

Abstract

Organizational conflict is difficult to identify, but it can be avoided. Effective conflict management is the best instrument for preventing conflict. As the workplace has become more diverse, it's more essential for managers to recognize the problem solving approaches. The purpose of this study is to look at the influence of management strategies in handling diverse workforce issues in the Hyderabad region of Ptel (Pakistan Telecommunication Limited). This research is carried out to determine the efficiency of managerial strategies in organizational culture in the ptcl Hyderabad region based on gender diversity. Total (400) questionnaires were distributed and, 302 questionnaires were received giving a response rate of 75.2%. Regression and correlation analysis established a statistically significant positive relationship between gender diversity and conflict management styles. The Rahim Organizational Conflict Inventory (ROCI-II) (Rahim & Magner, 1995) had been used to identify and manage conflicts. This instrument has established five strategies of addressing conflict, namely avoiding, integrating, obliging, compromising, and dominating, by combining dual dimensions, i.e. concern for self and concern for others. The results of this study demonstrated that compromising, obliging, and integrating styles had a strong link to gender diversity. All of these techniques provide beneficial results, resulting in the continuation of a healthy relationship. These three methods, when implemented in firms, Maintain worker happiness and satisfaction without affecting their productivity. The study's major results indicate that businesses that promote diverse workforce push their staff to do well. Additionally, organizational conflict is mostly caused by inequality in recruiting, selection, position assigning, remuneration, and performance. According to the findings of the study, management has a critical part in reducing employment disputes, and well-regulated dispute might enhance team achievements.

Keywords: Employee job performance, gender inequality, and conflict management styles.