

KAEWWIBOOL SANGPOLISIT : A STUDY OF CONFLICT, AND CONFLICT  
MANAGEMENT OF HEAD NURSES IN GOVERNMENTAL HOSPITALS, BANGKOK  
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This descriptive research was designed to study the concept of conflict, the antecedent condition of conflict, perception, manifestation, conflict management of head nurses, the aftermath, and the relationships between concept of conflict, backgrounds, and the conflict management of head nurses in governmental hospitals, Bangkok Metropolis.

It was found that the majority of head nurses possessed the constructive concept of conflict. Conflicts occurred in governmental hospitals were nurses vs physicians, health team vs patients, nurses vs nurses, among nursing team members, and nursing team vs non-professional workers. The conflict processes centered around individual sources. Both parties perceived and felt the incidence of conflict together, and manifested behaviors occurred in both sides. The behavior patterns of both side after conflict were passive, cooperating among each others, and working as usual. These conflicts were reported to head nurses by the conflict parties. The majority of conflicts was resolved by using the problem solving, forcing, and compromising technique, in combination. The aftermath was that the efficiency of nursing performance was improved. Concept of conflict was significantly correlated with the managing conflict strategies of head nurses, at the .05 level, but there were no significant relationship between backgrounds and the managing conflict strategies of head nurses