

**EFFECTS OF ORGANISATIONAL CONFLICT ON EMPLOYEES'
PRODUCTIVITY A STUDY OF NIGERIA BOTTLING COMPANY PLC
IDDO OYINGBO DEPOT**

BY

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CERTIFICATION

I certify that this project was carried out by NWAKUDU, ESTHER OLUCHUKWU at the Department of Business Administration, Mountain Top University, Ogun State, Nigeria under my supervision.

MR ATTAH ALEXANDER ENEBI

Signature & Date -----

DEDICATION

This work is dedicated to the Almighty God for His immense love and guidance, who sustained me throughout my days in the University.

Also to my loving mother, Mrs. Patricia Iwebuno Nwakudu, affectionate brother and sisters for their moral and financial support without which it would have been impossible to reach this stage.

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ABSTRACT

This research on Effects of Organizational Conflicts on the Productivity of Employees ; A Study of Nigeria Bottling Company Plc. aims to investigate the kinds, causes and effects of institutional disputes within the organization, as well as the strategies employed by Nigeria Bottling Company Plc. in conflict management. As significant and impressive as certain works on conflict and performance (Hassan 2007, Donkar 2015) etc. little or nothing has been done in intellectual discourse on effects of organizational conflict on employees' productivity. In view of this, a gap is created that this study filled through empirical investigation. The research method of multi-stage sampling was introduced for the research. Using a questionnaire, primary data was gathered from Nigeria Bottling Company employees' Iddo Oyingbo Depot. Secondary data from published works were also used. As a frequency distribution, data were provided in tables and analyzed with proportion and frequency. The method of Chi Square was used to test the hypotheses. The study's main result shows that conflicts happen in the organization on a regular basis. These include conflicts between intrapersonal, interpersonal, intergroup and intragroup. The causes range from absence of funds, organizational strategies to bad scheme of communication and reward. The approaches taken for conflict management include bargaining, collaboration, competition, compromise, cooperation, avoiding, mediation, arbitration, negotiation, etc. the study recommends that management should guarantee that the leadership team and subordinates communicate effectively, appropriate reward system or compensation plan should always exist for staff, training and development should be conducted.