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APPRAISING CONFLICT MANAGEMENT AND ITS IMPACT ON INSTITUTIONS OF LEARNING: LITERATURE AND CASE STUDIES

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ABSTRACT

Conflict is a fundamental and unavoidable human peculiarity since where there is human cooperation; there is a probability of incompatibility. These conflicts can seldom be either entirely constructive or completely destructive. However, the ways these are taken care can either make or mar how higher institution is managed. Higher learning, like other human associations, is inclined to one or other sort of conflict. Different methods and techniques are taken on for dealing with conflict; the most significant among these are, mediation, negotiation, and collaboration. This review focuses on the concept of “Conflict,” its management, roles of managers in handling it, and practical cases that emerged in two empirical studies conducted by the researcher. In the first study, the researcher adopted the interpretivist paradigm with a sample of 15 respondents and the post-positivist paradigm in the subsequent study with a sample of 180 participants. The studies revealed student funding, annual fee increment, botched communication, and cliques, as significant factors contributing to higher institution internal conflict crises. The study advances all positive and negative side-effects characterising conflict management by managers in higher Institutions of learning and the integrating conflict management style appeared to be the most preferred in handling stakeholder conflicts.

Keywords: Conflict, negotiation, collaboration.