

LIST OF CONTENTS

	PAGE NO.
CHAPTER 1 : INTRODUCTION.....	1
BACKGROUND.....	1
PERSONALITY TYPES, INTERNALIZATION OF CONFLICT AND CONFLICT MANAGEMENT STYLES: A CONCEPTUAL ANALYSIS.....	3
Personality Type.....	4
Jung's Theory of Preferences.....	5
Definitions of Preferences.....	5
Dynamic Interaction of Preferences.	13
The Personality Profiles and Job Options.....	19
Typewatching at Workplace.....	20
Preference Imbalance and Preference Balance.....	24
Characteristics of Each Preference.	25
Conflict.....	29
Historical Background.....	29
Physiological Tradition.....	30
Psychodynamic Tradition.....	30
Behavioural Tradition.....	31
Organizational Conflict : Its Implicit Orientations.....	36
Pondy's Model of Dynamics of Conflict	37
Various Definitions of Conflict....	42
Working Definition.....	42
Internalization of Conflict.....	43
Conceptual Models of Organizational Conflict.....	44
Levels of Conflict.....	45
Conflict Management.....	48
Conflict Management Styles.....	49
Coping With Conflict and Contention Meter.....	51
How Styles See Each Other in Conflict	53
Typewatching and Conflict Resolution	58
RELATED STUDIES.....	63

CHAPTER 2 : METHODOLOGY.....	74
AIM OF THE STUDY.....	74
OBJECTIVES OF THE STUDY.....	74
HYPOTHESES.....	75
VARIABLES UNDER STUDY.....	77
SAMPLE.....	80
TOOLS.....	87
Myers Briggs Type Indicator (MBTI)...	87
Items and Scores.....	88
Reliability of MBTI.....	90
Validity.....	90
Dynamic Interaction of Preferences.	93
Interpretation of MBTI Scores.....	95
Interpreting Levels of Preferences.	95
Occupational Communication Conflict	97
Instrument (OCCI).....	97
Reliability of OCCI.....	98
Internalization of Conflict Scale (ICS)	
Transformation No. 1.....	100
Transformation No. 2.....	100
Definitions of Dimensions.....	106
Reliability of ICS.....	109
Validity of ICS.....	110
Norms of ICS.....	112
Symptom Checklist.....	114
SITE AND SAMPLE.....	115
DESIGN AND ANALYSIS.....	117
STATISTICAL ANALYSIS.....	118
CHAPTER 3 : RESULTS.....	120
CHAPTER 4 : DISCUSSION.....	176

CHAPTER 5 : SUMMARY.....	211
INTRODUCTION AND BACKGROUND.....	211
METHODOLOGY.....	214
MAJOR FINDINGS.....	222
DISCUSSION AND CONCLUSION.....	224
LIMITATIONS OF THE STUDY.....	226
FUTURE RELEVANCE.....	226
REFERENCES.....	228
APPENDICES.....	237