



ملخص البحث الخامس - بحث مشترك

دور التمكين النفسي في مواجهة الصراع التنظيمي بالتطبيق على الهيئات السياحية الرسمية في مصر.	عنوان البحث
The role of psychological empowerment in facing organizational conflict by applying to the official tourism authorities in Egypt	
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Abstract

Psychological empowerment is one of the main skills that have a significant impact on conflict management within organizations. The current age is the age of changes, revolutions, and differences in ideas, attitudes and beliefs among people. This increasing complexity in organizations has made conflicts an inevitable part of organizational life, so emotional and social conflicts have become (Relationship conflicts) have a significant impact on interpersonal relationships between individuals in both their personal and professional lives, which leads to some cases of incompatibility between people within the work environment, which may cause unsatisfactory feelings within their work. Organizations are constantly searching for new ways to reduce the level of conflicts and conflicts between employees, and therefore the current research aims to identify the role of psychological empowerment in facing the organizational conflict of employees in official tourism authorities; By studying the relationship between the dimensions of psychological empowerment and organizational conflict; In order to achieve the objectives of the research, the two researchers used the descriptive analytical method The study sample was selected from the employees of the official tourism authorities. The sample size amounted to 250 of employees who were chosen by the easy sampling method. The data was analyzed using the SPSS (20) statistical program to test the



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study's hypotheses. The most important results of the study were the existence of a statistically significant relationship between the dimensions of psychological empowerment and conflict Relationships, the study also clarified the existence of a statistically significant relationship between the dimensions of psychological empowerment and the struggle of tasks for employees in the official tourism authorities in Egypt (the Ministry of Tourism and the Egyptian General Authority for Tourism Activation), and The study presented several recommendations, including spreading a culture of psychological empowerment in order to manage conflict, which in turn will affect organizational effectiveness, and work to respect and take into account the motives and behavior of workers in order to control them during the conflict process.

Key words: psychological empowerment (meaning - competence - freedom (independence) - influence) - organizational conflict (relationship conflict - task conflict).

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