

Abstract

Background and Aim: Nurses in ICUs suffer from job conflicts due to the complexity of the work environment and the severity of their illness. If these conflicts are not identified and managed, they can be a source of problems, violence in the workplace, and reduced motivation, dissatisfaction, and inability to take care of nurses and thus harm patients. The purpose of this study was to determine the levels of conflict and conflict management strategies among nurses of intensive care units of Ardabil Hospitals.

Materials and Methods: The study was descriptive-analytical and cross-sectional. The study population consisted of nurses in intensive care units of Ardabil educational and social security hospitals. Of these, 240 were selected who met the inclusion criteria. The data collection tools were demographic data form and Dubrin conflict level and Robins conflict management strategies questionnaires. Data were analyzed by SPSS software version 23 using descriptive (frequency, mean and standard deviation) and analytical statistics (Pearson correlation coefficient, chi-square and ANOVA).

Results: According to the results, most nurses (84.2%) experienced moderate levels of job conflict. Nurses were using management styles of avoiding conflict (44.92 ± 11.52), resolving conflict (38.27 ± 11.72) and controlling conflict (30.44 ± 8.53) respectively. There was a significant relationship between nurses' job conflict with hospital ($P=0.01$) and their workplace ($P=0.025$). There was a significant relationship between nurses' conflict management strategies with their age, gender, employment status and place of work ($P<0.05$).

Conclusion: Most nurses experienced moderate levels of conflict and they used the non-confrontation strategy to resolve conflicts. Therefore, nursing managers can enhance the motivation of nurses and thus improve patients' recovery and reduce medical costs by applying appropriate conflict management strategies.

Keywords: Conflict, Conflict Management, Nursing, Intensive Care Unit