it will limit the obtaining the respondents' in-depth insights. Then future scholars can use a qualitative methodological approach to reveal more insights from the respondents to the study.

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