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ABSTRACT

The study aimed to determine the Conflict Management Styles of Nurses of the Tertiary Hospitals in Baguio City along with the most encountered causes of workplace conflict. This was the basis in proposing guidelines to address the causes of conflict and the appropriate utilization of conflict management styles. The descriptive research method was used in the study with a questionnaire as the primary tool to gather data.

Results revealed in the study that resources are the most common causes encountered by nurses while conflict values, work styles, pressures, perceptions, goals, roles and policies are sometimes encountered. Their most preferred conflict management style is compromising while competing is the least.

The study concludes that the most encountered cause of conflict in the workplace is resources and that nurses would likely use compromising to resolve conflict. It is then recommended that the proposed guidelines to address the cause of conflict and the appropriate utilization of conflict management styles be presented to nurses for consideration and adoption.