CHAPTER FIVE

SUMMARY
5.0 Introduction

This chapter deals with summary conclusion, limitation and suggestions of the present study.

5.1 Summary

The present study is on examining the impact of service and manufacturing sector on conflict management and also provides insight into the issues related to human behavior in the dynamic world.

The study is based on primary data collected from various service organization and from various manufacturing organization located at Meerut, modinagar and Gaziabad. Implication of the study have been proposed on the basis of result obtained. The report of the study is organized and presented in six chapters. The present study is an attempt to throw light on role of service and manufacturing sector on conflict management in influencing work lives of employees where quality of work, atmosphere, perception offers favorable environment.
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to extend human efforts and mutual benefits helps in maturity building leading to employee effectiveness.

The chapter one contains conceptual framework, rationale and objectives of the study. All the dimensions have been explained in terms of their nature and characteristics. Approach has been made to describe these dimensions in relationship with other dimensions. The chapter is divided into three parts – conceptual framework, rationale and objectives.

The first section of chapter one speaks about conceptual framework. The section covers the fundamental concepts related to the dimensions under study. The chapter explain the various dimensions of conflict and the models of conflict management strategies.

It also explain the method, causes, types and various factors that can impact one’s responding to conflict.

The second section of chapter consists of the rationale of the study where an attempt has been made to throw light on the purpose of research endeavor. Finally, in the last part of this chapter, objectives of the study are laid down.
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In the second chapter, a comprehensive review of available literature related to reviewed to explore the existing state of research. The relevant studies are briefly reviewed which clearly indicates that despite of ample of research, there is a lack of knowledge based on empirical investigation of dimensions under study. There are many researches available to the best of knowledge of the present research. Thus, the review has further strengthened the necessity to undertake the study to seek answer to the relevant research problems especially in case of conflict.

The chapter three pertains to research methodology. The study was undertaken by administering standardized measures for collecting data from working population in service and manufacturing sector.

In this study conflict is only independent variable and it has two levels that is conflict and conflict resolution. A final sample of 400 respondents was selected on convenient basis, 200 from service sector and other 200 from manufacturing sector in Meerut, Modinagar and Gaziabad. After a brief description of sample size, the tools for data collection and statistical tool identified have been presented. Standardized Conflict scale of Dr. Jyoti Sharma and Dr. Sapna Pemchandani and standardized conflict resolution scale of Marcus
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Henning was used in for conflict resolution was developed and standardized for the study. A systematic procedure was followed in development of both scales and their reliability was tested. Validity of both scales was also tested. Statistical tools used were ANOVA and Regression.

The forth chapter consist of findings and discussions of the obtained results along with the reported findings of other researchers to draw significant observation.

The fifth chapter is divided into 3 parts summary, conclusion and limitations with suggestions. The summary of complete report is presented in this chapter. The conclusions have been drawn in light of the study followed by limitation and suggestions for future research.

The chapter sixth presents the implications of the study for researchers and practitioners in the area of management. The study revealed important insights and their impact.

The references have been presented at the end of the report based on the studies cited in the text. The appendix has the sample copy of each of the tools or instruments used for data collection.
Limitations and Suggestions

The present research has certain limitations attached with it. However, future studies can overcome these limitations by taking the underlined suggestions into consideration.

- The first limitation is related to the size of sample studied. Researchers have a disagreement on appropriate size of sample hence a sample of 400 respondents, 200 from service sector and 200 from manufacturing sector is not considered large enough to generalize the findings of the study and to reach on some definite conclusion about the relationship between the dimensions studied. A larger sample would have been more appropriate which may have facilitated in validating the findings but large sample have their own problems.

- Second, the sample has been chosen from Meerut and near by area, and so it still needs to be explored whether the findings of this study can replicated in a different geographical area for further verification.

- Third, the questionnaire was completed by the middle level managers from service and manufacturing sector to control for potential industry effects across organization. To assess the
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generalizability of current findings, future research can be taken into consideration other industries or should carry out a comparative study.

- Fourth, current study is undertaken with two independent variables. Future research could be done using more related variables.

- Fifth, there are number of dimensions taken in a present study to determining such as atmosphere, perceptions and organizational structure etc. Further some other dimensions can also be taken to conduct research.