

DOMINATING CONFLICT MANAGEMENT STYLE AND QUALITY OF WORK IN LAGOS STATE UNIVERSITY TEACHING HOSPITAL

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ABSTRACT

This research examines the impact of dominating conflict management style on the quality of work in Lagos State University Teaching Hospital (LASUTH). Descriptive research design is employed for the study. The population for the study comprises 561 staff from LASUTH and a sample size of 169 is obtained. Regression analysis is used to measure the relationship between the dominating conflict management style on the quality of work. SPSS is adopted for the research in testing the research hypothesis. The result from the findings show that there is a positive relationship between dominating style and quality of work ($P=0.001$). The research concludes that dominating conflict management style has a positive effect on the quality of work and that human relations theory should be imperative to managers so that they will be able to consider the issues of their workers' wellbeing as well as how they perform in certain circumstances. The research also mentions that conflicts should be partly embraced since conflicts creates a positive drive for organizational performance dependent on how the conflict is managed. The research recommends that management should develop diverse but appropriate styles to manage conflicts as they arise before escalating to unmanageable level; management should be flexible in the adoption of styles of conflict management. The circumstances of each organization and the relationship subsisting between the parties must be allowed to determine the choice of conflict management style; conflict in whatever level should not be ignored but should be effectively managed for better quality of work and organizational performance and that workers at all levels should be trained and given the right behavioural orientation as to reduce the occurrence of conflict.

Keywords: Conflict, Conflict Management, Conflict Management Style, Dominating Style, Organization, Organizational Performance.

JEL Classification: M1, M2

INTRODUCTION

Conflict is an inevitable aspect of people's daily lives and cannot be ignored among people (Awan et al., 2015). People, organizations, associations and governments have their specific goals, such that they aim in every way to accomplish these goals (Ojo & Abolade, 2019). According to, Ojo & Abolade (2019), as individuals communicate with one another in to accomplish their desired goals, relationships and expectations can be compromised and become unstable. Fortunately, conflict can have diverse aspects and can occur anywhere. Rahim (2010) indicated that conflict is unavoidable in the lives of individuals and can occur in companies,