

Effect of Job Satisfaction and Stress on Pursuing the Conflict Management Strategies by Librarians of Iran Public Libraries Foundation

Mehdi Shaghghi (Corresponding author)
M.A. of LIS, University of Tehran
mhd.shaghghi@gmail.com

Ruhollah Abbasi
M.A. of Psychology, Tarbiat Modares University
abbasi.ro@gmail.com

Reza Abbasi
PhD student of Management, Allameh Tabatabaee University
r.a.manager@gmail.com

Mohammad Reza Borzooei
M.A. of Communication and cultural studies, Imam Sadeq University
borzooei@gmail.com

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Abstract

Purpose: We have studied in the present research the role of occupational stress and job expectation in following the conflict management strategies among librarians of Iran Public Libraries Foundation.

Methodology: This study used correlation analysis and is a survey. Through simple random selection, 115 librarians were chosen among librarians of Iran public libraries Foundation. They filled out stress sources questionnaire (Hellriegel and Slocum), job expectation questionnaire (Lussier), and conflict management questionnaire (Puttnam and Wilson). The obtained data were analyzed using independent *t*-test, test of significance of the Pearson's correlation coefficient, and multiple regression analysis.

Findings: It was indicated that among the librarians, the components related to stress sources are significantly associated with conflict management strategies. Besides, there is a significant relationship between retaining factors and solution-oriented strategy, and an inverse significant relationship between work experience and competition approach. Additionally, this study investigated the difference between the librarians with LIS degree and those graduated from other majors, regarding the strategy they follow.

Originality/Value: This paper has suggestions considering how to follow the best approaches in order to reach the most appropriate conflict management strategies (e.g. solution-oriented strategy) and mentions the role and effect of demographic characteristics, stress level, and people's expectation of their job in pursuing these strategies.

Keywords: Occupational stress; Job expectation; Conflict management; Public libraries; Iran Public Libraries Foundation, Librarians