

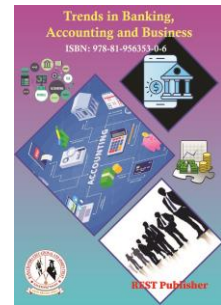


Trends in Banking, Accounting and Business

Vol: 3(1), 2024

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

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



A Study on Workplace Conflicts and Resolving Disputes with Reference to Shri PKP Spintex Ltd at Dharmapuri

***M. Dhanasekaran, Aishwarya S**

Adhiyamaan College of Engineering (Autonomous), Hosur, Tamil Nadu, India.

*Corresponding author Email: dhanasekaran.mba@adhiyamaan.in

Abstract: Conflict is necessary outcome of individual and group interaction. People with different ideologies and backgrounds try to introduce their own principles in work aspects that give rise to conflict. Conflict when well managed and directed is immensely useful in improving an organisation functioning and productivity along with providing individuals a valuable opportunities to evolve a join philosophy of work and cooperation. However if not managed conflict weakens the organisational outcome, creates stress for the individual, introduces dissatisfaction and reduces efficiency. Conflict is resolved through leadership, better communication and good negotiation all of them bringing the positive outcome through the issues involved in the conflict

Keywords: Conflict, organisational outcome, productivity

1. INTRODUCTION

Workplace conflicts happen everywhere, and ignoring them can be costly. Every unaddressed conflict wastes about eight hours of company time in gossip and other unproductive activities, says Joseph Grenny, co-founder of VitalSmarts, a training and organizational development company in Provo, Utah. Now multiply that by all the issues not being resolved.

2. OBJECTIVES OF STUDY

- To find out the socio economic conditions of the respondents
- To study the conflict management strategies adopted by the respondents
- To find out the satisfaction of the employees towards their job and the organization
- To find out the relationship / association between certain personal variable and conflict management strategies
- To suggest measures to improve conflict management strategies

3. SCOPE OF THE STUDY

When there is less conflict management the Organizational behaviour increases and the relationship between the workers also increases. The Occupational Hazards inside the Industries will lead to bigger Conflict in Organizations, to know how they manage conflict inside the organization. This study will also help to investigate the level of Conflict management strategies of the respondents and the ways to rectify the symptoms of Conflict. With good conflict management skills, the individual can be equipped to listen and respect their co-workers opinions, even if the individual disagree with them. When the employees have that kind of good rapport with their co-workers, the individual can be more efficient and everyone knows that their opinion matters.

4. LITERATURE REVIEW

Eisenhardt (2021) suggested that conflict in top management is inevitable and it is usually valuable. "Conflict at senior levels surrounding appropriate paths of action what may be termed 'substantive,' 'cognitive,' or 'issue-oriented' conflict is essential for effective strategic choice". Therefore, it is our conclusion that Wall and Callister fall within the realm of conflict resolution, which involves reduction, or termination of conflict. This amounts to throwing out the baby with the bathwater. Conflict management does not necessarily imply avoidance, reduction, or termination of conflict.

King (2021) When dealt with in a constructive manner, conflicts encourage creative solutions, lead to unity and support people through change and stressful periods. Whether or not conflict benefits academics and colleges depends on two factors: the first one is the intensity of the conflict and the other is the way conflict is managed. The inverted "U" curve depicted in the figure below shows that conflict of moderate intensity can be good for performance. This functional conflict, or constructive conflict, stimulates people towards greater work efforts, cooperation, and creativity. Too much conflict is distracting and interferes with other more task-relevant activities; too little conflict may promote competency and the loss of a creative, high-performance edge.

Schermerhorn (2022) In terms of interpersonal styles, people respond to conflict management in different ways. These ways shift between the degree of cooperativeness and the degree of assertiveness. Cooperativeness is the desire to satisfy another party's needs and concerns while assertiveness is the desire to satisfy one's own needs and concerns. The figure below shows the five interpersonal styles of conflict management that result from various combinations of the company.

Roloff (2022) "organizational conflict occurs when members engage in activities that are incompatible with those of colleagues within their network, members of other collectives, or unaffiliated individuals who utilize the services or products of the organization" (p. 496). We broaden this definition by conceptualizing conflict as an interactive process manifested in incompatibility, disagreement, or dissonance within or between social entities (i.e., individual, group, organization, etc.). Calling conflict an interactive process does not preclude the possibilities of intra individual conflict, for it is known that a person often interacts with self. Obviously, one also interacts with others

5. RESEARCH METHODOLOGY

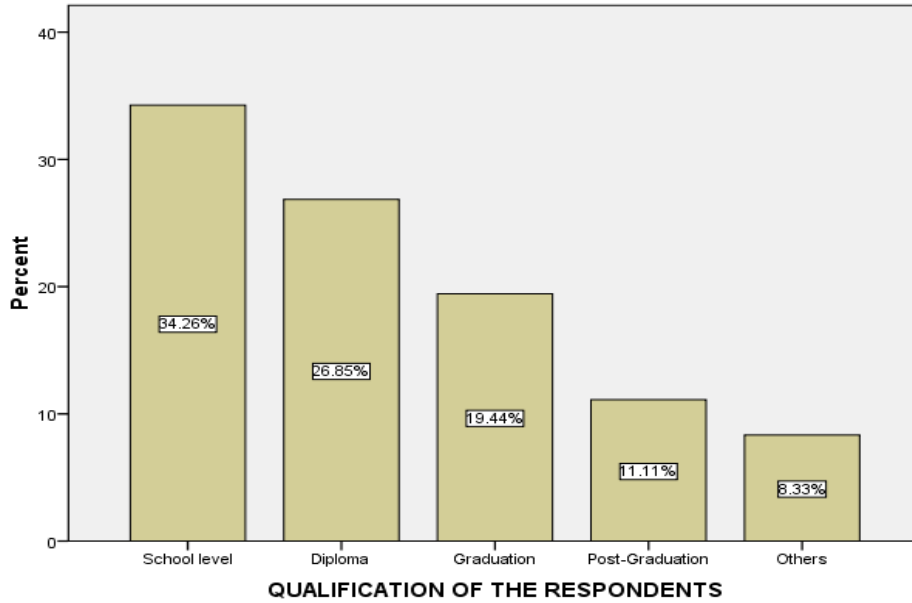
Research methodology is a way to systematically solve research problem. Research methodology is understood as a source of the study how to research is done scientifically. The various steps adopted by a researcher in studying the research problem along with the logic. Typically, it encompasses concepts such as paradigm, theoretical model, phases and quantitative or qualitative techniques. Scientists have undertake research on them and find their causes, solution, explanations and applications.

6. DATA ANALYSIS

QUALIFICATION OF THE RESPONDENTS

QUALIFICATION	RESPONDENTS	PERCENTAGE
School level	37	34.3%
Diploma	29	26.9%
Graduation	21	19.4%
Post-Graduation	12	11.1%
Others	9	8.3%
TOTAL	108	100.0%

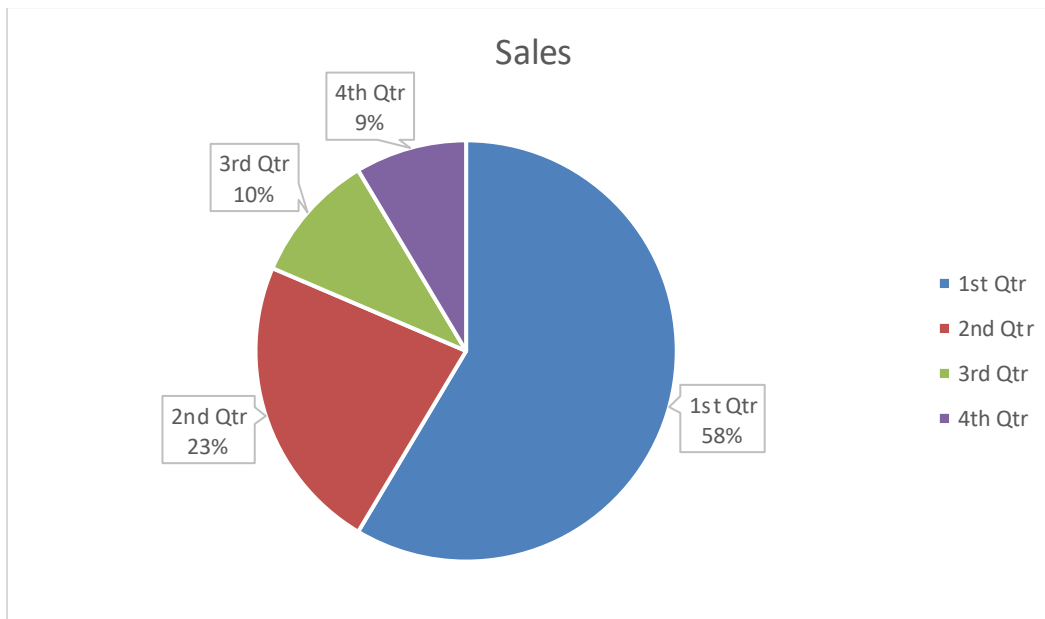
QUALIFICATION OF THE RESPONDENTS



CHI-SQUARE TEST

Chi-Square Tests			
	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	18.561 ^a	16	.292
Likelihood Ratio	20.268	16	.208
Linear-by-Linear Association	.017	1	.895
N of Valid Cases	108		

a. 16 cells (64.0%) have expected count less than 5. The minimum expected count is .33.



7. FINDINGS

1. Majority 59.3% of the respondents are male
2. Majority 36.1% of the respondents are in the age below 25 years
3. Majority 34.3% of the respondents are school level qualification
4. Majority 36.1% of the respondents are experienced in 0 - 3 years
5. Majority 48.1% of the respondents are strongly agree with try to work with subordinates to find a solution to problem that satisfies our expectations
6. Majority 44.4% of the respondents are agree with exchange accurate information with subordinates to solve problem
7. Majority 33.3% of the respondents are agree with conflicts impacts on work performance
8. Majority 39.8% of the respondents are strongly agree with conflicts improves the quality of decision making
9. Majority 38.0% of the respondents are agree with managers understand and apply various conflict management technique
10. Majority 38.0% of the respondents are agree with conflict management technique increased productivity

8. SUGGESTIONS

The organization should ensure that the industry are funded adequately and also that, management should ensure effective communication channel in order for resources to be put in their best use. The organizations management and other organization should employ the use of integration method of managing conflicts because of its enormous advantages over other methods. Since organizational performance is a function of conflict management, its mechanism in organization should be straighten more in order to further the improvement in the organizations performance.

9. CONCLUSION

Conflict is a situation where it creates a disagreement among the employees. Identifying and resolving the conflict Leads to better productivity in the organization. Conflict occurs in different nature where it includes intrapersonal conflict, Interpersonal conflict, Group conflict and Organizational conflict. Identifying these conflicts in different levels helps management to resolve conflict and it brings good working condition, When it comes to Organization is good at identifying the conflict at different levels and they are also providing the conflict resolution training.

REFERENCES

- [1]. Mohammed Alzahrani, (2013),” A Comparative research of the relationships between Conflict management styles and Job satisfaction, Organisational Commitment, And Propensity to leave the job among Saudi and American Universities Faculty Members”, Vol3 Issue 4
- [2]. Dr. Digvijaysinh Thakore, (April 2013), “Conflict and conflict management “, IOSR Journal and business management, ISSN:2278-487X Volume 8.
- [3]. Atif Masood Chaudhry, Rehman Asif, (2015), “Organisational Conflict and Conflict Management: a synthesis of literature”, Journal of business and Management Research, Vol18 Issue 5,ISSN: 2536 -5756/ e-ISSN:2356-5764.
- [4]. S. M. Shariq Abbas, Neha Joshi, (2013), “A descriptive Research on Workplace Conflict Management Styles in Indian Organisations”, March, Research Gate, Vol-3, Issue 5
- [5]. Angela Shin-Yih chen, Yu- hsiang Hou, (2016), Handling Conflict-at work – the impact of active-and, agreeable conflict styles, Feb, International Journal of Conflict Management, Vol-13 Iss 2, ISSN-1044-4068.