

Abstract

As a fast growing international economic center, cultural diversity in workplace is very common in Hong Kong. Interracial conflict can easily arise from language barrier, cultural differences in value, beliefs as well as working style. Since the pioneering work of Thibaut and Walker (1975), much attention has been drawn to the study of procedural preferences for conflict resolution. These researches, however, usually limited to a narrow range of conflict, mainly within a legal setting. Little empirical study has been done towards conflict in workplace. Social psychologists who studied intercultural differences in conflict handling style generally failed to address to the question of interracial conflict. The present study examined the determinants of conflict handling procedures during an interracial conflict in a working conditions. It was observed that procedural preference was affected by ethnicity of the opponent as well as conflict intensity. Perceived social distance was found to predict the more confrontational procedure for conflict resolution. Implication of the finding on organizational management was discussed.