

JOURNAL OF APPLIED SCIENCES RESEARCH

ISSN:1819-544X

JOURNAL home page: <http://www.aensiweb.com/JASR>

2014 December; 10(13): pages 34-38.

Published Online 20 November 2014.

Research Article

Relationship Management (Social Skills) and Organizational Conflicts the Managers and Staff Keshavarzi Bank Kohgiluyeh and Boyer Ahmad

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Received: 10 September 2014; Revised: 13 October 2014; Accepted: 14 November 2014, Available online: 20 November 2014

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ABSTRACT

Conflict in organizations today, there is a serious problem that there is no conflict in organizations is causing disruption and disintegration, But non-effective management of conflict is undesirable outcomes. The findings suggest that the level of emotional intelligence is negatively correlated with avoidance strategy in conflict management. Conflict between the EI and control strategies in conflict management significant correlation was not observed. Also no correlation between emotional intelligence and managers demographic characteristics (age, gender, work experience, management experience, and education) is not statistically significant. The population consisted of employees Keshavarzi Bank Kohgiluyeh and Boyer Ahmad the branches and administrative centers are working based on simple random sampling of the 21 branch and supervision of 178, 123 people are randomly selected, the selection is based on the number of samples is based on Morgan. Emotional intelligence was measured by Cronbach's alpha internal reliability of the questionnaire that rates 0/7 at 0/001 was significant.

Keywords: Keshavarzi Bank, relationship management, organizational conflicts, staff

INTRODUCTION

Growth of an organization affiliated with the face of conflict, reduce destructive conflict can provide the best conditions for survival, Therefore the aim of reducing conflicts, not avoid them, but their management is implicit in the way the conflict can be constructive or destructive decisions, the constructive approach to conflict helps us to see success from different angles, But no way in conflict could be destroying guidance. Conflict is seen as an inevitable part of organizational life is often due to the different characteristics between individuals in an organization. Often due to the different characteristics between individuals in an organization. In terms of individual talents, interests and abilities, and other characteristics differ. Awareness of individual differences in executive departments and agencies into one organization can solve many Help matters when they accept that people are different in terms of inherent and acquired abilities, to be followed all employees are expected to have the same behavior. In the meantime, banks are more than ever seeking a competitive advantage, they know that the balance between rational and emotional dimensions of need. And seek to create an

environment where employees have more mental health. Why are people having a healthy relationship, a sense of worth, acceptance, understanding, support, trust and care and mental health providers and to increase the efficiency and effectiveness of these individuals? In such an atmosphere that it is possible to control conflict constructively. The surveys are conducted in connection with this Subject to the important role of emotional intelligence in organizational conflict management and so on, we realized that this thesis is to examine the issue more closely Topics covered range from Keshavarzi Bank Kohgiluyeh In order to properly manage these conflicts, help to promote greater awareness of And the directors and staff have been organized. Since conflicts are also in close contact with excitement and for the thrill of it, we must first identify and then control it, so in this case the people should have the features of self-awareness and self-control feature. People who have these qualities can learn more about the conflict than And in this case faster and more accurately and reliably detect conflicts addressed by environmental guidance provided People with knowledge of their emotional and mental health are more efficient and able conflicts, to control their [4]. The shortest definition of conflict "There is a

disagreement between two or more individuals or groups" is. Thompson each other behavior on behalf of the members of an organization to oppose conflict with other members knows the reason. The shortest definition of conflict "There is a disagreement between two or more individuals or groups" is. Thompson each other Drtryf behavior on behalf of the members of an organization to oppose conflict with other members knows the reason. Robbins says conflict is a process in which a person intentionally tries to such inhibitors cause a failure of "B" in the interests of achieving the goals. "[9], "Mirkamaly feel any conflict or inconsistency in the process of perception, or between individuals, groups or organizations that lead to hidden or overt behavior are two sides of the conflict" [8]. Helrygel, Solokom and Vodman, said that his definition of "conflict process an individual's perception of the person, group or organization with what he is dealing with a negative value, it is". Miller says the conflict of interest arises from a severe imbalance so that any sense of failure and frustration, satisfaction and success is possible for the other party. Conflict: the social situation in which two or more fundamental issues relating to the organization, or disagree or somewhat hostile feelings toward each other show. Conflict Management: Conflict Management in a situation where there could be the best organization to manage and maintain a balance between the [9]. Organizational conflict: a conflict of interests, values and goals among groups within the organization [1]. Conflict Management, optimistic attitude, rational and scientific than it should not conflict and conflict resolution, resulting in a negative and cynical interpretation is wrong. Conflict Management, optimistic attitude, rational and scientific than it should not conflict and conflict resolution, resulting in a negative and cynical interpretation is wrong. People usually try to take the attitude that there is no essential conflict, and if they arise from the stump [7]. Habiba Morteza Nejad, in their study as the impact of emotional intelligence on performance and trust banks came to the conclusion that the relationship between emotional intelligence and positive relationship between the bank's performance. Seyyedeh Neda Habib Zadeh M. in his thesis entitled The Role of Emotional Intelligence on Performance of Saderat Bank Gilan concluded that between different levels of emotional intelligence in organizational performance, there is a significant positive relationship. Shahram Moradi [12] research on the relationship between mental health and emotional intelligence staff concludes that Bank Maskan Tehran. The average percentage of maximum frequency range of emotional intelligence

in mental health. Rahim *et al* [11] on the model of emotional intelligence and conflict management in the seven countries study that show that a positive self-awareness, empathy and social skills are correlated. Empathy and social skills, which in turn positively correlated with motivation and problem-solving strategies in relation to the negotiation strategy positively and negatively. Fahim Devine [2] research on the relationship between emotional intelligence and communication skills, conflict management strategies and implementation of educational administrators Physical education universities in Iranian universities concluded that the relationship between emotional intelligence and positive correlation was observed strategy in conflict. Shah Talebi, [13] a research on the relationship between emotional intelligence and conflict management styles of managers high school girl in the school year 2007-2006 showed that Significant relationship between emotional intelligence and conflict management styles there are five.

Methods:

In this study, descriptive method is used. And the population of this study is Keshavarzi Bank Kohgiluyeh and Boyerahmad employees. In branches and administrative centers are working Based on simple random sampling of the 21 branches And supervision of 178, 123 people are randomly selected, the selection is based on the number of samples is based on Morgan. To analyze the data obtained from the study of statistical methods have been used: first, to describe the sociological sample using frequency, percentage, mean, Standard deviation, minimum and maximum scores are used and some results have been reviewed by Spearman correlation test. To check the normality of the distribution of Kolmogorov - Smirnov and to verify the hypothesis significance given variable are In most studies, the correlation between two variables scale with abnormal distribution of the two variables used to measure the variables, Therefore, the correlation coefficient Spearman correlation coefficient is computed in such research. Significant in this study, 0/05 is intended for data analysis spss software is used. For analysis of data from the "Descriptive Statistics" and the "inferential" employ. The descriptive statistics of frequencies, percentages, mean, mode, median and scattering parameters and variables measuring the proportion of inferential statistics, advanced statistics and t tests were used to test F and solidarity.

Results:

Table 1: Number and percentage of respondents by age.

Frequency	Abundance	Age
5.7	7	26 – 30
22.0	27	31 – 35
30.9	38	36 - 40

19.5	24	41 - 45
22.0	27	46+
100.0	123	Total

First hypothesis:

Table 2: The relationship between employees and the self in conflict with the boss.

Accept or reject	Significant level	Correlation Spearman	Dependent variable	Independent variable
Confirmation	0/013	-0/377	Conflict with the boss	Awareness among staff

The second hypothesis:

Table 3: The relationship between employees and the self in conflict with a subordinate.

Accept or reject	Significant level	Rank correlation Spearman	Dependent variable	Independent variable
Confirmation	0/048	-0/181	Conflict with a subordinate	Awareness among staff

Third hypothesis:

Table 4: The relationship between self-management and conflict with the President's Staff.

Accept or reject	Significant level.	Spearman correlation	Dependent variable	Independent variable
Confirmation	0/004	-0/348	Conflict with the boss	Self-management staff

The fourth hypothesis:

Table 5: The relationship between self-management and conflict with a subordinate employee.

Accept or reject	Significant level	Spearman correlation	Dependent variable	Independent variable
Confirmation	0/000	-0/359	Conflict with a subordinate	Worker self-management

Table 6: Evaluation of predictive variables interact with the boss.

Significance level	Degrees of freedom 1 and 2	F	Squares R	R	Significance level	t	Coefficients			Model	
							Standardized coefficients		Non-standardized coefficients		
							Beta	Standard error	B		
.000	4 and 118	6.049	.170	.413		6.564		5.489	36.028	Interaction with the boss	
							-.225	.151	-.381	Awareness among staff	
							-.185	.149	-.252	Worker self-management	
							-.115	.236	-.244	Social Awareness	
							-.276	.184	-.489	The Employee Relations Manager	

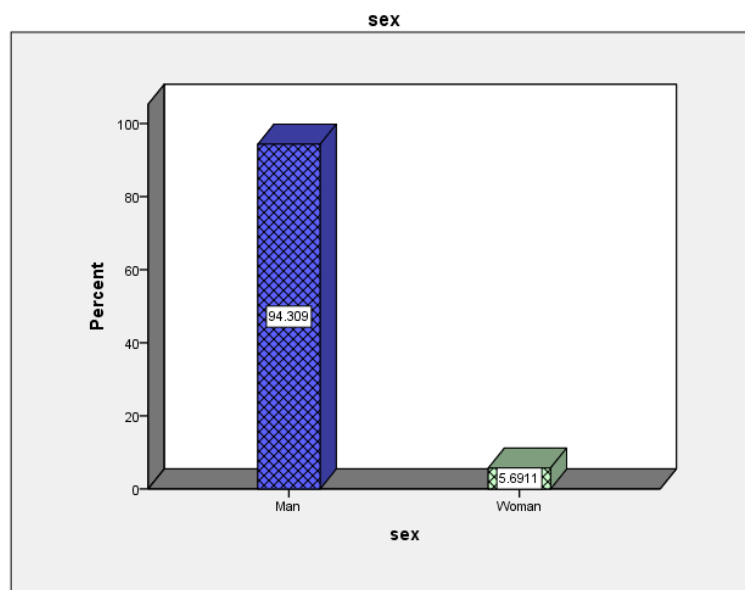


Fig. 1: Distribution of subjects by gender.

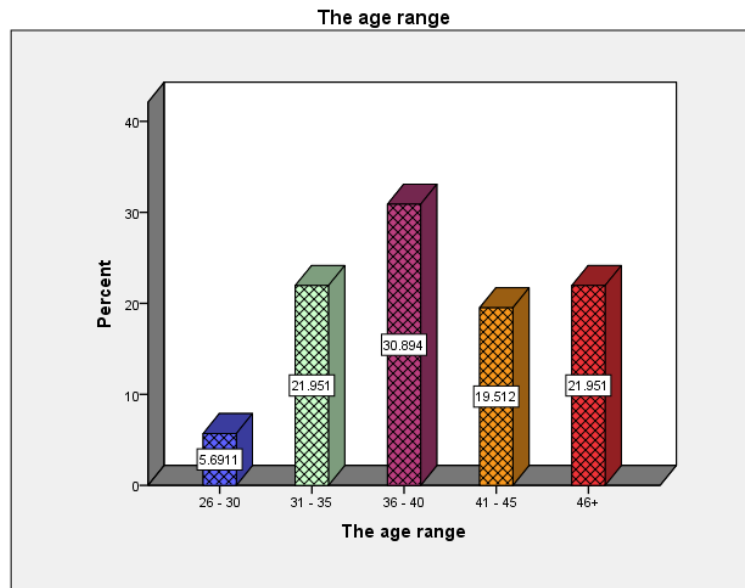


Fig. 2: Distribution of population by age.

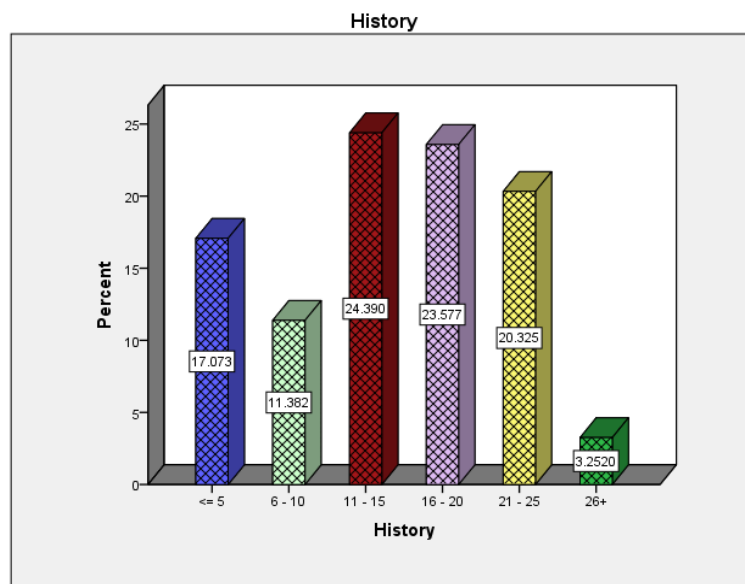


Fig. 3: Distribution of the sample according to experience.

Discussion and conclusions:

The analytical result of the first hypothesis (the self in conflict with the chief of staff and significant relationship exists) suggests that according to Spearman correlation test because the sig is equal to 0/013. And it is so much smaller than the first hypothesis is confirmed 0/05 and it can be concluded that self-awareness among employees and the conflict with the head there is a significant relationship Spearman coefficient equal to -0/377 to indicate that the relationship between two variables and it also indicates a negative inverse relationship to it. So, the greater the awareness of employees is reduced, thus the conflict with the head of the findings Chankavay *et al.* is aligned. The second hypothesis (the awareness of staff and there is a significant conflict with a subordinate relationship)

indicates that according to the test sig value is equal to 0/048. And this value is smaller than 0/05 confirm this hypothesis and can therefore be concluded that self-awareness among the staff and subordinate There is conflicting. Spearman coefficient equal to -0/181 to indicate that the relationship between two variables and it also indicates a negative inverse relationship to it. So, the greater the awareness of employees, thus, will be less conflict with a subordinate. The results of Suzanne and Hamilton are consistent. The result of the third hypothesis (the staff and management of the conflict with the head of a significant relationship exists) suggests that, given the same test as the sig is 0/004. And this value is smaller than 05/0 According to this hypothesis is confirmed. And it can be concluded that the management of the staff and the conflict with the

head of a significant relationship exists Spearman coefficient equal to $-0/348$ to indicate that the relationship between two variables and it also indicates a negative inverse relationship to it. So, the management of the employees is higher, the conflict with the head will be less. The fourth hypothesis (the management of the staff and there is a conflict with a subordinate relationship) suggests that due to the test sig value is equal to 0.000. And this value is smaller than 0/05 According to this hypothesis is confirmed and we can conclude that the conflict between the management and staff of the subordinate There is Spearman's coefficient equal to $-0/359$ to be. That suggest a relationship between two variables, and it also indicates a negative inverse relationship to it. So, the greater the self-management of employees consequently, fewer subjects would lead to conflict with the findings of Ali Haji [5] is applicable. The fifth hypothesis (the social awareness of employees and the conflict with the head of a significant relationship exists) suggests that due to the test because of the sig is 0/040. And this value is smaller than 0/05 , this hypothesis is confirmed, and it is concluded that there is a significant relationship between social consciousness and conflict with the boss. So the hypothesis is confirmed, and we can conclude that there is a significant relationship between social consciousness and conflict with the boss. Spearman coefficient is also equal $-0/395$ indicate a significant relationship between the two variables is negative, it is also indicative of an inverse relationship the findings Pymorady Bezanjany [10] is consistent.

Acknowledgment

This article is extracted from my thesis under the title of "Relationship management (social skills) and organizational conflicts the managers and staff Keshavarzi BankKohgiluyeh and Boyer Ahmad". Hereby, I extend my sincere appreciation to Islamic Azad university of Yasouj Science and Research Branch, Islamic Azad University for the efforts and supports they provided to me.

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