

THE OMBUDSMAN'S ROLE IN CHANGING THE CONFLICT RESOLUTION SYSTEM IN INSTITUTIONS OF HIGHER EDUCATION

¹PARDEEP JAIN & ²MINAKSHI GARG

¹Associate Professor, Deptt. of Management, SLIET Longowal, Distt Sangrur Punjab, India

²Research Scholar, Deptt. of Management, SLIET Longowal, Distt Sangrur Punjab, India

ABSTRACT

In recent years we have seen a burst of interest in organizational conflict resolution system design. Colleges and Universities are among those institutions that have expressed rising concern to find alternative means of managing conflict. Existing avenues of conflict resolution are woefully inadequate and frustration is growing amongst students and faculty who are not satisfied with existing avenues of academic conflict resolution. Existing system of conflict resolution in educational institutions is only by way of litigation which is very expensive and time consuming resulting in delayed justice and in some cases only judgements not justice. The ombudsman is a person who knows the academic system and knows what is bothering people at all levels and what they want, the Ombudsman understands the organization culture and has the obligation to make recommendations for change. This paper will focus on the pivotal roles that may be played by the university ombudsman.

KEYWORDS: Privatization, Quality Education, Ombudsman, Exploitation, Unfair Practices.