

Approaches to Conflict Management and its Impact on the Psycho-Emotional State of Employees in the Public Sector, Based on the Example of Georgia

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Abstract

As a part of the social structure, a person copes with various types of conflicts throughout their life, and the work environment is no exception. If it's not managed in a timely and appropriate manner, it can have negative consequences for the employees, cause stress, give rise to various types of psychological problems, reduce the level of job satisfaction, for the organization its effects on success and efficiency. Meanwhile, constructive conflicts increase productivity and satisfaction, stimulate innovations. In developing countries, especially in non-profit organizations, such as the public sector, conflict management is often overlooked.

The paper aims to determine the attitude employees and the organization towards conflict, methods of dealing with it, and the impact of it on the psycho-emotional state of employees. For this purpose, a quantitative study was conducted in the public sector, in which 332 participants with different positions and work experience participated. Statistical analysis of the results was carried out using SPSS software. Considering the results, it can be said that awareness of conflict management and the existing policy in the organization in this regard is quite low. The main method of conflict resolution is avoidance, which, of course, has negative consequences for the psychological aspects of employees. At the end of the paper, recommendations have been developed that will help public sector representatives to take steps towards the implementation of conflict management and the development of a strategy.

Keywords

Communication, conflict management, job satisfaction, public sector, stress.