

ABSTRACT

Determination of Conflict Management Approaches Based on Personality Traits of Nurse

Aim: This study was carried out to specify the conflict management approaches of nurses who work at a hospital basing on their personality traits, by using descriptive and relational design.

Material and Method: The research was conducted at 3 hospitals located in the centre of Erzurum between December 2013 and February 2016. The research was completed together with 237 nurses that could access to and accept taking part in the research. A survey form that consists of “Personal Information Form”, “Rahim Organizational Conflict Inventory-2” and “Five Factor Personality Traits Scale” was used for data collection purposes. Approval of researches that developed scales used in the study, ethics committee approval and institutional approval were obtained before collecting data. The collected data were evaluated in computer environment with frequency and percentage distribution, descriptive statistics, Pearson Product-Moment Correlation Analysis, t-test, Cronbach’s Alpha Coefficient, Simple Linear Regression Analysis Test.

Result: It was specified that the great majority of the nurses that took part in the research was married females and in general young staffs of hospital’s medical departments with bachelor’s degree; the majority of them had 5 years of professional experience, worked sometimes at day shift sometimes at night shift, worked 25-40 hours of a week and provide 16 and over patients in general. It was found out that most of the nurses had a few conflicts monthly and most of the people with whom the nurses have conflict are the patients or their relatives, and a part of the nurses have conflicts with more than one person. As a result of the research, it was concluded that personality traits of the majority of nurses were rather “responsibility” and “clarity” and that the nurses taking part in the research rather adopted “integration” strategy when they experience a conflict; among the personality traits of nurses, “responsibility” and “clarity” had an impact on the “integration” approach during conflict management, “neuroticism” had an impact on “compromise” and “conciliation” approach during conflict management; “clarity and “neuroticism” had an impact on “conciliation” approach during the conflict management, and personality traits had no impact on “domination” and “avoiding” approaches during the conflict management.

Conclusion: It was found out that personality traits of nurses had an impact on their conflict management approaches.

Keywords: Conflict, conflict management. nursery, personality.