CHAPTER SIX

IMPLICATIONS
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The Implications have been drawn in the light of objectives & summary, which were framed for carrying out the present study.

- The study has revealed that poor communication and relationship as dimension of conflict independently effects employee effectiveness. This becomes important for service organization that employee having poor communication and relationship, then the quality of work life is reduced as compared to the employee having proper communication and relationship. It was found that it happens less in manufacturing sector in comparison to service sector.

- Inadequate Organizational structure interacts with quality of work life and quality of work life with job tenure to increase employee effectiveness. This is important implication for both the sectors. An employee with good communication skills and good relationship can work more effectively using his experience. In
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service organization employee expected to work in a team or in a group and have a good communication and relationship and produce expected output and at this point communication skills plays an important role as it help out to perceives other and manage them accordingly. When employee in the organization work together then relationship plays important role and will result in higher effectiveness.

- Poor work environment have greater impact on conflict management that directly and indirectly affects employee effectiveness. It reduces the growth of employees which result in misunderstanding, conflicts, absenteeism, labour turnover etc. It was found in the study that job facilities are better in the organization then there are less chances of day to day problem or conflict. But important finding in this study is that mostly in service sector if job facilities are not better then employees don’t delay and soon switch to another better job. It was found that in the competitive world most of the organization ignores employee
needs and desires and only want to fulfill their organizational goals.

- In this study it was found that these three dimensions of causes of conflict namely poor communication and relationship, inadequate organizational structure and poor working environment decrease the employee effectiveness and also reduces the motivation level among the employees.

- For resolving the conflict it is very important to have proper atmosphere in the organization. Atmospheres also have an impact on conflict resolution.

- In this study it was found that perception also have an importance that you come to know about employee behavior and come to know about negative things which is helpful at the time of conflict resolution.
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- Mutual benefit has an impact on conflict resolution which is important for the management. If one small conflict is settled mutually than there is no need of third party.

- These all dimensions together interact to produce significant effect on conflict. This becomes important implication. If management understands the relation between these dimensions then the performance of employees can be improved and subsequently the overall productivity of the organization can be enhanced.