Results

The results of the studied will be presented the following sequence:

**Part I.** Sociodemographic characteristics of staff nurses in the studied sample: table 1.

**Part II.** Conflict among staff nurses: tables 2-7.

**Part III.** Sources of conflict among staff nurses: tables 8-15.

**Part IV.** Job satisfaction among nurses: tables 16-22.

**Part V.** Relationship between conflict, job satisfaction, age, and year of experience: tables 23-25.
Results

I-Sociodemographic Data.

Table (1) Sociodemographic characteristics of the staff nurses in the studied hospitals.

<table>
<thead>
<tr>
<th>Hospital</th>
<th>Benha University Hospital (n=285)</th>
<th>Benha Teaching Hospital (n=115)</th>
<th>Total (n=400)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sociodemographic characteristics</td>
<td>No</td>
<td>%</td>
<td>No</td>
</tr>
<tr>
<td>Age</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>&lt;30</td>
<td>175</td>
<td>61.4</td>
<td>53</td>
</tr>
<tr>
<td>30+</td>
<td>110</td>
<td>38.6</td>
<td>62</td>
</tr>
<tr>
<td>Qualification</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Diploma</td>
<td>250</td>
<td>87.7</td>
<td>102</td>
</tr>
<tr>
<td>Specialty</td>
<td>20</td>
<td>7.0</td>
<td>7</td>
</tr>
<tr>
<td>Technical institute</td>
<td>15</td>
<td>5.3</td>
<td>6</td>
</tr>
<tr>
<td>Years of experience</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>&lt;10</td>
<td>175</td>
<td>61.4</td>
<td>53</td>
</tr>
<tr>
<td>10-</td>
<td>78</td>
<td>27.4</td>
<td>39</td>
</tr>
<tr>
<td>15+</td>
<td>32</td>
<td>11.2</td>
<td>23</td>
</tr>
<tr>
<td>Marital status</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Single</td>
<td>55</td>
<td>19.3</td>
<td>21</td>
</tr>
<tr>
<td>Married</td>
<td>230</td>
<td>80.7</td>
<td>94</td>
</tr>
</tbody>
</table>

This table showed that the total studied sample was 400 nurse, 285 of them working in Benha University Hospital and the other 115 nurse in Benha Teaching Hospital. More than half of staff nurses (57.0%) were below the age 30 year, the majority (61.4%) in Benha University Hospital. As far as nurses qualification, the largest percent of nurses (88.0%) graduated from the nursing secondary school, while the minority (5.2%) only graduated from the technical
Results

The majority of nurses (57.0%) had experience below 10 years, (61.4%) of them in Benha University Hospital, while the minority of nurses (13.7%) had experience over 15 years, (20.0%) of them in Benha Teaching Hospital. As regarding to marital status, The majority of nurses (81.0%) were married, (81.7%) of them in Benha Teaching Hospital.
Results

II- Conflict among staff nurses.

Table (2) Conflict among nurses in the studied hospitals.

<table>
<thead>
<tr>
<th></th>
<th>Benha University Hospital</th>
<th>Benha Teaching Hospital</th>
<th>Total (400)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>No</td>
<td>%</td>
<td>No</td>
</tr>
<tr>
<td>Negative Conflict</td>
<td>212</td>
<td>74.4</td>
<td>74</td>
</tr>
<tr>
<td>Positive Conflict</td>
<td>73</td>
<td>25.6</td>
<td>41</td>
</tr>
<tr>
<td>Total</td>
<td>285</td>
<td>100.0</td>
<td>115</td>
</tr>
</tbody>
</table>

\[ \chi^2 = 3.57 \quad P < 0.05 \]

Table 2 and figure 2 shows the Distribution of conflict among nurses according to the studied hospitals. The results indicate that 71.5% of the total staff nurses are having negative conflict, 74.4% of the staff nurses working in Benha University Hospital are having negative conflict in their job while 64.3% of the staff nurses working in Benha Teaching Hospital are having negative conflict in their job. This difference was statistically significant (\( \chi^2 = 3.57 \) & \( P < 0.05 \)).
Results

Figure (2) conflict among nurses in the studied hospitals.
Table (3) Distribution of types of conflict among nurses in the studied hospitals.

<table>
<thead>
<tr>
<th>Types of conflict</th>
<th>Benha University Hospital (n=285)</th>
<th>Benha Teaching Hospital (n=115)</th>
<th>Z</th>
<th>P value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Interpersonal conflict</td>
<td>161 56.5%</td>
<td>68 59.1%</td>
<td>0.39</td>
<td>&gt;0.05</td>
</tr>
<tr>
<td>Intrapersonal conflict</td>
<td>177 62.1%</td>
<td>65 56.5%</td>
<td>0.835</td>
<td>&gt;0.05</td>
</tr>
<tr>
<td>Intergroup/support services conflict</td>
<td>212 74.4%</td>
<td>74 64.3%</td>
<td>2.03</td>
<td>&lt;0.05*</td>
</tr>
<tr>
<td>Intergroup/other units’ conflict</td>
<td>198 69.5%</td>
<td>66 57.4%</td>
<td>2.09</td>
<td>&lt;0.05*</td>
</tr>
</tbody>
</table>

Table 3 and figure 3 illustrates distribution of types of conflict among nurses in the studied hospitals. The results revealed that, the most frequent type of conflict was intergroup/ support services conflict in both Benha University and Teaching Hospital 74.4 % and 64.3% respectively, followed by Intergroup/other units’ conflict 69.5% and 57.4%, intrapersonal conflict 62.1% and 56.5%, and interpersonal conflict 56.5% and 59.1% in both Benha University and Teaching Hospital respectively.
Results

Figure (3) distribution of types of conflict among nurses in the studied hospitals.

![Graph showing distribution of conflict types among nurses in different hospitals.](image)
Results

Table (4) Distribution of interpersonal conflict among nurses in the studied hospitals’ units

<table>
<thead>
<tr>
<th>Hospital department</th>
<th>Benha University Hospital (n=285)</th>
<th>Benha Teaching Hospital (n=115)</th>
<th>Z</th>
<th>P value</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Total</td>
<td>No</td>
<td>%</td>
<td>Total</td>
</tr>
<tr>
<td>Intensive care</td>
<td>56</td>
<td>36</td>
<td>64.3</td>
<td>28</td>
</tr>
<tr>
<td>General medicine</td>
<td>62</td>
<td>39</td>
<td>62.9</td>
<td>19</td>
</tr>
<tr>
<td>Dialysis</td>
<td>19</td>
<td>8</td>
<td>42.1</td>
<td>18</td>
</tr>
<tr>
<td>Pediatric</td>
<td>41</td>
<td>20</td>
<td>48.8</td>
<td>11</td>
</tr>
<tr>
<td>General surgery</td>
<td>34</td>
<td>14</td>
<td>41.2</td>
<td>13</td>
</tr>
<tr>
<td>Surgical specialties</td>
<td>53</td>
<td>34</td>
<td>64.2</td>
<td>21</td>
</tr>
<tr>
<td>Obstetric</td>
<td>20</td>
<td>10</td>
<td>50.0</td>
<td>5</td>
</tr>
</tbody>
</table>

The interpersonal conflict among nurses in the studied hospitals by units was displayed in table 4. The results indicate that the highest percentage of nurses working in the intensive care unit in both hospitals experienced interpersonal conflict (64.3% & 67.9%) respectively. While the lowest percentage was found in general surgery (41.2%) as regards to Benha University Hospital and in Dialysis (50.0%) in Benha Teaching Hospital.
Table 5 shows the distribution of intrapersonal conflict among nurses in the studied hospitals’ units. The highest percentage of intrapersonal conflict was found in surgical specialties in both Benha University and Teaching Hospitals (77.4%, 76.2%) respectively. While the lowest percentage was found in general surgery (44.1%, 38.5%) in both Benha University and Teaching Hospitals respectively.
Results

Table (6) Distribution of intergroup/ support services conflict among nurses in the studied hospitals’ units.

<table>
<thead>
<tr>
<th>Hospital units</th>
<th>Benha University Hospital (n=285)</th>
<th>Benha Teaching Hospital (n=115)</th>
<th>Z</th>
<th>P value</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Total</td>
<td>No</td>
<td>%</td>
<td>Total</td>
</tr>
<tr>
<td>Intensive care</td>
<td>56</td>
<td>48</td>
<td>85.7</td>
<td>28</td>
</tr>
<tr>
<td>General medicine</td>
<td>62</td>
<td>42</td>
<td>67.7</td>
<td>19</td>
</tr>
<tr>
<td>Dialysis</td>
<td>19</td>
<td>14</td>
<td>73.7</td>
<td>18</td>
</tr>
<tr>
<td>Pediatric</td>
<td>41</td>
<td>28</td>
<td>68.3</td>
<td>11</td>
</tr>
<tr>
<td>General surgery</td>
<td>34</td>
<td>25</td>
<td>73.5</td>
<td>13</td>
</tr>
<tr>
<td>Surgical specialties</td>
<td>53</td>
<td>45</td>
<td>84.9</td>
<td>21</td>
</tr>
<tr>
<td>Obstetric</td>
<td>20</td>
<td>10</td>
<td>50.0</td>
<td>5</td>
</tr>
</tbody>
</table>

Table 6 shows the distribution of intergroup/ support services conflict among nurses in the studied hospitals’ units. The results revealed that the highest percentage of intergroup/ support services conflict was found in Intensive care in both hospitals (85.7%, 71.4 %,) respectively. While the lowest percentage was found in obstetric (50.0%) as regards to Benha University Hospital. And it was (52.6%) in general medicine as regards to Benha Teaching Hospital.
Results

Table (7) Distribution of Intergroup/other units’ conflict among nurses in the studied hospitals’ units.

<table>
<thead>
<tr>
<th>Intergroup/Other units’ Conflict</th>
<th>Benha University Hospital (n=285)</th>
<th>Benha Teaching Hospital (n=115)</th>
<th>Z</th>
<th>P value</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Total</td>
<td>No</td>
<td>%</td>
<td>Total</td>
</tr>
<tr>
<td>Intensive care</td>
<td>56</td>
<td>46</td>
<td>82.1</td>
<td>28</td>
</tr>
<tr>
<td>General medicine</td>
<td>62</td>
<td>40</td>
<td>64.5</td>
<td>19</td>
</tr>
<tr>
<td>Dialysis</td>
<td>19</td>
<td>11</td>
<td>57.9</td>
<td>18</td>
</tr>
<tr>
<td>Pediatric</td>
<td>41</td>
<td>25</td>
<td>61.0</td>
<td>11</td>
</tr>
<tr>
<td>General surgery</td>
<td>34</td>
<td>22</td>
<td>64.7</td>
<td>13</td>
</tr>
<tr>
<td>Surgical specialties</td>
<td>53</td>
<td>43</td>
<td>81.1</td>
<td>21</td>
</tr>
<tr>
<td>Obstetric</td>
<td>20</td>
<td>11</td>
<td>55.0</td>
<td>5</td>
</tr>
</tbody>
</table>

Intergroup/other units’ conflict among nurses in the studied hospitals’ units was displayed in table 7. As shown the highest percentage of intrapersonal conflict was found in the Intensive care and surgical specialties (82.1%, 81.1%) in Benha University Hospital respectively. And in Surgical specialties and Intensive care (66.7%, 64.3%) as regards to Benha Teaching Hospital respectively. While the lowest percentage was found in obstetric in both Benha University and Teaching Hospital (55.0%, 40.0%) respectively.
Results

III- Sources of conflict among staff nurses.

Table (8) Distribution of the nurses studied groups according to sources of conflict.

<table>
<thead>
<tr>
<th>Sources of conflict</th>
<th>Benha University Hospital (n=285)</th>
<th>Benha Teaching Hospital (n=115)</th>
<th>Z</th>
<th>P value</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>No</td>
<td>%</td>
<td>No</td>
<td>%</td>
</tr>
<tr>
<td>Unclear expectations</td>
<td>218</td>
<td>76.5</td>
<td>81</td>
<td>70.4</td>
</tr>
<tr>
<td>Poor communication</td>
<td>180</td>
<td>63.2</td>
<td>61</td>
<td>53.0</td>
</tr>
<tr>
<td>Unclear jurisdiction</td>
<td>203</td>
<td>71.2</td>
<td>75</td>
<td>65.2</td>
</tr>
<tr>
<td>Incompatibilities or disagreements</td>
<td>196</td>
<td>68.8</td>
<td>76</td>
<td>66.1</td>
</tr>
<tr>
<td>Conflicts of interest</td>
<td>201</td>
<td>70.5</td>
<td>78</td>
<td>67.8</td>
</tr>
<tr>
<td>Operational or staffing changes</td>
<td>190</td>
<td>66.7</td>
<td>70</td>
<td>60.9</td>
</tr>
<tr>
<td>Home overlapping</td>
<td>180</td>
<td>63.2</td>
<td>59</td>
<td>51.3</td>
</tr>
</tbody>
</table>

Table 8 and figure 4 illustrates distribution of the nurses studied groups according to sources of conflict. The results indicate that the highest percentages of nurses in both hospitals suffer of conflict due to unclear expectations (76.5% and 70.4%). Figures in
the table indicate that the lowest percentages of nurses having home overlapping as a source of conflict (63.2% and 51.3%). Also the results indicate that the differences are not statistically insignificant in all sources except for the item related to poor communication (Z=1.89 & p<0.05), and home overlapping (Z=2.2 & p<0.05)
Results

Figure (4) Distribution of the nurses studied groups according to sources of conflict.
Results

Table (9) Distribution of unclear exceptions among nurses in the studied hospitals’ units.

<table>
<thead>
<tr>
<th>Hospital units</th>
<th>unclear exceptions</th>
<th>Benha University Hospital (n=285)</th>
<th>Benha Teaching Hospital (n=115)</th>
<th>Z</th>
<th>P value</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Total</td>
<td>No</td>
<td>%</td>
<td>Total</td>
<td>No</td>
</tr>
<tr>
<td>Intensive care</td>
<td>56</td>
<td>48</td>
<td>85.7</td>
<td>28</td>
<td>21</td>
</tr>
<tr>
<td>General medicine</td>
<td>62</td>
<td>42</td>
<td>67.6</td>
<td>19</td>
<td>13</td>
</tr>
<tr>
<td>Dialysis</td>
<td>19</td>
<td>16</td>
<td>84.2</td>
<td>18</td>
<td>13</td>
</tr>
<tr>
<td>Pediatric</td>
<td>41</td>
<td>27</td>
<td>65.9</td>
<td>11</td>
<td>7</td>
</tr>
<tr>
<td>General surgery</td>
<td>34</td>
<td>26</td>
<td>76.5</td>
<td>13</td>
<td>7</td>
</tr>
<tr>
<td>Surgical specialties</td>
<td>53</td>
<td>44</td>
<td>83.0</td>
<td>21</td>
<td>17</td>
</tr>
<tr>
<td>Obstetric</td>
<td>20</td>
<td>15</td>
<td>75.0</td>
<td>5</td>
<td>3</td>
</tr>
</tbody>
</table>

The unclear exceptions as a source of conflict in the studied hospitals’ units are displayed in table 9. The results indicate that the highest percentage of unclear exceptions was found in intensive care and surgical specialties respectively 85.7%, 83.0%. While the lowest percentage was found in the pediatric 65.9% as regards to Benha University Hospital. Meanwhile the highest percentage of unclear exceptions was found in surgical specialties and intensive care respectively 80.9%, 75.0%. While the lowest percentage was found in general surgery 53.8% as regards to Benha Teaching Hospital.
**Results**

Table (10) Distribution of poor communication among nurses in the studied hospitals’ units.

<table>
<thead>
<tr>
<th>Hospital units</th>
<th>Benha University Hospital (n=285)</th>
<th>Benha Teaching Hospital (n=115)</th>
<th>Z</th>
<th>P value</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Total</td>
<td>No</td>
<td>%</td>
<td>Total</td>
</tr>
<tr>
<td>Intensive care</td>
<td>56</td>
<td>39</td>
<td>69.6</td>
<td>28</td>
</tr>
<tr>
<td>General medicine</td>
<td>62</td>
<td>40</td>
<td>64.5</td>
<td>19</td>
</tr>
<tr>
<td>Dialysis</td>
<td>19</td>
<td>11</td>
<td>57.9</td>
<td>18</td>
</tr>
<tr>
<td>Pediatric</td>
<td>41</td>
<td>22</td>
<td>53.7</td>
<td>11</td>
</tr>
<tr>
<td>General surgery</td>
<td>34</td>
<td>20</td>
<td>58.8</td>
<td>13</td>
</tr>
<tr>
<td>Surgical specialties</td>
<td>53</td>
<td>36</td>
<td>67.9</td>
<td>21</td>
</tr>
<tr>
<td>Obstetric</td>
<td>20</td>
<td>12</td>
<td>60.0</td>
<td>5</td>
</tr>
</tbody>
</table>

Table 10 shows Poor communication as a source of conflict in the studied hospitals’ units. The results reveal that the largest percentage was noticed in Intensive care and surgical specialties in Benha University Hospital respectively (69.6%, 67.9%). And (64.3% 57.1%) in Benha Teaching Hospital respectively. While the lowest percentage was found in Pediatric 53.7% as regards to Benha University Hospital, and it was 20.0% in Obstetric as regards to Benha Teaching Hospital.
Results

Table (11) Distribution of unclear jurisdiction among nurses in the studied hospitals’ units.

<table>
<thead>
<tr>
<th>Hospital units</th>
<th>Benha University Hospital (n=285)</th>
<th>Benha Teaching Hospital (n=115)</th>
<th>Z</th>
<th>P value</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Total No %</td>
<td>Total No %</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Intensive care</td>
<td>56 44 78.6</td>
<td>28 20 71.4</td>
<td>0.73</td>
<td>&gt;0.05</td>
</tr>
<tr>
<td>General medicine</td>
<td>62 39 62.9</td>
<td>19 12 63.2</td>
<td>0.02</td>
<td>&gt;0.05</td>
</tr>
<tr>
<td>Dialysis</td>
<td>19 14 73.7</td>
<td>18 11 61.1</td>
<td>0.82</td>
<td>&gt;0.05</td>
</tr>
<tr>
<td>Pediatric</td>
<td>41 25 60.9</td>
<td>11 6 54.5</td>
<td>0.38</td>
<td>&gt;0.05</td>
</tr>
<tr>
<td>General surgery</td>
<td>34 26 76.5</td>
<td>13 7 53.8</td>
<td>1.52</td>
<td>&gt;0.05</td>
</tr>
<tr>
<td>Surgical specialties</td>
<td>53 41 77.4</td>
<td>21 16 76.2</td>
<td>0.11</td>
<td>&gt;0.05</td>
</tr>
<tr>
<td>Obstetric</td>
<td>20 14 70.0</td>
<td>5 3 60.0</td>
<td>0.43</td>
<td>&gt;0.05</td>
</tr>
</tbody>
</table>

Unclear jurisdiction as a source of conflict is displayed in Table 11 in the studied hospitals’ units. The results indicate that in Benha University Hospital, the highest percentage of nurses with unclear jurisdiction was found among those working in the Intensive care and surgical specialties respectively (78.6%, 77.4%). While the lowest percentage was found in pediatric 60.9%. As far as Benha Teaching Hospital, the highest percentage of nurses with unclear jurisdiction was found among those working in surgical specialties and Intensive care respectively (76.2%, 71.4%), and the lowest percentage was found in general surgery (53.8%).
Results

Table (12) Distribution of incompatibilities or disagreements among nurses in the studied hospitals’ units.

<table>
<thead>
<tr>
<th>Incompatibilities or disagreements</th>
<th>Benha University Hospital (n=285)</th>
<th>Benha Teaching Hospital (n=115)</th>
<th>Z</th>
<th>P value</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Total</td>
<td>No</td>
<td>%</td>
<td>Total</td>
</tr>
<tr>
<td>Intensive care</td>
<td>56</td>
<td>42</td>
<td>75.0</td>
<td>28</td>
</tr>
<tr>
<td>General medicine</td>
<td>62</td>
<td>40</td>
<td>64.5</td>
<td>19</td>
</tr>
<tr>
<td>Dialysis</td>
<td>19</td>
<td>13</td>
<td>68.4</td>
<td>18</td>
</tr>
<tr>
<td>Pediatric</td>
<td>41</td>
<td>25</td>
<td>60.9</td>
<td>11</td>
</tr>
<tr>
<td>General surgery</td>
<td>34</td>
<td>24</td>
<td>70.6</td>
<td>13</td>
</tr>
<tr>
<td>Surgical specialties</td>
<td>53</td>
<td>41</td>
<td>77.4</td>
<td>21</td>
</tr>
<tr>
<td>Obstetric</td>
<td>20</td>
<td>11</td>
<td>55.0</td>
<td>5</td>
</tr>
</tbody>
</table>

Table 12 shows incompatibilities or disagreements as a source of conflict in the studied hospitals’ units. The results revealed that the highest percentage of nurses with incompatibilities or disagreements as source of conflict was found in surgical specialties and intensive care respectively (77.4%, 75.0%) in Benha University Hospital, and (76.2%, 71.4%) as regards to Benha Teaching Hospital. While the lowest percentage was found in obstetric 55.0% as regards to Benha University Hospital, and it was 40.0% in general surgery as regards to Benha Teaching Hospital.
### Results

Table (13) Distribution of conflicts of interest among nurses in the studied hospitals’ units.

<table>
<thead>
<tr>
<th>Hospital units</th>
<th>Benha University Hospital (n=285)</th>
<th>Benha Teaching Hospital (n=115)</th>
<th>Z</th>
<th>P value</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Total</td>
<td>No</td>
<td>%</td>
<td>Total</td>
</tr>
<tr>
<td>Intensive care</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Benha University Hospital (n=285)</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>82.1</td>
<td></td>
</tr>
<tr>
<td>General medicine</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Dialysis</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Pediatric</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>General surgery</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Surgical specialties</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Obstetric</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Conflicts of interest as a source of conflict was displayed in Table 13 in the studied hospitals’ units. The results indicate that the highest percentage of nurses with conflicts of interest was noticed in the intensive care and surgical specialties units respectively (82.1%, 77.4%) in Benha University Hospital, and (75.0%, 71.4%) in Benha Teaching Hospital. While the lowest percentage was found in dialysis 52.6% as regards to Benha University Hospital, and it was 52.6% in general medicine as regards to Benha Teaching Hospital.
## Results

Table (14) Distribution of operational or staffing changes among nurses in the studied hospitals’ units.

<table>
<thead>
<tr>
<th>Operational or staffing changes</th>
<th>Benha University Hospital (n=285)</th>
<th>Benha Teaching Hospital (n=115)</th>
<th>Z</th>
<th>P value</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Total No %</td>
<td>Total No %</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Intensive care</td>
<td>56 40 71.4</td>
<td>28 19 67.9</td>
<td>0.33</td>
<td>&gt;0.05</td>
</tr>
<tr>
<td>General medicine</td>
<td>62 38 61.3</td>
<td>19 12 63.2</td>
<td>0.15</td>
<td>&gt;0.05</td>
</tr>
<tr>
<td>Dialysis</td>
<td>19 13 68.4</td>
<td>18 11 61.1</td>
<td>0.47</td>
<td>&gt;0.05</td>
</tr>
<tr>
<td>Pediatric</td>
<td>41 22 53.7</td>
<td>11 5 45.5</td>
<td>0.4</td>
<td>&gt;0.05</td>
</tr>
<tr>
<td>General surgery</td>
<td>34 23 67.4</td>
<td>13 6 46.2</td>
<td>1.34</td>
<td>&gt;0.05</td>
</tr>
<tr>
<td>Surgical specialties</td>
<td>53 41 77.4</td>
<td>21 15 71.4</td>
<td>0.54</td>
<td>&gt;0.05</td>
</tr>
<tr>
<td>Obstetric</td>
<td>20 13 65.0</td>
<td>5 2 40.0</td>
<td>1.02</td>
<td>&gt;0.05</td>
</tr>
</tbody>
</table>

Operational or staffing changes as a source of conflict is displayed in Table 14 in the studied hospitals’ units. The results indicated that, the highest percentage of the nurses with operational or staffing changes as source of conflict was found in surgical specialties and intensive care respectively (77.4% & 71.4%) in Benha University Hospital, and (71.4% &67.9%) in Benha Teaching Hospital. While the lowest percentage was found in pediatric unit (53.7%) as regards to Benha University Hospital, and it was 40.0% in obstetric as regards to the Teaching Hospital.
**Results**

Table (15) Distribution of home overlapping among nurses in the studied hospitals’ units.

<table>
<thead>
<tr>
<th>Hospital units</th>
<th>Benha University Hospital (n=285)</th>
<th>Benha Teaching Hospital (n=115)</th>
<th>Z</th>
<th>P value</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Total</td>
<td>No</td>
<td>%</td>
<td>Total</td>
</tr>
<tr>
<td><strong>Intensive care</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>56</td>
<td>43</td>
<td>76.8</td>
<td>28</td>
</tr>
<tr>
<td><strong>General medicine</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>62</td>
<td>39</td>
<td>62.9</td>
<td>19</td>
</tr>
<tr>
<td><strong>Dialysis</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>19</td>
<td>10</td>
<td>52.6</td>
<td>18</td>
</tr>
<tr>
<td><strong>Pediatric</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>41</td>
<td>20</td>
<td>48.8</td>
<td>11</td>
</tr>
<tr>
<td><strong>General surgery</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>34</td>
<td>19</td>
<td>55.9</td>
<td>13</td>
</tr>
<tr>
<td><strong>Surgical specialties</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>53</td>
<td>39</td>
<td>73.6</td>
<td>21</td>
</tr>
<tr>
<td><strong>Obstetric</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>20</td>
<td>10</td>
<td>50.0</td>
<td>5</td>
</tr>
</tbody>
</table>

Table 15 shows home overlapping as a source of conflict in the studied hospitals’ units. The results indicated that The highest percentage of those suffer form conflict due to home overlapping was found in intensive care and surgical specialties units respectively (76.8%, 73.6%) in Benha University Hospital. And in intensive care 67.9% as regards to Benha Teaching Hospital. While the lowest percentage was found in the obstetric units in both Benha University and Teaching Hospital respectively (50.0%, 40.0%).
## Results

### IV- Job satisfaction among nurses

Table (16) Distribution of nurses satisfaction in the studied hospitals.

<table>
<thead>
<tr>
<th>Hospital</th>
<th>Benha University Hospital</th>
<th>Benha Teaching Hospital</th>
</tr>
</thead>
<tbody>
<tr>
<td>Satisfaction</td>
<td>No</td>
<td>%</td>
</tr>
<tr>
<td>Satisfied</td>
<td>128</td>
<td>44.9</td>
</tr>
<tr>
<td>Dissatisfied</td>
<td>157</td>
<td>55.1</td>
</tr>
<tr>
<td>Total</td>
<td>285</td>
<td>100.0</td>
</tr>
</tbody>
</table>

$X^2 = 0.01$ \quad P > 0.05

Table 16 illustrates Distribution of nurses’ satisfaction in the studied hospitals. It can be observed that, more than half of nurses were dissatisfied in relation to their job. This was noticed in both Benha University (55.1%) and Benha Teaching Hospitals (55.7 %). However the difference between the two hospitals was not statistically significant ($X^2 = 0.01$ & $P > 0.05$).
**Results**

Table (17) Distribution of satisfied nurses’ according to the components of job satisfaction in the studied hospitals.

<table>
<thead>
<tr>
<th>Components of job satisfaction</th>
<th>Benha University Hospital (n=285)</th>
<th>Benha Teaching Hospital (n=115)</th>
<th>Z</th>
<th>P value</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>No</td>
<td>%</td>
<td>No</td>
<td>%</td>
</tr>
<tr>
<td>Salaries and fringe benefits</td>
<td>76</td>
<td>26.7</td>
<td>24</td>
<td>20.9</td>
</tr>
<tr>
<td>Staffing philosophy</td>
<td>101</td>
<td>35.4</td>
<td>38</td>
<td>33.0</td>
</tr>
<tr>
<td>Professionalism</td>
<td>124</td>
<td>43.5</td>
<td>48</td>
<td>41.7</td>
</tr>
<tr>
<td>Staff development</td>
<td>110</td>
<td>38.6</td>
<td>42</td>
<td>36.5</td>
</tr>
<tr>
<td>Administration support</td>
<td>128</td>
<td>44.9</td>
<td>51</td>
<td>44.3</td>
</tr>
</tbody>
</table>

Table 17 and figure 5 illustrates the distribution of satisfied nurses according to the components of job satisfaction in the studied hospitals. The results indicate that, nurses were more satisfied with Administration support (44.9%) and (44.3%), followed by Professionalism, while nurses were less satisfied with salaries and fringe benefits (26.7%) and (20.9%) in both Benha University and Benha Teaching Hospitals. Moreover, The differences between the hospitals are not statistically significant.
Figure (5) Distribution of satisfied nurses’ according to the components of job satisfaction in the studied hospitals.
**Results**

Table (18) Distribution of satisfied nurses as regards to salaries and fringe benefits in the studied hospitals’ units.

<table>
<thead>
<tr>
<th>Hospital units</th>
<th>Benha University Hospital (n=285)</th>
<th>Benha Teaching Hospital (n=115)</th>
<th>Z</th>
<th>P value</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Total</td>
<td>No</td>
<td>%</td>
<td>Total</td>
</tr>
<tr>
<td>Intensive care</td>
<td>56</td>
<td>15</td>
<td>26.8</td>
<td>28</td>
</tr>
<tr>
<td>General medicine</td>
<td>62</td>
<td>18</td>
<td>29.0</td>
<td>19</td>
</tr>
<tr>
<td>Dialysis</td>
<td>19</td>
<td>5</td>
<td>26.3</td>
<td>18</td>
</tr>
<tr>
<td>Pediatric</td>
<td>41</td>
<td>11</td>
<td>26.8</td>
<td>11</td>
</tr>
<tr>
<td>General surgery</td>
<td>34</td>
<td>9</td>
<td>26.5</td>
<td>13</td>
</tr>
<tr>
<td>Surgical specialties</td>
<td>53</td>
<td>8</td>
<td>15.1</td>
<td>21</td>
</tr>
<tr>
<td>Obstetric</td>
<td>20</td>
<td>10</td>
<td>50.0</td>
<td>5</td>
</tr>
</tbody>
</table>

Table 18 shows distribution of satisfied nurses as regards to salaries and fringe benefits in the studied hospitals’ units. The results indicate that the highest percentage of satisfied nurses in regard to salaries and fringe benefits was found in obstetric followed by General medicine respectively (50.0% and 29.0%) in Benha University Hospital. While the highest percentages were found in Pediatric followed by General medicine respectively (27.3% and 26.3%) in the Teaching Hospital.
Results

Table (19) Distribution of satisfied nurses as regards to staffing philosophy in the studied hospitals’ units.

<table>
<thead>
<tr>
<th>Hospital units</th>
<th>Benha University Hospital (n=285)</th>
<th>Benha Teaching Hospital (n=115)</th>
<th>Z</th>
<th>P value</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Total</td>
<td>No</td>
<td>%</td>
<td>Total</td>
</tr>
<tr>
<td>Intensive care</td>
<td>56</td>
<td>16</td>
<td>28.6</td>
<td>28</td>
</tr>
<tr>
<td>General medicine</td>
<td>62</td>
<td>25</td>
<td>40.3</td>
<td>19</td>
</tr>
<tr>
<td>Dialysis</td>
<td>19</td>
<td>10</td>
<td>52.6</td>
<td>18</td>
</tr>
<tr>
<td>Pediatric</td>
<td>41</td>
<td>15</td>
<td>36.6</td>
<td>11</td>
</tr>
<tr>
<td>General surgery</td>
<td>34</td>
<td>16</td>
<td>47.1</td>
<td>13</td>
</tr>
<tr>
<td>Surgical specialties</td>
<td>53</td>
<td>11</td>
<td>20.8</td>
<td>21</td>
</tr>
<tr>
<td>Obstetric</td>
<td>20</td>
<td>8</td>
<td>40.0</td>
<td>5</td>
</tr>
</tbody>
</table>

Table 19 shows distribution of satisfied nurses as regards to staffing philosophy in the studied hospitals’ units. The results indicate that the highest percentage of satisfied nurses as regards to staffing philosophy was found in the Dialysis unit followed by General surgery unit respectively (52.6% and 47.1%) in Benha University Hospital. While it was found in obstetric unit followed by General surgery unit respectively (40.0% and 38.5%), as regards to Benha Teaching Hospital.
Table (20) Distribution of Professionalism among nurses in the studied hospitals’ units.

<table>
<thead>
<tr>
<th>Professionalism</th>
<th>Benha University Hospital (n=285)</th>
<th>Benha Teaching Hospital (n=115)</th>
<th>Z</th>
<th>P value</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Total</td>
<td>No</td>
<td>%</td>
<td>Total</td>
</tr>
<tr>
<td>Intensive care</td>
<td>56</td>
<td>25</td>
<td>44.6</td>
<td>28</td>
</tr>
<tr>
<td>General medicine</td>
<td>62</td>
<td>28</td>
<td>45.2</td>
<td>19</td>
</tr>
<tr>
<td>Dialysis</td>
<td>19</td>
<td>8</td>
<td>42.1</td>
<td>18</td>
</tr>
<tr>
<td>Pediatric</td>
<td>41</td>
<td>18</td>
<td>43.9</td>
<td>11</td>
</tr>
<tr>
<td>General surgery</td>
<td>34</td>
<td>16</td>
<td>47.1</td>
<td>13</td>
</tr>
<tr>
<td>Surgical specialties</td>
<td>53</td>
<td>20</td>
<td>37.7</td>
<td>21</td>
</tr>
<tr>
<td>Obstetric</td>
<td>20</td>
<td>9</td>
<td>45.0</td>
<td>5</td>
</tr>
</tbody>
</table>

Table 20 shows the Professionalism as a component of job satisfaction in the units of the two studied hospitals. The results indicate that the highest percentage of satisfied nurses was found in general surgery and general medicine unit respectively (47.1%, 46.2% and 45.2%, 47.4%) in both Benha University and Teaching Hospitals. While the lowest percentage was found in surgical specialties units in both Benha University and Teaching Hospital respectively (37.7%, 33.3%).
### Results

Table (21) Distribution of satisfied nurses as regards to staff development in the studied hospitals’ units.

<table>
<thead>
<tr>
<th>Hospital units</th>
<th>Benha University Hospital (n=285)</th>
<th>Benha Teaching Hospital (n=115)</th>
<th>Z</th>
<th>P value</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Total</td>
<td>No</td>
<td>%</td>
<td>Total</td>
</tr>
<tr>
<td>Intensive care</td>
<td>56</td>
<td>26</td>
<td>46.4</td>
<td>28</td>
</tr>
<tr>
<td>General medicine</td>
<td>62</td>
<td>29</td>
<td>46.8</td>
<td>19</td>
</tr>
<tr>
<td>Dialysis</td>
<td>19</td>
<td>9</td>
<td>47.4</td>
<td>18</td>
</tr>
<tr>
<td>Pediatric</td>
<td>41</td>
<td>15</td>
<td>36.6</td>
<td>11</td>
</tr>
<tr>
<td>General surgery</td>
<td>34</td>
<td>16</td>
<td>47.1</td>
<td>13</td>
</tr>
<tr>
<td>Surgical specialties</td>
<td>53</td>
<td>10</td>
<td>18.7</td>
<td>21</td>
</tr>
<tr>
<td>Obstetric</td>
<td>20</td>
<td>8</td>
<td>40.0</td>
<td>5</td>
</tr>
</tbody>
</table>

Table 21 shows the distribution of satisfied nurses in regard to staff development as a component of job satisfaction in the two studied hospitals’ units. The results indicate that the highest percentage of satisfied nurses was found in dialysis unit followed by general surgery unit respectively (47.4% and 47.1%) as regards to Benha University Hospital. While it was found highest in general surgery unit followed by pediatric unit respectively (46.2% and 45.5%) as regards to Benha Teaching Hospital.
## Results

Table (22) Distribution of satisfied nurses as regards to administrative support among nurses in the studied hospitals’ units.

<table>
<thead>
<tr>
<th>administrative support</th>
<th>Benha University Hospital (n=285)</th>
<th>Benha Teaching Hospital (n=115)</th>
<th>Z</th>
<th>P value</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Total</td>
<td>No</td>
<td>%</td>
<td>Total</td>
</tr>
<tr>
<td>Intensive care</td>
<td>56</td>
<td>25</td>
<td>44.6</td>
<td>28</td>
</tr>
<tr>
<td>General medicine</td>
<td>62</td>
<td>29</td>
<td>46.8</td>
<td>19</td>
</tr>
<tr>
<td>Dialysis</td>
<td>19</td>
<td>9</td>
<td>47.4</td>
<td>18</td>
</tr>
<tr>
<td>Pediatric</td>
<td>41</td>
<td>20</td>
<td>48.8</td>
<td>11</td>
</tr>
<tr>
<td>General surgery</td>
<td>34</td>
<td>16</td>
<td>47.1</td>
<td>13</td>
</tr>
<tr>
<td>Surgical specialties</td>
<td>53</td>
<td>19</td>
<td>35.8</td>
<td>21</td>
</tr>
<tr>
<td>Obstetric</td>
<td>20</td>
<td>10</td>
<td>50.0</td>
<td>5</td>
</tr>
</tbody>
</table>

Table 22 shows distribution of satisfied nurses as regards to administrative support as a component of job satisfaction in the two studied hospitals’ units. The results indicate that the highest percentage of satisfied nurses was found in obstetric unit followed by Pediatric unit respectively (50.0%, 48.8% and 60.0%, 54.5%), in both Benha University Hospital. While the lowest percentage was found in surgical specialties units (35.8%), as regards to Benha University Hospital and it was found in Dialysis unit (38.9%) as regards to Benha Teaching Hospital.
V. Relationship between conflict, job satisfaction, age, and year of experience.

Table (23) correlation coefficient between conflict and job satisfaction in Benha University and Teaching Hospitals.

<table>
<thead>
<tr>
<th>Components of Job satisfaction</th>
<th>Benha University Hospital</th>
<th>Benha Teaching Hospital</th>
</tr>
</thead>
<tbody>
<tr>
<td>Salaries and fringe benefits</td>
<td>-0.2286 &lt;0.05</td>
<td>-0.27643 &lt;0.05</td>
</tr>
<tr>
<td>Staffing philosophy</td>
<td>-0.22033 &lt;0.05</td>
<td>-0.21288 &lt;0.05</td>
</tr>
<tr>
<td>Professionalism</td>
<td>-0.23425 &lt;0.05</td>
<td>-0.206788 &lt;0.05</td>
</tr>
<tr>
<td>Staff development</td>
<td>-0.21566 &lt;0.05</td>
<td>-0.224755 &lt;0.05</td>
</tr>
<tr>
<td>Administration support</td>
<td>-0.22525 &lt;0.05</td>
<td>-0.27037 &lt;0.01</td>
</tr>
</tbody>
</table>

The interrelationships among the nurses’ conflict and each component of job satisfaction are presented in table 23, it can be observed that, there was negative statistically significant correlation between conflict and each component of job satisfaction in both Benha University and Teaching Hospitals.
Table (24) Correlation coefficient between age and conflict in Benha University and Benha Teaching Hospital

<table>
<thead>
<tr>
<th>Hospital</th>
<th>Age</th>
<th>r</th>
<th>P value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Benha University</td>
<td>-0.23769</td>
<td>&lt;0.05</td>
<td></td>
</tr>
<tr>
<td>Benha Teaching</td>
<td>-0.21580</td>
<td>&lt;0.05</td>
<td></td>
</tr>
</tbody>
</table>

Table 24, shows that, there was negative statistically significant correlation between age and conflict in Benha University and Benha Teaching Hospitals (r= -0.23769, r=-0.21580) respectively.

Table (25) Correlation coefficient between years of experience and conflict in Benha University and Benha Teaching Hospitals.

<table>
<thead>
<tr>
<th>Hospital</th>
<th>years of experience</th>
<th>r</th>
<th>P value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Benha University</td>
<td>-0.21545</td>
<td>&lt;0.05</td>
<td></td>
</tr>
<tr>
<td>Benha Teaching</td>
<td>-0.21777</td>
<td>&lt;0.05</td>
<td></td>
</tr>
</tbody>
</table>

Table 25, shows that, there was negative statistically significant correlation between years of experience and conflict in the two studied hospitals (r= -0.21545, r=-0.21777) respectively.