

Conflict Management Styles of Nurses in First Neuro Hospital, Mangalore

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Abstract:

This study tells us about the Conflict styles which is shown by the nurses in First Neuro Hospital Mangalore. The main objective of this study is to analyse the commitment of nurses when compared between conflict management styles and to evaluate influences of conflict management styles of commitment. Primary data is collected through the survey using structured questionnaire. The sample of this study was 86 respondents. The data analysis technique was ANOVA and Chi square with PSPP software. The results show for chi square was there is a significant influence on conflict management styles on organisational commitment (p values is less than 0.005). in ANOVA the result was avoiding and compromising has the significant difference. In conclusion this study talks about that nurse, so in future the organisation must keep an eye on the nurses for the betterment of the organisation. This study contributes the existing literature review on conflict management styles of nurses. It highlights the importance of conflict management in nurses for the organisation

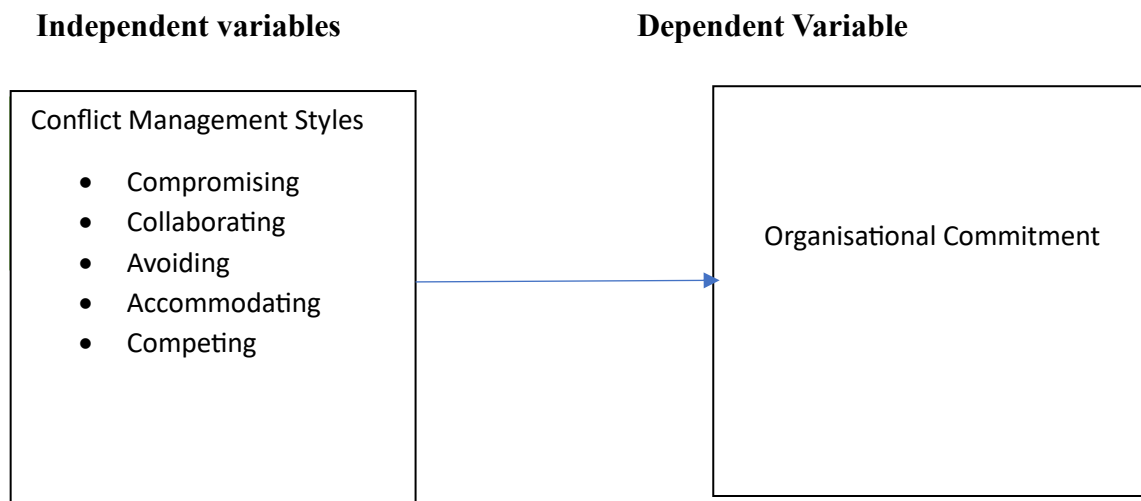
Key words: Conflict management, nurses, organization, commitment, influence

Introduction:

Project work is most important opportunity to the students to gain the practical knowledge of their subject in a real work place. Students need to choose the best topic based on the chosen subject. First the topic should be selected and it should suit the company which has been selected and later we need to create the objective which suits the topic. Here we need to use various test.

This research work is completed for 8 weeks during the 4th semester of MBA, with the help of Internal guide and External guide. This research work has been helped to know the Conflict Management Styles of nurses First Neuro Hospital. Overall, this project helped to gain the practical Knowledge and Business experience, which will be useful in the future.

Conceptual Frame Work:



Literature Review:

1. **(Leodoro, Zaid, & Denise, 2018)** The organisations have witnessed in a greater number of conflicts which occurs between the nurses. Therefore, on this social diversification conflict occurs. Although without a reason for conflict which arises but it has led to the bad effect on the organisation which makes reputation decrease since the main moto of the management is their patients it is difficult to manage conflicts which arises between nurses. Nurses are the largest group of health care professionals in any health care centre, are immune to conflicts among the nursing professionals which also have been recognized that the significant issues. However unresolved and absenteeism, low staff morale, low staff motivation which all effect the productivity of the organisation. Managing conflict is vital which also contains the destructive component in the conflict process and which also assist both parties to assist arrive and accept the solution to resolve the conflict.

2. **(Susan, 2007)** The main goal of this paper was to resolve the common conflict management styles, which was chosen nursing and contrast the styles with which it is chosen in associated with health professionals. These association of professional's health care educational and the styles which has been chosen were also determined. As they have collected a primary data as the number of participants of 126 at which point respondents chose the behaviour most characteristic to conflict and classifies behaviours of 5 style and the result was there was no significant difference between the dispute resolution chosen by nurses.

3. **(McEnroe & Denise, 2017)** Conflict is the reality of the nursing professionals as it effects the productivity of the organisation managing the conflict is a difficult job for the organisation when it comes to organisation. Conflict happens everywhere but, in the workplace, if it is increased it not good. Which makes the organization to suffer as the main goal of this hospital is patients' treatment. The extension of the skills to manage the conflicts makes a vital role and manage the negative consequences.

4. **(Shukri & Raghda, 2011)** Conflicts can be seen in everyday in social, organisational and professionals in the nursing life. Conflict management styles of the nurses which influence the standard of the care delivered to the patients. Nurses compromise the largest healthcare professional groups and are daily go through the complex problems involving conflicts among the staffs. For this purpose, the research paper was written and published to overcome the dynamic process underlying a wide variety of organisational behaviour which occurs whenever incompatible goals or relationships develop between two peoples in an organisation. Conflict may occur within two people in a group or work teams.

5. **(Kantek & Gezer, 2009)** The conflict management of nurses should be recognised in detail in order to attain positive outcomes regarding the conflict management style. Conflict is a natural result of a human communication, which generally defines an internal misunderstanding which occurs from the different thoughts, values, and feelings between the individuals. The explanation for the conflict management are lack of communication, compromising, rules of the society, authority issues, anger and irritation, performance responsibility and disobedience to the rules and policies. The presence of the conflict management between the nurses will lead to the destructive influence win or lose dominating styles and avoiding styles.

Research Gap

This project talks about the nurses of First Neuro Hospital Mangalore, the hospital is in Kannur Padil near to the Highway. Nurses belongs to executive level of employees this project particularly talks about the nurses regarding what they go through day by day the conflict management.

Objectives:

- To analyse the commitment of nurses when compared between conflict management style.
- To evaluate the influence of conflict management styles on commitment.

Research Methodology:

The research design for this study is Descriptive in nature. Data collection it is done through a Questionnaire through Google Form and secondary data that has been taken from the articles of research paper and other relevant sources. The data collected is analysed using statistical technique i.e Chi square test and ANOVA test.

Population is 86, Sample Size is 86 in Census Method.

Limitations:

- The sample size is limited in a smaller number as there were only 86 nurses
- The research paper may focus primarily on conflict management styles and not extensively explore the outcomes or effectiveness of different approaches.

Statistical Analysis:**Competing**

Ho: There is no significant influence of Competing on organisational commitment

H1: There is a significant influence of Competing on organisational commitment

Chi-Square Tests

	Value	df	Asymptotic Sig. (2-tailed)
Pearson Chi-Square	619.75	425	.000
Likelihood Ratio	252.69	425	1.000
Linear-by-Linear Association	45.01	1	.000
N of Valid Cases	86		

P value is 0.000

Therefore, we need to reject Ho and accept H1

Therefore, there is a significant influence of competing on organisational commitment

Avoiding

Ho: There is no significant influence of avoiding on organisational commitment

H1: There is a significant influence of avoiding on organisational commitment

Chi-Square Tests

	Value	df	Asymptotic Sig. (2-tailed)
Pearson Chi-Square	636.83	4/5	.000
Likelihood Ratio	242.66	4/5	1.000
Linear-by-Linear Association	3/.8/	1	.000
N of Valid Cases	86		

P value is 0.000

Therefore, we need to reject Ho and accept H1

Therefore, there is a significant influence of avoiding on organisational commitment

Accommodating

Ho: There is no significant influence of accommodating on organisational commitment

H1: There is a significant influence of accommodating on organisational commitment

Chi-Square Tests

	Value	df	Asymptotic Sig. (2-tailed)
Pearson Chi-Square	629.51	450	.000
Likelihood Ratio	238.31	450	1.000
Linear-by-Linear Association	39.48	1	.000
N of Valid Cases	86		

P value is 0.000

Therefore, we need to reject Ho and accept H1

Therefore, there is a significant influence of accommodating on organisational commitment

Collaborating

Ho: There is no significant influence of collaborating on organisational commitment

H1: There is a significant influence of collaborating on organisational commitment

Chi-Square Tests

	Value	df	Asymptotic Sig. (2-tailed)
Pearson Chi-Square	441.60	350	.001
Likelihood Ratio	219.07	350	1.000
Linear-by-Linear Association	42.92	1	.000
N of Valid Cases	86		

P value is 0.001

Therefore, we need to reject Ho and accept H1

Therefore, there is a significant influence of collaborating on organisational commitment

Compromising

Ho: There is no significant influence of compromising on organisational commitment

H1: There is a significant influence of compromising on organisational commitment

Chi-Square Tests

	Value	df	Asymptotic Sig. (2-tailed)
Pearson Chi-Square	603.23	425	.000
Likelihood Ratio	221.52	425	1.000
Linear-by-Linear Association	39.39	1	.000
N of Valid Cases	86		

P value is 0.000

Therefore, we need to reject Ho and accept H1

Therefore, there is a significant influence of compromising on organisational commitment

ANOVA

Ho= There is no significant difference between mean score of Competing, Avoiding, Collaborating, Compromising, Accommodating.

H1 = There is a significant difference between mean score of Competing, Avoiding, Collaborating, Compromising, Accommodating

Test of Homogeneity of Variances

	Levene Statistic	df1	df2	Sig.
AvgOC	3.08	4	81	.021

ANOVA

		Sum of Squares	df	Mean Square	F	Sig.
AvgOC	Between Groups	4.23	4	1.06	2.88	.028
	Within Groups	29.71	81	.37		
	Total	33.94	85			

Multiple Comparisons (AvgOC)

			Mean Difference (I - J)	Std. Error	Sig.	95% Confidence Interval	
						Lower Bound	Upper Bound
Games-Howell	CM	AV	.68	.28	.077	-.06	1.42
		CL	.48	.26	.319	-.28	1.23
		CP	.10	.26	.995	-.68	.87
		AC	.42	.26	.366	-.31	1.14
	AV	CM	-.68	.28	.077	-1.42	.06
		CL	-.20	.21	.810	-.73	.33
		CP	-.58	.21	.043	-1.15	-.01
		AC	-.26	.21	.454	-.71	.19
	CL	CM	-.48	.26	.319	-1.23	.28
		AV	.20	.21	.810	-.33	.73
		CP	-.38	.18	.385	-.98	.22
		AC	-.06	.19	.997	-.55	.43
	CP	CM	-.10	.26	.995	-.87	.68
		AV	.58	.21	.043	.01	1.15
		CL	.38	.18	.385	-.22	.98
		AC	.32	.18	.427	-.21	.85
	AC	CM	-.42	.26	.366	-1.14	.31
		AV	.26	.21	.454	-.19	.71
		CL	.06	.19	.997	-.43	.55
		CP	-.32	.18	.427	-.85	.21
Tukey HSD	CM	AV	.68	.28	.129	-.11	1.47
		CL	.48	.26	.376	-.26	1.22
		CP	.10	.26	.996	-.63	.82
		AC	.42	.26	.512	-.32	1.16
	AV	CM	-.68	.28	.129	-1.47	.11
		CL	-.20	.21	.882	-.80	.40
		CP	-.58	.21	.051	-1.16	.00
		AC	-.26	.21	.743	-.86	.34
	CL	CM	-.48	.26	.376	-1.22	.26
		AV	.20	.21	.882	-.40	.80
		CP	-.38	.18	.229	-.89	.12
		AC	-.06	.19	.998	-.58	.46
	CP	CM	-.10	.26	.996	-.82	.63
		AV	.58	.21	.051	.00	1.16
		CL	.38	.18	.229	-.12	.89
		AC	.32	.18	.395	-.18	.83
	AC	CM	-.42	.26	.512	-1.16	.32
		AV	.26	.21	.743	-.34	.86
		CL	.06	.19	.998	-.46	.58
		CP	-.32	.18	.395	-.83	.18

P value=0.028

Test of homogeneity of variance

Significant value = 0.021

Levene test is significant so we check the GH table.

Compare the Competing & Avoiding, Competing & Collaborating, Competing & Compromising, Competing & Accommodating There is no significant difference.

Compare the Avoiding & Competing, Avoiding& Collaborating, Avoiding& Accommodating There is no significant difference.

Compare the Collaborating & Competing, Collaborating & Avoiding, Collaborating& Compromising, Collaborating & Accommodating There is no significant difference.

Compare the Compromising& Competing, Compromising &Collaborating, Compromising & Accommodating There is no significant difference.

Compare Accommodating & Competing, Accommodating & Avoiding, Accommodating & Collaborating, Accommodating & Compromising There is no significant difference.

Compare Avoiding & Compromising, Compromising & A There is a significant difference.

Hence, we can conclude that there is a significance difference between mean scores of compromising and avoiding. Should closely watch the nurses with avoiding and compromising styles

Findings

- The conflict management styles including accommodating, collaborating, competing, avoiding, and compromising has significant influence on organisational commitment.
- There is a significance difference between mean scores of compromising and avoiding. Should closely watch the nurses with avoiding and compromising styles.

Suggestion:

- As the result of the It says that the avoiding and compromising has the significant difference so in future the organisation must keep an eye on the nurses for the betterment of the organisation.
- Employee engagement must be taken.
- More importance needs to be given to the nurses
- There should work life balance for the nurses to manage both work life and personal life

Conclusion:

- First Neuro hospital is a well-known hospital when it comes to Neuro. There are so many facilities given to be patients. Their motto is “Care that puts patients first” by this we can understand that more prominent is given to the patients and there so many patients who have cured and paediatric neurology which gives medicines for the child who gets neuro problem by birth.
- the research paper on conflict management styles of nurses provides valuable insights into the ways nurses handle conflicts within healthcare settings. Through the analysis of various conflict

management styles, this study sheds light on the importance of effective conflict resolution in maintaining a harmonious work environment and improving patient outcomes.

- Furthermore, the research emphasizes the significance of training programs and education to enhance nurses' conflict management skills. It highlights the need for healthcare organizations to invest in providing nurses with the necessary tools and resources to effectively manage conflicts, such as communication training, conflict resolution workshops, and ongoing professional development.

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