

Abstract

This study examines the relationship between demographic characteristics and conflict management style and is based on the premise that an improved understanding of the role of demographic characteristics in conflict management provides for more effective management of the individuals within that process.

The study consist of administration of Thomas Kilmann Mode Instrument, and a basic demographic instrument to MBA Evening Program students in Assumption University overseeing the areas of the technique in solving the problem and basic demographic of respondents. The sample size of the theses is 384 samples. The response rates is 100 percent, which is large enough and dispersed enough from the initial sample size to eliminate concerns for non-response rate bias and to substantiate findings and results in a population of 384 cases upon which to perform statistical analysis.

Gender is a factor, which identify the way to solve conflict. Male trend to solve the conflict in not using the competing way. Female loved to accommodating and collaborating than competing, avoiding and compromising. Male love to solve the problem for all techniques. The researcher conclude that it depends on the situations which the respondents confront whatever he or she.

For the working experience factors, all the respondents trend to solve the conflict by using all the techniques. The respondents who worked more than 13 years trend to solve the conflict by not using

avoiding and competing technique. Researcher can conclude that it depend upon how important issue.

the respondents have to solve. Some may use the competing for their benefit, some may use collaborating for mutual benefits.

Position of respondents, we can not tell exactly which technique they use. From the research, researcher can conclude that there is relationship between position and way to solve the conflict.

For the income factor, there is significant for relationship between resolving technique and income factor. But researcher can not conclude that respondents who got high salary trend to solve the conflict by using competing or collaborating because some got only salary. Some respondents got salary plus commission.

On the other hand, type of industry was not significantly related to the way to solve the problems. Researcher can not conclude that respondents who worked in manufacture using competing technique more than collaborating. The way to solve the problem it depends on education which not looking only the certificate but we should consider about the quality of the school, college and university. How they taught the students includes supporting program for students to practice.