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جامعة الفيوم
كلية السياحة والفنادق



عنوان البحث باللغة الانجليزية:

The Impact of conflict Management on Performance of Egyptian travel Agents.

الملخص باللغة الإنجليزية:

Organizational efficiency and effectiveness require a healthy level of conflict that comes through a certain level of work pressures that creates an atmosphere of organized professional competition, which pushes individuals to improve, develop, innovate, and innovate continuously to enhance performance and reach the desired results (Asaker, 2008). The study noted that many researchers in developed and developing countries have studied the impact of conflict management on employee performance, as there is a large body of literature available that considers this topic. However, this study did not find any published literature related to conflicts within tourism companies as a starting point. Also, most of the studies related to this topic were outside Egypt, but there is one study published in 2018 by researchers (Mohammad et al), but this study also did not address the impact of conflict management within the Egyptian tourism companies on the performance of their employees. As a result of this shortcoming, there was a need to address this issue within the Egyptian tourism companies, and to reveal the strategies or patterns used to deal with them, and the extent of their impact on the performance of workers within those companies, in addition to knowing the role of organizational culture in choosing the pattern used to resolve organizational conflicts.