

## ANALYSIS OF THE IMPACT OF CONFLICT RESOLUTION SKILLS OF TEACHERS ON JOB SATISFACTION

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### Abstract

Conflicts bear importance as human relations. Resolution of conflicts may affect business lives and job satisfactions of individuals. Driving from such thought, the study has been carried out with the participation of 148 teachers working at high schools affiliated to the Provincial Directorate of National Education in Çankırı, in order to determine whether the personal conflict resolution approaches of teachers affect their job satisfactions or not. In this descriptive research, no sample was selected and teachers who volunteered to participate in the research were preferred. 52% of the participants were female and 48% of them were male teachers, while 27% were in the age group 37-42 and 27.7% had a professional seniority of one to five years. At the end of the research, it has been found out that teachers' genders, ages, marital statuses cause significant differences in interpersonal conflict resolution approaches and their ages, marital statuses and having children cause significant differences in their job satisfaction, and that there is a significant difference between their interpersonal conflict resolution and their job satisfaction. According to the results of the research, it would not be wrong to say that involvement of effective conflict resolution methods in the daily schedules of both students and teachers, as well as preparation and implementation of programs supporting communication skills, could have positive impacts on the conflict resolution and job satisfaction of teachers.

**Keywords:** Conflict, Conflict Resolution, Job Satisfaction, Teacher.