Nurses Styles In Managing Conflict At Main Assiut University Hospital

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Abstract:

Conflict is one of the most prevalent issues facing nursing management today. The introduction of new specialties is often associated with highly technical procedures, an increase in the body of knowledge and a complexity of nursing skills needed in the working units. This study aimed to determine nurses' styles in managing conflict at Assiut Main University Hospital. Subjects of this study comprised all nurses who were available at the time of the study (n = 140) at the general medical and surgical inpatient care units at the previously mentioned hospital. A modified version of the Thomas-Kilmann conflict resolution style questionnaire-based on the self-assessment questionnaire developed by Steers and Black, was used to assess the different nurses' styles in managing conflicts at Assiut Main University Hospital. This study revealed that accommodating was the most frequently used style by nurses in managing conflict in their working settings. Also, a positive relationship was found between their educational level and use of accommodating style in managing conflict. Furthermore, significant relationships were revealed between nurses' age and their use of competing and compromising styles in managing conflict and between nurses' years of experience and their use of collaborating style.

Published In:

New Egyptian Medical , Vol. 30 , No. 5 ,