

## A STUDY ON ASSESSMENT OF CONFLICT MANAGEMENT PRACTICES AT ETHIO TELCOM, DESSIE BRANCH, ETHIOPIA

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### ABSTRACT

Conflict is the situation in which one party perceives that its interests are being opposed or negatively affected by another party which is in the same group, in another group, in the same organization or in another organization. These conflicts can be functional or dysfunctional in nature. This present study is conducted on Ethio-Telecom, Dessie branch, Ethiopia. The major problems initiate this research are the prevalence of conflict between several parties, problems, perception of conflict and the un-satisfactoriness of the conflict management system of the organization. The objectives of the research are assessing the conflict resolution practices, sources of conflicts, attitudes that employees towards conflict. Primary and secondary sources of information used. The total sample of the organization is 447 out of that the researcher has selected 202 samples. Wide range of conflict, problem of conflict perception is also observed but, there is no special training and orientation prepared to change this perception. Practices of the organization towards conflict are poor. Gender difference has effect on conflict management. Avoid these problems employees can develop the relationship. Special training and orientation programs also create better situation.

**KEY WORDS:** Conflict, management styles, causes, practices, sources, relationship.

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