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ABSTRACT

The Effect of Conflict Management Style on Nurses Performance Compare Between Public and Private Hospital

Study of : RSUP Dr.M. Djamil and RSI Siti Rahmah, Padang

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Bachelor program of Management Department, Economic Faculty, Andalas University

The major aim of this study is to compare the effect of conflict management style on nurses performance, and to verify the analysis this study use public and private hospital in the context of Padang, West Sumatra. A model of the effect of five conflict management style on performance was developed and empirically tested. Based on the survey of 296 questionnaires design for nurses both in public and private hospital, the author examine the effects of conflict management style on performance in nursing contexts. Result show that integrating conflict management style is positively related on nurses performance in public, obliging conflict management style is positively related on nurses performance in public and private hospital, and avoiding conflict management style is negatively related on nurses performance in public and private hospital. This study has specific focus of variable only five dimension of conflict management style, and the comparison of population between two object hospital is not balanced, therefore future research can be add more variable. This paper offers some useful suggestions for hospital department as well as employees to improve their performance.

Keywords : *Conflict Management Style, Nurses Performance, Thomas Kilmann Mode, Public Hospital, Private Hospital.*

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