

The Role of Conflict Management Strategies in Improving Job Satisfaction and Associated Challenges

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Abstract

Developing and implementing a conflict management strategy is key to increasing staff job satisfaction and productivity. Organizations with predetermined strategy, transparent and equal approaches deal with organizational conflicts more constructively and use them as a basis for development and change. They are less likely to encounter destructive conflicts. For organizations operating in developed countries, as well as large organizations, the implementation and integration of conflict management processes is easier, while developing countries and organizations operating here face many challenges, not only in terms of conflict management, but also in terms of human resource management in general. As one of the developing countries, the business environment of Georgia consists mainly of small and medium-sized organizations and due to limited resources, adaptation to modern management requirements and needs is a significant challenge for them. Accordingly, if the process is improved in relatively large organizations, which have more resources for this, this will contribute to the development and advancement of the entire business environment. However, for this, they must understand the needs well and develop effective strategies aligned with organizational goals and the interests of employees.

Based on a quantitative survey among employees, it was revealed that organizations have developed certain approaches, managers try to resolve conflicts constructively through negotiations, however, a large part of employees evaluate job satisfaction neutrally and want or plan to change jobs. Also, it is worth noting that respondents understand well the need for management involvement, negotiations and equitable approaches in the process of organizational conflict management.

Keywords

Human Resource, Workplace, Conflict Management, Job Satisfaction, Negotiation.

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