A STUDY OF CONFLICT MANAGEMENT STYLES AMONG STUDENTS

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ABSTRACT

The purpose of this studyto examine conflict management styles among Students.**Objectives**:-To examinethe Conflict Management Styles of College Students on the basis of gender.. **Hypotheses:-**There is no significant difference between male and female Students with Conflict Management Styles dimension on Competing, Collaborating, Compromising, Avoiding and Accommodating. **Methodology**- **Sample:** Total sample of present study 50 College Students, in which 25 were Male and 25 were Female Students. Both groups sample College Students from Mumbai Dist. in Maharashtra. Purposive Sample Design was selected and the subject selected in this sample was age group of 18-21 year. **Variables-** The independent variables are Gender;Dependent variables are Conflict Management Styles **Research Design:**Simple Research Designs used in the present study.**Research Tools-** Thomas Kilmann Conflict Mode Instrument (TKI)by Thomas Kilmann (1970). **Statistical Treatment:** Mean SD and ANOVA. **Conclusions: 1)** Male Students high Competing Conflict Management Styles and AvoidingConflict Management Styles than Female Students. 2) Female Students high CollaboratingConflict Management Styles, CompromisingConflict Management Styles and Accommodating Conflict Management Styles than Male Students.
Key words: -MaleStudents, Female Students.Conflict Management Styles.

INTRODUCTION

Conflict is simply the condition in which the perceptions of individuals in conflict appear to be incompatible. Conflicts occur under two conditions- interdependence and differences. Interdependence exists when team members need to work together to satisfy their concerns. Interdependence is especially high in meetings when the team must make decisions that affect all members in a group. The hope of human existence surprisingly is that in spite of perpetual conflict, humans continue to thrive successfully, overcoming all these conflicts and have been doing the same over years and generations. It is perhaps the gift of nature that human beings are able to show great resilience against much of the day-to-day conflicts. Ability to manage conflict is in fact one of the most important social skills which is unique to every individual. An individual may use different strategies to deal with conflict, which are called the conflict management styles. While dealing in a conflicting situation, an individual might try to satisfy his own viewpoint without listening to anybody else; might mellow down and give up; or further might tread a middle path to satisfy one's own self and the other (Thomas, 2002).Every person encounters conflict in his daily life in one form or the other and follows some strategy to come out of that conflict. A conflict management style refers to the pattern of behavior that an individual develops while dealing with conflicts. It is the skill needed to resolve different situations. An individual may use one or more conflict management styles. Conflict management styles tend to be unswerving over time. There are many conflict management styles that have been given by various psychologists, but in the present study, five conflict management styles i.e. competing, collaborating, compromising, avoiding and accommodating as measured by the Thomas Kilmann Conflict Mode Instrument (2007) have been taken into consideration.
Thomas and Kilmann have given five methods of dealing with conflict. Assertiveness and cooperativeness form the basis for defining these methods. These modes of handling conflict are as mentioned:

1) Competing Style

Competing is a power-oriented conflict handling mode. While using this style, a person is assertive and uncooperative. He tries to follow his own concerns at the cost of other person; in doing so, he uses any means that seem pertinent to win his stand. Competing might mean standing up for one's own rights, defending one's position that a person thinks is correct, or simply trying to win.

2) Collaborating Style

Collaborating is a conflict management style which is assertive as well as cooperative. An individual endeavors to work with the other person to find a resolution which fully satisfies the apprehensions of both. While collaborating, a person delves deep into an issue to spot the underlying concerns of both the persons and attempts to find an alternative that meets the concerns of both sets. It might take the form of investigating a disparity to learn from each other's insights, resolving some condition that would otherwise put them in competition for resources, or confronting and trying to find an inventive solution to an interpersonal dilemma.

3) Compromising Style

Compromising is intermediate between assertiveness and cooperativeness. While using the compromising Style of conflict resolution, an individual intends to find a convenient and mutually satisfactory solution that is partially persuading for both parties. This style of conflict management falls on midway between competing and accommodating. While using this style, an individual concedes more than competing but less than accommodating. It addresses a concern more directly than avoiding but doesn't explore it in as much depth as collaborating. Compromising in conflict management implies splitting the variation, exchanging concessions, or seeking a swift middle-ground situation.

4) Avoiding style

Avoiding style of managing conflict is unassertive as well as uncooperative. A person using the avoiding style is not immediately concerned about his own concern or those of the other person. He does not venture to tackle the conflict, rather diplomatically sidesteps an issue, adjourns it for a better time, or simply withdraws himself from threatening circumstances.

5) Accommodating style

Accommodating style of conflict management is contrary to competing. When using this style, an individual is unassertive and cooperative, whereby he neglects his or her own concerns to abide by the concerns of the other person. There is a component of self-sacrifice in this mode. Accommodating takes the form of altruistic kindness or charity, conforming to view point of the other person, when a person would prefer not to, or complying with the perspective or opinions of the other people.

REVIEW OF LITERATURE:-

Baxter and Shepard (1978), Berryman-Fink and Brunner (1985), Coffindaffer, Kavookjian, Scott and Bhanegaonkar (2006), Gayle and others (1991), Rosenthal and Hautaluoma (1988), Rubin and Brown (1975), and Thomas, Thomas and Schaubhut (2008) who have found out that men and women differ in their choice of preferred conflict management style and that the females are less competing than men. Rahim (1983b) who has reported that women are more collaborating than men. However, these results are contradictory to the findings of Chanin and Schneer (1984), who have found men to be more collaborating than women and Gayle and others (1991) who have reported that no gender differences exist in the use of conflict management style.Brewer, Mitchell and Weber (2002) who have reported that masculine individuals use the avoiding style more than the androgynous individuals. These results are contradictory to the findings of Monroe, DiSalvo, Lewis and Borzi (1991) who have reported that females use avoidance conflict management style more than males. Rosenthal and Hautaluoma (1988) who have reported that women are more accommodating than men. On the other hand, the findings of Rahim (1983b) who found men to be more accommodating than women are in contradiction. BerrymanFink and Brunner (1985), Coffindaffer, Kavookjian, Scott and Bhanegaonkar (2006), Gayle and others (1991), Rosenthal and Hautaluoma (1988) who have reported that females are more likely to use compromising conflict management style as compared to men. Collins (2001), Cynthia and Claire (1985), Marion (1995), Powell (1988) and Shweta and Jain (2010) who have found significant differences between males and females in the use of conflict management style. However, the findings of Copley (2008), Korabik, Baril and Watson (1993) and Shockley-Zalabak (1981) do not support the present results as they have reported no gender differences in the use of preferred conflict management style.

STATEMENT OF THE PROBLEM

To study of conflict management styles among students

OBJECTIVES OF THE STUDY

➢ To examine the Conflict Management Styles of College Students on the basis of gender.

HYPOTHESES OF THE STUDY

➢ There is no significant difference between male and female Students with Conflict Management Styles dimension on Competing, Collaborating, Compromising, Avoiding and Accommodating. .

METHODOLOGY

SAMPLE

Total sample of present study were 50 College Students, in which 25Maleand 25Female Students.Both groups sample College Students from Mumbai Dist. in Maharashtra. Purposive Sample Design was selected and the subject selected in this sample was age group of 18-21 year.

RESEARCH DESIGN:-

Simple Research Designs used in the present study

VARIABLES USED FOR STUDY

Table No- 01Variables

Type of variable	Name of variable	Sub. Variable	Name of variable
Independent	Gender	03	1)Male Students 2) Female Students
Dependent	Conflict Management Styles	05	1)Competing, 2) Collaborating, 3) Compromising, 4) Avoiding 5) Accommodating

RESEARCH TOOLS:-

Table No. 02. Thomas Kilmann Conflict Mode Instrument (TKI)

Aspect	Name of the Test	Author	Sub-Factor	
Conflict Management Styles	Thomas Kilmann Conflict Mode Instrument (TKI)	Thomas Kilmann (1970)	1) Competing, 2) Collaborating, 3) Compromising, 4) Avoiding 5) Accommodating	Item-30
				Reliability - .60 -.82
				Validity - 0.22-0.45

STATISTICAL ANALYSIS

At the first stage data were treated by descriptive statistical techniques i.e. mean and standard Deviation and ANOVA was done by using SPSS Software.

RESULTS

Table No. 03. Mean SD and F Value of Genderon Conflict Management Styles.

Table No	Factor	Gender	Mean	SD	N	DF	F Value	Sign.
Table No-03 (A)	Competing	Male Students	5.28	1.90	25	48	4.48	0.05
		Female Students	4.08	2.10	25			
Table No-03 (B)	Collaborating	Male Students	6.10	1.59	25	48	11.41	0.01
		Female Students	7.80	1.95	25			
Table No-03 (C)	Compromising	Male Students	6.60	1.80	25	48	6.17	0.05
		Female Students	7.82	1.67	25			
Table No-03 (D)	Avoiding	Male Students	5.82	2.65	25	48	4.07	0.05
		Female Students	4.26	2.81	25			
Table No-03 (E)	Accommodating	Male Students	4.89	1.29	25	48	8.84	0.01
		Female Students	6.49	2.36	25			

DISCUSSION

Gender on Competing Conflict Management Styles

Hypotheses:-01
> There is no significant difference between male and female Students with Conflict Management Styles dimension on Competing. .

Observation of the table 03 (A) indicated that Competing of The mean and SD value obtained by the Male Students 5.28 ± 1.90, and Female Students was 4.08, ± 2.10. It is observed that the calculated 'f' value (4.48) is high than the table value (0.01 = 3.94 and at 0.05 = 6.90 levels). That is to say that this null hypothesis is rejected and Alternative hypothesis is accepted (There is significant difference between male and female Students with Conflict Management Styles dimension on Competing.). It means that Male Students high Competing Conflict Management Styles than Female Students.

Gender on Collaborating Conflict Management Styles
Hypotheses:-02
> There is no significant difference between male and female Students with Conflict Management Styles dimension on Collaborating. .

Observation of the table 03 (B) indicated that Collaborating of The mean and SD value obtained by the Male Students 6.10 ± 1.59, and Female Students was 7.80, ± 1.95. It is observed that the calculated 'f' value (11.41) is high than the table value (0.01 = 3.94 and at 0.05 = 6.90 levels). That is to say that this null hypothesis is rejected and Alternative hypothesis is accepted (There is significant difference between male and female Students with Conflict Management Styles dimension on Collaborating.).It means that Female Students high CollaboratingConflict Management Styles than Male Students.

Gender on Compromising Conflict Management Styles
Hypotheses:-03
> There is no significant difference between male and female Students with Conflict Management Styles dimension on Compromising. .

Observation of the table 03 (C) indicated that Compromising of The mean and SD value obtained by the Male Students 6.60 ± 1.80, and Female Students was 7.82, ± 1.67. It is observed that the calculated 'f' value (6.17) is high than the table value (0.01 = 3.94 and at 0.05 = 6.90 levels). That is to say that this null hypothesis is rejected and Alternative hypothesis is accepted (There is significant difference between male and female Students with Conflict Management Styles dimension on Compromising.).It means that Female Students high CompromisingConflict Management Styles than Male Students.

Gender on Avoiding Conflict Management Styles
Hypotheses:-04
> There is no significant difference between male and female Students with Conflict Management Styles dimension on Avoiding. .

Observation of the table 03 (D) indicated that Avoiding of The mean and SD value obtained by the Male Students 5.82 ± 2.65, and Female Students was 4.26, ± 2.81. It is observed that the calculated 'f' value (4.07 is high than the table value (0.01 = 3.94 and at 0.05 = 6.90 levels). That is to say that this null hypothesis is rejected and Alternative hypothesis is accepted (There is significant difference between male and female Students with Conflict Management Styles dimension on Avoiding.).It means that Male Students high AvoidingConflict Management Styles than Female Students.

Gender on Accommodating Conflict Management Styles
Hypotheses:-05
> There is no significant difference between male and female Students with Conflict Management Styles dimension on Accommodating. .

Observation of the table 03 (E) indicated that Accommodating of The mean and SD value obtained by the Male Students 30.12 ± 2.18, and Female Students was 31.24, ± 1.90. It is observed that the calculated 'f' value (4.48) is high than the table value (0.01 = 3.94 and at 0.05 = 6.90 levels). That is to say that this null hypothesis is rejected and Alternative hypothesis is accepted (There is no significant difference between male and female Students with Conflict Management Styles dimension on Accommodating.).It means that Female Students high Accommodating Conflict Management Styles than Male Students.

CONCLUSIONS:
1) Male Students high Competing Conflict Management Styles than Female Students.

2) Female Students high CollaboratingConflict Management Styles than Male Students.
3) Female Students high CompromisingConflict Management Styles than Male Students.
4) Male Students high AvoidingConflict Management Styles than Female Students.
5) Female Students high Accommodating Conflict Management Styles than Male Students.

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