

Annotated Bibliography

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Alshammari, H., & J. Dayrit, R. (2017). Conflict and Conflict Resolution among the Medical and Nursing Personnel of Selected Hospitals in Hail City. *IOSR Journal Of Nursing And Health Science*, 06(03), 45-60. doi: 10.9790/1959-0603014560

The study is focused on conflict resolution among nurses and medical personnel. The study focuses on the different selected persons in a selected hospital in Hail city. The study focus is on the person based on the various groups that they have been placed in. The person has been placed in groups to understand the frequency of the conflict. In addition to that, the study has focused on the strategies that are used in conflict resolution. It does this by getting responses from the participant on their feeling and how they have attained this. It is found out that the individual encounter the conflict frequently based on the different setting. The conflict affects how the individual performs at the workplace. Basing on the various groups that were used on finding out the results of the study, some consideration is made in solving the problems. The consideration includes how people behave and how their background is. It is done this way to ensure that the process of conflict resolution does lose the purpose. The study concludes by recommending how the conflict is to be resolved based on the different groups of the people. It is essential for the study as it will help in the introduction part of the study. In addition to that, it will be important in the literature review of the study. Lastly, it will help in the results and findings of the study.

Clay-Williams, R., Johnson, A., Lane, P., Li, Z., Camilleri, L., Winata, T., & Klug, M. (2018).

Collaboration in a competitive healthcare system: negotiation 101 for clinicians. *Journal*

Of Health Organization And Management, 32(2), 263-278. doi: 10.1108/jhom-12-2017-0333

The article is a study of the impact of negation in healthcare management and conflict resolution. The purpose of the study is to find out how clinicians, executives, and healthcare managers respond to negation. It happened after they were given training on the different negation skills and how to respond to them. The study achieved this through an interview with the managers on the issue. It involved an interview with 18 managers, and the speech was recorded for analysis. It involved thematic analysis in a move to help the members of the public understand the entire process. It was found out that the managers were ready to employ the negation skills from training. They, however, needed some toolkit for the whole of the process for them to achieve the process. However, time was the biggest challenge in the attainment of the entire process. The managers asked whether it was practically possible to use the whole process of negation confirmed that the members responded effectively. They asked that more training to be done concerning the negation to better it in the coming years. The article is essential for the study as it will help in the literature review. In addition to that, it will be helpful in the results and findings of the study.

Kim, S., Bochatay, N., Relyea-Chew, A., Buttrick, E., Amdahl, C., & Kim, L. et al. (2017).

Individual, interpersonal, and organizational factors of healthcare conflict: A scoping review. *Journal Of Interprofessional Care*, 31(3), 282-290. <https://doi-org.libraryresources.columbiasouthern.edu/10.1080/13561820.2016.1272558>

The article is a study of the sources and consequences of conflict in healthcare facilities. The study looks at the factors related to individual, interpersonal, and

organizational culture towards causing the conflict. It continues to look at how the various areas of the above mentioned three impact on performance in the hospital. The study achieves this through the analysis of the literature about the topic from the year 2001 to 2015. It finds out that the personal traits of individuals, such as behavior, result in the conflict. It impacts how the practitioner performs in the facilities in the sense that they cannot administer better services. In addition to that, the patients suffer the consequences as they don't get attention. It continues to find out that the result of the conflict from interpersonal factors includes personal feelings and emotions. Other factors also include the change in the organizational culture and administration. The effects are that patients will suffer and bullying among healthcare personnel. The study concludes by recommending the areas that can be researched on to deal with the conflicts. The area includes research on other major topics, such as conflict resolution. It is essential for the topic and study as it will help in establishing the gap of the study. In addition to that, it is necessary in stating the problem of the statement. Lastly, it will be important in giving conclusions and recommendations about the topic.

Robinson, I. (2018). Prevention of Workplace Violence Among Health Care

Workers. *Workplace Health & Safety*, 67(2), 96-96. doi: 10.1177/2165079918810669

The article is a study of the prevention of conflict among healthcare personnel while at work. The research focuses on the harm that is caused by the dysfunctional employee while in duty at healthcare facilities. It continues to look at how intervention can be done to avoid further disruptive impacts. The article then lists ways to prevent conflict and violence while at work. Lastly, the paper explains the importance of the existence of the order in the health care workplace. It achieves this by looking at the causes of

the healthcare conflict among the workers. It continues to look at the impact that they have caused to the healthcare facility and how to solve them. It is through this that the study can suggest ways of dealing with the problem. Through identification of the cause of the conflict, the study gives suggestion which is opposite of the cause. The suggestion that is given in the study have been tested and proven. The study though finds out that emotional intelligence is what is critical in solving the problem. If the members with the facility are in the capacity to control their emotions. The article is of importance to the study as it will help in giving a recommendation. In addition to that, it can help to create a preliminary literature review for the study. Lastly, it will help in giving insights for the study to the readers.

Sangiovanni, V. (2008). Company Management Conflict Resolution, Third-Party Intervention, and Governance Models. *SSRN Electronic Journal*. doi: 10.2139/ssrn.1143475

The article is a study of third party intervention in conflict resolution and management. It aims at understanding the implication of the third party in conflict resolution and what influences their decision. The study achieves this by looking at the different conflicts that have aroused since time and the third-party intervention. It looks at the different organizations and how they were unable to solve their problems. The study continues to look at the factors that made it impossible to solve the issue. In addition to that, it looks at how the other third party intervened and solved the issue. It finds out that some factors make it impossible to solve issues within the organization. The factors include the relationship between employees and organizational managers. In addition to that, it was also found out that the organizational culture also leads to impossibility. It is this that makes the organization look for alternative ways of

conflict resolution. It is through the bringing of the third party to board. The third party have proven to be a success in solving organizational problems and conflict. It is by the fact that they bring about a level playground in the solving of conflict. The article is significant to the study as it will help in creating a recommendation. In addition to that, it is also important to establish the results and findings of the study. Lastly, it will help in giving the reader easy in the understanding of the topic.