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## RESEARCH

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# Assessment of knowledge, attitude and practice regarding conflict management among nurses at work place environment

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### ABSTRACT

**INTRODUCTION:** Educating the nursing staff at their workplace and emotional intelligence can help managers to effectively deal with conflicts in the workplace. However, the correlation between conflict management styles and educational level emotional intelligence has not been fully conceptualized.

**OBJECTIVES:** To assess the knowledge, attitude and practice regarding conflict management among registered nurses and to investigate reasons of the conflict and analyze nurses role in conflict resolution in the work place.

**MATERIAL METHODS:** A descriptive correlational design was used. A sample of 120 nurse managers completed the study.

**RESULTS:** The finding of study showing percentage distribution of participants' age into 5 categories. 73.3% of participants were used collaboration and cooperation technique to resolve the conflict, 60% nurses were replied that accommodation strategy were employed to alleviate the stress during working environment. Majority of respondents apply smoothing technique for stable environment, this also has 61.5% similarity. To use effective strategies in conflict management nurses must develop

training program on conflict management in health care facilities.

**CONCLUSION:** The study identified many sceptors of conflict among nurses. Most conflicts are interpersonal, followed by destructive communication, but inter-group conflicts are the least. There is no therapeutic care-patient relationship here. Threatened with conflict, the highest proportion of salaried nurses had a high level of professionalism. Nurses have a responsibility to create a healthy work environment and eliminate conflict.

**IMPLICATIONS FOR NURSING MANAGEMENT:** This research helps nurses determine effective best practices regarding conflict management and improve patient care knowing the reasons of conflict and types of conflict in work place environment. The findings from peer-reviewed studies can correct old misunderstandings, pave the way of new conflict management and create new methodology.

**Key Words:** Conflict; Conflict management styles; Intergroup conflict; Intra-organizational conflict; Nurse management

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### INTRODUCTION

Research has not shown that hostility or conflict among nurses helps achieve these goals. Nursing outcomes such as standard patient care, occupational depression, and change are associated with conflict [1]. As a result, many breastfed children face negative emotional situations such as pressure, worry, irritation, hurt, and frustration. Conflict management skills are an integral part of every student's master's or nursing education. Nursing education is fundamental in helping nursing students develop their expertise in

conflict resolution [2]. This working paper is the result of an analyzed and compiled inventory of current observational data on conflict management among nursing students.

Nursing professors play an important role in instructing, training, and adapting constructive conflict resolution methods to nursing students. Simulation sketches, introspective movements, and character portrayals help facilitate such research in choosing constructive conflict resolution strategies [3]. An approach that reduces the negative qualities of disagreement and enhances the positive qualities is known as conflict management. A Registered

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Nurse is always the leader of her inclusive team of care, so she must have the understanding and skills to successfully manage conflicts. Successful conflict resolution improves quality of care, patient safety, and caregiver trust, reduces caregiver stress, and increases awareness of conflict resolution. A positive view of conflict can lead to the disclosure of new ideas, creative means, and ingenuity, all of which contribute to improved work ethics and commitment, stronger organizational relationships, and better organizational presentation [4].

On the other hand, poor discussion management can lead to work disruption, poor employee presentations, absenteeism, poor work efficiency, resource abuse, and increased stress and fatigue. Actively managed conflicts in nursing are closely related to improved patient safety and standards of care, whereas unmanaged conflicts negatively impact the quality of nurse, organizational, and patient presentations [5]. Training of nurses and other nurses found that caring for critically ill patients had less impact on nurses' quality of life, whereas emotional pressure and interpersonal relationships in the workplace were associated with activation of mental fatigue. Workplace-related disagreements among professionals are common in healthcare. While group debates may be used to describe misunderstandings and disagreements about roles and duties, they may also change group dynamics and transmission, weaken confidence and group performance, and donate to deficient mental health between professionals.

Team confrontations take on a dissimilar form when they require supporters who are members of the identical professional team but have dissimilar social ranks (nurse vs nurse manager, head nurse vs matrons, etc.). Ranking is generally established in medical and impersonal decision-making in critical care hospitals, and health protection professional societies have expanded a hierarchical potentiality and on likert scale professional client protection systems [6]. As claimed by the competence conditions accepted by the Swedish National Board of Health and Welfare, one of the mass important capabilities that a registered nurse is needed to possess is confrontation management. Understanding conflict management expertise empowers these individuals to mediate and prevent disputes in the first place and influence the work environment in which they serve clients [7]. Both colleagues should have equal decision-making power, authority and competence when it comes to managing customer care [8].

## MATERIAL AND METHODS

### Research design

A descriptive, cross sectional, correlational design was used.

Following systematic approval of the study, a cross-sectional, quantifiable descriptive study consisting of a print-based questionnaire (Likert scale) was administered to enrolled nurses to assess their knowledge of conflict management. Those who agreed to participate received wise approval. This included all relevant details about the study and a segment for documenting contributor permissions. A self-report questionnaire was used to collect and record participant feedback. This tool was designed to collect knowledge on conflict management among registered nurses. It was split into two parts. The first section contained nurses' socio-demographic information (programming, degree, and experience).

The second section contained.

### Site and setting

The location was Lahore General Hospital, Lahore.

### Ethical considerations

The project has been completed with approval from the Exploration Board. Written approval was obtained from all members. Knowledge shared by participants was kept confidential and shared for the interpretation of project results. The member's name was not recorded on the data collection device.

### Data collection

The questionnaire was distributed by the researchers with the permission of the relevant departments. Subjects were given ample time to read the questionnaire and take notes, allowing the experimenter to address any ambiguities. Once responses were recorded, completed questionnaires were collected and the data organization process began.

### Study design

Quantitative cross-sectional study.

### Population and sampling

A targeted test was used in this study. Samples (n=120) were collected from Lahore General Hospital. The sample included all working men and women. A random sample was selected according to the described inclusion criteria. A registered nurse has her PNC registration card valid and performs at the hospital.

### Data Analysis

After data collection, questionnaires and feedback were reviewed. Imperfect forms were shunned. The data were written into the SPSS version 25 by the researcher, and statistical testing was deferred to obtain results.

### Purpose of the research

To evaluate the registered nurses of Lahore General Hospital for knowledge regarding conflict management (Table 1).

**TABLE 1**

**Assessment of knowledge, attitude and practice regarding conflict management among nurses at workplace environment general hospital lahore**

Question	Frequency	Percentage
Does conflict is the consequence of real or perceived differences in mutually exclusive goals?		
Strongly Agree	54	45
Agree	62	51.7
Disagree	3	2.5
Strongly Disagree	1	0.8
Are nurses often have conflict with other health care professionals due to working in high stress job?		
Strongly Agree	49	40.8
Agree	67	55.8

Disagree	2	1.7
Strongly Disagree	2	1.7
Does conflict arise due to poor communication?		
Strongly Agree	51	42.5
Agree	69	57.5
Do you accept that confronting is the most effective means for resolving conflict in a time-constrained situation?		
Strongly Agree	13	10.8
Agree	95	79.2
Disagree	12	10
Are you believe kill your oppose with cooperation?		
Strongly Agree	25	20.8
Agree	73	60.8
Disagree	21	17.5
Strongly Disagree	1	0.8
Do you choose the technique of disappear when mess arise?		
Strongly Agree	14	11.7
Agree	57	47.5
Disagree	48	40
Strongly Disagree	1	0.8
Do you meet the expectations of others regarding conflict management in work place environment?		
Strongly Agree	24	20
Agree	80	66.7
Disagree	16	13.3
Do you prefer compromise when solving conflict and just move on?		
Strongly Agree	27	22.5
Agree	66	55
Disagree	26	21.7
Strongly Disagree	1	0.8
Do you accept that forcing leaves cause of conflict unresolved?		
Strongly Agree	30	25
Agree	68	56.7
Neutral	1	0.8
Disagree	20	16.7
Strongly Disagree	1	0.8
Do you try to negotiate and adopt a “give and- take” approach to problem situation?		
Strongly Agree	23	19.2
Agree	84	70
Disagree	12	10
Strongly Disagree	1	0.8
Do you avoid hard feelings by keeping your disagreements with others to yourself?		
Strongly Agree	25	20.8
Agree	74	61.7

Disagree	21	17.5
Do you explore issues with others to find solutions that meet everyone’s needs?		
Strongly Agree	31	25.8
Agree	87	72.5
Disagree	2	1.7
Do you generally argue your case and insist on the merits of your point of view?		
Strongly Agree	17	14.2
Agree	76	63.3
Disagree	25	20.8
Strongly Disagree	2	1.7
Do you think collaborating implies mutual attention to the problem?		
Strongly Agree	11	9.2
Agree	88	73.3
Disagree	19	15.8
Strongly Disagree	2	1.7
Do you think resistance may be an effective approach to handling power differences?		
Strongly Agree	23	19.2
Agree	76	63.3
Disagree	21	17.5
Do you think competing is used in situations in which time does not allow for more cooperative techniques?		
Strongly Agree	20	16.7
Agree	77	64.2
Disagree	21	17.5
Strongly Disagree	2	1.7
Do you think accommodating is used when individuals neglect their own concerns in favor of others’ concerns?		
Strongly Agree	15	12.5
Agree	72	60
Disagree	31	25.8
Strongly Disagree	2	1.7
Do you think suppressing is used in situations where conflict is discouraged?		
Strongly Agree	26	21.7
Agree	59	49.2
Disagree	32	26.7
Strongly Disagree	3	2.5
Do you think conflict not as an obstacle, but as an opportunity for problem- solving?		
Strongly Agree	21	17.5
Agree	69	57.5
Disagree	29	24.2
Strongly Disagree	1	0.8
Do you know smoothing is accomplished by complimenting one’s opponent?		
Strongly Agree	26	21.7
Agree	66	55

## RESULTS AND DISCUSSION

This survey, involving 120 respondents, was conducted to determine the relationship between nurses' conflict management knowledge, attitudes, and practices in the work environment of General Hospital Lahore. We used quantitative questionnaires to collect conflict management strategies and coping mechanisms for resolving work environment problems through cross-sectional studies. The results of the study show the percentage distribution of her five categories of participants' ages. The majority of participants were under her 26 years to 30 years, and there is a strong correlation between age and subsequent opinion. Healthcare organizations create a complex workplace as healthcare professionals with different levels of education in different fields need to discuss issues with colleagues and seniors in a stressful environment. 73.3% of participants used collaboration and cooperation techniques to resolve conflicts and 60% of nurses said placement strategies were used to reduce stress during their work environment at General Hospital Lahore. I answered. 61.5% similarity. In order to apply effective conflict management strategies, nurses need to develop conflict management training programs in healthcare settings. A study by F. Badar et al (2016) is consistent with this study, using cooperation, compromise, and adaptive strategies to create an effective working environment [9].

## CONCLUSION

The study identified many scepters of conflict among nurses. Most conflicts are interpersonal, followed by destructive communication, but inter-group conflicts are the least. There is no therapeutic care-patient relationship here. Threatened with conflict the highest proportion of salaried nurses had a high level of professionalism. Nurses have a responsibility to create a healthy work environment and eliminate conflict. Conflict management strategies include: clarify information coerce, accept, avoid, compromise, co-operate, cooperate, and compete.

## RECOMMENDATIONS

In the presence of study finding the following recommendations are suggested: Improve communication skills, Listen properly not assume, Clarify the information, Good eye contact, Be aware of your own talking style and body gestures, Focus on the problem not on the person, Create positive workplace environment.

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