

**LABOUR CONFLICT MANAGEMENT
IN THE BANKING INDUSTRY**

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ABSTRACT

This paper investigated the Labour conflict management in the Nigerian banking industry. The work is very important in the light of the present economic hardship coupled with the clamour for increase wage to cushion its effect.

Divided into five chapters, the first chapter looked at the problem of labour in the Nigerian banks. The causes of conflict between management and labour was fully analysed and some useful terms defined conflict was defined as a disagreement between two parties. It was identified to be when two or more people perceive they have incompatible goals and interdependence of activity. However it was identified that the major problem that causes conflict is the issue of wage but the work itself aims at examining the issue and how it can be managed. Some hypothesis was put up.

The literature review treated in chapter two noted that there were various research and textlook on labour conflict but very few have gone into the conflict in the Nigeria banking industry. The research approach treated in chapter three made use of both primary

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and secondary data and to analyse the secondary data which include questionnaire, chi-square (X^2) was used extensively.

Chapter four highlighted on some of the causes of labour conflict management in the banking industry. Among the causes are personality clashes, difference in opinion, shared resources while the effects are on individual, production, economy and investment. The data collected were presented and analysed using chi-square (x^2). Among the hypothesis tested were that labour conflict in the Nigerian Banking industry are not related to the level of pay of the workers.

Finally in chapter five, the problems identified were summarised offering useful recommendation. It was observed that bad management and poor handling of affair in the industry results to conflict among others. It was therefore recommended that management should improve the working conditions of the workers, especially provide fringe benefits and so on.