Results

The following part deals with the findings of the data collected through the period of the study. The data were tabulated and interpreted in terms of statistical tests to fulfill the objectives of the study. Results of the study will be presented according to the following sequence:

Part I. Sociodemographic characteristics of head nurses and staff nurses in the study sample: Table 1- 2.

Part II. Conflict:-

* Knowledge about conflict and its resolution strategies of head nurses in medical and surgical units at Benha university hospital: Tables 3-7.

* Levels and types of conflict among head nurses and staff nurses in medical and surgical units at Benha university hospital: Tables 8- 19

* Conflict resolution strategies used by head nurses in medical and surgical units at Benha university hospital: Tables 20- 22

Part III. Occupational stress among head nurses and staff nurses in medical and surgical units at Benha university hospital: Tables 23-28

Part IV. Correlation between sociodemographic characteristics and knowledge about conflict and its resolution strategies, conflict, conflict resolution strategies and occupational stress for head nurses and staff nurses: Tables 29-32.

I-Sociodemographic Data

Table (1) Sociodemographic characteristics of head nurses in medical and surgical units at Benha university hospital (n= 54).

Sociodemographic Characteristics	Head nurse of medicine(28)		Head nurse of surgery(26)		Total (n = 54)	
	No	%	No	%	No	No
Age						
24<30	16	57.1	9	34.6	25	46.3
30≤40	9	32.1	10	38.5	19	35.2
≥ 40	3	10.7	7	26.9	10	18.5
Mean ± SD	31.61	± 6.21	32.65	± 8.03	32.11 ±7.09	
Qualification						
Bachelor	12	42.9	16	61.5	28	51.9
Diploma	10	53.7	6	23.1	16	29.6
Diploma + Specialty	6	21.4	4	15.4	10	18.5
Years of experience						
1<10	10	35.7	13	50.0	23	42.6
10-<20	15	53.6	10	38.5	25	46.3
20≤30	3	10.7	3	11.5	6	11.1
Mean ± SD	13.43	± 5.60	10.35	± 8.49	11.94 ± 7.24	
Marital status						
Married	21	70.0	19	73.1	40	74.1
Single	4	14.3	1	3.8	5	9.3
Divorce	2	7.1	4	15.4	6	11.1
Widow	1	3.6	2	7.7	3	5.6

This table (1) shows sociodemographic characteristics of head nurses in medical and surgical units at Benha university hospital. (46.3%) of head nurses were below the age 30 years , more than half (57.1%) of them in medical units .as far as head nurses qualification, more than half of head nurses (51.9%) have bachelor degree in nursing,(61.5%) of them in surgical units , regarding to experience of head nurses (46.3%) of them have over 10 years experience, (53.6%) of them in medical units ,about three quarter of head nurses (74.1%) were married, (73.1%) of them in surgical units.

Table (2) Sociodemographic characteristics for staff nurses in medical and surgical units at Benha university hospital(n=180) .

Sociodemographic Characteristics	staff nurse of medicine(90)		staff nurse of surgery(90)		Total (n = 180)	
	No	%	No	%	No	No
Age						
24<30	28	31.1	26	28.9	54	30.0
30≤40	55	61.1	51	56.7	106	58.9
≥40	7	7.8	13	14.4	20	11.1
Mean ± SD	31.09	±6.11	31.92	±6.09	31.48 ± 6.05	
Qualification						
Diploma	66	73.3	62	68.9	128	71.1
Diploma+Specialty	24	26.7	28	31.1	52	28.9
Years of experience						
1>10	25	27.8	21	23.3	46	25.6
10≤20	56	62.2	54	60.0	110	61.1
20≤30	9	10.0	15	16.7	24	13.3
Mean ± SD	13.20	± 6.82	13.88	±5.71	13.51 ± 6.27	
Marital status						
Married	70	77.8	70	77.8	140	77.8
Single	9	10.0	12	13.4	21	11.7
Divorce	6	6.6	4	4.4	10	5.5
Widow	5	5.6	4	4.4	9	5.0

Table (2) displays sociodemographic characteristics for staff nurses in medical and surgical units at Benha university hospital. More than half (58.9%) of staff nurses were below the age 40 year, (61.1%) of them in medical units, as far as staff nurses qualification, (71.1%) have nursing diploma,(73.3%) of them in medical units, regarding to experience of staff nurses (61.1%) of them have over 10 years experience, (62.2%) of them in medical units , more than three quarter of staff nurses (77.8%) were married.

II- Conflict

Table (3) Knowledge about conflict and its resolution strategies of head nurses in medical and surgical units at Benha university hospital in relation to their ages(54).

Knowledge about conflict and its resolution strategies	score	Ages of head nurses				F	P-Value
		<30 (n=25)		30≤40(n=19)		≥40 (n=10)			
		Man± SD		Man ± SD		Man ± SD			
Concept of Conflict	6	3,80	±0,96	3,58	±1,12	4,00	±1,05	0,578	>0.05
Type of Conflict	3	1,80	±0,82	1,89	±0,99	2,00	±0,67	0,205	>0.05
Causes of conflict	3	2,16	±0,75	1,89	±0,81	1,90	±1,10	0,659	>0.05
Method of Conflict Resolution.	8	3,88	±1,17	3,79	±0,98	4,00	±1,94	0,090	>0.05
Total Knowledge	20	11,64	±2,29	11,16	±2,46	11,90	±2,60	0,371	>0.05

Table (3) illustrates knowledge about conflict and its resolution strategies of head nurses in relation to their ages. the results indicate that there was no statistically significance difference in relation to all items of knowledge. In addition to the head nurses over 40 years old have high knowledge (11.90±2.60) than head nurses less than 30 years old and head nurses between 30 to less than 40 years old respectively .

Table (4) Knowledge about conflict and its resolution strategies for head nurses in medical and surgical units at Benha university hospital in relation to their years of experience(n=54).

Knowledge about conflict and its resolution strategies	Year of experience of head nurses				F	P-Value
	score	10<(n=23)	10≤20(n=25)	≥20 (n=6)		
		Man ± SD	Man ± SD	Man ± SD		
Concept of Conflict	6	3,57 ±,89	3.92 ±1,15	3,83 ±,98	0,725	>0.05
Type of Conflict	3	1,74 ±,75	2.00 ±1,00	1,83 ±,41	0,564	>0.05
Causes of conflict	3	2,04 ±,82	1.92 ±,86	2,33 ±,82	0,601	>0.05
Method of Conflict Resolution.	8	4,04 ±1,07	3.76 ±1,20	3,67 ±2,16	0,382	>0.05
Total Knowledge	20	11,39 ±2,43	11.60 ±2,33	11,67 ±2,80	0,057	>0.05

Table (4) shows knowledge about conflict and its resolution strategies of head nurses in relation to their years of experience. The results indicate that there was no statistically significance difference in relation to all items of knowledge. In addition to the head nurses with experience 20 years have a good knowledge (11.67±2.80) than head nurses less than 10 years of experience.

Table (5) Knowledge about conflict and its resolution strategies for head nurses in medical and surgical units at Benha university hospital in relation to their level of education(n=54).

Knowledge about conflict and its resolution strategies	score	Level of education of head nurses						F	P-Value
		bachelor (n=28)		diploma (n=16)		diploma + specialty(n=10)			
		Man ± SD		Man ± SD		Man ± SD			
Concept of Conflict	6	3,64	±1,09	4,06	±0,77	3,60	±1,17	0,998	>0.05
Type of Conflict	3	1,75	±0,93	2,06	±0,57	1,90	±0,99	0,691	>0.05
Causes of conflict	3	2,00	±0,82	2,06	±0,77	2,00	±1,05	0,030	>0.05
Method of Conflict Resolution.	8	3,89	±1,34	3,88	±1,36	3,80	±0,92	0,019	>0.05
Total Knowledge	20	11,29	±2,49	12,06	±2,41	11,30	±2,06	0,586	>0.05

Table (5) shows knowledge about conflict and its resolution strategies of head nurses in relation to their level of education. The results indicate that there was no statistically significance difference in relation to all items of knowledge. In addition to the head nurses with diploma degree in nursing have a good knowledge (12,06±2,41) than head nurses with bachelor and diploma plus specialty degree in nursing .

Table (6) knowledge about conflict and its resolution strategies for head nurses in medical and surgical units at Benha university hospital at different times of assessment

Table (7) Knowledge about conflict and its resolution strategies for head nurses at Benha university hospital at different times of assessment (n=54).

Table (8): Number and Percent of conflict among head nurses in medical and surgical units at Benha university hospital at different times of assessment.

Table (9): types of conflict among head nurses in medical and surgical units at Benha university hospital in relation to their ages(n=54).

Types of conflict	Ages of head nurses				F	P-Value
	Score	<30 (n=25)	30≤40 (n=19)	≥40 (n=10)		
		Man ± SD	Man ± SD	Man ± SD		
Interpersonal Conflict	**20**	**14.40 ±1.94**	**14.95 ±1.87**	**13.20 ±2.57**	**2.405**	**>0.05**
Intrapersonal Conflict	**20**	**11.16 ±2.51**	**12.00 ±2.43**	**11.80 ±2.29**	**0.689**	**>0.05**
Intergroup/ Support Services Conflict	**20**	**12.16 ±2.21**	**12.58 ±1.43**	**11.90 ±1.72**	**0.490**	**>0.05**
Intergroup/Other Units' Conflict	**20**	**12.72 ±1.90**	**12.95 ±1.89**	**13.40 ±1.65**	**0.479**	**>0.05**
Total conflict	**80**	**50.44 ±5.42**	**52.47 ±4.59**	**50.30 ±4.03**	**1.100**	**>0.05**

Table (9) shows types of conflict among head nurses before program in relation to their ages. The results indicate that there was no statistically significance difference in relation to all types of conflict. In addition to, the head nurses between 30 to less than 40 years old have high conflict (52.47±4.59) than head nurses less than 30 years and over 40 years old. The most frequently type of conflict among them was interpersonal conflict followed by intergroup/other units' conflict, intergroup/ support services conflict and lastly intrapersonal conflict.

Table (10): types of conflict among head nurses in medical and surgical units at Benha university hospital in relation to their years of experience (n=54).

Types of conflict	Year of experience of head nurses				F	P-Value
	Score	10<(N=23)	10≤20(n=25)	≥20 (n=6)		
		Man ± SD	Man ± SD	Man ± SD		
Interpersonal Conflict	**20**	**14.52 ±2.06**	**14.92 ±1.75**	**11.50 ±1.22**	**8.377**	**<0.001****
Intrapersonal Conflict	**20**	**10.65 ±2.64**	**12.44 ±1.94**	**11.50 ±2.51**	**3.555**	**<0.05***
Intergroup/ Support Services Conflict	**20**	**12.09 ±2.21**	**12.36 ±1.58**	**12.50 ±1.76**	**0.179**	**>0.05**
Intergroup/Other Units' Conflict	**20**	**12.26 ±1.91**	**13.44 ±1.66**	**13.33 ±1.75**	**2.799**	**>0.05**
Total conflict	**80**	**49.52 ±5.40**	**53.16 ±3.92**	**48.83 ±3.97**	**3.555**	**<0.05***

Table (10) displays types of conflict among head nurses before program in relation to their years of experience. The results indicate that there was statistically significance difference in relation to types of interpersonal conflict (F= 8.377, p, < 0.001), intrapersonal conflict(F= 3.555, p, < 0.05) and total conflict(F= 3.555, p, < 0.05). In addition to, the head nurses with experience between 10 to less than 20 years have high conflict (53.16±3.92) than head nurses less than 10 years and over 20 years of experience. The most frequently type of conflict among them was interpersonal conflict followed by intergroup/other units' conflict, intrapersonal conflict and lastly intergroup/ support services conflict.

Table (11): types of conflict among head nurses in medical and surgical units at Benha university hospital before program in relation to their level of education(n=54).

Types of conflict	Score	Level of education of head nurses			F	P-Value
		bachelor(n=28)	diploma(n=16)	diploma+ specialty (n=10)		
		Man ± SD	Man ± SD	Man ± SD		
Interpersonal Conflict	**20**	**14.39 ±2.01**	**14.62 ±2.52**	**13.90 ±1.66**	**0.363**	**>0.05**
Intrapersonal Conflict	**20**	**11.65 ±2.56**	**11.13 ±2.58**	**12.10 ±2.42**	**0.509**	**>0.05**
Intergroup/ Support Services Conflict	**20**	**12.18 ±1.67**	**12.25 ±2.26**	**12.50 ±1.85**	**0.106**	**>0.05**
Intergroup/Other Units' Conflict	**20**	**12.89 ±1.81**	**12.88 ±1.66**	**13.10 ±2.33**	**0.053**	**<0.05***
Total conflict	**80**	**51.11 ±5.14**	**50.88 ±4.72**	**51.60 ±5.10**	**0.065**	**>0.05**

Table (11) shows types of conflict among head nurses before program in relation to their level of education. the results indicate that there was statistically significance difference in relation to intergroup/other units' conflict (F= 0.053, $p < 0.05$) . in addition to the head nurses with diploma plus specialty degree in nursing have high conflict (51.60±5.10) than head nurses with diploma and bachelor degree. Moreover, the most frequently type of conflict among them was interpersonal conflict followed by intergroup/other units' conflict, intergroup/ support services conflict and lastly intrapersonal conflict.

Table (12) Types of Conflict among Head Nurses in Medical and Surgical Units at Benha University Hospital at Different Times of Assessment.

Table (12) illustrates types of conflict among head nurses in medical and surgical units at Benha university hospital at different times of assessment. The results revealed that, there was statistically significance difference in relation to types of Interpersonal Conflict, Intergroup/Other Units' Conflict and Total conflict. Additionally , conflict was higher among Head nurse of surgery than Head nurse of medicine. there was decreased in total conflict in relation to post program(47.69±4.06) for Head nurse of medicine, and (49.35±4.33) for Head nurse of surgery, while There was increased in total conflict in relation to follow up of program (49.58± 4.15) for Head nurse of medicine and (47.81±4.46) for Head nurse of surgery, but it still decreased than pre program. Moreover , the most frequently type of conflict among them was interpersonal conflict followed by intergroup/other units' conflict, intergroup/ support services conflict and lastly intrapersonal conflict.

Table (13): types of conflict among head nurses at Benha university hospital at different times of assessment (n=54).

Table (14): Number and Percent of conflict among staff nurses in medical and surgical units at Benha university hospital at different times of assessment (n= 180).

Table (15): types of Conflict among Staff Nurses in Medical and Surgical Units at Benha University Hospital in Relation to Their Ages (n= 180).

Types of Conflict	Ages of staff nurses				F	P-Value
	Score	24 < 30 (n=54)	30 ≤ 40 (n=106)	>40 (n=20)		
		Man ± SD	Man ± SD	Man ± SD		
Interpersonal Conflict	**20**	**13.44 ±1.94**	**12.83 ±1.78**	**12.00 ±2.13**	**4.671**	**<0.05***
Intrapersonal Conflict	**20**	**11.93 ±2.28**	**11.78 ±2.29**	**12.35 ±2.25**	**0.528**	**>0.05**
Intergroup/ Support Services Conflict	**20**	**14.02 ±1.65**	**13.53 ±1.82**	**14.15 ±1.63**	**1.931**	**>0.05**
Intergroup/Other Units' Conflict	**20**	**13.31 ±2.63**	**12.55 ±2.55**	**14.15 ±2.48**	**4.042**	**<0.05***
Total conflict	**80**	**52.70 ±6.09**	**50.69 ±5.57**	**52.65 ±5.44**	**2.642**	**>0.05**

Table (15) shows levels of conflict among staff nurses before program in relation to their ages. The results indicate that there was statistically significance difference in relation to types of interpersonal conflict(F= 4.671, p, < 0.05), and intergroup/other units' conflict (F= 4.042, p, < 0.05). In addition to, the staff nurses between 30 years old and 40 years old have low conflict (50.69±5. 57) than staff nurses less than 30 years old and over 40 years old . Moreover , the most frequently type of conflict among them was intergroup/ support services conflict, followed by interpersonal conflict, intergroup/other units' conflict, and lastly intrapersonal conflict.

Table (16): types of conflict among staff nurses in medical and surgical units at Benha university hospital in relation to their years of experience (n= 180).

Types of Conflict	Year of experience of staff nurses				F	P-Value
	Score	<10 (n=46)	10≤20 (n=110)	>20 (n=24)		
		Man ± SD	Man ± SD	Man ± SD		
Interpersonal Conflict	**20**	**13.34 ±2.06**	**12.90 ±1.76**	**12.17 ±2.09**	**3.103**	**<0.05***
Intrapersonal Conflict	**20**	**11.85 ±2.25**	**11.78 ±2.28**	**12.50 ±2.34**	**1.013**	**>0.05**
Intergroup/ Support Services Conflict	**20**	**14.00 ±1.66**	**13.55 ±1.84**	**14.20 ±1.50**	**2.040**	**>0.05**
Intergroup/Other Units' Conflict	**20**	**13.15 ±2.67**	**12.70 ±2.52**	**13.75 ±2.80**	**1.788**	**>0.05**
Total conflict	**80**	**52.35 ±6.18**	**50.92 ±5.66**	**52.62 ±5.32**	**1.502**	**>0.05**

Table (16) displays types of conflict among staff nurses before program in relation to their years of experience. The results indicate that there was statistically significance difference in relation to type of interpersonal conflict (F= 3.103, p, < 0.05). In addition to the staff nurses with experience between 10 years and 20 years have low conflict (50.92±5.66) than staff nurses less than 10 years of experience and over 20 years of experience. Moreover , the most frequently type of conflict among them was intergroup/ support services conflict, followed by interpersonal conflict, intergroup/other units' conflict, and lastly intrapersonal conflict.

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Table (17): types of conflict among staff nurses in medical and surgical units at Benha university hospital before program in relation to their level of education(n= 180).

Types of Conflict	Level of education of staff nurse					
	Score	Diploma (n=128)		diploma + specialty (n=52)	t	P-Value
		Man ± SD		Man ± SD		
Interpersonal Conflict	**20**	**13.13**	**±1.72**	**12.42** ±2.24	**2.264**	**<0.05***
Intrapersonal Conflict	**20**	**11.79**	**±2.27**	**12.13** ±2.31	**0.922**	**>0.05**
Intergroup/ Support Services Conflict	**20**	**13.84**	**±1.65**	**13.54** ±2.01	**1.027**	**>0.05**
Intergroup/Other Units' Conflict	**20**	**12.87**	**±2.64**	**13.17** ±2.55	**0.712**	**>0.05**
Total conflict	**80**	**51.62**	**±5.53**	**51.27** ±6.37	**0.345**	**>0.05**

Table (17) shows types of conflict among staff nurses before program in relation to their level of education. The results indicate that there was statistically significance difference in relation to type of interpersonal conflict ($t= 2.264$, $p< 0.05$). In addition to, the staff nurses with diploma degree in nursing have high conflict (51.62±5.53) than staff nurses with diploma plus specialty degree in nursing. Moreover , the most frequently type of conflict among them was intergroup/ support services conflict, followed by interpersonal conflict, intergroup/other units' conflict, and lastly intrapersonal conflict.

Table (18): types of conflict among staff nurses in medical and surgical units at Benha university hospital at different times of assessment

This table (18) illustrates types of conflict among staff nurses in medical and surgical units at Benha university hospital at different times of assessment. The results revealed that, there was statistically significance difference in relation to types of Interpersonal Conflict, Intergroup/Other Units' Conflict, Intergroup/ Support Services Conflict and Total conflict. Additionally , conflict was higher among Staff nurse of surgery than Staff nurse of medicine. there was decreased in total conflict in relation to post program(48.71±3.72) for Staff nurse of medicine, and (50.47 ±5.35) for Staff nurse of surgery, while There was increased in total conflict in relation to follow up of program (50.27 ± 4.58) for Staff nurse of medicine and (50.58 ±5.29) for Staff nurse of surgery, but it still decreased than pre program. Moreover , the most frequently type of conflict among them was intergroup/ support services conflict, followed by intergroup/other units' conflict, interpersonal conflict, and lastly intrapersonal conflict.

Table (19): types of conflict among staff nurses at Benha university hospital at different times of assessment (n= 180).

Table (20): number and percent of conflict resolution strategies used by head nurses in medical and surgical units at Benha university hospital at different times of assessment(n=54).

Conflict Resolution strategies	Head nurses						X^2	P-Value
	Pre-program (n=54).		Post-program (n=52).		Follow up-program (n=52).			
	No	%	No	%	No	%		
- Competing Strategy:								
Low	11	20.4	26	50.0	13	25.0	18.582	<0.001***
Middle	15	27.8	5	9.6	12	23.1		
High	28	51.9	21	40.4	27	51.9		
- Collaborating Strategy:								
Low	33	61.1	19	36.5	25	48.1	20.29	<0.001***
Middle	14	25.9	18	34.6	18	34.6		
High	7	13.0	15	28.8	9	17.3		
-Compromising Strategy"								
Low	29	53.7	17	32.7	27	51.9	19.75	<0.001 ***
Middle	20	37.0	19	36.5	18	34.6		
High	5	9.3	16	30.8	7	13.5		
- Avoiding Strategy:								
Low	18	33.3	17	32.7	11	21.2	6.73	<0.05*
Middle	6	11.1	24	46.2	14	26.9		
High	30	55.6	11	21.2	27	51.9		
Accommodating Strategy:								
Low	23	42.6	8	15.4	21	40.4		
Middle	21	38.9	29	55.8	20	38.5	10.98	<0.001***
High	10	18.5	15	28.8	11	21.2		

Number and percent of conflict resolution strategies used by head nurses at different times of assessment are presented in table (20) The results revealed that, (55.6 %) and (51.9%) of head nurses used avoiding strategy followed by competing strategy as a primary method of conflict resolution strategies that represent preprogram. While (40.4%) and (30.8%) of them used competing strategy followed by compromising strategy as a primary method of conflict resolution strategies that represent post program, as regarding follow up of the program, (51.9%) of head nurses used avoiding strategy and competing strategy as a primary method of conflict

resolution strategies . there was statistically significance difference in relation to all conflict resolution strategies.

Table (21): conflict resolution strategies used by head nurses in medical and surgical units at Benha university hospital at different times of assessment.

Table (22): conflict resolution strategies used by head nurses at Benha university hospital at different times of assessment(n= 54).

III-Occupational stress

Table (23): number and percent of occupational stress among head nurses in medical and surgical units at Benha university hospital at different times of assessment (n= 54).

Table (24): components of occupational stress among Head Nurses in Medical and Surgical Units at Benha University Hospital at Different Times of Assessment(n = 54) .

Table (24) illustrates components of occupational stress among head nurses in medical and surgical units at Benha university hospital at different times of assessment. The results revealed that there was statistically significance difference in relation to all items of occupational stress except the items of participation (f=.111, p, >0.05), role in organization (f =.203, p, >0.05), and other problems (f= 1.971, p, >0.05),. Additionally , occupational stress was high among head nurse of surgery than head nurse of medicine. there was decreased in total occupational stress in relation to post program(59.76± 23.85) for head nurse of medicine, and (74.54± 25.71) for head nurse of surgery, while there was increased in total conflict in relation to follow up of program (69.15± 18.81) for head nurse of medicine and (77.58± 22.36) for head nurse of surgery, but it still decreased than pre program.

Table (25): components of occupational stress among head nurses at Benha university hospital at different times of assessment (n= 54).

Table (26): number and percent of Occupational Stress among Staff Nurses in Medical and Surgical Units at Benha University Hospital at Different Times of Assessment (n= 180).

Table (27): components of occupational stress among staff nurses in medical and surgical units at Benha university hospital at different times of assessment (n= 180).

Table (27) illustrates components of occupational stress among staff nurses in medical and surgical units at Benha university hospital at different times of assessment. The results revealed that there was statistically significance difference in relation to all items of occupational stress except the items of career development and job status (f=2.094, p, >0.05), preparation and training (f=.606, p, >0.05), and other problems (f= .530, p, >0.05),. Additionally , occupational stress was higher among staff nurse of medicine than head nurse of surgery. there was decreased in total occupational stress in relation to post program(70.08 ± 24.96) for staff nurse of medicine, and (63.20± 26.04) for staff nurse of surgery, while there was increased in total occupational stress in relation to follow up of program (72.65± 23.26) for staff nurse of medicine and (64.14± 25.95) for staff nurse of surgery, but it was still decreased than pre program.

Table (28): components of occupational stress among staff nurses at Benha university hospital at different times of assessment (n= 180).

IV - Correlation coefficient

Table (29) : correlation between sociodemographic characteristics and knowledge about conflict and its resolution strategies for head nurses in medical and surgical units at Benha university hospital .

Sociodemographic characteristics	Knowledge about conflict and its resolution strategies	
	r	P- value
Age	0.008	>0.05
Year of experience	0.045	>0.05
Qualification	0.044	>0.05

Correlation between Sociodemographic characteristics and knowledge about conflict and its resolution strategies for head nurses are presented in table (29). The results revealed that, there was insignificant correlation between knowledge about conflict and its resolution strategies for head nurses and age, year of experience, and qualification.

Table (30): correlation between sociodemographic characteristics, total conflict with stress among head nurses, staff nurses in medical and surgical units at Benha university hospital.

Item	stress			
	Head Nurses		Staff Nurses	
	r	P- value	r	P- value
Age	0.155	>0.05	-0.176	<0.01
Year of experience	0.168	>0.05	0.138	<0.01
Qualification	0.151	>0.05	-0.100	<0.05
Conflict	0.136	>0.05	0.043	>0.05

Table (30) shows correlation between sociodemographic characteristics, total conflict with stress among head nurses , staff nurses . The results revealed that, there was insignificant correlation between and age, year of experience, qualification, and total conflict for head nurses with stress. while, there was statistically significance negative correlation between age , qualification of staff nurses and stress (r =-0.176, p, < 0.01), (r =-0.100, p, < 0.05) respectively , and there was statistically significance positive correlation between year of experience of staff nurses and stress, (r =0.138, p, <.0 01).

Table (31) correlation between sociodemographic characteristics and conflict resolution strategies used by head nurses in medical and surgical units at Benha university hospital .

conflict resolution strategies	Experience		Age		Qualification	
	r	P- value	r	P- value	r	P- value
Competing Strategy	-0.265	<0.05*	-0.042	>0.05	0.021	>0.05
Collaborating Strategy	0.173	>0.05	0.215	>0.05	0.129	>0.05
Compromising Strategy	-0.138	>0.05	-0.038	>0.05	-0.104	>0.05
Avoiding Strategy	-0.153	>0.05	-0.140	>0.05	0.027	>0.05
Accommodating Strategy	0.162	>0.05	0.183	>0.05	0.110	>0.05

Table (31) shows correlation between sociodemographic characteristics and conflict resolution strategies used by head nurses . The results revealed that, there was insignificant correlation between experience, age, qualification of head nurses and conflict resolution strategies used by them except competing strategy have negative significant correlation with experience.

Table (32): correlation between conflict resolution strategies and occupational stress of head nurses in medical and surgical units at Benha university hospital.

conflict resolution strategies	Stress	
	r	P- value
Competing Strategy	0.094	>0.05
Collaborating Strategy	-0.043	>0.05
Compromising Strategy	-0.025	>0.05
Avoiding Strategy	0.024	>0.05
Accommodating Strategy	0.029	>0.05

Table (32) illustrates correlation between conflict resolution strategies and occupational stress of head nurses .The results revealed that, there was insignificant negative correlation between occupational stress of head nurses and collaborating strategy(r=-0.043) and compromising strategy(r=-0.025).