

## ABSTRACT

Thesis Title : Conflict Management Styles of the Deans in Assumption University, Thailand and the University of Santo Tomas, Philippines: A Comparative Study

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This study was conducted to compare the conflict management styles of the deans of two private catholic universities and to find out the significant differences of the deans' conflict management styles.

The examined population comprised of 109 randomly selected deans and instructors of the two universities. The researcher used the descriptive- normative and correlation methods of research. The primary source of the data was the questionnaire which made use of the Thomas and Kilmann Conflict Handling Modes which are accommodating, avoiding, collaborating, compromising and dominating. The data

obtained from the returned questionnaires were analyzed using the percentage distribution, weighted mean, t-test and ANOVA.

Analyses of the data indicated that the demographic factors of gender, age, educational qualification, and years of work experience do not significantly influence the Assumption University and the University of Santo Tomas deans' conflict management styles. The conflict management styles of Assumption University deans' nationality influence their conflict management styles. Assumption University and the University of Santo Tomas deans' conflict management styles as described by the instructors are "Fairly Appropriate" but used "Occasionally". They tend to use a combination of the five conflict- management styles. Both the Thai and Filipino deans generally tend to advocate a harmonious relationship in a workplace.

