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Conflict Management and Employee Commitment: A Case Study of the Aids Support Organisation, Tororo Centre

The study sought to assess the relationship between conflict management and employee commitment at The Aids Support Organisation Tororo Centre. The objectives of the study were, to examine the relationship between conflict identification and employee commitment; to examine the relationship between conflict handling procedures and employee commitment; and to examine the relationship between conflict resolution and employee commitment. A Conceptual Framework was developed to guide the researcher in analysing the relationships between the variables. A cross-sectional research design was used to collect and generate data. Both quantitative and qualitative methodologies were used in analysing the relationships. Self-administered questionnaires and an interview guide were used to collect the data. The Statistical Package for the Social Sciences (SPSS) was used to analyse and test the relationships between the variables. Frequency tables and correlations were used to analyse the results and determine the relationships between Conflict Management on the one hand (conflict identification, conflict handling procedures as well as conflict resolution) and Employee Commitment on the other. The findings showed that: There was a positive relationship between conflict identification and employee commitment with a Pearson correlation of 0.149 and two tailed significance of 0.512. The results also showed that, there was a positive relationship between conflict handling procedures and employee commitment with a Pearson correlation 0.061 and two tailed significance of 0.0504. Lastly the study indicated that there was a relationship between conflict resolution and employee commitment with a Pearson correlation of 0.014 and two tailed significance of 0.618. In summary the results indicated that there was a positive relationship between conflict management and employee commitment. In conclusion, this implied that to a certain extent conflict identification, conflict handling procedures and conflict resolution positively contributes to employee commitment to the organisation. Therefore, to a certain degree, employee commitment is dependent on conflict management. There are other factors reported to affect employee commitment, which need to be analysed for further understanding. Recommendations: TASO Tororo should vigorously acknowledge that conflict is inherent at workplace, and seek to put in place more aggressive measures of conflict identification, conflict handling procedures and conflict resolution; create more avenues for conflict handling procedures to curb ongoing conflict; and to have in place accessible means for appeals in case of unfair resolution.

Key Words: Conflict, Management, Support, Employee