

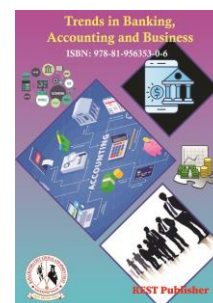


Trends in Banking, Accounting and Business

Vol: 3(1), 2024

REST Publisher; ISBN: 978-81-956353-0-6

Website: <https://restpublisher.com/book-series/tbab/>



A Study on Conflict Management with Reference to Teemage Builders at Chennai

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Abstract: Conflict management is a process that involves stages of analysis of the conflict, determining its density, defining appropriate intervention methods through an assessment of this intensity with regard to its effects and monitoring its outcome. Conflict is widespread to all social life. It is an unavoidable part of living because it is connected to situations of limited resources, partition of functions, power relations and role differentiation. It is a social incident that is found in personal, group or organizational relations. All organizations possess a range of mechanisms or systems for managing conflict. These are built into the organizational structure and are consciously engaged by administrators to influence the course and development of a dispute. The success or effectiveness of such system can be measured by the extent to which they control conflict behaviour and the extent to which they facilitate to achieve a satisfactory solution. This study looks into the effectiveness of Conflict management system in construction companies. The study is qualitative in nature. Convenience sampling method has been used. A structured questionnaire was used to gather the primary data from 120 employees from Teemage builders pvt ltd, Chennai. The Statistical tools used for data analysing is simple percentage method, Chi-square test, Correlation and One way Anova. Conflict Management strategies in place at Teemage builders private limited have been relatively useful in minimizing the incidence of disruptive conflicts. There is a significant relationship between conflict management strategies and employee's performance in Sugar Industry.

Keywords: Conflict, organization conflict, Conflict resolution.

1. INTRODUCTION

An organization is a conglomeration of individuals with different psychological, social and cultural backgrounds. Every individual has his own beliefs, attitudes, perceptions, likes and dislikes. Conflict management is a crucial aspect of organizational behavior and interpersonal relations, focusing on the effective handling, resolution, and prevention of conflicts. Conflicts can arise in any setting where individuals or groups interact, often due to differences in goals, values, interests, or perceptions. Proper conflict management aims to address these disagreements constructively, minimizing negative outcomes while promoting positive ones, such as improved understanding and cooperation. As a result, difference of opinion is bound to arise over any issue. Decisions, however, will have to be made keeping in mind the interests of the organization. The task before the human resource manager, therefore, is to secure consensus among the employees in spite of individual differences.

2. SCOPE OF THE STUDY

The scope of the study is that by analyzing the conflict management of the employees, the organization further improve themselves with more benefits and facilities to overcome the drawback and improve the performance level of employees. This organization is chosen because of ease in accessibility and also being an organization with diverse goals, conflicts situation will always be manifesting in the life of the organization. The scope of the study analysis performance of employees and their relationship to management

3. OBJECTIVE OF THE STUDY

Primary objective: The study on conflict management in Tee mage builders private limited at Chennai Secondary objectives. To determine the extent of the relationship between conflict management strategies and employees opinion in the company. To determine the extent of the relationship between managerial and non-managerial employees perception of the effectiveness of conflict management strategies in the company. To determine ways of managing conflict in the organization to improve performance. To identify where is conflict arising in management level and how to solve the problem. To identify management conflict is however performance of employees.

4. LITERATURE REVIEW

Chin-sheng wan (2020) How public relations practitioners cope with work-life conflict was studied through a national survey of a random sample of PRSA (Public Relations Society of America) members. These active practitioners reported strong preferences in using MORE proactive conflict coping strategies, such as rational action and positive thinking. Women and those with a graduate degree tend to report more coping behaviors than others. Three types of stressors are identified as sources of work-life conflict: behavior-driven, work-driven, and life-driven. Organizational factors are found to be important in understanding how practitioners cope with work-life conflict. As organizational demands increased to separate life from work, more instructions seemed necessary for employees to better cope with work-life conflicts. Lu and Wang (2021) studied the relation between conflict management styles and relationship quality and the moderating effect of the level of task conflict on the relation between conflict management styles and relationship quality. The results show that the integrating style is positively related to relationship quality, and the compromising style is negatively related to relationship quality. Furthermore, with an increase in the level of task conflict, the positive effect of the obliging style on relationship quality will be weakened and the positive effect of the avoiding style will be strengthened Bakare (2021) echoed the same view when he posited that male labour leaders tend to exhibit more aggressive behavior than female due to their lack of communication skills. In a similar study that investigated communication skill and conflict resolution strategy of workers, observed that due to lack of interpersonal communication skill, male negotiator tend to express their opinions forcefully and prefer to assume control or dominate argument. Whereas their female counterparts tend to integrate argument and offer, trade offs to reach agreement. Cronin and Bezrukova (2022) realized that dynamics have been indirectly present in conflict research but neglected as an aspect of study. They continued the study about the conflict dynamics and developed the system dynamics framework to capture dynamic change and review in a different model which is moving beyond linear causality. They also disclosed the system dynamics framework can reinterpret and synthesize a multitude of static cause and effect findings from cross levels research about conflict formation and transformation.

5. RESEARCH METHODOLOGY

Meaning of Research Methodology as a scientific and systematic search for pertinent information on a specific topic. We can say research is an art of scientific investigation related to the topic. Typically, it encompasses concepts such as paradigm, theoretical model, phases and quantitative or qualitative techniques. Scientists have undertaken research on them and find their causes, solution, explanations and applications. Data Analysis: Simple Percentage Method

TABLE 1. Responsible For Conflicts

	No. Of respondents	Percentage (%)
Superior	48	40.0%
Colleagues	23	19.2%
Function head	19	15.8%
Hr department	30	25.0%
Total	120	100.0%

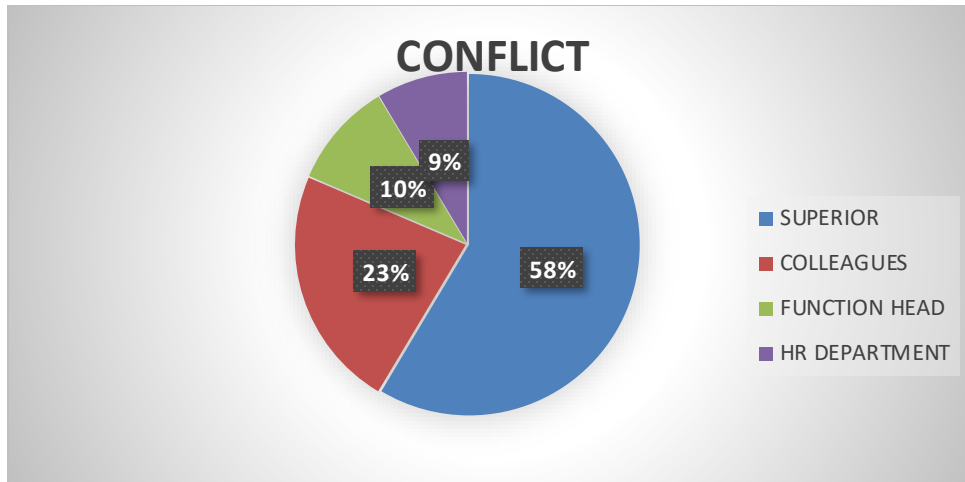
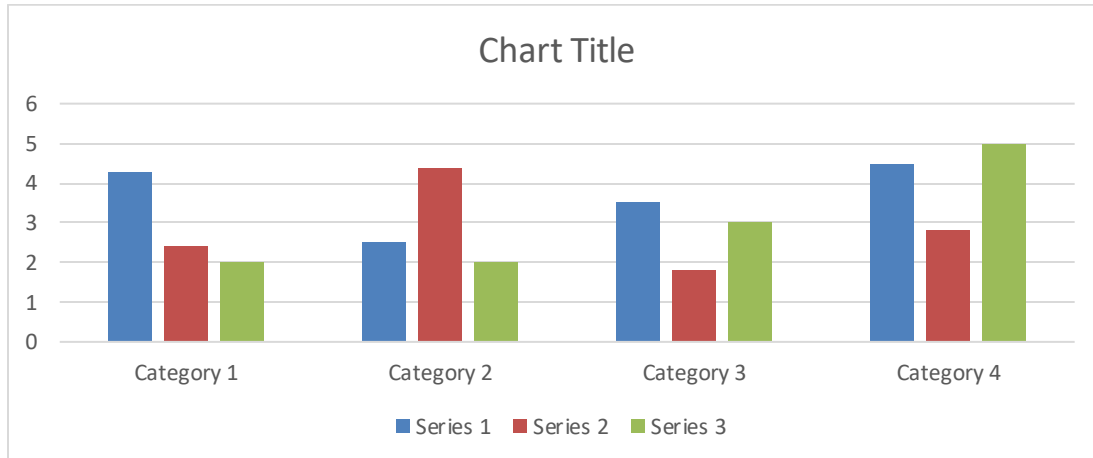


FIGURE 2. Responsible For Conflicts

TABLE 1. Chi-Square Test

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	2.327E2a	16	0
Likelihood Ratio	215.798	16	0
Linear-by-Linear Association	98.451	1	0
N of Valid Cases	120		

a. 15 cells (60.0%) have expected count less than 5. The minimum expected count is .50.



6. FINDINGS

Majority 59.2% of the respondents are male. Most 25.8% of the respondents are belonging to the age group between 25-30 years. Majority 26.7% of the respondents are having 1– 5 years of experience. Majority 32.5% of the respondents are satisfied with working hours. Majority 80.8% of the respondents said company having the resources to deal with conflicts. Majority 33.3% of the respondents are satisfied with organization to overcome the conflict. Majority 43.3% of the respondents are effective in superior/sub ordinate relationship and highly effective in health and safety. Majority 54.2% of the respondents are consult union representative for solving the problems. Suggestions: All the faculty members should be given awareness about the beneficial use of conflict management in their departments. Conflict management training programs should be designed for the faculty in general and

administrators in particular. The company should be taught conflict management strategies. This will surely boost their performance and minimize the deadly aspects of conflict. The organizations consist of people with interpersonal relationships. Administrators should acquire good understanding of relationship and conflict management. Conflict can serve as a constructive mechanism of change for the organization. Conflict can be taken positively when it comes with any loophole, which gives the chance to Management for improvement to restrict such type of situation in the future. It allows an opportunity to work with someone, who ordinarily would not, understand that conflict will happen. But do not let it damage the organization; try to resolve them as quickly as possible

7. CONCLUSION

Every organization, be it public or private, is established to achieve certain define objectives. Thus, the success or otherwise of an organization to an extent is usually determine by the effective management of conflicts in the organization. Conflicts in organization such as Sugar Industry is caused by several factors ranging from scarcity of resources, communication breakdown, differences in knowledge, heterogeneity of the workforce, competition for position, etc. which can affect performance. Management of conflicts in this guise form an integral part of any organization that wants to succeed because if not well taking care of, organization may be heading towards doom in terms of its performance. For conflicts to be managed effectively in organization, an appropriate conflict management style has to be adopted in order to curb the menace. Conflict Management strategies in place at Tee mage builders private limited have been relatively useful in minimizing the incidence of disruptive conflicts. There is a significant relationship between conflict management strategies and employees performance in Sugar Industry.

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