

Strategic Conflict Management used among Library Staff in Engineering and Management Colleges Libraries, Bangalore

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Abstract:

Libraries in Engineering & Management Colleges plays an important role in the educational institutions. Strategic Conflict Management is one of problem that an library professional faces in libraries. In my Study I have come across with 3 major aspects in Strategies in Conflict Management. 1. Strategies used to Overcome Interpersonal Conflict. 2. Strategies used To Resolve Conflict. 3. Strategies used Overcome Conflicting Situation. In the findings & conclusion of the article showed that to overcome the personal conflicts, maintaining the friendly relation with subordinates and colleagues are the best solutions. Travel allowance, Medical leave should be given mandatory which most of the colleges are not giving. Ladies should be given preference in the allotment of shifts. Many colleges should solve conflict situation and motivate the library staff and also sort out the problems of staff from time to time. . I hope my research work will be useful to librarians in many aspects of strategic human resource management like, what are the useful ways for professional development, what are all the strategies to be used for detect conflict among the staff and how to overcome it. It also resolve personal conflicts of subordinate staffs. The research also overcome different kind of conflicting situation and internal difference among staff members in library.

Keywords: Strategic Conflict Management, Overcome Interpersonal Conflict, Resolve Conflict, Overcome Conflicting Situation

Introduction

Engineering and Management College Libraries at present are changing due to information explosion coupled with drastic developments in Information Communication Technology (ICT) and changing user demands in information access and use patterns. Libraries have to quickly respond to deliver information products that support and uphold the mission of the educational institutions by providing easy and convenient access scholarly and instructional materials required to meet academic, research, consultancy service missions of a college or university. As a result libraries these approaches demands to identify and adopt good practices and benchmarks in their working environment to enhancing the use of Library resources and services and saving the cost, time and labor with the limited resources, reaching the unreached in the present environment.

The recent advancements in Information Technology (IT) have changed the world scenario; this I T revolution has affected each and every aspects of human society and has opened new opportunities and challenges for all. The developments have also imposed certain responsibilities and challenges on Library and Information Professionals although the librarians have been accepting and adopting new technologies actively for the professional use in extending the services and other facilities to users.” Change” is definitely a way of life but the “Change” may turn the originality of an unbelievable manner. Information Technology is the most important buzzword of the present century, especially in the field of Library and Information Science.

Strategic Human Resource Management

Strategy

A strategy is a way of doing something. It usually includes the formulation of a goal and set of action plans for accomplishment of that goal. The concept of strategy is very old. It originated from the Greek term *strategia* which means the art or science of being a general. Effective Greek generals needed to lead an army, win and hold territory, protect cities from invasion, destroy the enemy, and so forth. Each objective needed a different deployment of resources. The Greeks knew that strategy was more than fighting battles. Effective generals had to determine the right lines of supply, decide when to fight and when not to, and manage the army's relationships with citizens, politicians and diplomats.

Conflict: Conflict has both positive as well as negative connotations and consequences; it must be looked into and managed for organizational benefit. Management must survey the situation to decide whether to stimulate conflict or to resolve it. Thomas and Schmidt have reported that managers spend up to twenty percent of their time in dealing with conflict situations. Hence, it is very important that managers understand the type of conflict that they have to deal with so that they can devise some standardized techniques in dealing with common characteristics of conflicts in each type of category. There are five basic types of conflicts. These are: 1. Conflict within the Individual 2. Interpersonal Conflict 3. Conflict between the individual and the group 4. Intergroup conflict 5. Inter-organizational conflict.

Scope and Limitation of the Study:

The study will boost the different strategies used in different aspect of HRM by Private Engineering and Management College Libraries in Bangalore. It also aims to identify for what extent these strategies are successful in library management and the same can be applicable to all other Engineering and Management College Libraries. To investigate the various strategies used by libraries for personnel and professional development. The present study is limited to Private Engineering and Management college libraries of in and around Bangalore.

Profile of Study Area:-

This research study includes variety of Private Engineering and Management College Libraries of in and around Bangalore, which affiliated to VTU.

Research Methodology

For this research mainly questionnaire method is used to collect the data from respondent of library staff from Private Engineering & Management college librarians. The research study will be conducted among sample space of 80 Colleges around Bangalore city affiliated to VTU. Questionnaire has been adopted in this study to drive conclusion.

Analysis of Data

An attempt has been made in this chapter to report and summarize the research data collected from librarians from management colleges in and around Bangalore, pertaining to Strategic Human Resource Management in Engineering and Management College Libraries. For the convenience of data presentation, analysis and interpretation the results are presented in table form.

Rating method, 0 = Not at all, 1 = To Some extent, 2 = To a large extent has been used to collect data from respondent for every strategy used in library for different aspects of human resource management. Designed Questionnaire was distributed randomly to Private Engineering & Management College library Staff. The total numbers of respondent are 80 from different Engineering & Management College libraries.

Table – 1. Response Rate

Sl. No	Content	Numbers
1	Questionnaires Distributed	100
2	Questionnaires received	80
3	Response Rate	80%

When we look into the table –1 it shows that, total no of questionnaires supplied are 100 and only 80 people responded, it means response rate is 80% only.

Table – 2 Availability of Man Power

Sl. No	Category	Nos.
(i)	Librarian	30
(ii)	Assistant Librarian	15
(iii)	Library Assistant	20
(iv)	Technical Assistant	5
(v)	Library Clerks	5
(vi)	Supporting Staff	5

In my Study I have Covered 3 aspects in Strategies Conflict Management.

1. Strategies Used to Overcome Interpersonal Conflict.
2. Strategies Used To Resolve Conflict.
3. Strategies Used Overcome Conflicting Situation.

Table-3 Strategies used to overcome Interpersonal Conflict

Sl. No	Options	Rating		
		0	1	2
(i)	Forgive and forget the mistakes of the subordinates	15	20	45
(ii)	Avoid punishments and issue of memos	18	25	37
(iii)	Always try and win them over friendly talk	20	38	22
(iv)	Add humor to win over difficult subordinates	48	22	10
(v)	Any other (P1. specify)	-	-	-

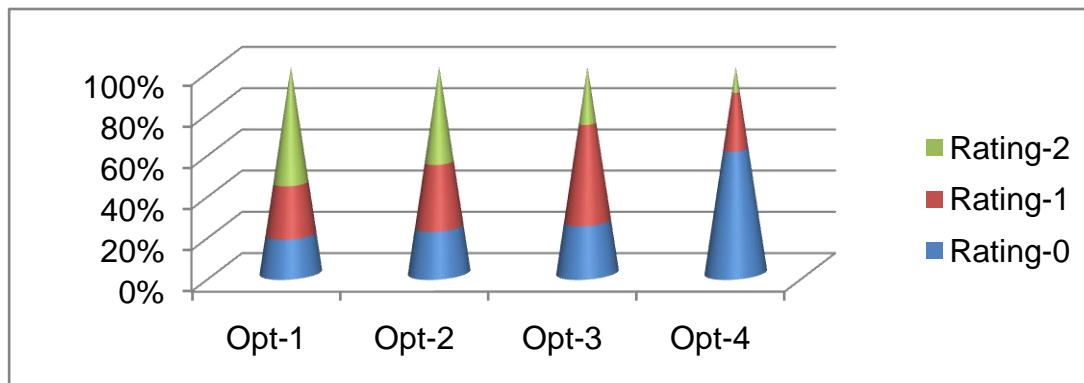


Fig-1: Strategies used to overcome interpersonal conflict

Figure-1 Clearly shows that majority of the respondents use the following ratings, we can summarize by giving the percentage with the no of Options given in the Questions

- i. Forgive and forget the mistakes of the subordinates To large extent 56.25%
- ii. Avoid punishments and issue of memos To large extent 46.25%
- iii. Always try and win them over friendly talk To some extent 47.50%
- iv. Add humor to win over
- v. difficult subordinates Not at all 60%

Table-4 Strategies Used To Resolve Conflict

Sl. No	Options	Rating		
		0	1	2
(i)	Leave travel allowance	13	45	22
(ii)	Medical / maternity / paternity leave	5	48	27
(iii)	Home town allowance	11	25	44
(iv)	Allotting convenient shift	20	39	21
(v)	Women staff are given flexible shifts	3	22	55
(vi)	Any other (P1. specify)	-	-	-

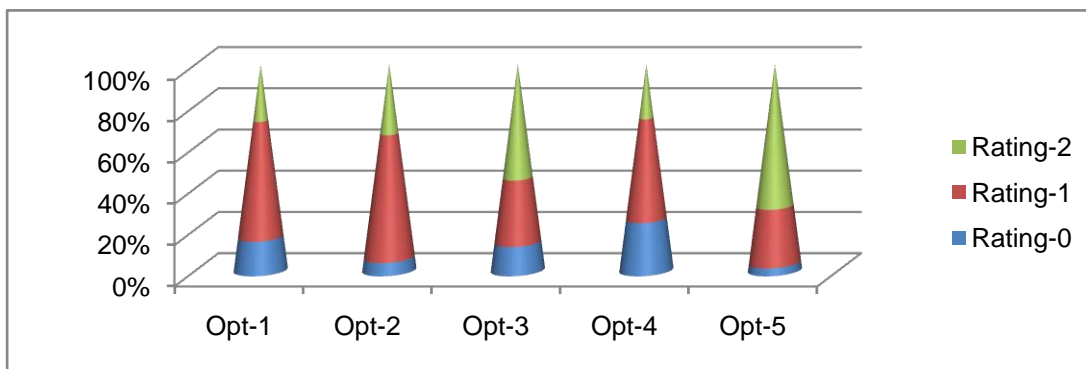


Fig-2: Strategies Used To Resolve Conflict

Figure-2 clearly shows that majority of the respondents use the following ratings, we can summarize by giving the percentage with the no of Options given in the Questions,

- i. Leave travel allowance To some extent 56.25%
- ii. Medical / maternity / Paternity leave To some extent 60%
- iii. Home town allowance To a large extent 55%
- iv. Allotting convenient shift To a some extent 48.75%
- v. Women staff are given flexible shifts To a large extent 68.75%

Table-5 Strategies Used Over Come Conflicting Situation

Sl. No	Options	Rating		
		0	1	2
(i)	Negotiate and convince	9	24	47
(ii)	Counsel and motivate	4	49	27
(iii)	Offer over time and compensatory holidays	46	23	11
(iv)	Sort out the problems of the staff from time to time	9	43	28
(v)	Any other (Pl. specify)	-	-	-

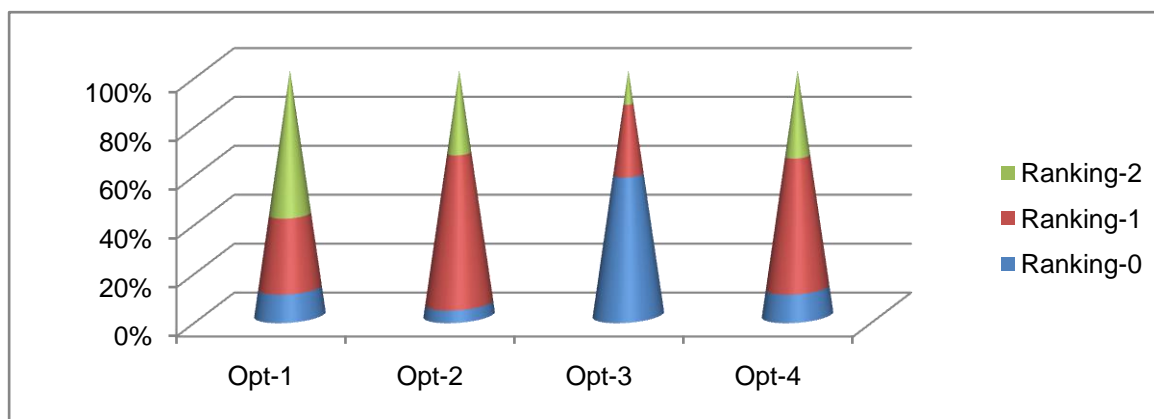


Fig-3: Strategies Used Over Come Conflicting Situation

Figure-3 clearly shows that majority of the respondents use the following ratings, we can summarize by giving the percentage with the no of Options given in the Questions,

1.	Negotiate and convince	To a large extent	58.75%
2.	Counsel and motivate	To a some extent	61.25%
3.	Offer over time and compensatory holidays	Not at all	57.50%
4.	Sort out the problems of the staff from time to time	To a some extent	53.75%

Findings & Suggestions

Findings

An attempt has been made to give summary form to the findings of the study and recommendations to improve the strategies of HRM in Engineering and Management College Libraries of in and around Bangalore and for what extent the existing strategies are useful.

After analysis and interpretation of questionnaire of respondent following are the findings, which are found in my research work

- All the respondents are the librarians of Engineering and Management Colleges which conduct BE, MTech, MCA and MBA.
- In all the library Teaching staff and Students are the common users.
- 56.25% forgive and forget the mistakes of the subordinates. 46.25% avoid punishments and issue of memos. 47.50% always tries to win them over friendly talk. 60% add humor to win over difficult sub ordinates.
- 56.25% Colleges give Leave travel allowance. 60% give Medical/maternity/paternity leave. 55% Colleges give home town allowance.48.75% allots convenient shifts and only 68.75% women are given flexible shifts.
- 58.75% college authorities negotiate and convince regarding different conflict situation. 61.25 management council and motivate the library staff. 57.5% colleges offer over time and compensatory holidays. 53.75% sort out the problems of the staff from time to time.

Suggestions

In my research work following are the suggestions received from the respondents.

- Libraries should be given adequate Library Assistant, Technical Staff & Library Clerks.
- To overcome the personal conflicts, maintaining the friendly relation with subordinates and colleagues are the best solutions.
- Travel allowance, Medical leave should be given mandatory which most of the colleges are not giving.
- Ladies should be given preference in the allotment of shifts.
- Many colleges should solve conflict situation and motivate the library staff and also sort out the problems of staff from time to time.

Conclusion

Library is a growing organism. It grows in terms of stock and users more when compared to staff. To handle the new technological changes and to fulfill the user requirement library staff should update their knowledge by perusing higher education and attending conferences and workshops in regular interval period. I hope my research work will be useful to librarians in many aspects of strategic human resource management like, what are the useful ways for professional development, what are all the strategies to be used for detect conflict among the staff and how to overcome it. It also resolves personal conflicts of subordinate staffs. The research also overcome different kind of conflicting situation and internal difference among staff members in library. It also give answers to factors producing stress among staff. Finally it clearly explains what all the benefits of strategic management.

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