

Pengaruh Pendekatan-pendekatan Konflik Terhadap Pengefektifan Manajemen Pada Koperasi Taksi di Jakarta

Yolanda M Siagian
Fakultas Ekonomi, Universitas Trisakti

Abstract

Conflict Can be a stimulating part of life and an energizer in the workplace. Properly addressed, we can make it work for us-and keep ourselves out of court. Although conflict management is of crucial importance in organization, there is considerable confusion about the true nature of conflict. In this paper a model which clearly identifies the key factors which contribute to organization conflict. A new contingency model that can be used by managers to select the most appropriate conflict management style depending on the circumstances of the particular conflict situation. This study also showed that the higher up the organizational hierarchy you move, the more time you will be likely to spend in conflict management

Keyword: Conflict, Cooperative, Confirming, Competitive, Avoiding, Effective