

CONFLICT MANAGEMENT AND ITS IMPACT ON ORGANIZATIONAL PERFORMANCE

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ABSTRACT

Conflict is defined in organizations as the presence of disharmony that develops when various individuals' or groups' aims, interests, or values are incompatible and obstruct one other's attempts to attain objectives. The origins of conflict in organizations and institutions are viewed from several perspectives. Mankind has been confronted with strife since the beginning of time. The conflict appears to be unavoidable; once humans interact, the conflict appears to thrive. This study aims to define the terms conflict management, organizational conflict, and conflict management and their impact.

Keywords: Conflict, Organizational Performance (OP), Impact on organizational performance.

I. INTRODUCTION

An organization is a recognizable social institution whose members work together to achieve several goals. Through their coordinated actions and connections, they pursue these aims alongside their

ambitions and desires. As a result, an organization's personnel, materials, and objectives are all coordinated. Organizations exist to supply individuals with the commodities and services they want. These goods and services are the results of the actions of workers at various levels of the organization's hierarchy. Various cultures, abilities, and educational backgrounds, as well as different attitudes, roles, expectations, and values, exist among these individuals. The degree to which the personnel is confronted with opposition in defending their interests, values, and goals will determine the level of conflict in the company. The development and sustained existence of an organization through the achievement of established goals and objectives, on the other hand, necessitates the continual and effective operation of its material input, with the human element being essential. Human elements essential to achieving goals frequently argue and differ on issues such as interest, viewpoints, and management style, among other things.

II. PROBLEM STATEMENT

Organizations now have a shorter life cycle as a result of different changes in how they operate. These organizational changes could result in volatility and uncertainty, which could lead to conflict. Over the years, it has been plagued by strife on several fronts, which has harmed its performance. If conflict is not adequately managed in any organization, it may prevent the organization from achieving its goals. In order to be successful in the future, organizations must develop the ability to absorb conflict throughout their life cycle.

The capability here refers to a dispute resolution method that reduces disagreement and improves performance. With some actual figures, the Centre for Effective Dispute Resolution backs up the perception of a rise in organizational conflicts.

III. CONFLICTS MANAGEMENT

Conflict is defined by Robbins and Judge (2009) as "a process that begins when one party believes that another party has or is about to negatively affect something that the first party cares about." This is an excellent definition, stressing the idea that conflict is about perceptions rather than concrete facts. It emphasizes the emotional dimension of the dispute by using a word like care to indicate that there are multiple parties engaged and that there may be a future component. Regarding the definition, Shapiro (2006) claims

that conflict is a social interaction process. It entails a battle for wealth, power, position, beliefs, interests, and desires. Darling and Walker (2007) connected this concept to the organization by suggesting that, while conflict is a natural occurrence in social relationships (as natural as harmony), it can be controlled inside organizations. They go on to say that conflict can have both positive and negative implications within an organization and that while conflict can never be completely removed within an organization, it can be effectively handled to propel it to new heights and performance levels.

IV. ORGANISATIONAL PERFORMANCE

Why certain businesses flourish while others fail has long been a topic of debate in the business world. For any organization, corporate or non-profit, organizational performance has been the most essential concern. It has always been critical for managers to understand which factors influence an organization's success in taking the necessary steps to address them. It has not been easy, however, to define, conceptualize, and measure performance. Researchers have differing perspectives and definitions of performance, which continues to be a point of contention among organizational researchers (Barney, 2008). According to Javier (2007), as mentioned in Nik bin et al (2010), performance is equivalent to a program's or activity's famed 3Es (i.e. economy, efficiency, and

effectiveness). Organizational performance, on the other hand, is defined by Daft (2009) as an organization's ability to achieve its objectives through the efficient and effective use of resources. Organizational performance, as defined by Richard and Wade (2010), is the ability of an organization to achieve its goals and objectives. Not only has organizational effectiveness been hampered by a defining issue, but also by a conceptual one.

V.IMPACT ON ORGANIZATIONAL PERFORMANCE

Conflict can arise between two people, such as between superiors and subordinates, between department heads, and so on. Based on relevance to specific groups, and, in general, union-management conflicts, groupings may be drawn into conflict with one another. Individual conflict can also arise as a result of a choice dilemma, which is vividly described by expressions like "between the devil and the deep blue sea" or "caught on the horns of a dilemma." A personnel manager, for example, maybe undecided about how to handle a conflict (with workers, union) that is likely to result in work stoppage and productivity loss.

VI.CONCLUSION

The impact of conflict management on organizational performance in reforming and improving the economy was explored in this study. Integrative conflict management strategies and their association with organizational performance were found to have significant evidence in a study of the literature. In terms of the link between workplace conflict management and business performance, the findings of this study experimentally supported those of prior studies. The study also emphasized the necessity of integrative conflict management as a technique for transitioning from a destructive to a constructive state of conflict in the workplace for improving organizational performance. However, because the scope of the research is primarily focused on the manufacturing business, there are certain limitations to the current study.

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