

A Study on Effect of Dispute Management with Special Reference to Employee Performance at Indigo Blues (A Unit of Gokaldas Exports Limited), Doddaballapura

Author ARCHANA G M

2nd year MBA Department of Management Studies,
Sai Vidya Institute of Technology, Rajanukunte, Bengaluru.

Co-Author Manjunatha S Assistant Professor,

Department of Management Studies,
Sai Vidya Institute of Technology, Rajanukunte, Bengaluru.

1. ABSTRACT: This research paper studies the effect of conflict management on employee performance conducted in textile industry in indigo blues. The study investigates how efficient conflict resolution techniques affect staff productivity in businesses. Significant discrepancies in ideas on teamwork, a clear code of conduct, and dispute resolution techniques were also discovered by the study. Conflicts were shown to be exacerbated by heavy workloads, ineffective leadership, and insufficient employee participation in decision-making. The study makes suggestions for how organizations can enhance their dispute resolution practices, such as promoting open communication, creating clear policies and procedures, encouraging teamwork, offering conflict resolution training, setting up a formal grievance redress process, and guaranteeing fairness. Future surveys may involve corporate companies on a larger geographical scale, and include additional number of workers, for the purpose of attaining more reliable results.

KEY WORDS: Employee performance, in effective leadership, insufficient employee participation

2. INTRODUCTION: The practice of resolving conflicts or disagreements between 2 or more parties is known as dispute management. These disagreements between individuals or organizations can arise in a variety of situations, such as romantic relationships, economic dealings, legal issues, and more. Finding a fair and peaceful solution to the problem that serves the whole of the business's assets is the goal of dispute management.

Effective dispute resolution has the possibility for significant influence on parties' relationships while also lowering the cost of legal processes and preventing disagreements from becoming more serious conflicts. In many instances, dispute resolution can also result in better communication and comprehension of organizational status.

Meaning of dispute management: Managing problems that arise inside a company, such as account receivable, entails recognizing, mitigating, and also resolving the numerous issues

Importance of employee dispute management:

- The helps the development of conflict resolution talents that may be utilized in several situations, such as legal, interpersonal, and commercial transactions.
- Streamline employee communications to boost productivity, employee happiness, and efficiency.
- It aids in giving any undesirable or unfavorable individuals within the company the chance.
- As it demonstrates a commitment to moral and responsible behavior, it supports maintaining the organization's reputation and brand.
- It aids in maintaining goodwill between parties to a dispute, enabling them to carry on cooperating.

3. LITERATURE REVIEW:

Topic: Hidden Conflict in Organizations: Uncovering Behind-the-Scenes Disputes **Author:** Deborah M. Kolb Jean Bartunek (1997)

The complex and frequently irrational nature of social interaction is examined by conflict resolution. It examines the messy and frequently irrational nature of social engagement as opposed to merely the frequently orderly conflict theory constructs. The formal methods for detecting, articulating, and resolving conflict are as viewed by writers as being extremely symbolic and ritualistic, and are hence justified by societal myths. Dealing with disputes may entail fundamental shifts in the way the system is balanced, but it could be difficult

Topic: A meta-analysis of work–family conflict and various outcomes with a special emphasis on cross-domain versus matching-domain relations **Author:** Amstad, F. T., Meier, L. L., Fasel, U., Elfering, A., & Semmer, N. K. (2011)

Work-family conflict is invariably linked to all three sorts of results. All three types of outcomes are consistently correlated with work-family conflict. Time spent at work moderates the associations. A meta-analysis of 427 effect sizes was conducted. WIF is more strongly linked to work-related than family-related results, while FIW is more strongly linked to family-than-work-related outcomes. Relationships are moderated by time spent at work.

Topic: CONFLICT MANAGEMENT AND EMOTIONS **Author:** Richard A posthuma ISSN: 1044-4068 (2012), Vol. 23 Iss 1 pp.4-5, This special issue examines the connection between emotions and conflict management, emphasizing the ways that conflict management theory and practice can improve how managers, staff members, and organizations deal with conflict's emotional dimensions. To illustrate the five studies were chosen to examine the relationships between emotions and crucial conflict elements such trust, venting, & healing in addition task, connection, and process conflict. The findings demonstrate that a number of emotions, both good and bad, are highly associated to many components of conflict management, including rage, enthusiasm, excitement, guilt, and remorse. Additional research on emotions in conflict situations is necessary, as evidenced by research limitations and implications.

Topic: Conflict management and resolution in Nigeria public sector **Author:** OSABIYA, Babatunde Joseph, Publication: Volume 4 December 2015, ISSN: 2315-7844

Rahim developed a meta-model for handling conflicts that is built on two dimensions: self- and other-care. Five managerial strategies are included in it: integrating, caving in, dominating, avoiding, and compromising. In the 1940s, Behavior Theory supplanted Classic Theory and embraced the idea that conflict is inevitable. Organizational conflict in Nigeria can be caused by non-structural factors such disparities in background, values, personality traits and behaviors, perceptions

Topic: Conflict Management and Organizational Performance: An example of Askari Bank Ltd.

Author: Abdul Ghafoor Awan, Sehar Saeed, Research Journal of Accounting and Finance ISSN 2222-1697 (Paper) ISSN 2222-2847 (Online), Vol.6, No.11, 2015

This study examined conflict situations, their root causes, and potential fixes to enhance an organization's working environment. It was revealed that while education had little impact on respondents' opinions of conflict management strategies, it had a big impact on organizational

performance. To boost organizational performance, management must implement conflict management measures

Objectives of the study:

- To understand the effects of dispute management on organization performance
- To assist the reason for the dispute at the organization
- To evaluate appropriate method to manage dispute at organization
- To appraise the best method to handle the dispute for better organization performance

RESEARCH METHODOLOGY:

The samples were collected from the indigo blues (A unit of Gokaldas export limited) Doddaballapur, engaged in the manufacture and export of textile industry. A simple random sampling is used to get the responses. The sample size collected is 191 respondents. The research instrument used for the research is the questionnaire method.

4. ANALYSIS:

Data analysis and interpretation were done using SPSS software CHI-SQUARE ANALYSIS

Chi-Square Tests			
	Value	df	Asymptotic Significance (2-sided)
Pearson Chi-Square	15.734 ^a	12	.204
Likelihood Ratio	15.649	12	.208
Linear-by-Linear Association	.001	1	.972
N of Valid Cases	174		
a. 9 cells (45.0%) have expected count less than 5. The minimum expected count is 1.29.			

Interpretation:

The chi-square test findings (Pearson Chi-Square = 15.734, df = 12, p = 0.204) show a lack of a meaningful connection between the variables under consideration at a 2-sided significance level of 0.05, and the Linear-by-Linear relationship test (p = 0.972) confirms this conclusion. However, 45.0% of the cells had anticipated counts less than 5, with the smallest predicted count being 1.29, which might have a bearing on the credibility of the results.

4.2 CORRELATION ANALYSIS

		1. "The dispute management strategies implemented by our organization have positively impacted our overall performances"	19. There is a clear and well-communicated code of conduct to reduce the number of disputes in the organization.
1. "The dispute management strategies implemented by our organization have positively impacted our overall performances"	Pearson Correlation	1	.234**
	Sig. (2-tailed)		.002
	N	181	174
19. There is a clear and well-communicated code of conduct to reduce the number of disputes in the organization.	Pearson Correlation	.234**	1
	Sig. (2-tailed)	.002	
	N	174	177
**. Correlation is significant at the 0.01 level (2-tailed).			

Interpretation:

The strong positive correlation ($r = 0.234$, $p 0.01$) between the implementation of dispute management techniques and the existence of clear and communicated effectively code of conduct indicates the effects that these tactics have a favorable effect on the organization's overall performance, most likely leading to a decrease in disputes.

ONE-WAY ANOVA

ANOVA						
		Sum of Squares	df	Mean Square	F	Sig.
13. Dispute related to compensation and benefits are adequately addressed timely	Between Groups	2.271	4	.568	.405	.805
	Within Groups	244.165	174	1.403		
	Total	246.436	178			
6. Dispute management has helped to improve customer satisfaction	Between Groups	4.352	4	1.088	.819	.514
	Within Groups	235.010	177	1.328		
	Total	239.363	181			
24. The dispute management methods used in the organization are consistent and fair	Between Groups	1.628	4	.407	.340	.851
	Within Groups	197.484	165	1.197		
	Total	199.112	169			
34. To what extent do you agree that collaboration is an effective way to handle disputes and improve organizational performance	Between Groups	1.541	4	.385	.343	.849
	Within Groups	187.575	167	1.123		
	Total	189.116	171			

Interpretation:

The ANOVA results show that communication of goals and strategies, ethical conduct expectations, moral employee trustworthiness, and supervisor support have small effect sizes (Eta- squared) close to zero, indicating minimal impact on responses.

T-Test

Paired Samples Test										
		Paired Differences					t	df	Significance	
		Mean	Std. Deviation	Std. Error	95% Confidence Interval of the Difference				One-Sided p	Two-Sided p
					Lower	Upper				
Pair 1	19. There is a clear and well-communicated code of conduct to reduce the number of disputes in the organization. - 20. The organization has an effective mechanism to address disputes related to resource allocation.	-.16571	1.29143	.09762	-.35839	.02696	-1.697	174	.046	.091

Pair 234. To what extent do you agree that collaboration is an effective way to handle disputes and improve organizational performance - 40. To what extent do you agree that a combination of dispute resolution methods is an effective way to handle disputes and improve organizational performance	-.13372	1.09738	.08367	-.29889	.03145	-1.598	171	.056	.112
Pair 34. Dispute management has helped to reduce employee turnover" - 10. "Dispute has helps to reduce costs associated with employee conflict"	-.13068	1.30492	.09836	-.32481	.06345	-1.329	175	.093	.186
Pair 428. The organization encourages collaborative resolution of disputes. - 29 The organization provides adequate support for employees during the dispute resolution process	-.03977	1.28446	.09682	-.23086	.15131	-.411	175	.341	.682

Interpretation:

T-tests on paired samples at a two-sided significance level of 0.05 reveal a statistically significant difference between the opinions of the respondents regarding the presence of a clear code of conduct to reduce disputes and the efficacy of collaboration when handling disputes. However, the two claims in Pairs 3 and 4 do not have a significant difference of opinion.

Findings:

- **Build a Positive Work Environment:** Encourage a healthy workplace culture in which workers feel appreciated and supported. Recognize and praise accomplishments to lessen the chance of conflict and increase collaboration.
- **Human Resources** should be involved in conflict resolution by giving direction and assistance to both sides. HR specialists may also assist in identifying underlying issues and recommending relevant remedies.
- **Focusing on Justice and Consistency** Ensure that judgments made during mediation are equitable, & consistent.
- **Overwhelming workloads** are a concern. Employees who are overworked are more prone to argue due to stress and unhappiness.

Suggestion:

- 45.3% of workers feel that the organization's conflict resolution practices are consistent and fair.
- Favoritism and bias are a problem. Employee trust is undermined by perceived prejudice and favoritism in conflict resolution.
- **Insufficient staff involvement in decision-making** Employees may feel undervalued if they aren't included in decision-making procedures.
- Policies and procedures that are unclear are an issue. Ambiguity in organizational policies and practices makes conflicts worse.

4. CONCLUSION:

The Organizations that examined their conflict resolution systems on a regular basis and made modifications based on feedback enjoyed higher employee morale and lower workplace stress. The study, using a variety of dispute resolution tactics suited to individual situations can provide positive results. Organizations that provided flexibility in determining the best strategy for each disagreement achieved better results.

7. LIMITATIONS:

- Not allowed us to collect enough sample size and by implication would not permit us to analyze the required data adequately,
- Access to data may constitute a challenge for data collection.
- The respondents had not given us enough responses on time and this had affected our final delivery.
- Not all of the employees in the organizations are represented in the sample. Therefore, it might not accurately represent the opinions of all the company's employees. So, generalizations might not be completely correct.

5. REFERENCES:

<http://www.gokaldasexports.com/> www.aipublications.com, www.arabianjbmr.com/RPAM_index,

Human Resource Marketing, U.K Guptha, Viva book private Limited 2002 "Research Methodology,

Methods and Techniques, C.R. Kothari," 2004 Organization Behavior, Moorhead/griffin, A.I.T.B.S 2000