

# The Role of Health Administration in Resolving Functional Tendencies

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## Abstract

The current study aims to know the role of the health administration in resolving conflicts between employees, the ability of the current administration to address the problems of auditors and reviews, the ability of the health administration to deal wisely and its employees to resolve these conflicts. This questionnaire was prepared via Google Drive and distributed to residents aged 25-55 years, men and women, in the city of Mecca. As for the questionnaire, 550 questionnaires were distributed, and 535 answers were obtained via e-mail to the researcher. it concluded that Health management has a very major role in resolving conflict and competition among employees for the better to provide the best at work.

**Keywords:** the role of health administration, in resolving functional tendencies.

## 1. Introduction

Conflict management is the process of reducing the negative aspects of conflict while increasing its positive aspects. The goal of conflict resolution is to improve learning and group outcomes. This includes effectiveness or performance in an organized environment. Properly managed conflict can improve collective outcomes (1). Conflict resolution involves the reduction, elimination, or termination of all forms and types of conflicts. There are five conflict resolution styles as identified by Thomas and Kilman: competition, bargaining, cooperation, avoidance, and accommodation (2). Conflict resolution reduces the negative consequences of conflict and enhances its positive outcomes with the aim of improving learning in the organization (3)(4). Properly managed conflict increases organizational learning by increasing the number of

questions asked and encouraging individuals to challenge the status quo (5). Organizational conflict at the individual level includes conflicts between peers, as well as conflict between supervisor and subordinate. Group-oriented mediation is a mediation method particularly suitable for conflicts between coworkers, colleagues or peers, especially deeply interpersonal, cross-cultural, or ethnic conflicts. The mediator hears each party individually in a preliminary or pre-mediation session before bringing them to a joint session. The introductory session also includes training and role-playing. The idea is that both sides will learn how to talk directly to their opponent in the joint session. Some unique challenges arise when organizational conflicts involve supervisors and subordinates. Negotiating performance appraisal is a tool for improving communication between supervisors and subordinates, and is particularly useful as an alternative model to mediation, because it maintains the hierarchical power of supervisors while encouraging dialogue and dealing with differences of opinion (6). There are three directions to any conflict: lose-lose, win-lose, and win-win. A lose-lose trend is a type of conflict that tends to end negatively for all parties involved. A win-lose trend results in one party winning, usually at the expense of the other party. While the win-win direction is one of the most important basic concepts of conflict resolution. A win-win solution reached through integrative negotiation may be close to the optimal solution for both parties. This approach occurs through a cooperative approach rather than a competitive approach. Blake and Mouton (1964) were among the first to provide a conceptual scheme for classifying styles of dealing with interpersonal conflicts into five types: forcing, retreating, gentleness, compromise, and problem solving (7). In the 1970s and 1980s, researchers began using stakeholders' intentions to classify the conflict resolution styles they included in their models. Thomas (1976) and Pruitt (1983) developed a model based on the concerns of the parties involved in the conflict. A combination of the parties' concern for their own interests (i.e., intrinsic) and their concern for their opponent's interests (i.e., cooperative) led to a particular style of conflict resolution. Pruitt called these styles: profitable (low self/high cooperative) and problem solving (high self/high cooperative), lazy (low self/low cooperative), and competitive (high self/low cooperative). Pruitt argues that problem solving is the preferred method when seeking mutually beneficial (win-win) options (8).

## **2. Material and Methods:**

The study began in (the city of Mecca in the Kingdom of Saudi Arabia), and the study ended with writing the data collection in May 2024. The researcher used descriptive analysis, an approach that uses quantitative or qualitative description of the social phenomenon (the role of health administration in resolving functional tendencies). The independent variable (the percentage of employees' satisfaction with their management in resolving job disputes between them) and the dependent variable (the percentage of employees' dissatisfaction with their management in resolving functional disputes at work between them). This type of study is characterized by analysis, reason, objectivity, and reality. It is also concerned with individuals and societies, as it studies the variables and their impact on the health of the individual, society, and the consumer, and the spread of diseases and their relationship. For demographic variables such as age, gender, nationality, and marital status. Status and occupation (9), and use the Excel

2010 Office suite table to sort the results (10). The questionnaire is a wonderful and useful tool for collecting a huge amount of data, but the researchers were not able to conduct personal interviews with the participants in the online survey, and the questionnaire was only answered electronically, it consists of eleven questions, all of which are closed-ended.

### 3. Results and discussion:

The percentage of approval to participate in the questionnaire was 100%, and the percentage of age of participants, male and female, between the ages of 25-34 years was 26.3%, and those between the ages of 35-44 years were 52.6%, and those between the ages of 45-55 years were 21.1%, and their gender was 89.5% male and the percentage female was 10.5%. Their professions were male and female government employees by 94.7%, and male and female employees in the private sector 5.3%. As for their responses to the questionnaire questions, they were as follows: The first question: The health administration must give great importance to the issue of conflict in order to preserve human resources, and in order to achieve an efficient and effective hospital? Yes 94.7%, No 5.3%, and I don't know 0%. The second question: Conflict within health institutions, like other institutions, increases during periods of development, change, and movement from one site to another, or development in the structure. Usually, the conflict is between different parties in the institution and the organizational reasons are different? Yes, 89.5%, no, 10.5%, and I don't know, 0%. Question three: Conflict is understood as problems and differences in viewpoints that may sometimes reach the point of obstructing the achievement of the goals sought by the institution (negative aspect)? Yes 94.7%, No 5.3%, and I don't know 0%. Question four: Is reaching the best type or level of achieving goals (a positive aspect of the conflict)? Same answer to the previous question. Question five: the role of management lies in finding a point of balance between the parties to the conflict in a way that achieves the organization's goals, or attracting the parties to the conflict to create, innovate, and compete for the better? Yes 100%. Question six: the causes of conflict in institutions are many, the most important of which are: competition for material, financial, and human resources, disagreements related to the organizational structure, differences in understanding instructions, guidelines, and methods of work in the institution, differences in goals and values of the institution's individuals and sometimes differences in customs and traditions, lack of artistic and technical capabilities, lack of Clarity of the administrative organization in the institution, lack of control over the scheduling of work and activities? Same answer to the previous question. Question seven: Lack of clarity of goals for all employees and administrators in the health institution causes conflicts at work? Yes 78.9% and no and I don't know (both are the same answer 10.5%). Question eight: Does dissatisfaction with the current job/profession among some employees cause some form of tendencies at work? Yes 94.7%, No 5.3%, and I don't know 0%. Question nine: Creativity and Progress Conflict takes a kind of challenge and competition towards progress and innovation, and creativity generates desire and energy among employees in the institution, as well as the ability and desire towards communication between the conflicting parties? Yes 89.5% and No I don't know (both are the same answer 5.2%). The last question:

Types of tendencies, including: personal, individual, collective, administrative unit, health institutions? Yes, 89.5%, no, 0%, and I don't know, 10.5%. (table.no.1) (table.no.2).

Table 1: the percentage of males and females in questionnaire

males	females
89.5%	10.5%

Table. 2: The role of health administration in resolving functional tendencies according to participates

The role of health administration in resolving functional tendencies	Yes	no	I don't know
The health administration must give great importance to the issue of conflict in order to preserve human resources, and in order to achieve an efficient and effective hospital?	94.7%	5.3%	0%
The role of management lies in finding a point of balance between the parties to the conflict in a way that achieves the organization's goals, or attracting the parties to the conflict to create, innovate, and compete for the better?	100%	0%	0%

4. Conclusion:

The health administration must give great importance to the issue of conflict in order to preserve human resources, and in order to reach an efficient and effective hospital 94.7%, and its role lies in finding a point of balance between the parties to the conflict on a path to achieving the goals of the organization or attracting the parties to the conflict to creativity, innovation and competition for the better 100%.it found that the wise and aware health administration must be assisted and assisted in all work matters.

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