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.

I-Sociodemographic Data.

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

Hospital / Sociodemographic characteristics	Benha University Hospital (n=285)		Benha Teaching Hospital (n=115)		Total (n=400)	
	No	%	No	%	No	%
Age						
<30	175	61.4	53	46.1	228	57.0
30+	110	38.6	62	53.9	172	43.0
Qualification						
Diploma	250	87.7	102	88.7	352	88.0
Specialty	20	7.0	7	6.1	27	6.8
Technical institute	15	5.3	6	5.2	21	5.2
Years of experience						
<10	175	61.4	53	46.1	228	57.0
10-	78	27.4	39	33.9	117	29.3
15+	32	11.2	23	20.0	55	13.7
Marital status						
Single	55	19.3	21	18.3	76	19.0
Married	230	80.7	94	81.7	324	81.0

This table showed that the total studied sample was 400 nurse, 285of them working in Benha University Hospital and the other115 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

institute. 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 year, (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.

II- Conflict among staff nurses.

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

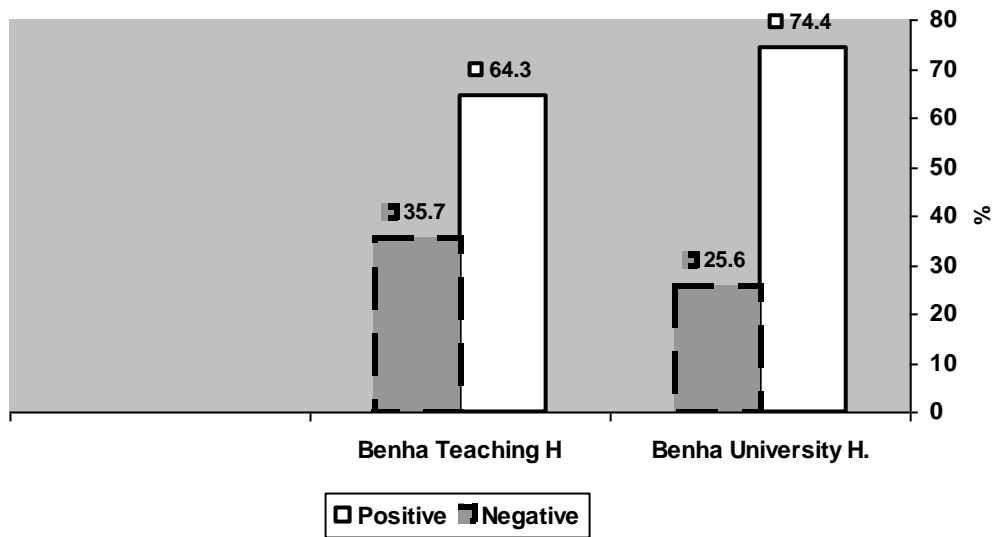|	Benha University Hospital		Benha Teaching Hospital		Total (400)	
	No	%	No	%	No	%
Negative Conflict	212	74.4	74	64.3	286	71.5
Positive Conflict	73	25.6	41	35.7	114	28.5
Total	285	100.0	115	100.0	400	100

$X^2 = 3.57$ $P < 0.05$

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 ($X^2 = 3.57$ & $P<0.05$).

figure (2) conflict among nurses in the studied hospitals.

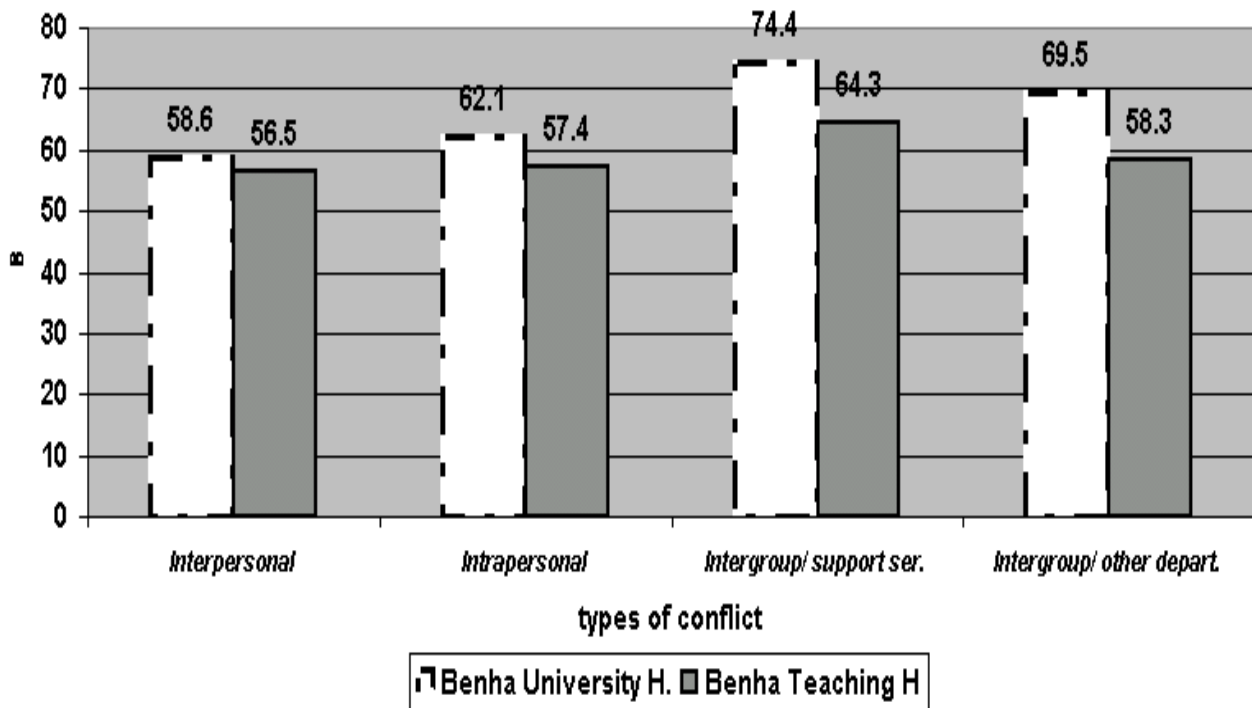Benha Teaching H   Benha University H.

□ Positive ■ Negative

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

Hospitals ⟍ Types of conflict	Benha University Hospital (n=285)		Benha Teaching Hospital (n=115)		Z	P value
	No	%	No	%		
Interpersonal conflict	161	56.5	68	59.1	0.39	>0.05
Intrapersonal conflict	177	62.1	65	56.5	0.835	>0.05
Intergroup/support services conflict	212	74.4	74	64.3	2.03	<0.05*
Intergroup/other units' conflict	198	69.5	66	57.4	2. 09	<0.05*

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

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

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

interpersonal conflict / Hospital department	Benha University Hospital(n=285)			Benha Teaching Hospital (n=115)			Z	P value
	Total	No	%	Total	No	%		
Intensive care	56	36	64.3	28	19	67.9	-0.27	>0.05
General medicine	62	39	62.9	19	11	57.9	0.39	>0.05
Dialysis	19	8	42.1	18	9	50.0	-0.48	>0.05
Pediatric	41	20	48.8	11	6	54.4	0.33	>0.05
General surgery	34	14	41.2	13	7	53.8	-0.78	>0.05
Surgical specialties	53	34	64.2	21	13	61.9	0.19	>0.05
Obstetric	20	10	50.0	5	3	60.0	0.32	>0.05

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) Distribution of intrapersonal conflict among nurses in the studied hospitals 'units.

intrapersonal conflict Hospital department	Benha University Hospital(n=285)			Benha Teaching Hospital(n=115)			Z	P value
	Total	No	%	Total	No	%		
Intensive care	56	38	67.9	28	14	50.0	1.59	>0.05
General medicine	62	40	64.5	19	12	63.1	0.11	>0.05
Dialysis	19	9	47.4	18	11	61.1	0.84	>0.05
Pediatric	41	22	53.7	11	5	45.5	0.48	>0.05
General surgery	34	15	44.1	13	5	38.5	0.35	>0.05
Surgical specialties	53	41	77.4	21	16	76.2	0.11	>0.05
Obstetric	20	12	60	5	2	40.0	0.81	>0.05

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.

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

Intergroup/ support services conflict Hospital units	Benha University Hospital (n=285)			Benha Teaching Hospital (n=115)			Z	P value
	Total	No	%	Total	No	%		
Intensive care	56	48	85.7	28	20	71.4	1.57	>0.05
General medicine	62	42	67.7	19	10	52.6	1.2	>0.05
Dialysis	19	14	73.7	18	10	55.6	1.16	>0.05
Pediatric	41	28	68.3	11	7	63.6	0.3	>0.05
General surgery	34	25	73.5	13	9	69.2	0.3	>0.05
Surgical specialties	53	45	84.9	21	15	71.4	1.34	>0.05
Obstetric	20	10	50.0	5	3	60.0	0.4	>0.05

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.

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

Intergroup/Other units' Conflict / Hospital units	Benha University Hospital (n=285)			Benha Teaching Hospital (n=115)			Z	P value
	Total	No	%	Total	No	%		
Intensive care	56	46	82.1	28	18	64.3	1.81	>0.05
General medicine	62	40	64.5	19	9	47.4	1.34	>0.05
Dialysis	19	11	57.9	18	8	44.4	0.82	>0.05
Pediatric	41	25	61.0	11	7	63.6	0.16	>0.05
General surgery	34	22	64.7	13	8	61.5	0.2	>0.05
Surgical specialties	53	43	81.1	21	14	66.7	1.33	>0.05
Obstetric	20	11	55.0	5	2	40.0	0.6	>0.05

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.

III- Sources of conflict among staff nurses.

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

| Sources of conflict	Benha University Hospital (n=285)		Benha Teaching Hospital (n=115)		Z	P value
	No	%	No	%		
Unclear expectations	218	76.5	81	70.4	1.27	>0.05
Poor communication	180	63.2	61	53.0	1.89	<0.05
Unclear jurisdication	203	71.2	75	65. 2	1.18	>0.05
Incompatibilities or disagreements	196	68.8	76	66. 1	0.52	>0.05
Conflicts of interest	201	70.5	78	67. 8	0.53	>0.05
Operational or staffing changes	190	66.7	70	60. 9	1.1	>0.05
Home overlapping	180	63.2	59	51. 3	2.2	<0.05

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)

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

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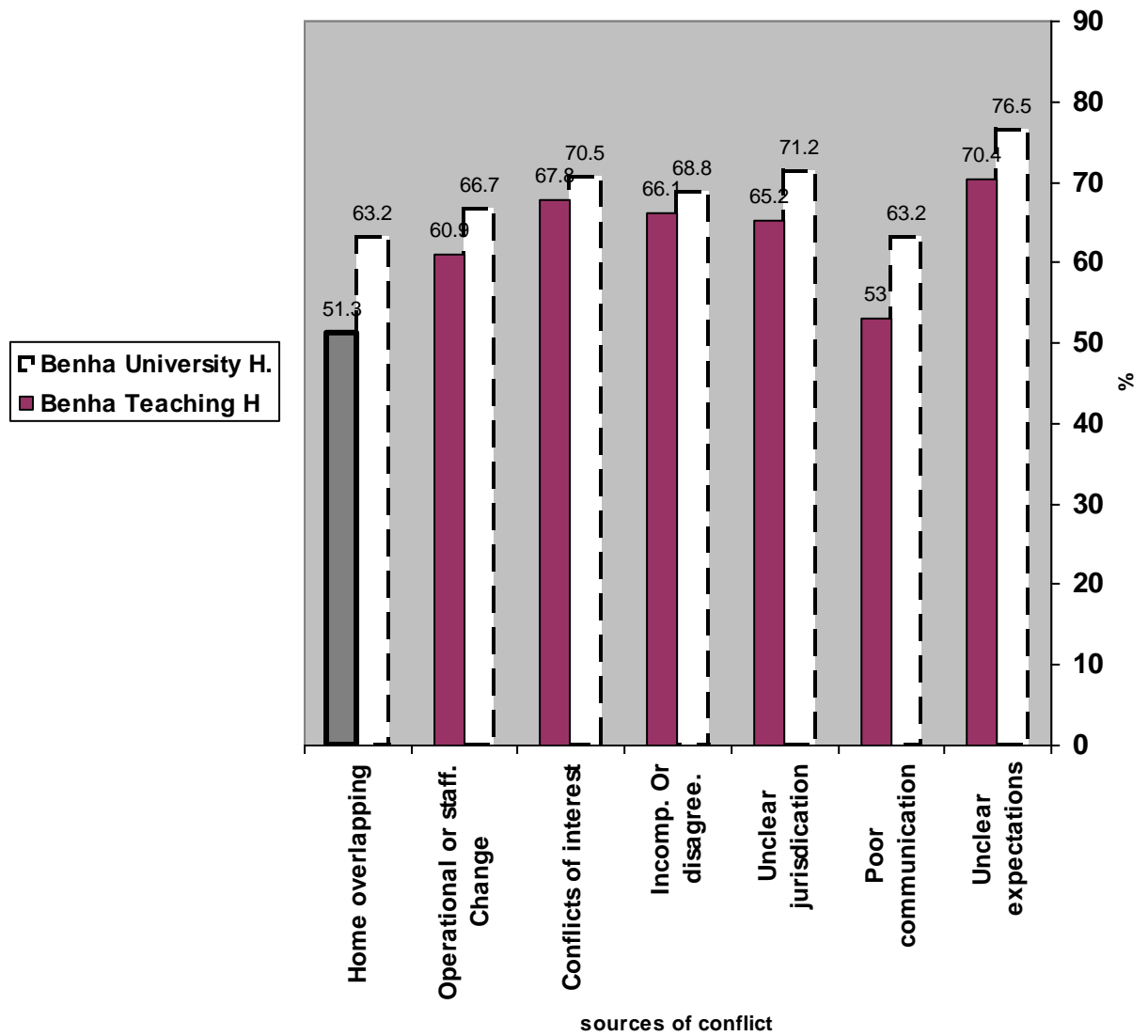
Table (9) Distribution of unclear exceptions among nurses in the studied hospitals 'units.

unclear exceptions	Benha University Hospital (n=285)			Benha Teaching Hospital (n=115)			Z	P value
Hospital units	**Total**	**No**	**%**	**Total**	**No**	**%**		
Intensive care	56	48	85.7	28	21	75.0	1.21	>0.05
General medicine	62	42	67.6	19	13	68.4	0.07	>0.05
Dialysis	19	16	84.2	18	13	72.0	0.9	>0.05
Pediatric	41	27	65.9	11	7	63.6	0.14	>0.05
General surgery	34	26	76.5	13	7	53.8	1.52	>0.05
Surgical specialties	53	44	83.0	21	17	80.9	0.21	>0.05
Obstetric	20	15	75.0	5	3	60.0	0.67	>0.05

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.

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

poor communication Hospital units	Benha University Hospital (n=285)			Benha Teaching Hospital (n=115)			Z	P value
	Total	No	%	Total	No	%		
Intensive care	56	39	69.6	28	18	64.3	0.49	>0.05
General medicine	62	40	64.5	19	9	47.4	1.34	>0.05
Dialysis	19	11	57.9	18	8	44.4	0.82	>0.05
Pediatric	41	22	53.7	11	6	54.5	0.05	>0.05
General surgery	34	20	58.8	13	7	53.8	0.31	>0.05
Surgical specialties	53	36	67.9	21	12	57.1	0.88	>0.05
Obstetric	20	12	60.0	5	1	20.0	1.6	>0.05

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.

Table (11) Distribution of unclear jurisdication among nurses in the studied hospitals ' units.

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

Unclear jurisdication 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 jurisdication 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 jurisdication 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%).

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

Incompatibilities or disagreements	Benha University Hospital (n=285)			Benha Teaching Hospital (n=115)			Z	P value
Hospital units	Total	**No**	**%**	Total	**No**	**%**		
Intensive care	56	42	75.0	28	20	71.4	0.35	>0.05
General medicine	62	40	64.5	19	12	63.2	0.1	>0.05
Dialysis	19	13	68.4	18	11	61.1	0.47	>0.05
Pediatric	41	25	60.9	11	8	72.7	0.72	>0.05
General surgery	34	24	70.6	13	7	53.9	1.08	>0.05
Surgical specialties	53	41	77.4	21	16	76.2	0.11	>0.05
Obstetric	20	11	55.0	5	2	40.0	0.6	>0.05

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.

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

conflicts of interest	Benha University Hospital (n=285)			Benha Teaching Hospital (n=115)			Z	P value
Hospital units	Total	No	%	Total	No	%		
Intensive care	56	46	82.1	28	21	75.0	0.76	>0.05
General medicine	62	43	69.4	19	10	52.6	1.35	>0.05
Dialysis	19	10	52.6	18	12	66.7	0.87	>0.05
Pediatric	41	29	70.7	11	8	72.7	0.13	>0.05
General surgery	34	19	55.9	13	9	69.2	0.83	>0.05
Surgical specialties	53	41	77.4	21	15	71.4	0.54	>0.05
Obstetric	20	13	65.0	5	3	60.0	0.21	>0.05

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.

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

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

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.

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

home overlapping Hospital units	Benha University Hospital (n=285)			Benha Teaching Hospital (n=115)			Z	P value
	Total	No	%	Total	No	%		
Intensive care	56	43	76.8	28	19	67.9	0.96	>0.05
General medicine	62	39	62.9	19	9	47.4	1.33	>0.05
Dialysis	19	10	52.6	18	8	44.4	0.5	>0.05
Pediatric	41	20	48.8	11	5	45.5	0.2	>0.05
General surgery	34	19	55.9	13	6	46.2	0.54	>0.05
Surgical specialties	53	39	73.6	21	10	47.6	2.13	>0.05
Obstetric	20	10	50.0	5	2	40.0	0.4	>0.05

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%).

IV- Job satisfaction among nurses

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

Hospital	Benha University Hospital		Benha Teaching Hospital	
Satisfaction	No	%	No	%
Satisfied	128	44.9	51	44.3
Dissatisfied	157	55.1	64	55.7
Total	285	100.0	115	100.0

$X^2 = 0.01$ 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).
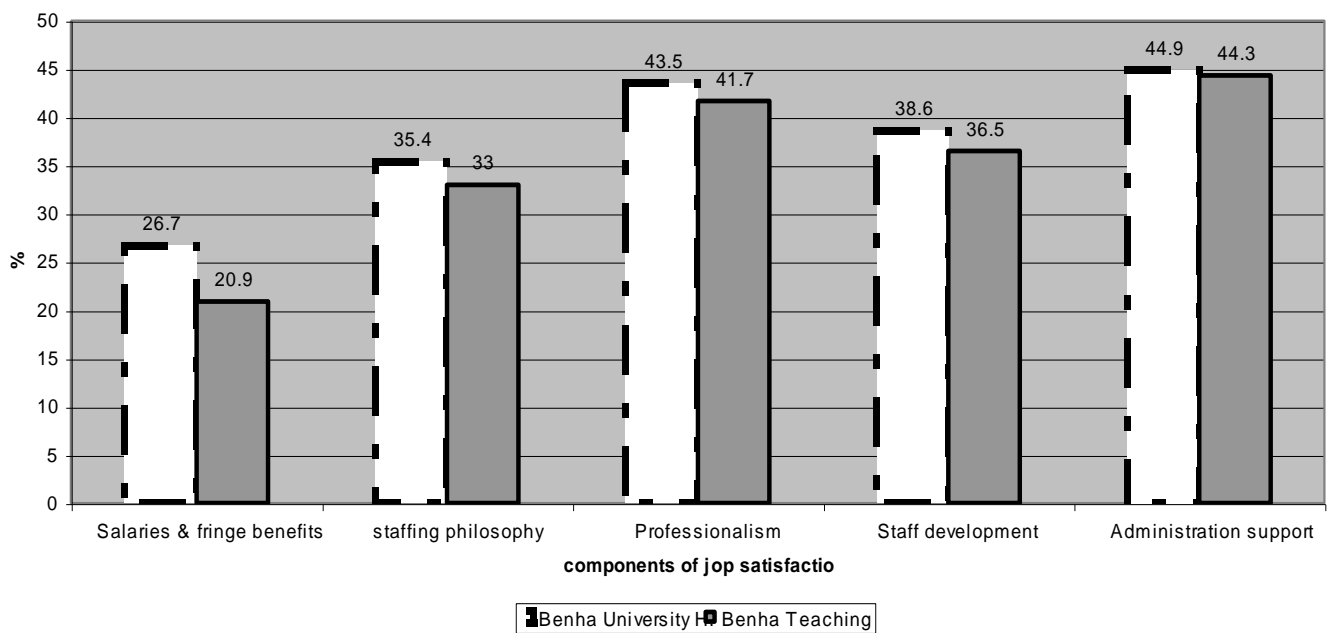
Table (17) Distribution of satisfied nurses' according to the components of job satisfaction in the studied hospitals.

Components of job satisfaction	Benha University Hospital (n=285)		Benha Teaching Hospital (n=115)		Z	P value
	No	%	No	%		
Salaries and fringe benefits	76	26.7	24	20.9	1.21	>0.05
Staffing philosophy	101	35.4	38	33.0	0.46	>0.05
Professionalism	124	43.5	48	41.7	0.33	>0.05
Staff development	110	38.6	42	36.5	0.39	>0.05
Administration support	128	44.9	51	44.3	0.11	>0.05

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.

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

salaries and fringe benefits / Hospital units	Benha University Hospital (n=285)			Benha Teaching Hospital (n=115)			Z	P value
	Total	No	%	Total	No	%		
Intensive care	56	15	26.8	28	4	14.3	1.29	>0.05
General medicine	62	18	29.0	19	5	26.3	0.23	>0.05
Dialysis	19	5	26.3	18	4	22.2	0.29	>0.05
Pediatric	41	11	26.8	11	3	27.3	0.03	>0.05
General surgery	34	9	26.5	13	3	23.1	0.24	>0.05
Surgical specialties	53	8	15.1	21	4	19.0	0.41	>0.05
Obstetric	20	10	50.0	5	1	20.0	1.21	>0.05

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.

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

staffing philosophy Hospital units	Benha University Hospital (n=285)			Benha Teaching Hospital (n=115)			Z	P value
	Total	No	%	Total	No	%		
Intensive care	56	16	28.6	28	10	35.7	0.66	>0.05
General medicine	62	25	40.3	19	6	31.6	0.68	>0.05
Dialysis	19	10	52.6	18	5	27.8	1.54	>0.05
Pediatric	41	15	36.6	11	4	36.4	0.01	>0.05
General surgery	34	16	47.1	13	5	38.5	0.53	>0.05
Surgical specialties	53	11	20.8	21	6	28.6	0.72	>0.05
Obstetric	20	8	40.0	5	2	40.0	-	>0.05

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.

Professionalism Hospital units	Benha University Hospital (n=285)			Benha Teaching Hospital (n=115)			Z	P value
	Total	No	%	Total	No	%		
Intensive care	56	25	44.6	28	11	39.3	0.46	>0.05
General medicine	62	28	45.2	19	9	47.4	0.17	>0.05
Dialysis	19	8	42.1	18	8	44.4	0.14	>0.05
Pediatric	41	18	43.9	11	5	45.5	0.1	>0.05
General surgery	34	16	47.1	13	6	46.2	0.06	>0.05
Surgical specialties	53	20	37.7	21	7	33.3	0.36	>0.05
Obstetric	20	9	45.0	5	2	40.0	0.2	>0.05

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%).

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

staff development Hospital units	Benha University Hospital (n=285)			Benha Teaching Hospital (n=115)			Z	P value
	Total	No	%	Total	No	%		
Intensive care	56	26	46.4	28	9	32.1	1.25	>0.05
General medicine	62	29	46.8	19	8	42.1	0.36	>0.05
Dialysis	19	9	47.4	18	7	38.9	0.52	>0.05
Pediatric	41	15	36.6	11	5	45.5	0.54	>0.05
General surgery	34	16	47.1	13	6	46.2	0.06	>0.05
Surgical specialties	53	10	18.7	21	6	28.6	0.93	>0.05
Obstetric	20	8	40.0	5	2	40.0	-	>0.05

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.

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

administrative support Hospital units	Benha University Hospital (n=285)			Benha Teaching Hospital (n=115)			Z	P value
	Total	No	%	Total	No	%		
Intensive care	56	25	44.6	28	11	39.3	0.77	>0.05
General medicine	62	29	46.8	19	9	47.4	0.05	>0.05
Dialysis	19	9	47.4	18	7	38.9	0.52	>0.05
Pediatric	41	20	48.8	11	6	54.5	0.34	>0.05
General surgery	34	16	47.1	13	6	46.2	0.06	>0.05
Surgical specialties	53	19	35.8	21	9	42.9	0.57	>0.05
Obstetric	20	10	50.0	5	3	60.0	0.81	>0.05

Table 22shows 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.

Components of Job satisfaction	Benha University Hospital		Benha Teaching Hospital	
	r	P value	r	P value
Salaries and fringe benefits	-0.2286	<0.05	-0.27643	<0.05
Staffing philosophy	-0.22033	<0.05	-0.21288	<0.05
Professionalism	-0.23425	<0.05	-0.206788	<0.05
Staff development	-0.21566	<0.05	-0.224755	<0.05
Administration support	-0.22525	<0.05	-0.27037	<0.01

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

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Age \ Hospital	r	P value
Benha University	**-0.23769**	**<0.05**
Benha Teaching	**-0.21580**	**<0.05**

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.

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years of experience \ Hospital	r	P value
Benha University	**-0.21545**	**<0.05**
Benha Teaching	**-0.21777**	**<0.05**

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.