

Conflict management techniques and their effectiveness in managing conflicts in public secondary schools in Tanzania a case study of Iringa region

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The purpose of this study was to investigate conflict management techniques and their Effectiveness in managing conflicts in selected public secondary schools in Iringa District Council and Iringa Municipal Council. The study was guided by the following objectives: to find Out the conflict management techniques applied by school heads in managing conflict in public Secondary schools; to find out the types of school conflicts, their causes and how their Management is effective in public secondary schools and to find out whether the school conflict Management techniques applied by school heads are effective or not in public secondary schools. The study was conducted in fifteen public secondary schools whereby nine schools were Selected from Iringa District Council and six secondary schools selected from Iring Municipal Council with a total sample of 285 respondents. The sample of the study was obtained through Purposive, stratified and simple random sampling techniques. This study was conducted by Using a questionnaire, interviews and documentary review as data gathering techniques. Quantitative approach was employed to collect quantifiable data related to conflict management Techniques and this approach helped the researcher to interpret and analyse data from many Variables through statistical analysis. The five categories of conflict management techniques (Competitive, collaborative, compromising, accommodating, and avoiding) used to Organized the data based on the research of the general categories of conflict management Techniques. Findings from the study revealed that, competition was the main conflict Management techniques used by heads of school in managing conflicts in their school. Finding Revealed that, the dominant type of conflict in secondary schools is inter-group conflict which Occur due to indiscipline problems among teachers and students. Furthermore, the study revealed That, heads do not manage conflicts effectively. The study recommended that District Secondary Education Officers should organize workshops for heads of schools every vocation to Enable them acquire or improve their leadership skills and conflict management techniques so as To improve their managerial effectiveness. The

study also recommended that further studies Should be conducted on conflict management techniques in private secondary school.