**INDUSTRIAL CONFLICT: IMPLICATIONS TO THE ACHIEVEMENT OF INSTITUTION OBJECTIVES**

**(A CASE STUDY OF NON-ACADEMIC STAFF UNION UNIUYO)**

**A**

**RESEARCH PROJECT**

**BY**

**NTEKIM, AGNES EDET**

**UCP/H2014/BAM/025**

**SUBMITTED TO**

**THE DEPARTMENT OF BUSINESS ADMINISTRATION AND MANAGEMENT UYO CITY POLYTECHNIC**

**UYO, AKWA IBOM STATE**

**SEPTEMBER, 2016**

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**IN PARTIAL FULFILLMENT OF THE REQUIREMENTS FOR**

**THE AWARD OF HIGHER DIPLOMA (HND)**

**IN BUSINESS ADMINISTRATION AND MANAGEMENT**

**SEPTEMBER, 2016**

**CERTIFICATION**

This is to certify that this research work in’’ Industrial Conflict: implications to the achievement of institution objective’’ was carry out by **NTEKIM, AGNES EDET** with the registration number **UCP/H2014/BAM/025** under my supervision. This project is in requirement for the fulfillment of the award of Higher National Diploma (HND) in Business Administration and Management, Uyo City Polytechnic, Uyo, Akwa Ibom State.

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**Mr. Anthony Akpan**

*Project supervisor*

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*Project Coordinator*

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*External Examiner*

**DECLARATION**

I hereby declare that this study was an authentic work done by me. All information where sought for and gather by me for the sole purpose of completion of the study, which would infirm saver as a pre-requisite to the completion and award of Higher National Diploma (HND) in Business Administration and management.

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**NTEKIM, AGNES EDET**

*Research*

**DEDICATION**

This research work is dedicated to the Almighty God, the source of wisdom protection and favour. It is also dedicated to my beloved parents late chief / Mrs Edet Eyoh Ntekim who nurtured me in short discipline and moral standards.

**ACKNOWLEGEMENTS**

I wish to express my foremost gratitude to my Heavenly Father who granted me favour throughout the duration of this work, and studies as well. I am equally appreciative of the diligent supervisor, Mr Anthony Akpan acting registrar for his amiable behavior, for bearing with me during the causes of this work. my noble Head of Department, Mr Patrick Abasi-Akama. I am also indebted to my spiritual father Prof Mfoniso Umoren, my daddy in the Lord Mr Edet Okon for his prayer and council daddy you are all wonderful. My appreciation also goes to formal H O D Mr Bakare Taiwo for his advice and encouragement during this great work, my mentor humble Prince Emmanson, my friends Rachael Paul, Peace Job, Hope Etuk, and my lovely brothers and sisters, charity ntekim and Imo ntekim. My God will richly bless and reward you all.

My special thanks goes to Engr. Henry Adewole Gbenkae who has been the source of helped to me throughout my program.

I also thank Friday Afangekung for his advice throughout my program.

**ABSTRACT**

These research works examine Industrial Conflict, Implications to the achievement of institutions objectives with the Non- Academic staff. In achieving this aim four research objectives were established namely: To find the possible source of industrial conflict in the University of Uyo, Uyo; to determine ways in which industrial conflict hindered the achievement of institution objectives; to ascertain the implications of industrial conflict in the institution; and to examine how industrial conflict could be controlled in the university. Members of the Non Academic Staff Union of Uyo, Uyo Constituted the study population with the sample size of 400 drawn, using Yaro Yamani statistical method, The major finding of the study revealed that; the study of industrial conflict in the university of Uyo, Uyo helped to identified possible causes such as lack of improved staff warfare, irregular promotion; and that the study of industrial conflict could helped provide solution to the situation. In testing the hypothesis, Chi-Square (X2) formula was used whereby calculated values (245.6 and 300.2) were greater than the table value (3.841), hence the alternate hypothesis was upheld that was the significant relationship between the industrial conflict and the achievement of the institution’s objectives. It was therefore recommended among others, that since industrial conflict could disrupt the academic calendar of university to the detriment of students, both the management and the workers should be practices in handling the situation.

**CHAPTER ONE**

**INTRODUCTION**

* 1. **Background of the Study**

Every organization has its major aim of operation or existence, which it must strive to achieve no matter the challenges of the environment. Business organizations for example strive to achieve the goal of maximizing profit through hardworking. Likewise, trade unions also have the sole aims of their existence, which among others includes protection and sustainability of their member’s welfare etc.

In order to attain these objectives trade unions employ various approaches and strategies on different occasions. One of such approaches is industrial conflict or industrial action. This approach is often adopted in response to employees or worker generates.

They are used to put pressure on government or employees.

Industrial conflict is regarded as a work stop page caused by the mass refusal of employees to work which is aimed at forcing the employees demand (Armstrong (2004).

Although industrial conflict may portend negative signal for economic and political development, it nevertheless could be a necessary catalyst for growth and development, especially in the area of improvement in the standard of living of the employees.

Adesola (2004), considers industrial conflict as an important Feature of capitalist societies, whose profit maximization is the central objective of investor and industrial organizations. This therefore means that the majority of workers in capitalist economic live at the level of substance, hence their ability to improve their economic and social conditions lies in their utilization.

Over the years, industrial conflict has continued to increase with workers demand for improved condition of work and wages. And management most times would not accurately satisfy the needs and requests of employees even in the face of economic recession.

The most significant aspect of industrial conflict is strike action. In practice however, it has been difficult to separate strike form other forms of expression of industrial dispute.

Section 2(9)of the Industrial Dispute Act cited in Aremu.et al(2015), defines strike as cessation of work by a body of person employed in any industry acting in combination, a concerted refusal or a refusal under a common understanding of numbers of persons who are or have been so employed to continue to work or to accept employment.

Each time strike occurs, substantial man-lvur lost, a good example was the first general strike of 1945, the 1993 Asus strike which University in the country is closed for couple of months thereby causing set back in the testing institutions. Trade unions like the Non-academic staff of Universities have been successful to some extent in achieving their objective through industrial conflict.

It is in this context that this research inches to assess the implication of industrial conflict on the achievement of trade unions objectives in both private and public sectors in Nigeria and how management policies/decision are influenced by workers through the representative (trade unions) to the effect of harmonizing management policies in the trade unions objectives, thereby

Enhancing good industrial relations, peace and lemony in the place of work.

**1.2 Statements of Problems**

The unstable industrial relations climate in Nigeria leaves much to be desired. The situation has resulted in all time record of lost of making hour’s unprecedented work stoppage almost in all establishments. There has been frequent industrial disharmony among the employer and the employees, arising from lack of the employees. The prevailing industrial dispute in the Nigerian tertiary institutions has been so alarming with an in desirable Effect on students.

The action and counter action of the Non-academic staff unions of the universities and polytechnic staff union towards insensitive attitude of their employers have led to frequent industrial action by the union.

 These means that remolded to strike as the last resort to balance the flows between their members and the management (employes) when the bargaining and consultation fail to yield desirable result. This implies that management that the only language understand by the management of the universities and polytechnics is strike action. Furthermore, it is indisputable that the agitations of non-academic staff union of universities are to foster the adequate condition of service which would go a long way in stimulating advantageous atmosphere for students to accomplish the prerequisite curriculum objectives.

It is also the objectives of the union to offer effective job performance, thereby fostering discipline qualitative education in campus.

It is not certain however, if member of non – academic staff of universities, have achieved their objectives satisfied through industrial conflict.

* 1. **Research Objectives**

The following shall constitute research objectives for the study:

1. to find out the possible Sources of industrial conflict in an organization
2. To determine ways in which industrial conflict hinders the achievement of institutions objectives.
3. To ascertain the implication of industrial conflict on any institutions.
4. Ito examine has industrial conflict can be prevented and resolved.

**1.4** **Research Questions**

In the course of this study, the research & formulated the following research questions:

1. Dose the study of industrial conflict ideology possible Sources of industrial conflict in an institution?
2. Does industrial conflict in any way hinders the institutional achievement its objectives?
3. Do the implications of industrial ascertain the achievement of institutions objectives?
4. Can the study of industrial conflict provide solutions to industrial conflict on institutions?
	1. **Research Hypothesis**

For the purpose of this study, a researcher formulated the following hypothesis, starting them in null and alternate form.

1. Ho: there is no significant relationship between industrial conflict and institutions objectives.

 Hi: there is a significant relationship between industrial conflict and institutions objectives.

1. Ho: industrial conflict does not have any implication to the achievement of the institutions objectives.

Hi: industrial conflict has implication to the achievement of the institution objectives.

* 1. **Significance of the study**

This research work will be relevant to the management and employees of every business organizations whether public or private. It will also be of great importance to various government agencies, academics, potential and future research in the area of study.

The result of finding of this study would equally reveal new management and trade unions can cooperate to enhance the achievement of the institution objectives. It will provide the basis for institutions achievement of its objectives for a better industrial relationship. It is also believed that, findings of this study will provide a framework for management and unions to relate for increase productivity and better condition of service.

* 1. **Scope of the Study**

The research work focuses on industrial conflict and its implications to the achievement of the institutions objectives. It is conducted to Cover and improve the management of tertiary institutions focusing an Non-academic staff unions of University of Uyo, Uyo.

* 1. **Limitations of the Study**

A study of this nature is surrounded with a lot of challenges. Among the limitations exposed to are financial problems, time Factor, cost of materials. Other are apathy an the part of respondents as well as bureaucratic procedure involved in releasing data in the institution of study.

* 1. **Definition of Terms**

For the purpose of clarity, the following terms used in the work are defined thus:

* **Industrial Conflict:** disharmony existing between the employees and employers is an institution or organizations.
* **Dispute:** Any disagreement between the employees and employers.
* **Strike:** A remarkable manifestation of, industrial conflict. It is the temporary stoppage of work in the pursuance of a grievance or demand.
* **Policy:** A set of rules to guide members of organization or institutions.
* **Implication:** Effects of industrial conflict.
* **Achievement:** Actualization or implementation of the goals or objectives of the institution.
* **Employers:** In this Study, the employer means UNIUYO.
* **Institutions:** in this study, an institution means the University of Uyo, Uyo.
* **Employers:** In this Study, employees are members of Non-Academic staff unions of the University of Uyo, Uyo.
* **Objectives:** Refers to a set of goals an organization has as summaries in its mission and vision statement.
* **Non-Academic Staff Union:** A trade unions for Non-academic workers of the University of Uyo, Uyo.
* **Grievance:** A situation of dissatisfaction of the employees.
* **Management:** In this Study, refer to the University of Uyo, Uyo and or its representatives