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## RESEARCH PAPER “A STUDY ON DEFUSING VOLATILE AND TENSE MOMENTS OF EMPLOYEES IN THE WORKPLACE AT UPL”

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### ABSTRACT

In this report introduce the importance of emotional intelligence and conflict resolution in maintaining a healthy work environment.

In today's fast-paced and competitive workplace, stress and tension can easily escalate, leading to conflicts among employees. This study aims to explore various strategies and techniques that can be employed to defuse these volatile moments, thereby promoting a more harmonious and productive workplace.

The preface should also highlight the significance of understanding the underlying causes of workplace tension, such as communication breakdowns, differing work styles, and external pressures. By addressing these issues, organizations can foster a culture of collaboration and support, ultimately enhancing employee morale and performance.

This study seeks to contribute to the body of knowledge on workplace dynamics and offer actionable solutions for managing and defusing tense situations, ensuring that employees feel valued and supported in their roles.

**Keywords:** Workplace stress, tense moments, conflicts, volatile moments, Defusing, Employees, Workplace, United Phosphorus Limited.

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### I. INTRODUCTION

UPL is 5th agrochemical company in the world that offers both patented and post-patent agricultural solutions for various crops, including biological, crop protection seed treatment and post-harvest solutions covering the entire crop value chain

The company engages in both agro and non-agro activities. The agro business is the company's primary source of revenue and includes the manufacture and marketing of conventional **agrochemical, seeds and other agricultural** related products.

#### BACKGROUND OF THE STUDY

In recent years, the dynamics of the workplace have evolved significantly due to various factors, including globalization, technological advancements, and changing workforce demographics. These changes have led to increased pressure on employees, resulting in heightened stress levels and potential conflicts. Research indicates that unresolved tensions can lead to decreased productivity, higher absenteeism, and a negative impact on overall employee well-being.

Furthermore, organizations are recognizing the importance of fostering a positive work environment that encourages collaboration and open communication. Emotional intelligence has emerged as a crucial skill for employees and leaders alike, enabling them to navigate conflicts effectively and maintain healthy working relationships.

This study aims to explore the underlying causes of workplace tension, the consequences of unresolved conflicts, and the strategies that can be employed to defuse volatile situations. By understanding these elements, organizations can implement proactive measures to create a supportive atmosphere, ultimately enhancing employee satisfaction and organizational success.

Overall, this background sets the stage for a deeper investigation into the complexities of workplace interactions and the importance of effective conflict management.

**PROBLEM STATEMENT**

"Workplace conflicts and tensions at UPL are negatively impacting employee morale, productivity, and overall workplace environment, leading to decreased efficiency and hindering the company's success."

**OBJECTIVE OF THE STUDY**

1. To identify common triggers that lead to volatile and tense moments among employees, including factors related to workload, communication, and interpersonal relationships.
2. To assess the impact of unresolved tension on employee morale, productivity, and overall workplace culture.
3. To explore effective strategies and techniques for defusing tense situations, including communication skills, conflict resolution methods, and emotional intelligence training.
4. To evaluate best practices from organizations that have successfully managed workplace tensions and promoted a collaborative environment.

**HYPOTHESIS**

- **Null Hypothesis (H<sub>0</sub>):** Implementing conflict resolution training programs at UPL will "not" have a significant impact on the frequency and severity of workplace conflicts.
- **Alternative Hypothesis (H<sub>1</sub>):** Implementing conflict resolution training programs at UPL "will" significantly reduce the frequency and severity of workplace conflicts.

**II. LITERATURE REVIEW**

1. **Emotional Intelligence in Leadership:** A study by **Houghton et al. (2020)** highlights how leaders with high emotional intelligence can effectively manage conflicts and reduce tension within teams
2. **Conflict Resolution Training:** Research by **Wang et al. (2021)** emphasizes the importance of conflict resolution training programs.
3. **Mindfulness Practices:** A 2023 study by **Brown and Ryan** highlights the effectiveness of mindfulness practices in reducing stress and enhancing emotional regulation among employees.
4. **Role of Organizational Culture:** Research by **Smith and Lewis (2022)** examines how a supportive organizational culture can mitigate conflicts. Their study shows that when employees feel supported by their organization.
5. **Feedback Mechanisms:** Research by **Lee and Kim (2021)** highlights the role of regular feedback mechanisms in preventing misunderstandings.

**III. RESEARCH METHODOLOGY****Study Design**

The type of research design used in study is descriptive research design.

**Data collection**

Primary data: Collected through questionnaires.

Secondary Data: Obtained from journals, articles, and company records.

**Population**

800, The population of this study includes employees of UPL, Ankleshwar.

**Sampling Unit**

In this study convenience sampling will be used for collecting the data from employees

**Sampling Size**

A Total of 135 respondents participated in the study. Samples will be taken from UPL, Ankleshwar.

**Sampling Techniques**

Convenience sampling was used to select participants.

**Data Analysis**

Data was analyzed using descriptive statistics and chi-square test.

**Results and Discussion**

**Demographic Analysis**

**1) Have you participated in any conflict resolution training?**

**Step 1: Hypotheses**

- Null Hypothesis ( $H_0$ ): Participation in conflict resolution training is evenly distributed across the response categories.
- Alternative Hypothesis ( $H_1$ ): Participation in conflict resolution training is not evenly distributed.

**Step 2: Observed Data**

Always: 37 (27.4%)

Often: 42 (31.1%)

Sometimes: 43 (31.9%)

Rarely: 6 (4.4%)

Never: 7 (5.2%)

**Total responses = 135**

**Step 3: Determine the Expected Frequencies**

The expected frequency for each category can be calculated using:

Here, the total frequency = 135

Number of categories = 5

So, the expected frequency for each category is 27.

**Step 4: Compute the Chi-Square Statistic**

The Chi-Square formula is:

$$\chi^2 = \sum (O_i - E_i)^2 / E_i$$

Where O = Observed frequency, and E = Expected frequency.

Category	Observed (O)	Expected (E)	(O - E)	(O - E) <sup>2</sup>	(O - E) <sup>2</sup> / E
Always	37	27	10	100	3.70
Often	42	27	15	225	8.33
Sometimes	43	27	16	256	9.48
Rarely	6	27	-21	441	16.33
Never	7	27	-20	400	14.81

$\chi^2 = 52.65$

**Step 5: Decision**

1. Degrees of Freedom (df):  $k - 1 = 5 - 1 = 4$
2. Significance Level ( $\alpha$ ): 0.05.
3. Critical Value: From the chi-square table, the critical value for at a 0.05 is 9.488
4. Compare: Since  $\chi^2 = 52.65 > 9.488$  we reject the null hypothesis.

**Step 6: Conclusion**

There is a statistically significant difference in participation levels for conflict resolution training. This means participation is not evenly distributed across the response categories.

**2. What is an effective way to ensure all voices are heard during a conflict?**

**Step 1: Hypotheses**

- Null Hypothesis ( $H_0$ ): The responses are evenly distributed among all categories (no significant preference).
- Alternative Hypothesis ( $H_1$ ): The responses are not evenly distributed (significant preference exists).

**Step 2: Observed Data**

Allowing only senior members to speak: 67 (49.6%)

Using a talking stick or similar method: 50 (37%)

Encouraging shouting: 12 (8.9%)

Limiting discussion time: 6 (4.4%)

**Total responses = 135**

**Step 3: Determine the Expected Frequencies**

The expected frequency for each category is calculated using:

Total responses = 135

Number of response categories = 4

So, the expected frequency for each category is **33.75**.

**Step 4: Compute the Chi-Square Statistic**

The Chi-Square formula is:

$$\chi^2 = \sum (O_i - E_i)^2 / E_i$$

Where O = Observed frequency, and E = Expected frequency

Category	Observed (O)	Expected (E)	(O - E)	(O - E) <sup>2</sup>	(O - E) <sup>2</sup> / E
Allowing only senior members to speak	67	33.75	33.25	1105.56	32.76
Using a talking stick or similar	50	33.75	16.25	264.06	7.83
Encouraging shouting	12	33.75	-21.75	473.06	14.02
Limiting discussion time	6	33.75	-27.75	770.56	22.83

$\chi^2 = 77.44$

**Step 5: Decision**

1. Degrees of Freedom (df):  $k-1=4-1=3$
2. Significance Level ( $\alpha$ ): 0.05.
3. Critical Value: From the chi-square table, the critical value for at a 0.05 is 7.815
4. Compare: Since  $\chi^2 = 77.44 > 7.815$  we reject the null hypothesis.

**Step 6: Conclusion**

There is a statistically significant difference in the responses, meaning that people do not equally favor all options. Instead, some methods (like allowing only senior members to speak) are much more preferred than others.

**3. What is the best approach to follow up after resolving a conflict?**

**Step 1: Hypotheses**

- **Null Hypothesis (H<sub>0</sub>):** The responses are evenly distributed among all categories (no significant preference).
- **Alternative Hypothesis (H<sub>1</sub>):** The responses are **not** evenly distributed (significant preference exists).

**Step 2: Observed Data**

Avoid discussing it again: 38 (28.1%)

Schedule a meeting to review the outcomes: 79 (58.5%)

Criticize those involved: 14 (10.4%)

Move on without any acknowledgment: 4 (3%)

**Total responses = 135**

**Step 3: Determine the Expected Frequencies**

Expected frequency (assuming equal distribution):

So, expected frequencies for each category: **[33.75, 33.75, 33.75, 33.75]**

**Step 4: Compute the Chi-Square Statistic**

The Chi-Square formula is:

$$\chi^2 = \sum (O_i - E_i)^2 / E_i$$

Where O = Observed frequency, and E = Expected frequency.

We get a **Chi-Square statistic = 98.99**.

**Step 5: Decision**

1. Degrees of Freedom (df):  $k-1=4-1=3$
2. Significance Level ( $\alpha$ ): 0.05.
3. Critical Value: From the chi-square table, the critical value for at a 0.05 is **0.3518**
4. Compare: Since  $\chi^2 = 98.99 > 0.3518$  we reject the null hypothesis.

**Step 6: Conclusion**

There is a **statistically significant difference** in how people prefer to follow up after resolving a conflict. The majority favor **scheduling a meeting to review outcomes (58.5%)**, indicating a strong preference for structured follow-up.

#### IV. CONCLUSION

This study underscores the critical importance of proactive strategies in defusing volatile and tense situations among employees in the workplace. Key findings reveal that emotional intelligence, regular feedback mechanisms, diversity and inclusion training, stress management initiatives, and team-building activities all play significant roles in creating a more harmonious work environment. Leaders who exhibit empathy, effective communication, and timely conflict resolution skills are instrumental in mitigating tensions before they escalate.

Examining the role of AI-driven tools and apps in monitoring employee stress and facilitating timely interventions. Conducting long-term studies to assess the sustained impact of emotional intelligence training and stress reduction programs.

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