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Conflict Among Staff Nurses Working At Benha University and Teaching Hospitals And Its Relationship To Their Job Satisfaction

Thesis

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By

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رفخ الذنوب آمنوا
وتملكوا ذلك لعلم درجا
أأوووا

العظيم
الصلوات



To the soul of my father.

***And I wish to express my
indebtedness and thanks to
my dear husband.***

And my family.

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Abstract

Conflict is recognized as being a common occurrence in both everyday personal and professional nursing life. Health care organizations face major changes, and these changes are likely to increase conflict in organizations. This cross-sectional study of staff nurses was conducted to determine the levels and types of conflict among nurses, to find out sources of conflict, and to investigate the relationship between nurses' conflict and their job satisfaction. The sample consisted of 400 staff nurses who worked in seven major inpatient wards at Benha University and Teaching Hospitals. Three tools were used for data collection: (1) the perceived conflict scale (*Huber, 1996*); (2) Questionnaire sheet developed by the researcher (*Hein, 1998 & Ibrahim, 1990*) ; and (3) Job satisfaction scale (*Swansburg, 1996*). The statistics used in this study were frequency, percentage, Chi-square test, Z test and Pearson correlation coefficient.

The findings of the study showed that; The most frequent type of nurses' conflict was intergroup/ support services conflict followed by intergroup/other departments' conflict. The most frequent sources of conflict as perceived by nurses was unclear expectations, followed by unclear jurisdiction, while home overlapping and poor communication among nurse at work setting were the least frequent sources of nurses' conflict. More than half of the staff nurses were dissatisfied in all domains of job satisfaction. The result also showed that there was a significantly negative correlation between conflict and job satisfaction, the more nurses' conflict the lower nurses' job satisfaction level. The findings have implications for nursing educators and administrators.