

Cairo University
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**The effect of organizational conflict on job satisfaction in
governmental serving organizations in Egypt:
A case study of Kasr Al-Ainy Hospital**

Master Thesis in Public Administration

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Master Thesis Summary

The research aimed to laying a theoretical base which covers determining the forms of organizational conflict in the governmental serving organizations with reference to the Kasr Al Ainy Hospital as a case study. Also, the study is clarifying the direction and the range of relationship between the forms of organizational conflict and the strategies of conflict management on the one hand and job satisfaction on the other hand.

And, to achieve this objective the researcher started to review many of the previous studies which covered the subject of job satisfaction and organizational conflict where it becomes clear to the researcher through her demonstration of these studies. As with the tradition, the researcher started to place a group of essential and secondary research assumptions which she tried to test their validity and reality. This study used a Questionnaire, which is one of the common and most important methods, to measure job satisfaction.

It would be extremely difficult and time consuming to survey all employees in Kasr Al Ainy Hospital. Hence, the researcher collected answers to the researcher-administered questionnaire from a convenient sample of 322 research participants. The researcher, however, ensured that the sample is truly represents the research society, by following a well-known statistical method to determine the minimum sample size. Moreover, when collecting the data, the researcher ensured that all individuals are represented in the sample. The sample included: Physicians & Pharmacists (13%), Technicians (5%), Nurses (39%), Administrative Staff (3%), and Support Services Staff (40%).

The analysis of collected data showed the validity and the reliability of the survey/questionnaire. Moreover, the results confirmed most of research hypotheses. The study found that there are negative relationships between different forms of organizational conflicts and the job satisfaction.

Considering these conclusions, theoretical or practical, the researcher offered a number of recommendations which aim to enhance the level of job satisfaction and minimizing the organizational conflicts in governmental serving organizations in general and in Kasr Al Ainy Hospital in specific. These recommendations are as follows:

- Placing Averages for the performance of works, which are characterized by the reality.
- Paying attention to psychic and psychological aspects of the workers.
- Paying attention towards making continuous training courses for the workers.
- Paying attention to the social activities such as trips, competitions, and ceremonies.
- Paying attention to enlightenment of the workers and educating them.
- Paying attention to the practices of performance of work.
- Giving incentives to the administration authorities to find sources of non-traditional resources.
- Encouraging the spirit of co-operation between various departments.
- Encouraging the positive behavior between the workers by using various methods such as participating in decision making.
- The Management should give attention to the problems of their workers and their needs (as part of social support), and providing applicable solutions.

Keywords: Kasr Al Ainy Hospital; Job Satisfaction; Organizational Conflict; Role Conflict; Inter-Personals Conflict; Groups Conflict; Competition Strategy; Adaptation Strategy; Participation Strategy; Avoidance Strategy; Compromise Strategy.