**AN ANALYSIS OF THE EFFECT OF CONFLICT MANAGEMENT ON EMPLOYEES' PERFORMANCE**

**IN ISLAMIC UNIVERSITY IN UGANDA**

**WAKHANYA JAWALI, FEBRUARY, 2012**

## ABSTRACT

This study was carried out after the realization of the fact that in spite of all the approaches, mechanisms and systems put in place to manage and control conflicts, many complaints arouse and reports of conflicts were evidently made. The study was therefore conceived and carried out along objectives such as examining the aspects of conflict management at IUIU, establishing relationship between conflict management and employee performance and analyzing mechanisms used in managing conflicts at IUIU for better conflict management. Using a cross sectional descriptive survey design, with a triangulation of data collection methods, and from a sample of 50 participants, data was collected. It was then organized, presented and analyzed through descriptive statistics, especially using frequencies and percentages. It was found out that there existed conflict at IUIU and that they were centrally managed by the University Administration/ management. However, other staffs also played part in managing these conflicts; but it was also observed that their role was not substantial and it was limited. It was discovered that; use of guidance and counseling, dialogue, university rules and regulations, disciplinary committees and use of unions i.e. staff and students were among the approaches used in managing conflicts, however, guidance and counseling scored the highest percentage of 85% and that the stakeholders were adhered to these approaches. However, respondents consented that there were some weaknesses in the approaches of conflict management with 73%. The recommendation made ranged from; design training programmes to build capacity and skills of staff in the area of conflict management and resolution, sensitize the stakeholders on the existing systems of conflict management and resolution, develop comprehensive conflict management mechanisms, involve the staff and stakeholders in the development and implementation of conflict management mechanisms and approaches, empower the staff with the necessary tools and skills of conflict management at their various departments for effective and efficient management of conflicts.