

A STUDY ON CAUSES OF CONFLICTS AT WORK PLACE

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Abstract

This paper is a review on conflict management and conflict resolution for all the levels of organization .Conflicts may arises out of personality clashes, heavy workload, and dis honesty. A survey method was conducted by using random sampling for the primary data collection. A third party should be given a solution to the conflicts in an organization. Superior and subordinates should learn to resolve the conflicts that occur instead of avoiding that conflicts.

Keywords: *conflicts management, conflicts resolution, organizational conflicts.*

1. Introduction

Conflict can be defined as different objectives and attitudes between two or more parties. Conflict may arises between managers, and their staffs team members, head of the department. Conflict may be expressed openly, but it may also be hidden in the form of irritation, resentment, loss of morale and lack of commitment. There are many sources of conflict in the workplace including difference of opinion, dissatisfaction with working conditions poor remuneration and lack of promotion.

Objectives

1. To study on conflict management in the sample unit.
2. To explore the factor influencing conflicts among the employees.
3. To measure the impact of conflicts on work performance.

Literature review

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Statement of Hypothesis

1. Null Hypothesis (H0)

There is statistically no significant age differences in the conflict management used among employees in organization

2. Null Hypothesis (H0)

There is statistically no significant differences in conflict management among workers based on strategy.

3. Null Hypothesis (H0)

There is statistically no significant differences in conflict management among workers based on conflicts style.

4. Null Hypothesis (H0)

There is statistically no significant differences in conflict management among workers based on conflict level.

5. Null Hypothesis (H0)

There is statistically no significant differences in conflict management among workers based on power.

Research Methodology:

Research design

Descriptive study

Descriptive research includes survey and fact-finding enquiries of various kinds and the major purpose of descriptive research is descriptive of the state of affairs as it exists at present. The main characteristic of this method is that the researcher has no control over the variables.

Data Collection

This study was conducted with a primary data which were collected through structured questionnaire. This method of data collection is very useful in extensive enquires and this can lead to fairly reliable results.

Methods of Data Collection

This method of data collection is very much like the collection of data through questionnaire by using Likert scale questions, open and close end questions.

Sampling Design

The selection process of the technique is called sample design and the survey was conducted on the basis of sample that is described as sample survey. In this sampling there is a hope that this may be truly representative of population characteristics without any bias.

Reliability Statistics

Cronbach's Alpha	N of Items
.710	40

Hypothesis Framework

Hypothesis 1

H0: There is statistically no significant age differences in the conflict management used among employee in organization.

H1: There is statistically significant age differences in the conflict management used among employee in organization.

		Top level age	Bottom level age
Top level age	Pearson Correlation	1	.302
	Sig. (2-tailed)		.397
	N	10	10
Bottom level age	Pearson Correlation	.302	1
	Sig. (2-tailed)	.397	
	N	10	10

Interpretation:

The above analysis showed that maximum number of employees were given opinion that age has no influence the conflict among the employees. Hence it is concluded that null hypothesis is accepted and so there is no association between employee age and conflicts.

Hypothesis 2

H0: There is statistically no significant differences in conflict management among workers based on strategy.

H1: There is statistically significant differences in conflict management among workers based on strategy

Correlations

		Strategy	Strategy
strategy	Pearson Correlation	1	.079
	Sig. (2-tailed)		.829
	N	10	10
Strategy	Pearson Correlation	.079	1
	Sig. (2-tailed)	.829	
	N	10	10

Interpretation: The above analysis shows that the maximum number of employees were given opinion that literacy has no influence on the conflicts among the employee. Hence it is concluded that the null hypothesis is accepted and therefore, it is concluded that there is no association between employee literacy and conflicts.

Hypothesis 3

H0:There is statistically no significant differences in conflict management among workers based on conflicts style.

H1:There is statistically significant differences in conflict management among workers based on conflicts style.

Correlations

		Top Level	Bottom level
Top Level	Pearson Correlation	1	.327
	Sig. (2-tailed)		.356
	N	10	10
Bottom level	Pearson Correlation	.327	1
	Sig. (2-tailed)	.356	
	N	10	10

Interpretation: The above analysis shows that the maximum number of employees were given opinion that the strategy has no influence the conflicts among the employees. Hence, it is concluded that null hypothesis is accepted and therefore, there is no association between employee strategy and conflicts.

Hypothesis 4

H0: There is statistically no significant difference in conflict management among workers based on levels conflict

H1: There is statistically significant difference in conflict management among workers based on conflict level

Correlations

		Hierarchy Level	Hierarchy Level
Hierarchy Level	Pearson Correlation	1	.351
	Sig. (2-tailed)		.320
	N	10	10
Hierarchy Level	Pearson Correlation	.351	1
	Sig. (2-tailed)	.320	
	N	10	10

Interpretation: The above analysis showed that maximum number of employees were given opinion that conflicts level has no influence the conflicts among the employee. Hence, it is concluded that the null hypothesis is accepted and it is confined as there is no association between employee hierarchy level and conflicts.

Hypothesis 5

H0: There is statistically no significant difference in conflict management among workers based on power.

H1: There is statistically significant difference in conflict management among workers based on power.

Correlations

		Top level	Bottom level
Top Level	Pearson Correlation	1	.346
	Sig. (2-tailed)		.327
	N	10	10
Bottom Level	Pearson Correlation	.346	1
	Sig. (2-tailed)	.327	
	N	10	10

Interpretation: The analysis showed that maximum number of employees give opinion that conflicts power has not influence the conflicts among the employee. Hence it is concluded that null hypothesis is accepted and so there is no association between employee power and conflicts.

Conclusion

In present study conflict management and its conflict resolution is researched in the organization. After the reliability of study through cronbach's alpha, and the hypothesis of the study were tested. Further, bivariate correlation shows that the conflict management there is no any conflict in top level to bottom level. Superior and subordinate s should learn to resolve the conflicts that occur instead of avoiding that conflict. A better understanding of misunderstanding, disagreement, lack of communication and negative perception can be facilitated through the help of present paper for further researches.

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