

FACTORS INFLUENCING INTEGRATING CONFLICT MANAGEMENT STRATEGY AMONG UNIVERSITY TEACHERS: AN EVIDENCE FROM SRI LANKA

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Abstract

Conflicts are unavoidable in any organizations since it is a natural, everyday phenomenon in each individual, each group or organization. It can be arised at anytime and anywhere in personal, academic and professional life. Though it is impossible to avoid, it is possible to manage. If it is not managed effectively it leads to increase the stress, reduce the organizational performance and negatively impacts on health and comfort of employees. There are five different conflict management strategies such as forcing, integrating, compromising, obliging and avoiding those are being mostly used in organizations or personal life when conflict arises. Among these five strategies, integrating is the effective strategy which increases the individual performance and organizational performance. The objective of this study is to find out the factors influencing on integrating conflict management strategy among university teachers. For this study the primary data were collected from randomly selected 1197 permanent academic staff by using the structured questionnaire from all 15 state Universities in Sri Lanka. The collected data were analyzed by using the Principal Component Analysis (PCA). Results of this study revealed that there are four factors such as (1) Investigate an issue with others (2) Minimize the difference among others (3) Emotional support to others (4) Trust others are influencing to apply the integrating strategy when the academic staff falls in conflict. Further, researchers suggested that those who wish to reduce the stress and create the peaceful environment within the organization and their personal life need to investigate an issue with others, minimize the difference among others, provide emotional support and trust others.

Key words: Conflict, Integrating, Conflict management, Emotional support

1.0 Background of the Study

Conflicts are unavoidable in state Universities since it is inevitable in any organizations. Because it is a part of academic staff's life also. It can occur between students versus academic staff, academic staff versus academic staff, academic staff versus non- academic staff, and administrators versus academic staff.

Because people in any organization are working based on interpersonal relationship which leads to the interpersonal conflict within the organization. If the relationship is bad between two individuals or two groups which leads to conflict. Sirajud Din, Khan, Rehman & Zainab Bibi (2011) indicates sources of conflict in universities are lack of personality factors, lack of communication, structural issues, and limited resources. Meyer (2004) indicated that conflict should