EMPLOYEE PERCEPTION TOWARDS CONFLICT RESOLUTION MEASURES WITH REFERENCE TO INFORMATION TECHNOLOGY SECTOR IN TELANGANA STATE

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Abstract

Struggle is an unavoidable reality for any association. The board ought to comprehend and apply different compromise procedures and styles to serious areas of strength for shape with the representatives. Struggle is what is happening when at least two gatherings are in conflict. Unsettled struggle can adversely influence the progress of an association. In this way, the board should figure out how to address and determine the contention relying upon the circumstance and the party in question. While the web has expanded authoritative execution clashes in the association bring about non-attendance and influence worker reliability. Struggle may really be either utilitarian or broken. Whereas useless clash is damaging and prompts decline efficiency, utilitarian struggle may really empower more noteworthy work exertion and assist with entrusting execution. The current review was embraced with a point of understanding how the administration is settling clashes at different levels in an association.

__Reason__ - The motivation behind this study is to discover the Employee Perception towards Conflict Resolution Measures with Reference to Information Technology sector in Telangana State, particularly while the whole world is confronting extreme conflicting situations hindering the growth of the organizations.

__Information/Design/Methodology/Approach__ - The information gathered and treated appropriately by utilizing measurable devices.

__Discoveries__ – Employee Perception communication is great yet hypothetically just, for all intents and purposes it requires significant activities.

__Creativity/Value__ - The examination was led remembering the exploration morals, and seen that information gathered is certifiable and legitimate

Key terms: Employee Perception, Conflict, Information Technology

Introduction

Struggle is conflict among individuals' thoughts and considerations Struggle can't be stayed away from since it is an unavoidable part of work groups. Struggle is a result of ways of behaving. Whenever there is a collaboration there is struggle. Struggle implies articulation of negative demeanor, hostility, Forcefulness, and misconception. Additionally, connected with circumstances include disconnected interest between two restricting gatherings. Struggle means to be contrary to each other. It alludes to conflict between individuals or individuals from association. Such conflict is inborn seeing someone between every person. Struggle generally exists between individuals, gatherings, individuals from an association and between associations. Authoritative clash is characterized as the way of behaving planned to impede the accomplishment of a few other individual's objectives. Struggle is in this manner a result of contradiction of objectives and it emerges from restricting ways of behaving. Clashes can take a few distinct structures in an association, including bury individual, intra individual, intergroup, intra bunch and entomb hierarchical struggles. his contention underscores the communication of human elements in an association. Struggle between individuals can emerge from numerous singular distinctions, including characters, disposition, values, discernments and different contrasts.

This contention is inward to the individual and it is most troublesome type of contention to dissect and make due. Bury bunch Struggle: Intergroup struggle happens among individuals from various groups or gatherings. This sort of contention is very normal in associations. furthermore, it can make the coordination and joining of errand exercises extremely challenging. Intra bunch Struggle: This contention happens inside gatherings or groups. There are two sorts of intra bunch struggle. Task struggle and relationship struggle Errand struggle is a view of conflict bunch individuals or people about the choices and includes contrasts, thoughts and feelings. Relationship struggle is a view of relational incongruence and incorporates irritation among people. This contention happens between at least two associations. Contest can increase entomb authoritative struggle. Hierarchical struggle includes relational contentions with associates and managers or intergroup clashes inside various segments of an association. Wellsprings of Contention: Katz recognizes three wellsprings of contention. They are Primary struggle (Struggle emerging out of the need to deal with the relationship between various authoritative sub - units), Job struggle (Struggle emerging from sets of endorsed conduct). Resources conflict (Conflict arising from interest groups competing for organizational resources).

Review of Literature

Jaaron, Y. G., and Ahmad, M. S. (2023) characterizes conflict is a kind of conduct which happens when at least two gatherings are in resistance or fighting because of an apparent relative hardship from the exercises of or communicating with someone else or bunch.

As per Antonio (2010) has opinioned that relational clash will generally happen when there is a battle or between individuals with contradicting needs and thoughts, convictions and objectives and he further orientation overall had little relationship with the change of the peace-making style.

As per Viler (2006) suggest that contention is a positive power whenever took care of properly. Hierarchical climate the chance of involving struggle as a main impetus to support cutthroat soul, development and advancement

As indicated by James (2006) found that job pressure influences close to home depletion straightforwardly as well as by making work over-burden discernment and relational clash at work happens. Relational clash is a characteristic result of human connection and relational struggle zeroed in on struggle styles

As per Bergmann (2016) Great HR rehearses help in drawing in and holding ability, preparing individuals for testing jobs, fostering their abilities and capabilities, increment efficiency and benefits and upgrading the way of life, eventually worker will get most extreme fulfillment by which struggle might be diminished.

Riaz and Junaid (2013) referenced elective terms for task clashes as mental struggles and considerable contentions. Second kind of intragroup clash is relationship clashes which known as full of feeling clashes and close to home contentions.

Weera rathna, R. S. (2017) saw that the fundamental target of this examination is to distinguish the impact of independence and community on overseeing clashes at work place. Scientists observed that there is a positive moderate connection among independence and peace making styles and there is a positive moderate connection among community and refereeing style

Cheong and Kim (2017) thought that authoritative struggles can be excited when there is a contradiction, disappointment, contentions, relationship and confound between inclinations, values, objectives and mentalities between representatives in the association.

Anwar et al. (2021) Intra-bunch clashes allude to clashes which happen inside association, divisions to offices, branch with one more branch and worker to representative.

Tho, Tran, Nguyen, Hoang and Thai (2021) focuses on the best possible conflict management styles to resolve conflicts encountered in the execution of tasks. It presents three conflict management styles namely; (i) Dominating (ii) Obliging and (iii) integrating. Each style is and its possible impact on the task conflict. The study by Tho et al. found that dominance escalate the task conflicts while a merger of all the style decreases conflict

Tabassum (2020) distinguishes assets, power and correspondence breakdown as wellspring of contention. In this way, it is vital to find each contention to a significant source as you look for resolve it. Alimba (2018:24) stresses that the refereeing measures utilized has a capacity to shape individual and aggregate endurance sense and future principles of commitment including living calmly affirm later.

Davies, S., Pettersson, T., and Öberg, M. (2023) distinguishes military mechanical assembly, political components for intervention, mediation, exchange and harmony keeping missions. Compromise measures are additionally utilized the

native compromise in the conventional networks on the planet. These including however not restricted to assertion, compromise and settlement.

Objectives of the Study

- To identify factors that causes conflict in the organization

- To know the in – practice conflict resolution techniques

- To identify the effective ways of handling conflicts in the organization

Hypothesis

Null Hypothesis (H0): There is no significant relation between factors and conflict Alternate Hypothesis (H1): There is significant relation between factors and conflict

Research Methodology

Sample

Area: The study is on "Employee perception towards conflict resolution measures" at Dr. Reddy's Laboratories Ltd

Size: Here in this project, a Sample size of 100 employees are randomly selected from Dr. Reddy's Laboratories Ltd

Technique: Random Sampling Technique

Data Collection

Primary Data: Primary data is fresh data collected through survey from the employee's using questionnaire

Secondary Data: Secondary data was collected from related Articles, Books and internet

Statistical Tools

ANOVA (Analysis of Variance) one way and Correlation was used for this research

Table 1: Distribution of respondents based on gender

Gender	No. of respondents	Percentage
Male	55	55%
Female	45	45%
TOTAL	100	100%

INTERPRETATION:

From the above table, it was observed that 55 percent of the respondents were Male and 45 percent of the respondents were female.

**Table 2: Distribution of respondents based on Age group**

Age group	No. of respondents	Percentage
Below 30 years	48	48%
31 – 40	17	17%
41 – 50	25	25%
Above 50 years	10	10%
TOTAL	100	100%

INTERPRETATION:

From the above table, it was observed that 48 % of the respondents were Below 30 years, 25 % of them were in between 41 to 50 years. 17 % of the respondents were in between 31 to 40 years and 10 % of the respondents were Above 50 years.

Correlation coefficient

S. No	VRIABLES	OPTIONS				
		Agree	Strongly agree	Neutral	Disagree	Strongly disagree
1	Poor communication	32	33	2	18	15
2	Harassment	34	27	1	15	23
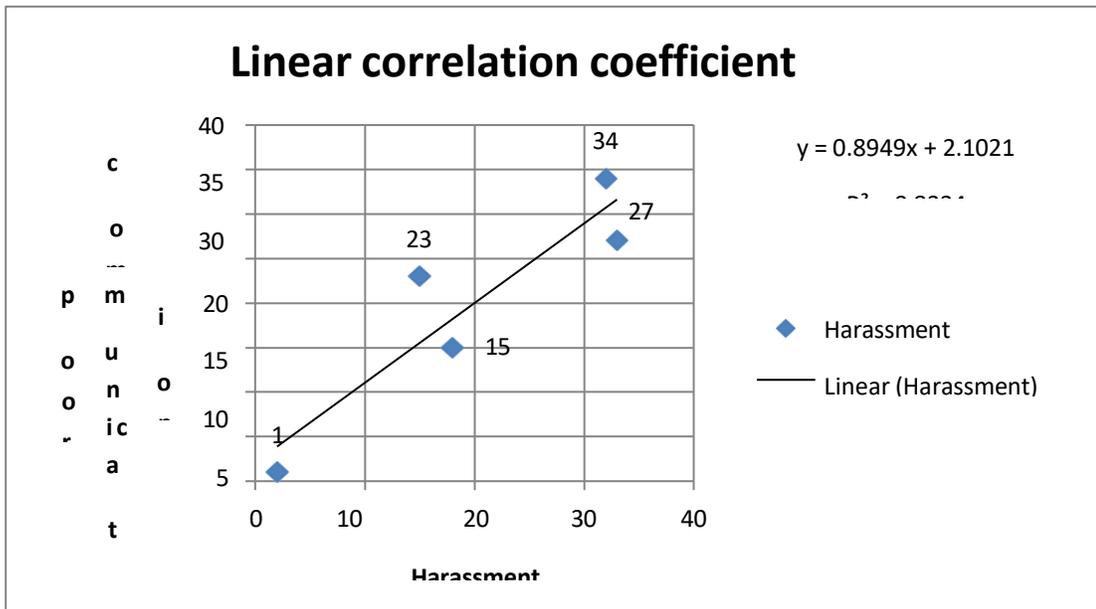
R2 = 0.90786   r = 0.952816

	Poor communication	Harassment
Poor communication	1	
Harassment	0.90786	1

Result: There is a strong relationship between two variables (r > 0.7)

S. No	VARIABLES	OPTIONS				
		Agree	Strongly agree	Neutral	Disagree	Strongly disagree
1	Compromise	29	20	3	23	25
2	Conflict affects job performance	34	29	1	25	11

Linear correlation coefficient
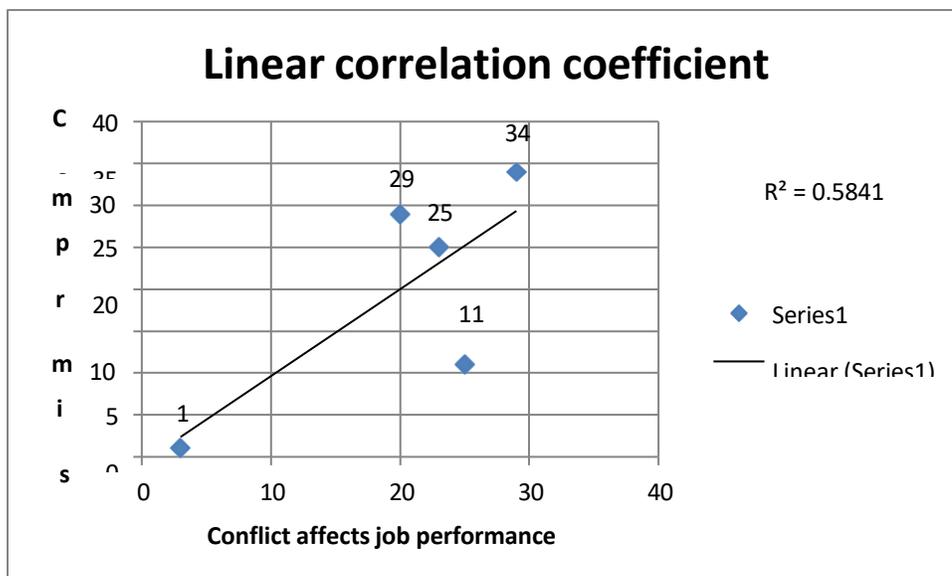
R2 = 0.67279   r = 0.82023

	Compromise	Conflict affects job performance
Compromise	1	
Conflict affects job performance	0.67279	1

Result: There is strong relationship between two variables (r > 0.7)

S. No	VARIABLES	OPTIONS				
		Agree	Strongly agree	Neutral	Disagree	Strongly disagree
1	Organizational resources	26	34	1	22	17
2	Management is resolving conflicts effectively	32	27	0	19	22

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$y = 0.8944x + 2.1122$
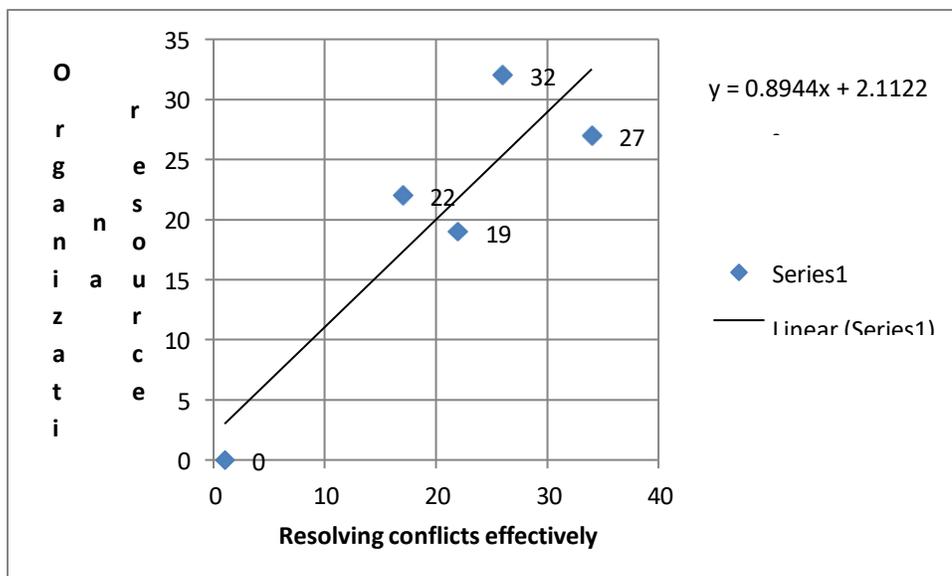
R2 = 0.900352   r = 0.9488688

	Organizational resources	Management is resolving conflicts effectively
Organizational resources	1	
Management is resolving conflicts effectively	0.900352	1

Result: There is a strong relationship between two variables (r > 0.7)

Objective1: To identify factors that causes conflict in the Organization

ANOVAs: Single Factor				
SUMMARY				
Groups	*Count*	*Sum*	*Average*	*Variance*
Agree	5	169	33.8	14.2
Strongly agree	5	133	26.6	26.8
Neutral	5	5	1	0.5
Disagree	5	98	19.6	37.3
Strongly disagree	5	95	19	26.5

ANOVA

Source of Variation	SS	df	MS	F	P-value	F crit
Between Groups	2980.8	4	745.2	35.38462	8.2609	2.866081
Within Groups	421.2	20	21.06			
Total	3402	24				

INTERPRETATION:

In the above analysis, F value is greater than F critical value. In that case, Null hypothesis is rejected.

Objective 2: To know the in-practice conflict resolution techniques

INTERPRETATION:

In the above analysis, F value is greater than F critical value. In that case, Null hypothesis is rejected.

Objective 3: To identify the effective ways of handling conflicts in the organization

Anova: Single Factor

SUMMARY

Groups	Count	Sum	Average	Variance
Agree	8	236	29.5	15.14286
Strongly agree	8	228	28.5	12.85714
Neutral	8	9	1.125	0.982143
Disagree	8	169	21.125	23.26786
Strongly disagree	8	157	19.625	11.69643

ANOVA

Source of Variation	SS	df	MS	F	P-value	F crit
Between Groups	4161.35	4	1040.338	81.34446	3.19E-17	2.641465
Within Groups	447.625	35	12.78929			
Total	4608.975	39				

INTERPRETATION:

In the above analysis, F value is greater than F critical value. In that case, Null hypothesis is rejected.

Conclusion:

The study investigated the conflict resolution measures in information technology sector. Conflict may affect employee's commitment through the organization and increase the rate of absenteeism in the workplace. There are several ways to resolve conflict effectively such as compromising, Collaboration and accommodating styles. Conflicts serve as a learning curve for all organizations. Without conflict, an organization will not improve. Management should learn to resolve the conflicts that occur in the organization. Superior should mediate a conflict by using the right method.

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