

Original Article

## A Web-Based Survey of Finnish Nurses' Perceptions of Conflict Management in Nurse-Nurse Collaboration

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### Abstract

**Background:** Conflict management among RNs is important when considering the well-being of nurses and the ongoing challenges caused by the shortage of nurses.

**Objective:** The aim of this study was to explore registered nurses' (RN) perceptions of conflict management in RN-RN collaborations and the relationship between RNs' backgrounds and conflict management.

**Methodology:** Data were collected from RNs (n=113) working at a university hospital in Finland using Dougherty and Larson's (2010) Nurse-Nurse Collaboration (NNC) Scale and analyzed descriptively by cross tabulation, and using the Chi-squared test.

**Results:** RNs who worked in shifts ignored or overlooked disagreements more frequently than those who exclusively worked during the day. Overall, 75% of the respondents reported that RNs work together to resolve conflicts. RNs who had more than 10 years' work experience in their current unit reported an unwillingness to ignore disagreements more frequently than their less experienced counterparts.

**Conclusions:** Our findings suggest that RN's approaches to conflict situations are influenced by their shift patterns. RNs who work on day shifts are more likely to have to deal with conflicts as they arise rather than putting them aside.

**Keywords:** web-based survey, conflict management, Finnish nurses, collaboration