

MANAGEMENT STRATEGIES FOR CONFLICT RESOLUTION IN UNIVERSITIES

ANGIE IJEOMA OBOEGBULEM & EVELYN IJEOMA EZEPUE

Department of Educational Foundations, University of Nigeira, Nsukka

ABSTRACT

Education requires a peaceful environment to achieve its purposes and objectives but conflict destabilizes higher institutions and university systems in particular. This study sought to determine the management strategies to be adopted for conflict resolution in federal and state universities in south east Nigeria. Two research questions and four null hypotheses were formulated and tested with ANOVA at 0.05 level of significance. A descriptive survey design was adopted for the study. Data was collected using a structured questionnaire developed and validated by three experts in the department of educational administration and planning and measurement and evaluation, University of Nigeria, Nsukka. Cronbach alpha was used to test the internal consistency of the items in the instrument and it gave an overall result of 0.83 for the two clusters. Mean and standard deviation were used to answer the two research questions while ANOVA was used to test the two null hypotheses. The results revealed that management strategies for conflict resolution adopted include measures such as constant supply of electricity; reduction in tuition fees; building and equipping hostels to accommodate more students for effective learning and research, organizing workshops and seminars on the dangers of conflict and on peace education, among others. Based on the findings, conclusions were drawn and recommendations made.

KEYWORDS: *Management, Management Strategies, Conflict, Conflict Management, Conflict Resolution*

Received: Oct 20, 2015; **Accepted:** Oct 31, 2015; **Published:** Jan 19, 2016; **Paper Id.:** IJESRFEB20164