

Conflict Management In Shree Ganesh Edible Pvt. Ltd

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ABSTRACT:

It is rightly said that, “wherever there is interaction there is conflict.” Conflict is an important part of everybody’s life. We often hear people saying that, “there is a conflict in mind.” Conflicts in any organization influence the behaviour of employees in any organizations. They demotivate the employees and the satisfaction level of employees becomes slow down when conflicts must be exist. If there is a conflicts in the organizations, then the job of the manager also become complicated. So, manager has to deal with conflicts or differences among people at work. Therefore, it is very important for the managers to understand the concept of conflicts and try to handle these conflicts very carefully. The study tries to evaluate the impact of conflicts on the employee’s performance in Shree Ganesh Edible Pvt. Ltd. The study also attempts to finding the challenges faced by employees in the company and provide some suggestions regarding this.

KEYWORDS:

Conflicts, employee turnover, environmental stress, compromise

INTRODUCTION:

Conflicts generally include fighting, controversies, hostility that may impact the day to day operations of the organizations. It mainly occurs in the organizations when individuals are not able to choose among various alternatives. In other words, conflict is any tension which is faced by the employees working in the organizations. Conflicts are destructive in nature. Therefore, these must be resolved as soon as possible after they are developed but firstly efforts are to be made in such a way that the conflicts are not developed in the organization. But in certain cases, conflicts are desirable for the organization in order to create changes and challenges within the organization. So we must say that conflicts must be good as well as bad. Whether the conflicts are good or bad, it depends upon the type of conflict. There is positive as well as negative type of conflicts in any organization. It is evident that conflicts are essential in the organization to some extent.

Functional conflicts: Conflicts that support the group goals and helps in improving performance are known as functional conflicts.

Dysfunctional conflicts: These are destructive in nature. They results low productivity, high employee turnover, is satisfactions etc.

ABOUT THE COMPANY:

CIN	U15143PB2006PTC029802
Company name	Shree Ganesh Edibles Private Limited
Company status	Active
RoC	RoC- Chandigarh
Registration number	29802
Company category	company limited by shares
Class of company	private
Date of incorporation	27 February 2006
Company sub category	non- government company
Activity	Production. Processing, preservation of meat, fish, fruit vegetables, oils and fats.

REVIEW OF LITERATURE:

Sandole (2009) conflict management is determined by the agenda that being conducted in related with the issue, relation with the available parties, sub-system. **Dreyer (2010)** indicates that territorial issues become especially conflictual when they are linked to several other issues. **Mitchell and Thies (2011)** some studies have found that the negotiations are more likely when disputes concern with territory and findings suggests that the military strategies are more likely to be employed in territorial disputes. **Taylor and Lederach (2014)** balancing the diverse voices and energies becomes a challenge in integrating responses from each perspective, the social energies can serve as engine of conflict transformation.

RESEARCH METHODOLOGY:**OBJECTIVES:**

1. To determine the effectiveness of handling conflicts with respect to gender.
2. To know about the training mechanism used by the organization in resolving the conflicts.
3. To know whether company used third party intervention in resolving the conflicts.

Research design	Empirical
Primary data collection	Through structured questionnaire, observation, interview and discussion method
Secondary data collection	Through text books, journals, record of Shree Ganesh, academic reports, internet
Sampling method	Convenience sampling
Sampling size	100
Scaling technique	5 point Likert scale, percentage method
Statistical tools	Chi- Square test

DATA ANALYSIS AND INTERPRETATION:

Table 1
Effectiveness of handling conflicts on the basis of gender

SEX	NUMBER OF RESPONDENTS	PERCENTAGE (%)
Male	70	70%
Female	30	30%
TOTAL	100	100%

Table 1 depicts that out of 100 employees in the company, there are 70% male and 30% females are to be taken for the study.

HYPOTHESIS 1:

H₀: Let us take null hypothesis that there is no significance difference between gender and effectiveness of handling conflicts

	HIGHLY SATISFIED	SATISFIED	NEUTRAL	DIS SATISFIED	HIGHLY DIS SATISFIED	ROWS TOTAL
Male (observed)	15	25	10	15	5	70
Female (observed)	5	10	5	5	5	30
Column total	20	35	15	20	10	100

Chi- squared statistic	22.7220166
Degree of freedom	4
Level of significance	0.05
Critical value	9.488

As the chi- statistics, the calculated value (22.7220166) is more than the table value (9.488) at degree of freedom= 4 and level of significance= 0.05, hence **our hypothesis is rejected**. Therefore, there is a significance difference between gender and effectiveness of handling conflicts

Table 2

Company provide any type of training in resolving conflicts

RESPONSE	NUMBER OF RESPONDENTS	PERCENTAGE (%)
Provide training	60	60%
Not provide training	40	40%
TOTAL	100	100%

Table 2 depicts that out of 100 employees in the company, there are 60% employees says that training is provided in the organization in resolving the conflicts while 40% says that training is not provided to them in resolving the conflicts in the organization.

HYPOTHESIS 2:

H₀: Let us take null hypothesis that there is no significance difference between training and conflicts management in the organization.

	HIGHLY SATISFIED	SATISFIED	NEUTRAL	DIS SATISFIED	HIGHLY DIS SATISFIED	ROWS TOTAL
Provide training (observed)	15	20	5	15	5	60
Not provide training (observed)	5	15	10	5	5	40
Column total	20	35	15	20	10	100

Chi- squared statistic	9.123364
Degree of freedom	4
Level of significance	0.05
Critical value	9.488

As the chi- statistics, the calculated value (9.123364) is smaller than the critical value (9.488) at degree of freedom= 4 and level of significance= 0.05, hence **our hypothesis is accepted**. Therefore training and conflict management **are independent**.

Table 3**Showing third party intervention is necessary in resolving conflicts**

RESPONSE	NO. OF RESPONDENTS	PERCENTAGE (%)	WEIGHTED MEAN
highly satisfied	45	45%	5*45=225
Satisfied	25	25%	4*25=100
Neutral	20	20%	3*20=60
Dis satisfied	10	10%	2*10=20
Highly dis satisfied	0	0%	1*0=0
TOTAL	100	100	405/100=4.05

LIKERT SCALE VALUE=4.05

According to the likert scale, the mean rate is 4.05. So, the respondents are satisfied with the intervention of third party in resolving the conflicts.

Table 3 shows that from 100 employees 45% are highly satisfied, 25% are satisfied towards working environment. 20% are neutral and 10% are dis-satisfied. But no one is highly dissatisfied with the third party intervention in resolving the conflicts in the organization.

FINDINGS:

1. The study shows that males handle the conflicts more effectively than females.
2. It also shows that training regarding resolving conflicts has not much important.
3. The study also finds that in resolving the conflicts in the organization there is a need of third party intervention.

SUGGESTIONS:

1. Conflicts must be resolved quickly as soon as possible so that it may not adversely affect the working of the organization.
2. Timely communication is very much important in resolving the conflicts in the organization.
3. In order to resolve conflicts in the organization, conflict handling skills are needed.

CONCLUSION:

It may be concluded at the end, conflicts are the part and parcel of life. It is very important for any organization to find the causes of conflicts as soon as possible and try to best in resolving these conflicts. Therefore the concept of conflict management plays a very important role in these conflicting situations. When there is no conflicts between two employees, or between employer and employees only then the growth of the organization is possible.

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