ABSTRACT

This study investigated the impact of conflicts among staff nurses in the health care set up and patient care in Mumbai. Number of samples comprised of 100 nursing staff selected through the use of stratified random sampling technique. Data was collected through the validated structured questionnaire. Data collected from the samples was analyzed with the help of Spearman correlation analysis. The results of the tests reflected a significantly positive relationship between conflict management strategies like collective bargaining, compromise, performance etc.

Also, the result of the regression analysis indicated that collective bargaining strategy displayed the highest significant positive correlation with organizational performance. In addition, study findings revealed that conflicts arose over multiple factors of organizational experiences based on economic and goal incompatibility orientations in the workplace. Union-management conflict was discovered as the most prevalent type of industrial conflict in the organization. The study concluded that conflict was an unavoidable phenomenon in organizational life and it could contribute to or detract from organizational performance depending on the conflict management methods adopted in the workplace.

Keywords: Hospital set up, Conflict, Conflict management

INTRODUCTION

The contention among each other is a contradiction between two people of an association including noteworthy severity and disappointment. It can likewise be called as relational clash. Relational clash normally creates because of changed relational relationship among collaborators or unequal conveyance of errands or absence of comprehension of circumstance by workers. Relationship implies being associated or related decidedly. So relationship assumes critical part in causing, and determination of contention in compelling way. Connections are a primary wellspring of delight and give barrier against stress and as a result of good connections, people get dynamic help for troublesome undertakings and difficulties in employments, enthusiastic help in their day by day lives, and fellowship in shared exercises. Then again, if there is no relationship or misconception, clearly struggle will emerge and result would be trouble and inadequate workplace. As of late medicinal services associations have turned out to be intricate because of enrolment, absence of assets, relational abilities, and work over-burden. These are subjected to complex relational elements among partners, and if arrangements are exist to recognize and resolve these, at that point out come regarding work fulfilment by representatives, and patient fulfilment through standard care will be moved forward.

OBJECTIVE

1. To identify the causative factors of conflict in the health care set up
2. To examine the types of conflict that are prevalent
3. To access the conflict management strategies adopted for use in the healthcare set up
4. To determine the effect of interpersonal conflict management on health care set up performance in the patient care.

RESEARCH HYPOTHESES

H1: There is a significant relationship between conflict management and health care set up performance.
H2: Collective bargaining strategy has significant relationship with health care set up performance.
H3: Compromise strategy has significant relationship with health care set up performance.
H4: Accommodation strategy has significant relationship with health care set up performance.
H5: Confrontation strategy has significant relationship with health care set up performance.
H6: Competition strategy has significant relationship with health care set up performance.
H7: Avoidance strategy has significant relationship with health care set up performance.

REVIEW OF LITERATURE

A study conducted by The Center for American Nurses, to perceive challenges identified with struggle experienced by the expert enrolled nurture, that relational clash is the most incessant and tricky kind of contention encountering in work put. Nobody denies this reality however generally the chief gives careful consideration because of occupied calendar and receives evasion style which result in poor business related demeanours and mental states, for example, work disappointment, authoritative duty, turnover intensions, negative feelings, and passionate weariness. Consequently, it is essential for the medical attendant pioneers to recognize the wellspring of contention which may unpleasant effect on persistent care, and to oversee struggle by understanding the methodologies for the viability of medicinal services setting. Importance of the Issue reported by Johansen is that work environment clashes in the social insurance condition have a tendency to be much more muddled in light of the fact that they frequently include continuous, complex connections that are situated in feeling. As in healing facility one would cooperate with various HR with assorted variety, including doctors, attendants, supervisors and work force's from same or different offices. In any case, some time medical attendants are working under troublesome and distressing circumstance which can prompt adverse relational association with other collaborators, and they are so occupied in their work to think about and to determine it. Accordingly, tolerant care will be traded off and association would lose its profitability. Medicinal services experts, who see each other's parts and can work adequately together, have been appeared to give higher quality care. Henceforth, to accomplish want out comes in tolerant care, it is fundamental to have great relational relationship regarding participation, joint effort, tune in, and regard the qualities or places of each other. It is typically seen in our setting that doctors indicating dominancy and absence of acknowledgment of part of medical attendants are the underlying drivers of relational clash in medicinal services settings. There are number of explores on strife in human services, particularly with respect to attendants issues in clinical ranges. The most imperative wellsprings of contention are going astray administration style, staff observations, and rare assets in the unit bringing about more elevated amounts of stress, contrasts in objectives among work gatherings and rivalry. Consequently, administrative style assumes an indispensable part when struggle is emerging either inside gathering or with director. Be that as it may, distressing condition, trouble in accomplishing the objective and misperceptions prompt clash. In such manner absence of occupation fulfillment and staff turnover will come about low work result and have coordinate impact on tolerant care and expert picture. There are numerous abilities, those we should learn and practice to cooperate particularly, which may adequate to all. These aptitudes are not characteristic but rather we can learn through training and progressing encounters. According to Grady chiefs go over such clashes which emerge from these abilities lacks more than some other reasons. The medical attendants generally when enter the patient care setting; they have less chances to get formal preparing with respect to such
Critical thinking is to recognize the worries of the two gatherings and to locate a reasonable arrangement which tends to their worries. Compelling is the forcing of choice by pioneer to determine the contention. Staying away from is the methodology when the pioneer does not have any desire to include in the contention. These three parts are proposed to determine relational clash among associates. Critical thinking conduct enabling the people to demonstrate their objectives and perspective, they take it decidedly as the pioneer indicating enthusiasm for their worries. Subsequently, when the workers see their significance; in this way, their sentiments of controlling the distressing circumstance upgrades, and along these lines, negative effect of contention diminishes.

This shows participatory administration style in which representatives are given the chance to take an interest in the basic leadership process, which limiting sentiment push. Including subordinates in settling the issues prompts cooperation, which produces work fulfillment, cost viability and better arrangements. Moreover, if there is strife, the approved pioneer ought to guarantee that it is productively settled. Conversely, driving conduct has negative effect on worker yet in light of pioneer's advantage, and would build stretch as opposed to determine the contention in sound way. Be that as it may, strife might be set out to some degree as the representatives anticipated that the pioneer would be definitive and obliged to comply. Moreover, keeping away from conduct may cause dissatisfaction in the representatives on the grounds that the pioneer neglects to determine the contention and in this manner strife will be heightened. Keeping away from procedure is better yet in the event that the representatives see it decidedly; generally as in the situation the circumstance was declined. Calculated structure Nurses don't have enough time for research and examination determined for formalizing forms through logical technique, such a large number of issues require prompt activity to discover the arrangement. Useful technique developed by Sullivan & Decker states that to determine an issue or struggles, which are the most advantageous strides for nurture pioneer to be more powerful in troublesome circumstances. The initial step is to distinguish the issue, the most essential part for a pioneer to determination of a relational clash. The issues ought to be in engaging articulation instead of judgmental or decisive, and untimely translations must be stayed away from by utilizing intensive request of issues as in the situation, so that to keep away from facilitate accidents. Exact evaluation of contention among the colleagues needs to accomplish long haul objectives as opposed to only a stopgap measure. After the pioneer ranges to the foundation of the issue, at that point he/she ought to produce conceivable arrangements. This progression will offer chance to a pioneer to grow more exact arrangements with respect to particular circumstances. The pioneers once set the arrangements; at that point assess the proposed arrangements by remembering the subordinates and emergency. Pick the best answer for resolve the issues, which is doable, palatable and satisfactory by subordinates and higher administration. Presently it is an ideal opportunity to actualize the arrangement after a detail design and handy in term of tedious and compelling. All the more frequently the representatives for the most part participate with such arrangement which fit into their support, while few stand up to. At that point the attendant pioneer should start venture to instruct the staff to follow the arrangement. In this circumstance participative administration style is more impeccable, which help to recognize satisfactory answers for issues. In the event that issue settled among the collaborators, keep the critical thinking process on proceed with premise. On the off chance that the pioneer assesses the result to
guarantee that contention has been settled and expand on that understanding, it turns into a specialist expertise that he/she can use all through the vocation. The last advance of the procedure rely on the progression or disappointment of the settling the issue, which if strife does not resolve at that point rehash the procedure. Authority style Strong and powerful administration styles are scratch segments to any social insurance achievement.

According to Kazimoto workplace conflict is described as the presence of discord that occurs when goals, interests or values of different individuals or groups are incompatible and frustrate each other attempt to achieve objectives in an organization. It is a communication process and an inevitable consequence of transactional relationship manifesting in disagreement and dissonance with and between individuals and groups in the work-environment.

Akanji opined that constructively managed conflict induces a positive performance, while destructively managed conflict heats up the work environment to bring about dislocation and polarization of the entire group with reduction in productivity and job performance. This is suggestive that a well-managed conflict aims at the improvement of organizations for the purpose of stimulating performance in the work-situation.

According to Obasan the establishment to effect changes and search for positive solutions. Hence, management are duty bound to resolve conflict properly for the sake of increasing organizational performance, because the outcome of such action will result in good communication, time management, good cooperation and increase corporate productivity.

RESEARCH METHODOLOGY

The study adopted a descriptive research design. The survey was conducted in a purposively selected health care set up, with a total population of 400 staff nurses. Using an appropriate statistical formula for sample selection, stratified random sampling technique was employed to select 100 participants, thus, restricting the sample size to 25% of the total nursing staff in the health care set up. The basic criteria for inclusion in the sample were years of experience and working with same health care set up for not less than 5years.

METHOD OF DATA COLLECTION

Structured questionnaire was the main instrument used for data collection. Out of the 200 copies of the questionnaire self-administered by the researcher, 100 copies were retrieved and fit for analysis, with a response rate of 95%. The questionnaire was designed following standard guidelines for questionnaire design (Sekaran, 2003). The first part of the questionnaire sought for the biographical details of the respondents, while the second part comprised 30 items-questions to be answered in Likert scale format, which was used to measure pertinent constructs (both the independent and dependent variables of the study). Each item of the construct used was presented with five alternative responses from strongly disagree to strongly agree with numerical value 1 – 5.

VALIDITY AND RELIABILITY

The validation of the questionnaire was ensured through Test and Re – Test method with 20 staff nurses of a health care set up. Using Cronbach alpha at 0.05 level, the reliability of co-efficient of the variables ranged from 0.786 to 0.885 reflecting appropriate adequacy and adjudging the questionnaire as valid and reliable.

METHOD OF DATA ANALYSIS

The data collected were coded and analyzed using descriptive statistics (frequency and percentage counts, mean and standard deviation and inferential statistics using Spearman Correlation Coefficient and Shapiro-Wilk test. The Shapiro –Wilk test was undertaken to determine the normality of data. The results indicated that the significance level is not above 0.05 in all distributions and is not less than 0.05 with respect to other variables. Based on this outcome, Spearman correlation matrix was used for
the test of hypotheses, since it does not require any particular requirement for the distribution of variables.

RECOMENDATIONS

These are useful systems for intervening relational clash for nurture pioneers, which are as:

1. Be a good example.
2. Be useful of every individual's needs inside the gathering.
3. Try not to consider dependable anybody for the issue.
4. Concentrate on the issues, not the identities.
5. Keeping up protection and classification
6. Investigation of choices
7. Give level with time to each gathering.
8. Select a commonly pleasing arrangement and build up an arrangement.
9. Condense key focuses and plans.
10. Follow up the plans and give positive criticism to members.
11. Encourage assist critical thinking as essential. It is imperative for people to keep up a sound workplace and maintain a strategic distance from unpleasant circumstance by regarding the collaborators' esteem, convictions, great relational abilities, and have enough information to work in a multicultural association.

CONCLUSION

Conflict is unavoidable in nature. It is a noteworthy issue inside medicinal services associations everywhere throughout the world. To beat relational clash in the social insurance setting requires exact learning and aptitudes for medicinal services experts to lessen the event of contention. This paper has suggestions for nurture pioneers and associations who look to oversee struggle among representatives to lessen its negative outcomes on workplace and association efficiency. Figuring out how to oversee struggle may enable medical caretakers to feel more occupation fulfillment and clearly impact fully affect persistent care. Also, medical caretakers are more concerns how they are dealt with. On the off chance that they are approached with deference and pride by partners, chief and are working with positive relationship and spirit, they will encounter a positive workplace with less clash.

REFERENCES
