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AN ASSESMENT OF CONFLICT MANAGEMENT PRACTICES FROM E-WASTE INDUSTRY. at IT LINKS Pvt Ltd, Tirunelveli.

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ABSTRACT :

A majority of individuals spend half of their life indoors, which significantly affects their productivity, behavior, mental health, and skills. It is believed that better outcomes and greater efficiency arise from a better work environment. A more pleasant physical work environment would boost employee morale. In order to better understand employee disagreements at work in the E-Waste sector and how they may be damaging with major consequences for lower productivity, this study will examine their causes, effects, and provide some potential solutions. Executives, managers, and lower-level managers in the e-waste industry provided primary data for the study's primary data collection. As a research approach, a questionnaire was used to gather the primary data. The Croc batch alpha, chi-square, and descriptive statistical tests were employed to evaluate the association between the variables. The study's findings revealed that the attitude variable had a significant impact, whilst the contact and HR policy variables had just a small bearing. According to the study's results, the attitude variable had a highly significant impact, while the contact and HR Policies factors also had substantial effects. Employee morale will rise and they will be more motivated to work if they are physically and mentally well. Additionally, a positive work environment can lower absenteeism and boost employee productivity, which benefits overall workplace productivity. According to the report, management should improve its strategies for resolving disputes (bargaining, agreement, and forcing) because they boost worker productivity.

Key words: Assesment, conflict management, practices, E-waste industry.

Introduction

Conflict among workers in an organization is inevitable. If it manages properly, it will bring catalyst for change and can have a positive impact on employee satisfaction and performance of the organization. Conversely, unmanaged conflict negatively impacts both employee satisfaction and job performance. When organizational leaders ignore workplace conflict, they send a message that unsatisfactory job performance and inappropriate behaviour are acceptable.

People have different style of communication, ambitions, political or religious views and different cultural backgrounds. In our diverse society, the possibility of these differences leading to conflict between individuals is always there, and we must be alert to preventing and resolving situations where conflict arises.
Even within one organization or team, conflict can arise from the individual differences or ambitions mentioned earlier; or from rivalry between sub-groups or factions. All leaders and members of the organization need to be alert to group dynamics can spill over into conflict. Therefore, conflict management is the process of planning to avoid conflict where possible and organizing to resolve conflict where it does happen, as rapidly and smoothly as possible.

For any organization to be effective and efficient in achieving its goals, the people in the organization need to have a shared vision of what they are striving to achieve, as well as clear objectives for each team/department and individual. You also need ways of recognizing and resolving conflict amongst people, so that conflict does not become so serious that co-operation is impossible. All members of any organization need to have ways of keeping conflict to a minimum and of solving problems caused by conflict, before conflict becomes a major obstacle to your work.

The e-waste industry plays a crucial role in managing the growing electronic waste generated by our technologically driven society. As this industry continues to expand, it encounters various challenges and conflicts stemming from environmental concerns, legal regulations, supply chain complexities, and stakeholder interests. Effectively managing these conflicts is essential for the sustainable development of the e-waste industry
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Conflict management involves identifying, addressing, and resolving disagreements and disputes among individuals, organizations, or stakeholders. In the context of the e-waste industry, conflict management practices are vital for maintaining productive relationships among different stakeholders, such as manufacturers, recyclers, policymakers, environmental organizations, and local communities. By implementing effective conflict management strategies, the industry can navigate conflicts and work towards mutually beneficial outcomes.

This assessment aims to explore the conflict management practices within the e-waste industry and assess their effectiveness in addressing the unique challenges faced by the sector. By examining current approaches, identifying gaps, and proposing potential solutions, this assessment aims to contribute to the development of robust conflict management frameworks for the e-waste industry.

Scope of the Study

The scope of a study assessing conflict management practices in the e-waste industry may include the following areas:

Identification of Conflict Types: Determine the various types of conflicts that arise within the e-waste industry, such as conflicts between stakeholders, employees, regulatory bodies, or conflicts related to resource allocation, environmental concerns, or legal issues.
Conflict Resolution Strategies: Evaluate the conflict resolution strategies and techniques employed within the e-waste industry. This may involve analyzing the use of negotiation, mediation, arbitration, or other methods to address conflicts and reach mutually beneficial solutions.
Stakeholder Engagement: Examine how stakeholders, including e-waste recycling companies, government agencies, environmental organizations, and local communities, are engaged in conflict resolution processes. Assess the effectiveness of their involvement and the extent to which their perspectives are considered.

It is important to note that the scope may vary depending on the specific research objectives, resources available, and the focus of the study.

Objectives of the Study

I.   To figure out how much productivity feedback affects an employee's performance.
II.   To determine the effect of work assistance on employee efficiency.
III. Assess whether the physical workplace has an effect on employee efficiency.
IV.   To see if supervisory assistance has an effect on employee efficiency and to determine the contribution of productivity feedback on employee's productivity.

problem Statement

The primary problem to be addressed in this assessment is the lack of effective conflict management practices within the e-waste industry. Conflicts arising from competing interests, differing perspectives, resource allocation, environmental concerns, and regulatory compliance pose significant challenges to the industry's growth and sustainability. These conflicts can hinder the progress of e-waste recycling and disposal activities, disrupt stakeholder relationships, and negatively impact the environment and local communities. primary problem to be addressed in this assessment is the lack of effective conflict management practices within the e- waste industry. Conflicts arising from competing interests, differing perspectives, resource allocation, environmental concerns, and regulatory compliance pose significant challenges to the industry's growth and sustainability. These conflicts can hinder the progress of e-waste recycling and disposal activities, disrupt stakeholder relationships, and negatively impact the environment and local communities.

Limitation of the Study

The time to complete the project was 3 months. Employees were in hurry to complete the questions of the questionnaire. The information provided by the company is not very specified and clear. Analysis of primary data is done on the assumption that the answers given by the respondents are true and correct. Most of the employees are not ready to share the information.

Importance of the Study

Identification of Conflict Resolution Strategies: The e-waste industry is a complex sector with various stakeholders, including manufacturers, recyclers, government agencies, and environmental groups.

Environmental Impact: E-waste management poses significant environmental challenges, including pollution, resource depletion, and health risks. Conflicts within the industry can hinder the development and implementation of effective environmental policies and practices. By studying conflict management, researchers can uncover ways to address conflicts and facilitate collaborative decision-making that prioritizes environmental sustainability.

Stakeholder Engagement: Effective conflict management practices enhance stakeholder engagement. Engaging stakeholders from diverse backgrounds and perspectives is crucial for addressing the challenges of the e-waste industry. By understanding how conflicts can be managed, researchers can identify methods to encourage active participation, collaboration, and consensus-building among stakeholders. This can lead to more inclusive and sustainable solutions.

Policy Development: The findings from the assessment of conflict management practices can inform policy development and regulatory frameworks. Governments and industry bodies can use this knowledge to create guidelines that encourage effective conflict resolution and promote responsible practices within the e-waste industry.

Source of Data collection

Questionnaire is the main tool for data collection. Questionnaire has been distributed to the employees directly and a discussion also has been done.

Internal Documents: Review internal documents such as company policies, conflict resolution procedures, training manuals, and reports on sustainability practices within IT Links.
Research Methodology

Research Design: Choose a mixed-methods research design that combines qualitative and quantitative data collection and analysis techniques. This approach will provide a comprehensive understanding of conflict management practices in the e-waste industry.
Research Questions: Develop research questions that address the specific objectives of the assessment. These questions should focus on conflict identification, current practices, stakeholder perspectives, and potential improvements.

Sample Size
The sample size taken is 180 which has been selected through Stratified

Sampling Method

Probability Sampling Methods :

1. Simple Random Sampling
2. Stratified Sampling

Non-Probability Sampling Methods:

1. Convenience Sampling
2. Purposive Sampling
3. Snowball Sampling

When selecting a sampling method, consider factors such as the research objectives, target population, resources available, and feasibility of reaching the desired participants. Probability sampling methods provide representative and generalizable results, while non-probability sampling methods may be more convenient or practical for specific stakeholder groups. Depending on the context and research requirements, a combination of probability and non-probability sampling methods can be employed to ensure a comprehensive assessment.

Period of the Study

The period of the survey was nearly 3 months **Data Analysis**

and Interpretation Percentage Method

The percentage method was extensively used for analysis and interpretation. It can be generally calculated as follows:

$$= \frac{No\ of\ Respondents}{Total\ Number\ of\ respondents} *100$$

Table showing Age Group

3.1. Age Group

Age Group	Frequency	Percentage
31 - 40	13	7.2
41 - 50	113	62.8
51 - 60	54	30.0
Total	180	100.0

Findings :

It is interpreted from the table 7.2 % of the respondents belongs to 31 to 40 years, 62.8 % of respondents belongs to 41 to 50 years and 30% of respondents belongs to 51 to 60 percentage.
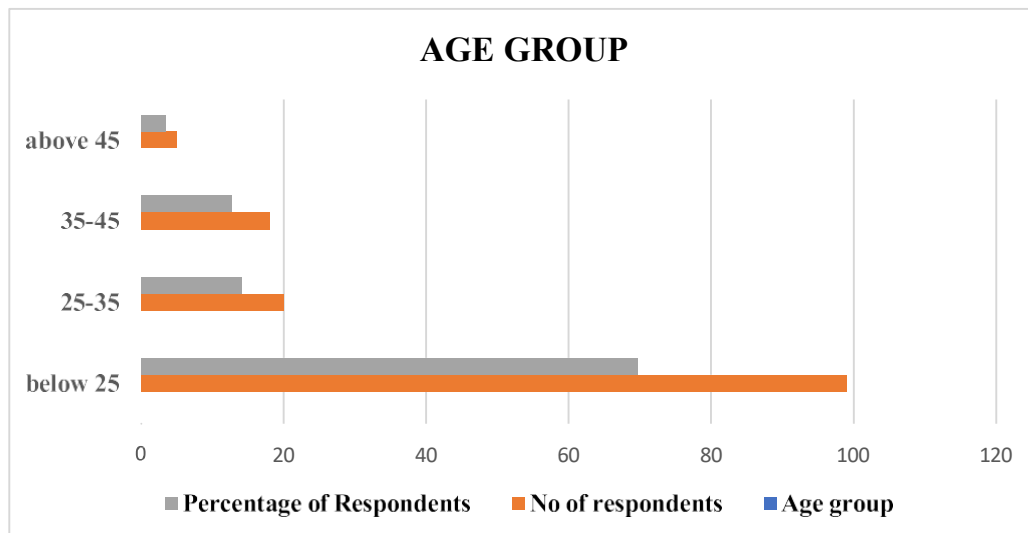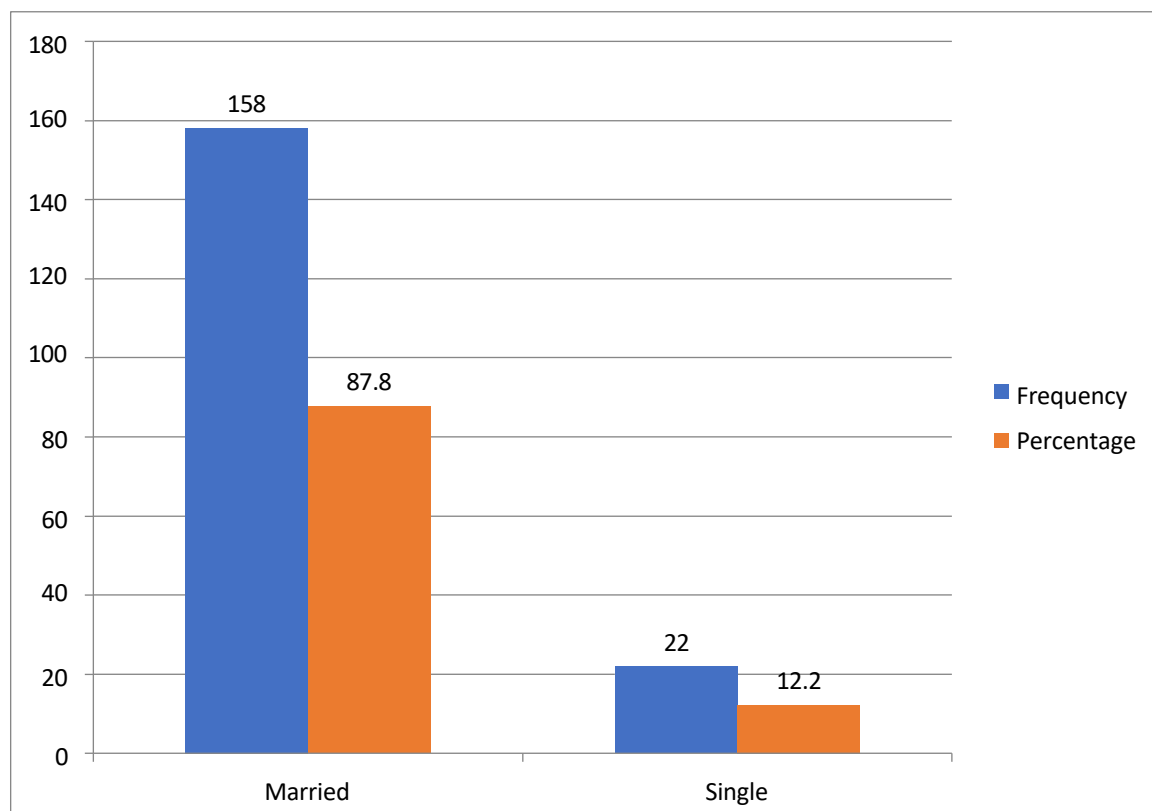
Chart Showing Age Group

Table Showing Gender

Marital Status	Frequency	Percentage
Married	158	87.8
Single	22	12.2
Total	180	100.0

Findings :

It is interpreted from the table 87.8 % of the respondents belongs to below married, 12.2 % of respondents belongs to single.

Table showing educational qualification :

| Qualification	Frequency	Percentage
Below High School	34	18.9
High School	42	23.3
Graduation	31	17.2
Diploma	73	40.6
Total	180	100.0
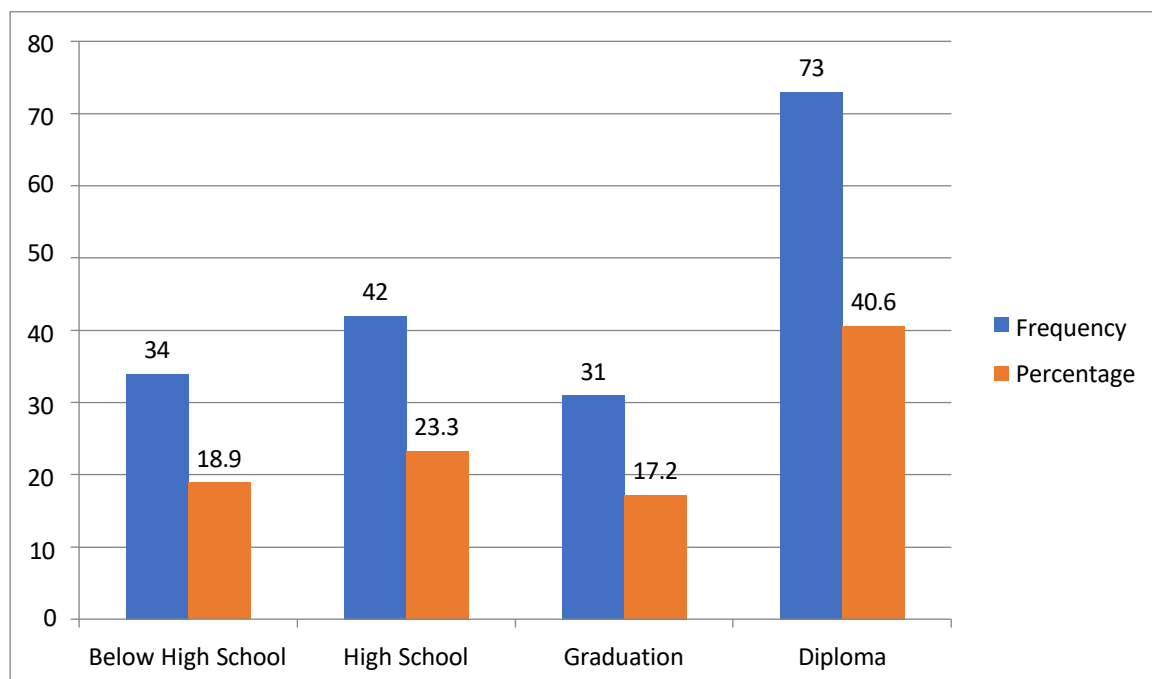
Findings :

It is interpreted from the table 18.9 % of the respondents belong to below high school, 23.3 % of respondents belongs to high school, 17.2% of respondents belongs to graduate and 40.6 % of respondents belongs to technical qualification and diploma.

Table showing Job Performance

Job Performance	Frequency	Percentage
Highly satisfied	153	85.0
Satisfied	26	14.4
Neither satisfied nor dissatisfied	1	6.0
Total	180	100.0
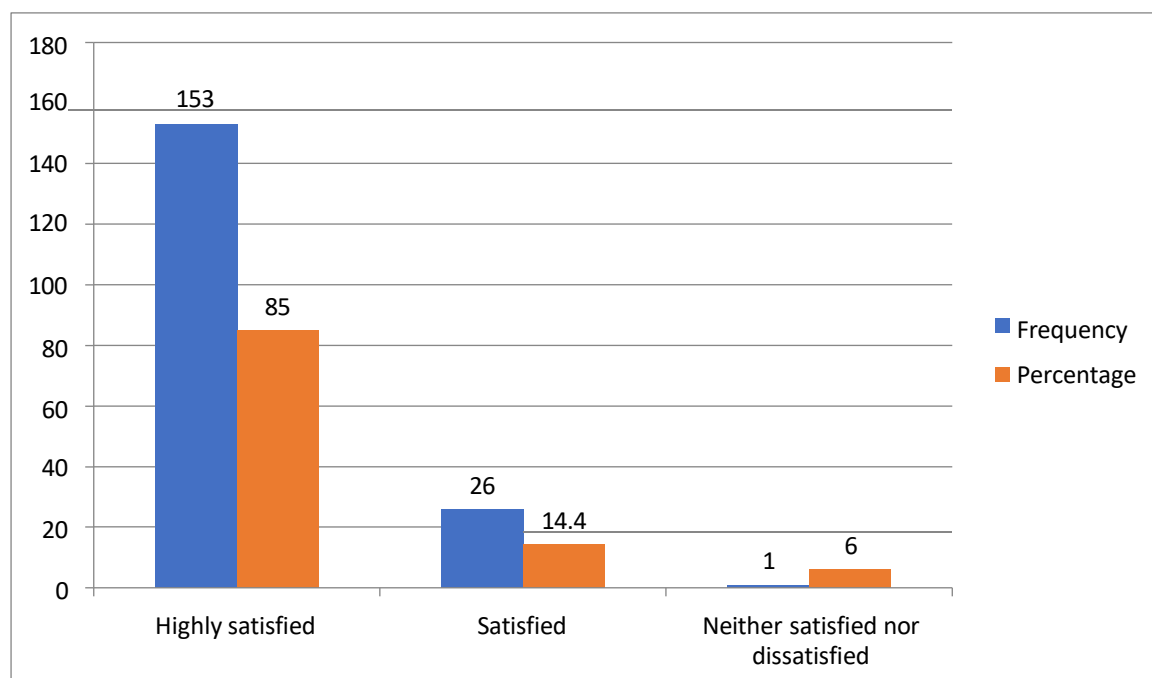
Findings :

The table show that 85% of the respondents are highly satisfied of type of work, 14.4% of the respondents are satisfied on type of the work and .6% percentage of respondents are neither satisfied nor dissatisfied on type of the work.

FINDINGS

On the basis of findings of the study, it is observed that Collaborating is considered to the oneof the best strategies, especially when the company interest is at the stake, this strategy is generally used when organization feel that the concern is important. This strategy is mainly used in all organizations, where we must resolve interpersonal conflicts. It promotes creative problem solving. It takes more time than other strategies.

Conflict can serve as a constructive mechanism of change for the organization. Conflict can betaken positively when it comes with any loophole, which gives the chance to Management forimprovement to restrict such type of situation in the future. It allows an opportunity to work with someone, who ordinarily would not, understand that conflict will happen. But do not let it damage the organization; try to resolve them as quickly as possible. There is the need of commitment of all employees for resolving such conflict which will be helpful in efficient continuity of organization towards their goal.

Suggestion

Based on the context of assessing conflict management practices in the e-waste industry at IT Links, I would suggest employing a combination of probability and non-probability sampling methods to ensure a comprehensive assessment. Here's a suggested approach:

- **Simple Random Sampling**: Use this probability sampling method to randomly select a representative sample of employees, community members, and customers associated with IT Links' e-waste operations. This will provide a fair and unbiased representation of these stakeholder groups.

- **Stratified Sampling**: Implement stratified sampling to divide the target population into relevant subgroups, such as different employee roles or community locations. Randomly select participants from each stratum to ensure representation from diverse groups within the population.

- **Convenience Sampling**: Utilize convenience sampling to select participants who are easily accessible and available. This can be beneficial when reaching certain stakeholders becomes challenging, such as regulatory authorities or environmental organizations

Conclusion :

In conclusion, assessing conflict management practices in the e-waste industry at IT Links is crucial for ensuring effective stakeholder engagement, sustainable waste management, and regulatory compliance. By conducting a systematic assessment using a well-designed research methodology, valuable insights can be gained to inform improvements in conflict management practices.

The research methodology should incorporate a mixed-methods approach, combining qualitative and quantitative data collection and analysis techniques. This will provide a holistic understanding of the conflicts, current practices, stakeholder perspectives, and potential improvements within the e-waste industry at IT Links.

The sampling method should consider a combination of probability and non-probability sampling techniques. Probability sampling methods, such as simple random sampling and stratified sampling, ensure representative and generalizable results. Non-probability sampling methods, such as convenience sampling, purposive sampling, and snowball sampling, allow for targeted selection of specific stakeholder groups, capturing valuable insights.

By integrating qualitative and quantitative findings, the assessment can identify common themes, areas of improvement, and potential strategies for effective conflict management. These findings will serve as a basis for developing actionable recommendations to enhance conflict management practices at IT Links, addressing environmental impact concerns, health and safety issues, compliance with regulations, and community relations.

It is important to adhere to ethical considerations throughout the research process, ensuring informed consent, privacy, and confidentiality of participants. By conducting a rigorous assessment and implementing suggested improvements, IT Links can strive towards more effective conflict management practices in the e-waste industry, contributing to sustainable and responsible waste management.