CONFLICT MANAGEMENT STYLES OF UNDERGRADUATES IN RELATION TO THEIR EMOTIONAL INTELLIGENCE, SPIRITUAL INTELLIGENCE AND PERSONALITY TYPES

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SUMMARY

Conflict is a condition of incompatibility among any two or more individuals or situations. Conflict management is the skilfull art of dealing with conflicts unique to every individual. This research study was a descriptive survey designed to find a relationship among the variables of conflict management styles, emotional intelligence, spiritual intelligence and personality types of 954 humanities undergraduates of final year studying in the Govt. colleges of Chandigarh. The study was undertaken to compare the conflict management styles, emotional intelligence, spiritual intelligence and personality types of male and female undergraduates; and to study the conflict management styles of undergraduates in relation to their emotional intelligence, spiritual intelligence and personality types. The relationship between conflict management styles and the three independent variables was found. Finally, the variance contributed by emotional intelligence, spiritual intelligence and personality types towards conflict management styles was found.

Results show significant mean differentials in conflict management styles, emotional intelligence, spiritual intelligence and personality of male and female undergraduates. There are significant differences in conflict management styles of undergraduates with low and high scores in emotional intelligence. There are partial significant differences in conflict management styles of undergraduates with low and high scores in spiritual intelligence and personality. Results of regression analysis indicate that emotional intelligence is a predictor for all styles of conflict management, namely, competing, collaborating, compromising, avoiding and accommodating. Spiritual intelligence is a predictor for the avoiding and accommodating conflict management styles. Personality helps in predicting competing and accommodating conflict management styles.