|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| RESPONSE RATE | | | | | |  | | | |  | |  | |  |
| RETRIEVED | FREQUENCY  34 | | CUMULATIVE PERCENTAGE  34 | | |  | | | |  | |  | |  |
| NON RETRIEVED | 18 | | 52 | | |  | | | |  | |  | |  |
| TOTAL | 52 | |  | | |  | | | |  | |  | |  |
|  |  | |  | | |  | | | |  | |  | |  |
| Table( a)above shows that 34 questionnaires were retrieved out of 52 that was distributed, which is 34 respondent,and the percentage can be used in analyzing the data |  | |  | | |  | | | |  | |  | |  |
|  | GENDER | |  | | |  | | | |  | |  | |  |
|  | FREQUENCY | | PERCENTAGE | | | CUMULATIVE PERCENTAGE | | | |  | |  | |  |
| MALE | 21 | | 61.8 | | | 61.8 | | | |  | |  | |  |
| FEMALE | 13 | | 38.2 | | | 100 | | | |  | |  | |  |
| TOTAL | 34 | |  | | |  | | | |  | |  | |  |
|  |  | |  | | |  | | | |  | |  | |  |
| Table (b) shows that most of the respondent are male with the frequency of 21(61%)while the remaining 13(38.2) respondent are female |  |  | | |  | |
|  |  | | |  | | | |  |  | |  | |
| MARITAL STATUS | | | | | | | | | |  | |  | |  |
|  | FREQUENCY | | PERCENTAGE | | | CUMMULATIVE PERCENTAGE | | | |  | |  | |  |
| MARRIED | 17 | | 50 | | | 50 | | | |  | |  | |  |
| SINGLE | 11 | | 32.4 | | | 82.4 | | | |  | |  | |  |
| DIVORCE | 6 | | 17.6 | | | 100 | | | |  | |  | |  |
| TOTAL | 34 | |  | | |  | | | |  | |  | |  |
|  |  | |  | | |  | | | |  | |  | |  |
| Table c shows that most of the respondent are married with 17(50.0%) being the highest frequency,while 11(32.4%) are single,and 6(17.6%) are divorced. |  | |  | | |  | | | |  | |  | |  |
|  |  | |  | | |  | | | |  | |  | |  |
| AGE | | | | | | | | | |  | |  | |  |
|  | FREQUENCY | | PERCENTAGE | | | CUMMULATIVE PERCENTAGE | | | |  | |  | |  |
| 25-35 YRS | 10 | | 29.4 | | | 29.4 | | | |  | |  | |  |
| 36-46 YRS | 12 | | 35.3 | | | 64.7 | | | |  | |  | |  |
| 47-57 YRS | 7 | | 20.5 | | | 85.2 | | | |  | |  | |  |
| ABOVE 58 YRS | 5 | | 14.7 | | | 100 | | | |  | |  | |  |
| TOTAL | 34 | |  | | |  | | | |  | |  | |  |
| From the table(d) above,majority of the respondent are between 36-46 years,with 12(35.3%)  Which is the highest rate,and 10(29.4%) are between 25-35 years,while 47-57 yrs has 7(20.5%),and 5(14.7%) are above 58 years .So the participants are young adults. |  | |  | | |  | | | |  | |  | |  |
| LEVEL OF EDUCATION | | | | | | | | | |  | |  | |  |
|  | FREQUENCY | | PERCENTAGE | | | CUMMULATIVE PERCENTAGE | | | |  | |  | |  |
| SSCE | 4 | | 11.8 | | | 11.8 | | | |  | |  | |  |
| OND/NCE | 7 | | 20.5 | | | 32.3 | | | |  | |  | |  |
| HND/BSC | 14 | | 41.2 | | | 73.5 | | | |  | |  | |  |
| MASTER DEGREE | 9 | | 26.5 | | | 100 | | | |  | |  | |  |
| TOTAL | 34 | |  | | |  | | | |  | |  | |  |
|  |  | |  | | |  | | | |  | |  | |  |
| From the table above,it shows that 4(11.8%) are SSCE holders,7(20.5%) are OND/NCE,also 14(41.2%) are HND/BSC,while 9(26.5%) are Master degree holders,which means that majority of the participants are HND/BSC holders |  | |  | | |  | | | |  | |  | |  |
| YEARS OF WORKING EXPERIENCE | | | | | | | | | |  | |  | |  |
|  | FREQUENCY | | PERCENTAGE | | | CUMMULATIVE PERCENTAGE | | | |  | |  | |  |
| 0-5 YEARS | 11 | | 32.4 | | | 32.4 | | | |  | |  | |  |
| 6- 10YEARS | 16 | | 47.1 | | | 79.5 | | | |  | |  | |  |
| 10+ | 7 | | 20.5 | | | 100 | | | |  | |  | |  |
| TOTAL | 34 | |  | | |  | | | |  | |  | |  |
|  |  | |  | | |  | | | |  | |  | |  |
| The table above  shows that 11(32.4%) has 0-5 years work experience, 16(47.1%) which is the highest,has 6-10 years work experience,while 7(20.5) has 10+ years of work experience.So majority of the participants has 6-10 years work experience |  | |  | | |  | | | |  | |  | |  |
|  |  | |  | | |  | | | |  | |  | |  |
|  |  | |  | | |  | | | |  | |  | |  |
| CONFLICT MANAGEMENT STRATEGIES HAS PROVIDED PRUDENT RESOLUTION TO CONFLICT IN ORGANIZATIONS | | | | | | | | | |  | |  | |  |
|  | FREQUENCY | | PERCENTAGE | | | CUMMULATIVE PERCENTAGE | | | |  | |  | |  |
| STRONGLY AGREE | 10 | | 29.4 | | | 29.4 | | | |  | |  | |  |
| AGREE | 16 | | 47.1 | | | 76.5 | | | |  | |  | |  |
| DISAGREE | 6 | | 17.6 | | | 94.1 | | | |  | |  | |  |
| STRONGLY DISAGREE | 2 | | 5.9 | | | 100 | | | |  | |  | |  |
| TOTAL | 34 | |  | | |  | | | |  | |  | |  |
|  |  | |  | | |  | | | |  | |  | |  |
| From the table above,10(29.4%) strongly agree, while16(47.1%) agree ,6(17.6) disagree,and 2(5.9%) strongly disagree.Therefore majority of the respondent agree that conflict management strategies has provided prudent resolution to Conflict in Organizations. |  | |  | | |  | | | |  | |  | |  |
| THE STRATEGIES ARE EFFECTIVE IN ENSURING EFFECTIVE MANAGEMENT OF CONFLICTS | | | | | | | | | |  | |  | |  |
|  | FREQUENCY | | PERCENTAGE | | | CUMMULATIVE PERCENTAGE | | | |  | |  | |  |
| STRONGLY AGREE | 7 | | 20.5 | | | 20.5 | | | |  | |  | |  |
| AGREE | 14 | | 41.2 | | | 61.8 | | | |  | |  | |  |
| DISAGREE | 9 | | 26.5 | | | 88.3 | | | |  | |  | |  |
| STRONGLY DISAGREE | 4 | | 11.8 | | | 100 | | | |  | |  | |  |
| TOTAL | 34 | |  | | |  | | | |  | |  | |  |
|  |  | |  | | |  | | | |  | |  | |  |
| The table above shows that 7(20.5%) strongly agree,14(41.2%) agree,9(26.5%) disagree,while 4(11.8%) strongly disagree.So majority of the respondent agree that the strategies are effective in ensuring effective management of Conflict. |  | |  | | |  | | | |  | |  | |  |
|  |  | |  | | |  | | | |  | |  | |  |
|  |  | |  | | |  | | | |  | |  | |  |
| THERE IS A FULL ENFORCEMENT OF THE STRATEGIES IN DAILY OPERATION OF ORGANIZATIONS | | | | | | | | | |  | |  | |  |
|  | FREQUENCY | | PERCENTAGE | | | CUMMULATIVE PERCENTAGE | | | |  | |  | |  |
| STRONGLY AGREE | 7 | | 20.5 | | | 20.5 | | | |  | |  | |  |
| AGREE | 14 | | 41.2 | | | 61.8 | | | |  | |  | |  |
| DISAGREE | 9 | | 26.5 | | | 88.3 | | | |  | |  | |  |
| STRONGLY DISAGREE | 4 | | 11.8 | | | 100 | | | |  | |  | |  |
| TOTAL | 34 | |  | | |  | | | |  | |  | |  |
|  |  | |  | | |  | | | |  | |  | |  |
|  |  | |  | | |  | | | |  | |  | |  |
| The table above shows that 7(20.5%) strongly agree,14(41.2%) agree,9(26.5%) disagree, while 4(11.8%) strongly disagree.Therefore majority of the respondent agree that there is full enforcement of the strategies in daily operation of Organizations. |  | |  | | |  | | | |  | |  | |  |
|  |  | |  | | |  | | | |  | |  | |  |
|  |  | |  | | |  | | | |  | |  | |  |
| THE STRATEGIES HAS ENSURED GREATER CONFLICT RESOLUTIONS AND MANAGEMENT IN ORGANIZATIONS | | | | | | | | | |  | |  | |  |
|  | FREQUENCY | | PERCENTAGE | | | CUMMULATIVE PERCENTAGE | | | |  | |  | |  |
| STRONGLY AGREE | 13 | | 38.2 | | | 38.2 | | | |  | |  | |  |
| AGREE | 11 | | 32.4 | | | 70.6 | | | |  | |  | |  |
| DISAGREE | 6 | | 17.6 | | | 88.2 | | | |  | |  | |  |
| STRONGLY DISAGREE | 4 | | 11.8 | | | 100 | | | |  | |  | |  |
| TOTAL | 34 | |  | | |  | | | |  | |  | |  |
| From the table above 13(38.2%) strongly agree,11(32.4%) agree,6(17.6%) disagree, while 4(11.8%) strongly disagree.This means that majority of the respondent strongly agree that the strategies has ensured greater conflict resolutions and management in Organizations. |  | |  | | |  | | | |  | |  | |  |
| THE MANAGERS OR ADMINISTRATORS IN ORGANIZATIONS USE THE STRATEGIES AS A GUIDE IN MANAGING CONFLICT | | | | | | | | | |  | |  | |  |
|  | FREQUENCY | | PERCENTAGE | | | CUMULATIVE PERCENTAGE | | | |  | |  | |  |
| STRONGLY AGREE | 14 | | 41.2 | | | 41.2 | | | |  | |  | |  |
| AGREE | 9 | | 26.5 | | | 67.7 | | | |  | |  | |  |
| DISAGREE | 6 | | 17.6 | | | 85.3 | | | |  | |  | |  |
| STRONGLY DISAGREE | 5 | | 14.7 | | | 100 | | | |  | |  | |  |
| TOTAL | 34 | |  | | |  | | | |  | |  | |  |
| From the table above 14(41.2%) strongly agree,9(26.5%)agree,6(17.6%) disagree while 5(14.7%) strongly disagree.So majority of the respondent strongly agree that the managers or administrators in Organizations use the strategies as a guide in managing conflicts. |  | |  | | |  | | | |  | |  | |  |
|  |  | |  | | |  | | | |  | |  | |  |
| CONFLICT MANAGEMENT HAS POSITIVE EFFECT ON ORGANIZATIONAL EFFICIENCY | | | | | | | | | |  | |  | |  |
|  | FREQUENCY | | PERCENTAGE | | | CUMULATIVE PERCENTAGE | | | |  | |  | |  |
| STRONGLY AGREE | 18 | | 52.9 | | | 52.9 | | | |  | |  | |  |
| AGREE | 9 | | 26.5 | | | 79.4 | | | |  | |  | |  |
| DISAGREE | 4 | | 11.8 | | | 91.2 | | | |  | |  | |  |
| STRONGLY DISAGREE | 3 | | 8.8 | | | 100 | | | |  | |  | |  |
| TOTAL | 34 | |  | | |  | | | |  | |  | |  |
|  |  | |  | | |  | | | |  | |  | |  |
| The table above shows that 18(52.9%) strongly  agree,9(26.5%)agree,4(11.8%) disagree, while 3(8.8%) strongly disagree.This means that majority of the participants strongly agree that conflict management has positive effect on Organizational efficiency. |  | |  | | |  | | | |  | |  | |  |
|  |  | |  | | |  | | | |  | |  | |  |
|  |  | |  | | |  | | | |  | |  | |  |
| THE STRATEGIES HAS HELPED ORGANIZATIONS TO CURB THE RATE OF CONFLICT IN ORGANIZATIONS | | | | | | | | | |  | |  | |  |
|  | FREQUENCY | | PERCENTAGE | | | CUMULATIVE PERCENTAGE | | | |  | |  | |  |
| STRONGLY AGREE | 17 | | 50.0 | | | 50.0 | | | |  | |  | |  |
| AGREE | 8 | | 23.5 | | | 73.5 | | | |  | |  | |  |
| DISAGREE | 4 | | 11.8 | | | 85.3 | | | |  | |  | |  |
| STRONGLY DISAGREE | 5 | | 14.7 | | | 100 | | | |  | |  | |  |
| TOTAL |  | |  | | |  | | | |  | |  | |  |
| The table above shows that 17(50.0%) strongly agree,8(23.5%)agree,4(11.8%) disagree, while 5(14.7%) strongly disagree.This means that majority of the respondent strongly agree that the strategies has helped Organizations to curb the rate of Conflict in Organizations. |  | |  | | |  | | | |  | |  | |  |
| CONFLICTS IN ORGANIZATIONS HAS BEEN EFFECTIVELY MANAGED | | | | | | | | | |  | |  | |  |
|  | FREQUENCY | | PERCENTAGE | | | CUMULATIVE PERCENTAGE | | | |  | |  | |  |
| STRONGLY AGREE | 12 | | 35.3 | | | 44.1 | | | |  | |  | |  |
| AGREE | 15 | | 44.1 | | | 79.4 | | | |  | |  | |  |
| DISAGREE | 3 | | 8.8 | | | 88.2 | | | |  | |  | |  |
| STRONGLY DISAGREE | 4 | | 11.8 | | | 100 | | | |  | |  | |  |
| TOTAL | 34 | |  | | |  | | | |  | |  | |  |
| The table above shows that 12(35.3%) strongly agree,15(44.1%) agree,3(8.8%) disagree, while 4(11.8) strongly disagree.This means that majority of the respondent agree that conflicts in Organizations has been effectively managed. |  | |  | | |  | | | |  | |  | |  |
|  |  | |  | | |  | | | |  | |  | |  |
| THE STRATEGIES HAS HELPED IN RESOLVING CONFLICT OR REDUCING IT TO MINIMAL IN ORGANIZATIONS | | | | | | | | | |  | |  | |  |
|  | FREQUENCY | | PERCENTAGE | | | CUMULATIVE PERCENTAGE | | | |  | |  | |  |
| STRONGLY AGREE | 15 | | 44.2 | | | 38.2 | | | |  | |  | |  |
| AGREE | 13 | | 38.2 | | | 82.4 | | | |  | |  | |  |
| DISAGREE | 4 | | 11.8 | | | 94.2 | | | |  | |  | |  |
| STRONGLY DISAGREE | 2 | | 5.8 | | | 100 | | | |  | |  | |  |
| TOTAL | 34 | |  | | |  | | | |  | |  | |  |
|  |  | |  | | |  | | | |  | |  | |  |
| The table above shows that 15(44.2%) strongly agree,13(38.2%) agree,4(11.8%) disagree, while 2(5.8%) strongly disagree.So majority of the participants strongly agree that the strategies has helped in resolving conflicts or reducing it to minimal in Organizations. |  | |  | | |  | | | |  | |  | |  |
|  |  | |  | | |  | | | |  | |  | |  |
|  |  | |  | | |  | | | |  | |  | |  |
|  |  | |  | | |  | | | |  | |  | |  |
| THE STRATEGIES HAS HELPED THE MANAGERS OR DIRECTORS TO BE FAIR AND UNDERSTANDING IN MANAGING CONFLICT | | | | | | | | | |  | |  | |  |
|  | FREQUENCY | | PERCENTAGE | | | CUMULATIVE PERCENTAGE | | | |  | |  | |  |
| STRONGLY AGREE | 17 | | 50.0 | | | 50.0 | | | |  | |  | |  |
| AGREE | 11 | | 32.4 | | | 82.4 | | | |  | |  | |  |
| DISAGREE | 2 | | 5.8 | | | 88.2 | | | |  | |  | |  |
| STRONGLY DISAGREE | 4 | | 11.8 | | | 100 | | | |  | |  | |  |
| TOTAL | 34 | |  | | |  | | | |  | |  | |  |
|  |  | |  | | |  | | | |  | |  | |  |
|  |  | |  | | |  | | | |  | |  | |  |
| From the table above,17(50.0%) strongly agree,11(32.4%)agree,2(5.8%) disagree, while 4(11.8%) strongly disagree.So majority of the respondent strongly agree that the strategies has helped the managers or directors to be fair and understanding in managing conflict. |  | |  | | |  | | | |  | |  | |  |
| TOP MANAGERS OR DIRECTORS FIND IT DIFFICULT TO IMPLEMENT THE STRATEGIES AND ALSO ACCEPT THAT THE CAN ALSO BE AT FAULT | | | | | | | | | |  | |  | |  |
|  | FREQUENCY | | PERCENTAGE | | | CUMULATIVE PERCENTAGE | | | |  | |  | |  |
| STRONGLY AGREE | 14 | | 41.2 | | | 41.2 | | | |  | |  | |  |
| AGREE | 10 | | 29.4 | | | 70.6 | | | |  | |  | |  |
| DISAGREE | 6 | | 17.6 | | | 88.2 | | | |  | |  | |  |
| STRONGLY DISAGREE | 4 | | 11.8 | | | 100 | | | |  | |  | |  |
| TOTAL | 34 | |  | | |  | | | |  | |  | |  |
|  |  | |  | | |  | | | |  | |  | |  |
|  |  | |  | | |  | | | |  | |  | |  |
| The table above shows that 14(41.2%) strongly agree,10(29.4%) agree,6(17.6%) disagree, while 4(11.8%) strongly disagree.This means that majority of the participants strongly agree that top managers or directors find it difficult to implement the strategies and also accept that the can be at fault. |  | |  | | |  | | | |  | |  | |  |
|  |  | |  | | |  | | | |  | |  | |  |
| MOST OF THE ORGANIZATIONS MANAGERS ARE NOT AWARE OF THE EXISTENCE OF THE STRATEGIES | | | | | | | | | |  | |  | |  |
|  | FREQUENCY | | PERCENTAGE | | | CUMULATIVE PERCENTAGE | | | |  | |  | |  |
| STRONGLY AGREE | 9 | | 26.5 | | | 26.5 | | | |  | |  | |  |
| AGREE | 15 | | 44.1 | | | 70.6 | | | |  | |  | |  |
| DISAGREE | 6 | | 17.6 | | | 88.2 | | | |  | |  | |  |
| STRONGLY DISAGREE | 4 | | 11.8 | | | 100 | | | |  | |  | |  |
| TOTAL | 34 | |  | | |  | | | |  | |  | |  |
|  |  | |  | | |  | | | |  | |  | |  |
| The table above shows that 9 (26.5%) strongly agree,15(44.1%)agree,6(17.6%) disagree,4(11.8%) strongly disagree.This means that majority of the respondent agree that most of the organization managers are not aware of the existence of the strategies. |  | |  | | |  | | | |  | |  | |  |
| CONFLICT MANAGEMENT STRATEGIES HAS BEEN AFFECTED BY MANAGERS NEGLIGENCE | | | | | | | | | |  | |  | |  |
|  | FREQUENCY | | PERCENTAGE | | | CUMULATIVE PERCENTAGE | | | |  | |  | |  |
| STRONGLY AGREE | 17 | | 50.0 | | | 50.0 | | | |  | |  | |  |
| AGREE | 8 | | 23.5 | | | 73.5 | | | |  | |  | |  |
| DISAGREE | 4 | | 11.8 | | | 85.3 | | | |  | |  | |  |
| STRONGLY DISAGREE | 5 | | 14.7 | | | 100 | | | |  | |  | |  |
| TOTAL | 34 | |  | | |  | | | |  | |  | |  |
| From the table above,17(50.0%) strongly agree,8(23.5%) agree,4(11.8%) disagree, while 5(14.7%) strongly disagree.So majority of the participants strongly agree that conflict management strategies has been affected by managers negligence |  | |  | | |  | | | |  | |  | |  |
|  |  | |  | | |  | | | |  | |  | |  |
|  |  | |  | | |  | | | |  | |  | |  |
| THE LABOR ACT HAS NOT BEEN ABLE TO EFFICIENTLY MONITOR THE IMPLEMENTATION AND COMPLIANCE OF THE STRATEGIES | | | | | | | | | |  | |  | |  |
|  | FREQUENCY | | PERCENTAGE | | | CUMULATIVE PERCENTAGE | | | |  | |  | |  |
| STRONGLY AGREE | 11 | | 32.4 | | | 32.4 | | | |  | |  | |  |
| AGREE | 13 | | 38.2 | | | 70.6 | | | |  | |  | |  |
| DISAGREE | 6 | | 17.6 | | | 88.2 | | | |  | |  | |  |
| STRONGLY DISAGREE | 4 | | 11.8 | | | 100 | | | |  | |  | |  |
| TOTAL | 34 | |  | | |  | | | |  | |  | |  |
|  |  | |  | | |  | | | |  | |  | |  |
| The table above shows that 11(32.4%) strongly agree,13(38.2%) agree,6(17.6%) disagree, while 4(11.8%) strongly disagree.This means that majority of the respondent agree that the labour act has not been able to efficiently monitor the implementation and compliance of the strategies.  T |  | |  | | |  | | | |  | |  | |  |
|  |  | |  | | |  | | | |  | |  | |  |
|  |  | |  | | |  | | | |  | |  | |  |
| THE STRATEGIES IS HAMPERED BY THE NON-CHALANT ATTITUDE OF THE DIRECTORS | | | | | | | | | |  | |  | |  |
|  | FREQUENCY | | PERCENTAGE | | | CUMULATIVE PERCENTAGE | | | |  | |  | |  |
| STRONGLY AGREE | 16 | | 47.1 | | | 47.1 | | | |  | |  | |  |
| AGREE | 10 | | 29.4 | | | 76.5 | | | |  | |  | |  |
| DISAGREE | 5 | | 14.7 | | | 91.2 | | | |  | |  | |  |
| STRONGLY DISAGREE | 3 | | 8.8 | | | 100 | | | |  | |  | |  |
| TOTAL | 34 | |  | | |  | | | |  | |  | |  |

From the table above,16(47.1%) strongly agree,10(29.4%) agree,5(14.7%) disagree, while 3(8.8%) strongly disagree.This means that majority of the participants strongly agree that the strategies is hampered by the non-chalant attitude of the directors in Organizations.