

THE IMPACT OF EMPLOYEE SUGGESTIONS SYSTEMS ON WORKPLACE CONFLICT: ICE-BREAKER IN THE NEED OF HOUR

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ABSTRACT

Responding to the growing concern with the conflict and disagreements at workplace, this article is intended to throw light on the conflict resolution strategies and the role of Employee Suggestion Systems. Employee suggestions Systems is a program that managers can utilize to help employees come up with creative ideas. Conflict is not simply inevitable; rather, it is [in] the nature of complex organizations... Conflict is not a breakdown of a cooperative, purposeful system. Rather conflict is central to what an organization is. (Putnam 1995, 183-4) It is the need of the hour to build effective employee suggestions systems to generate positive working environment. The research examines a variety of dimensions of employee suggestions and its impact on conflict resolution. The purpose of this study is to develop a better understanding of conflict management and dispute resolution systems. It examines the role of conflict management and dispute resolution, how employers are managing and resolving conflict within their organizations, the various dispute resolution procedures being used, and their effectiveness. Sixteen (16) organizations in and around Hyderabad and Secunderabad were selected by simple random sampling technique. They were stratified into three (9) public sector and five (7) private service organizations. Through proportional allocation method of the stratified sampling technique, a total of 60 respondents were selected. Questionnaires were either self-administered or through the face-to-face interview. Both descriptive and inferential statistics were used in the analysis.

KEYWORDS: Employee Suggestions Systems, Communication System, Working Environment, Job Analysis, Conflict at Work

