



**A STUDY ON CONFLICT MANAGEMENT AND NEGOTIATION AT ASAHI
INDIA GLASS LIMITED**

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Abstract

The management conflicts are multiple dimensions, depending on the nature of the causes that led to the conflict, this paper focuses on highlighting the role of communication in the conflict management process, specifically, the role of communication which is regarded as the common denominator of all organizational arrangements for managing conflicts. The main objectives are to provide methods for diagnosing and managing conflict effectively and also understand the perception of conflicts management and negotiation in study area. Descriptive research design has been adapted for study and Random sampling method has been used in the research work. Multiple choice questions have been chosen to collect the responses from employees. The data collected has been analyzed through various statistical tools. Finally, findings have been derived from this research has helped to provide few suggestions to improve the conflict management of the workers in study area.

Key words: *Conflict Management and Asahi India glass limited*

Introduction

Conflict refers to some form of friction, disagreement, or discord arising between individuals or within a group when the beliefs or actions of one or more members of the group are either resisted by or unacceptable to one or more members of another group. Conflict pertains to the opposing ideas and actions of different entities, thus resulting in an antagonistic state. Unsuccessful management of conflicts leads to a diverse distribution of incorrect energy towards the workforce, wrong direction communication errors that must be corrected, ultimately leading to missed opportunities. It is difficult to calculate the losses related to organizational conflict.

Statement of the problem

The research was conducting the study for find out the conflict management in the study area in entitled of A Study On Conflict Management And Negotiation At Asahi India Glass Limited The problem at hand is the prevalence of personal and group member conflicts within the study area and the lack of effective resolution planning. Many industries fail to address conflicts in a timely and efficient manner, leading to prolonged tension, decreased productivity, and increased employee turnover. Without proper conflict resolution strategies in place, organizations may face long-lasting consequences, including a toxic work culture and decreased employee commitment.

Significance of the Study

The significant of the study importance for organizations and individuals operating within the workplace place. By identifying and implementing effective conflict management strategies, organizations can

create a more harmonious work environment, fostering positive relationships among workers. This, in turn, can lead to improved employee need increased performance of organisation. Moreover, individuals within the organization can benefit from acquiring conflict management skills, enabling them to handle conflicts constructively and professionally, both within and outside of the business environment.

Research Methodology

Objectives of the study

- ✖ Identify the causes and characteristics conflicts management in study area
- ✖ To measure the conflicts management and negotiation in study area
- ✖ To make suggestions to improve conflicts management in study area

Hypothesis of the study

- There is no significant difference towards conflict management with respect to family type

Sampling Technique and Sample Size

The study is based on the Primary data information has been collected from 120 respondents through questionnaire from Asahi India glass limited. By adopting random sampling method, the researcher personally met the workers in study area.

Procedure

Questionnaire was collected from Asahi India glass limited. The respondents were lower-level management staff members who were working in the company. The questionnaires were given

to employees who come under the sample and oral instructions were given clearly. The filled in questionnaires were received back from their working spot and processed further.

Tools for Data Analysis

The statistical tools t-test are used for analyzing data.

Data Analysis and Interpretation

Table:1 Independent sample t test shows mean difference towards Conflict Management based on Family type

Variable	Family type	N	Mean	SD	t	p
Conflict Management	Nuclear Family	82	3.4970	0.57011	-11.114	0.001
	Joint Family	38	4.4373	0.74223		

Source: Primary data

The independent sample t test is conducted for the sample of 120 workers to validate the significant difference towards Conflict Management with respect to family type. Independent variable family type is classified into two groups such as nuclear family and joint family. Frequency distribution, mean, standard deviation, t ratio and p values are calculated and following hypotheses are framed.

Null hypothesis H_0 : There is no significant difference towards Conflict Management with respect to family type.

Conflict Management obtained t value is -11.114 with a corresponding significant level $p = 0.001$. Hence, it can be concluded that the opinion on the Conflict Management differ significantly among the different family type. It is clearly found from the t test shows that there is significant difference towards Conflict Management with respect to family type. From joint family are highly rated towards conflict management when compared nuclear family.

Conclusion

This research entitled “A Study on Conflict Management and Negotiation at Asahi India Glass Limited” has so far discussed analysis and interpretation. Descriptive research design was adopted in this study. This study has random sampling technique to collect data from

employees in study area. The sample size consisted of 120 workers in this study, conflict management was dependent variable. Further these variables were taken to statistical analysis with respect to demographic profiles of the study area. Independent sample t test analysis was used for data analysis. The analysis found that there is significant difference towards conflict management with respect to family type of the workers in study area.

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