

CONFLICT RESOLUTION STRATEGY: A REMEDY TO INTERNAL CONFLICT AMONG MEGA CHURCHES' WORKERS IN NIGERIA

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Abstract

Conflict is inevitable in both private, public and none-profit making organizations in which the conflicts have been majorly addressed through the use of collective bargaining but over the years it has yielded little or no results, meanwhile there was little attention which was paid to the use of conflict resolution strategy to resolve conflict in every establishment in which churches are not left out. The study explores the use of conflict resolution strategy as a tool for resolving mega churches workers conflict in Nigeria with special reference to Redeemed Christian Church of God (RCCG). Questionnaire was used as the research instruments and descriptive statistics (simple percentage analysis) was used as the method of analysis for the study in which the study concluded that conflict resolution strategy will improve the mega churches workers cordial relationship and also shows that there is a significant positive relationship between conflict resolution strategy and reduction in internal conflict among mega churches workers in Nigeria, the research results from the reliability of the survey instrument shows that conflict resolution strategy should be one of the best mechanism for internal conflict among mega churches workers in Nigeria.

Keywords: *Conflict Resolution, Mega Churches, Redeemed Christian Church of God*

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1. Introduction

In faith base organisations like churches, conflict may generally exist whenever or wherever incompatible events or activities occurred and may result in —win-lose situation. The resolution, transformation and management of conflict may however produce win-win situation too. The most paramount thing that disputants or parties in conflict must mostly considered is the Truth. In contemporary churches of today, only few that care about the truth but for coexistence of members, workers and pastors in the church; resolution, transformation and management of conflict should be deployed for effective run of the activities in the church system. Conflict is as natural as the concept of peace contrary to the global or universal

conception. Faith base organisations such as churches in focus have particular ways of conceptualizing conflicts.

Conflict takes various forms and dimensions in our societies; it is significant to note that conflict is difficult to define from one perspective. It seems to be part of excitement for networking relationship, whether negative or positive. Consequently, conflicts are in the magnitude of rage, rift, misunderstanding, family and market brawls, skirmishes and wars, public insurrections and assaults. It also includes chieftaincy and boundary disputes. These storms of conflicts are wide spread in the society (Olaoba, 2005). Conflict as an element of social interaction has been defined in various dimensions. Some writers opined that, a conflict situation emerges when two or more parties could not agree on an issue. The parties to such conflict may not necessary be the government or nation states. In an incompatible stage among nation- states, every part involved seeks to achieve certain objectives, such as additional or more secured territory, security, access to markets, prestige, alliances and the overthrow of an unfriendly government (Omotosho, 2004)

Conflict is an inherent feature of labour-management relations. Conflict between the management and the workers is an inevitable element at workplace, conflict between those who pay and those who are being paid, between those who make decisions and those who must live by them. Conflict is an inevitable part of organizational life since the goals of different stakeholders such as managers and staff are often incompatible (Jones et al., 2000). It is therefore an established fact that conflict between the management and labour is one of the central issues to be managed in labour relations. Aspect such as workers' participation in decision making, communication, and grievances of staff are aimed at keeping conflict level low in churches where there is divergent workers interest with tribe, colour, race and languages.

Conflict as it were, is largely an omnipotent trait of human societies. Etadon (2008) stated that conflict can also be described as a situation in which person or group disagree over means and ends as they try to establish their views in preference to others. Conflict could therefore, occur in society anytime and over any issue. Conflict can be viewed at the individual group or organizational levels. The term could also be used interchangeably to mean crisis.

Conflict resolution presume to be the ways and manner or tools that can be deployed to resolve conflict among church members, workers and pastors. In the faith base sector there is need for uninterrupted programmes or church activities for a more robust outcome if social dialogue

approach to church conflict resolution is deployed. Visser (2001) claimed that conflict is a pre-requisite to a meaningful Industrial development when properly managed. The issue of members and workers harmony within the faith base system is an important one since studies have also in the past linked conflict to breach of collective agreement between the social partners. It is deemed important carrying out an empirical investigation on knowing the extent to which social dialogue has resolved conflict between the staff, workers, members and the pastors within the church system.

The recognition of conflicts keeps growing in an organization. Recent survey explained that most managers use more of their time in dealing and settling conflict which later states that the conflict resolutions is also one of the important variables to the managements effectiveness. Also conflict is to be considered an inevitable and desirable factor in the work place.

Workers: Our focus in this research is on faith base organisation which is (church) so some terminologies will be explained for the purpose of this work. A worker is somebody that is engaged in the work of God with commitment and dedication to service in the church. Workers are in various levels or cadre in the service of God ranges from workers in various departments such as Choir, Ushering, Sanitation, Music, Technical, Media, Sunday School, Youth affairs, House fellowship, Protocol, etc. There is also a minimum qualification for being a worker. You must have passed through Believers class, Baptismal Class and Workers in Training Class to be qualified. Having this established, then rank upgrade can begin from been a worker to Altar minister, then to ordained ministers such as Deacon or Deaconess, Assistant Pastor and Full Pastor. The word member means congregation of a particular church or parish which is been determined by their attendance in the activities of the church and financial member.

Mega Church: Mega church simply means a church that has numerical strength, infrastructure with parking space and financially buoyant to run their activities independently and take care of their overheads. Though there are some churches that are mega they do not have all the three in full strength. Some are average and some are just above average in performance but all the same they still fall under mega churches properties and their numerical strength are very improving.

Redeemed Christian Church of God: The acronyms of Redeemed Christian Church of God is (RCCG) with vision and mission statements as our work focus is on RCCG. The church has branches over 198 nations of the world across the seven continents. RCCG has the highest

numerical strength of members and parishes or churches in Nigeria. They have a robust professional administrative sector in managing and coordinating affairs of the church across the globe with good working relationship with both government and private parastatals in networking to reach out with Gospel to all concern.

The objective of this study is to examine the effect of conflict resolution strategy on internal conflict among the mega churches workers in Nigeria while the question of how can the conflict resolution strategy resolve the internal conflict among mega churches workers in Nigeria and conflict resolution strategy has no significant effect on internal conflict among mega churches workers in Nigeria is the Null Hypothesis tested for in the section four of this work. Scholars have written several write up on conflict resolution but on churches, most especially mega churches have recorded much especially in Africa and particularly in Nigeria. This make this write up to be relevant at this point of need and this work will cover the gap.

2. Literature Review

Conflict

Ogunbameru (2004) defines conflict as an organized expression of conflict articulated through a trade union or other worker representative. The purpose of conflict is strategic or instrumental rather than purely expressive as conflict. The concept arises from the belief that pulling resources together can best protect the divergent interest between workers and authority. Thus workers on one hand organize themselves as unions while authority organize themselves into elders, so as to promote the interest of both parties.

Visser (2001) posited that generally the conflict is usually undertaken. Mostly it takes the form of exchange of information, peaceful dialogue, grievance procedure, political action.

Fashoyin (2004) explained that conflict can be expressed in the following ways; **Work-to-rule:** This is a situation where workers report normally for duty but no work will be done at all. It is a strategy designed to prevent lock-out by management and at the same time aimed at pressing for certain things from management. **Work-in:** This prevents the employers from closing the establishment. It strikes at the employer's property right and ensures the use of the property to the worker's interest. **Over-time Ban:** This is a strategy by the union to impose extra cost on employer, if more production is needed. It is usually used in organization such as the banking industries where work continues for several hours even after closing to customers.

Lock-out: This is staged in an attempt by management, to prevent workers from gaining access to work place premises. It may be inform of suspension of work or refusal by employer to continue to employ any number of persons employed by him consequence of a dispute. The workers are temporarily suspended until the situation is resolved. It is usually done to compel employees to accept terms of employment and physical condition of work. **Rag Wearing:** This is a more recent form of strategy commonly used in public oriented organizations by workers to press home their demands. It aims at putting the employer in bad light by doing things that are embarrassing or antithetical to normal work behaviour.

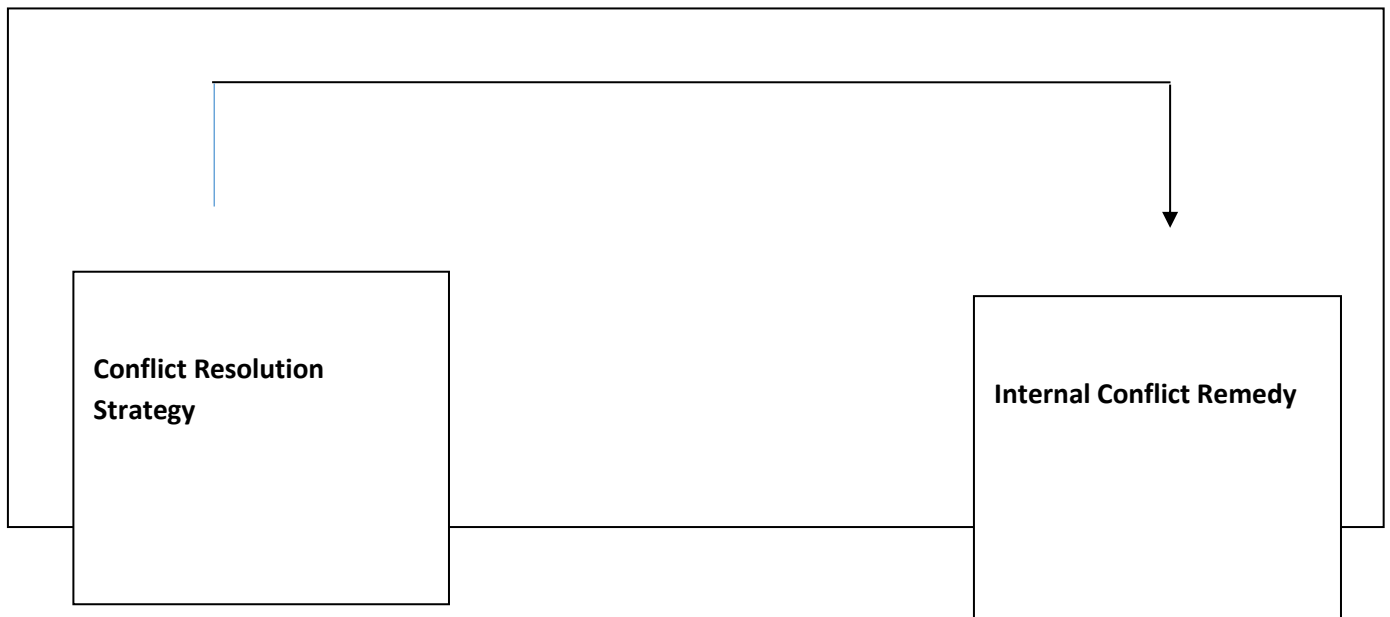
It can also be in form of sit in strike that occurs when workers' lockout management and take over the running of the organization this action is often an indication of unhealthy labour relations.

Conflict theory has undergone significant changes in perspective over the past ten years; perhaps the most basic change is reflected in the emergence of the term conflict management (Rahim, 2002) alongside the term, conflict resolution. It has been generally agreed that a certain degree of conflict at key organizational levels- what may be termed substantive, cognitive or issued-oriented conflict- is to be tolerated for effective strategic development (Rahim, 2002). Extant research has also shown that is not the presence of conflict, but how an organization manages and identifies conflict that determine whether it becomes constructive or destructive to its goals and strategy realization and implementation (Kurtzberg & Mueller,2005), organization or topographical area specific (Maltz & Kohli, 2000) that lead to conceptual findings. These two directions, while valuable in defining the subject matter related to conflict, have been focused either of measuring a sample affected by conflict in a particular industry or geographical area, or have been conceptually qualitative without reaching a compilation within a framework.

Conceptual Model

This study conceptual model depicts the graphical representation of how researcher intends to show how internal conflict remedy depend on conflict resolution strategy.

Figure 1. Conceptual model



Source: Researcher, 2022

3. Methodology

The population of this study consists of all workers of The Redeemed Christian Church of God (RCCG) Region 31 located at Abule Odu, in Lagos State, The choice of Region 31 is because high and mighty worshippers worship there and they are part of workers in the region. In choosing the sample size and securing representative responses, the size of the sample was based on statistical estimation theory considering degree of confidence that is expected from this type of research.

In this study, the multistage random sampling technique will be adopted. The study area was region 31 of RCCG and the list of all regional workers formed the population for the study, then, judgmental (purposive) sampling technique was used to select one region of the RCCG.

From the selected region, the list of all regional workers that have relevancy in conflict resolution was obtained from their records with the aid of a structured questionnaire. And from this list, 100 consistent authoritative workers was then purposively selected from among the workers to make a total of one hundred regional workers that was used for the study.

Methods of Data Analysis

The data collected were analyzed with the use of descriptive statistics (percentage analysis) with the help of Statistical Package for Social Sciences (IBM-SPSS 25.0). Some of the greatest problems to be encountered in the course of the research are general apathy and reluctance expressed by people over research in general. This was slightly better because of the relationship between the researcher and the workers and being one of the regional workers as well but despite that some of the workers still have the fear of unknown.

The problem of assessing the respondents was part of challenges because many of the respondents were very busy with one assignment or the other but out of their tight schedule which ordinarily suppose lead to several booking of appointments for the questionnaire to be attended to, were reduced because of the relationship between concern workers and the researcher but despite that some of the respondents were unable to complete their questionnaire as schedule but later completed it. Some of the regional workers still felt reluctantly to grant the response for fear of unknown and job security reasons, most especially the full time workers.

4. Data Presentation and Analysis

In this section, presentation and analyses of the results from data generated through the responses of the respondents to the questionnaires administered were reported. The initial data analysis, along with editing, screening and coding of data were discussed, further discussions on how the questionnaire was distributed with the rate of response and sample demographic features are shown under appropriate sub-headings in sections. Also, discussions on the descriptive statistical (percentage analysis) utilised to answer the research questions with the interpretation of the results are presented.

4.1. Data Screening, Editing and Presentation

The questionnaires retrieved from the field were edited to make sure that only those properly completed were used for data analysis. Questionnaire having unreadable, multiple, missing or vague responses, fall into this category. In carrying out the exercise sub-titled above, few of the questionnaires retrieved were found to be improperly filled -that is, they had no incomplete data and were therefore all included in the analysis, this may be because the questionnaires were distributed among the scholars and people working in region of the church (RCCG).

Analysis of Questionnaire Distribution and Response Rate

Socio-Demographic Characteristics of Respondents

Table 4.1 Socio - Demographic data of the respondents

| Variables | Response Label - Frequency | Percentage |
|---------------------------|-------------------------------|---------------|
| Sex | Male | 63 58.5 |
| | Female | 29 41.5 |
| | TOTAL | 92 100 |
| Age Group | 28 - 35 years | 17 18.5 |
| | 36 - 45 years | 45 48.9 |
| | 46 – 55 | 16 17.4 |
| | 56 years and above | 14 15.2 |
| | TOTAL | 92 100 |
| Marital Status | Married | 57 61.9 |
| | Single | 31 33.7 |
| | Others | 04 04.3 |
| | TOTAL | 92 100 |
| Educational Qualification | OND/NCE | 21 22.8 |
| | HND/B.Sc/B.Ed | 54 56.7 |
| | M.Sc./MBA | 12 13.0 |
| | Others | 05 5.4 |
| | TOTAL | 92 100 |
| Year of Experience | 1 – 5 years | 14 15.2 |
| | 6 – 10 year | 42 45.7 |
| | 11 – 15 years | 06 6.5 |
| | 16 – 20 years | 28 29.8 |
| | Above 21 years | 04 4.3 |
| | TOTAL | 92 100 |

Source: Field Survey, 2022

An analysis of the results in Table 4.1 shows there were more male respondents 63 (58.5%) than females 29 (41.5%). This implies that there are more males among regional authorities at 31 region than female. For ages of respondents, 17 (23.4%) are within the ages 28 to 35 years, 45 (48.9%) are within 36 to 45 years, 16 (17.4%) are between 46 to 55 years while 14 (15.2%) are above 56years. This shows that a large percentage of the respondents are matured enough to understand the questions, thus increasing the reliability of the answers. Also, majority of them are within the age ranges of 36 to 45years. This could be explained by the fact that these

ranges fall within the considered productive years of a worker. 57 (61.9%) of the respondents are married, 31 (33.7%) are single, while 4 (4.3%) of the respondents are others. This reflects that most of the regional church workers are in the position of authority at region 31 of the Redeemed Christian Church of God (RCCG), also most of the workers are married which might increase or spur the practical sense of handling conflict resolution.

Regarding the educational level as stated in table 4.1, it depicts that 21 (22.8%) of the respondents have National Diploma (ND) or the National Certificate of Education (NCE), 54 (56.7%) possess either Higher National Diploma (HND), or Bachelor degree (B.Sc/B.Ed), 12 (13.0%) are holders of the masters' de6gree (M.Sc/MBA), 04 (4.3%) of the respondents indicated "others". This implies that majority of the worker at region 31 of the RCCG are knowledgeable enough and are academically qualified to handle conflict resolution strategy of the mega church. A content analysis of those who indicated 'Others" revealed that they had professional qualifications such as qualified chartered accountant of Institute of Chartered Accountants of Nigeria (ICAN) or chartered member of the Institute of Chartered Secretaries and Administrators (ICSA), chartered institute of commerce of Nigeria (CICN), Chartered Institute Personnel Management (CIPM) as well as College of Entrepreneurs and Vocational Studies Professionals certificates, which qualified them for the managerial/authoritative posts they held at region 31 of the RCCG.

As regards the authoritative/management cadre, a large number of the respondents 78 (84.8) representing have been at the region for over five years and less than 15 respondents among sampled workers are not more than five years among the workers that filled the questionnaires. This is understandable, there are usually fewer people due to sampling method used that spent few years with the region but majority have spent more than five years at the region while some as well were transfer from one region or the other to region 31.

Table 4.2 Conflict Resolution: A Remedy To Internal Conflict Among Mega Church Workers In Nigeria

| | Conflict resolution: a remedy to internal conflict among mega church workers in Nigeria | Strongly Agree (SA) | Agree (A) | Undecided (U) | Disagree (D) | Strongly Disagree (SD) | Frequency/cumulative |
|---|--|---------------------|-----------|---------------|--------------|------------------------|----------------------|
| 1 | Conflicts resolutions strategy increase workers relationship in mega churches | 62 (67.4) | 30 (32.6) | 0 (0.0) | 0 (0.0) | 0 (0.0) | 92 (100) |
| 2 | With the help of conflict resolution strategy, | 37 (40.2) | 48 (52.2) | 7 (7.6) | 0 (0.0) | 0 (0.0) | 92 (100) |

| | | | | | | | |
|----|--|-----------|-----------|---------|---------|---------|----------|
| | neutralising internal conflict become easier | | | | | | |
| 3 | Conflict resolution strategy should be the way to solve church workers internal conflict | 63 (68.5) | 29 (31.5) | 0 (0.0) | 0 (0.0) | 0 (0.0) | 92 (100) |
| 4 | Every mega church should give its workers the avenue to express their minds to resolve conflict among themselves | 46 (50.0) | 39 (42.4) | 7 (7.6) | 0 (0.0) | 0 (0.0) | 92 (100) |
| 5 | The authority of the mega churches should make use of conflict resolution strategy while settling issues | 65 (70.7) | 27 (29.3) | 0 (0.0) | 0 (0.0) | 0 (0.0) | 92 (100) |
| 6 | To foster peace and harmony among mega churches workers, the authority should make use of conflict resolution strategy. | 45 (48.9) | 47 (51.1) | 0 (0.0) | 0 (0.0) | 0 (0.0) | 92 (0.0) |
| 7 | Most mega churches leaders that use conflict resolution strategy tend to achieve more positive results. | 53 (57.6) | 39 (42.4) | 0 (0.0) | 0 (0.0) | 0 (0.0) | 92 (100) |
| 8 | Mega churches leaders who make use of conflict resolution strategy give more priority to their church workers (leaders) opinion | 32 (34.8) | 60 (65.2) | 0 (0.0) | 0 (0.0) | 0 (0.0) | 92 (100) |
| 9 | Use of conflicts resolution strategy should be made relevant because it change a lot in the mega churches internal conflict | 60 (65.2) | 32 (34.8) | 0 (0.0) | 0 (0.0) | 0 (0.0) | 92 (100) |
| 10 | Mega churches internal conflict rate depends on the way in which conflict resolution strategy is utilise in addressing issues emanating. | 72 (78.3) | 20 (21.7) | 0 (0.0) | 0 (0.0) | 0 (0.0) | 92 (100) |
| 11 | The parish/area/zone/peovince/region leaders should be well trained on how to manage the mega churches internal conflict. | 21 (22.8) | 65 (70.7) | 6 (6.5) | 0 (0.0) | 0 (0.0) | 92 (100) |
| 12 | While parish/area/zone/peovince/region goals are targeted the parish/area/zone/peovince/region leaders should pay more attention to the conflicts resolution processes | 63 (68.5) | 24 (26.1) | 5 (5.4) | 0 (0.0) | 0 (0.0) | 92 (100) |
| 13 | Conflict resolution strategy is the best way to address mega churches workers' internal conflict | 69 (75.0) | 17 (18.5) | 6 (6.5) | 0 (0.0) | 0 (0.0) | 92 (100) |

| | | | | | | | |
|-----|---|-----------|-----------|----------|---------|---------|----------|
| 14 | In order to achieve a steadfast and persistence results, the mega churches leaders should make use of conflicts resolution strategy to eradicate mega church workers internal conflict. | 18 (19.6) | 69 (75.0) | 5 (5.4) | 0 (0.0) | 0 (0.0) | 92 (100) |
| 15 | Every parish/area/zone/peovince/region leaders' should know more about the use of conflict resolution strategy to spur smooth running of the parish/area/zone/peovince/region | 67 (72.8) | 25 (27.2) | 0 (0.00) | 0 (0.0) | 0 (0.0) | 92 (100) |
| 16 | While on mega churches internal conflict, conflict resolution helps reduce the volume of the agitating means among the mega churches workers. | 21 (22.8) | 66 (71.7) | 5 (5.4) | 0 (0.0) | 0 (0.0) | 92 (100) |
| 17. | Our parish/area/zone/peovince/region al leaders prefer to use conflict resolution method in solving parish/area/zone/peovince/region of our mega church internal conflict when arises. | 63 (68.5) | 29 (31.5) | 0 (0.0) | 0 (0.0) | 0 (0.0) | 92 (100) |
| 18. | Any other method to be used in tackling the mega churches workers violence might result to failure or reduce the parish/area/zone/peovince/region expectation. | 70 (76.1) | 15 (16.3) | 2 (2.2) | 5 (5.4) | 0 (0.0) | 92 (100) |
| 19 | Mega churches workers violence might brought about the use of conflict resolution strategy. | 70 (76.1) | 10 (10.9) | 7 (7.6) | 5 (5.4) | 0 (0.0) | 92 (100) |
| 20. | If there are no internal conflicts in mega churches, there might not be any need for conflict resolution strategy. | 20 (21.7) | 62 (67.4) | 5 (5.4) | 0 (0.0) | 5 (5.4) | 92 (100) |

Source: Field Survey, 2022

In table 4.2, the responses of the respondents are based on grading. The grading is between strongly agree, agree, undecided, disagree and strongly disagree. Respondents that graded Conflicts resolutions as a remedy to internal conflict among mega church workers with special reference to RCCG region 31 at Abule odu, Lagos, Nigeria. 62 (67.4%) respondents strongly agree while the remaining 30 (32.6) respondents agree that conflict resolution strategy is the better way to resolve internal conflict among the mega church workers in Nigeria. This implies

that all respondents believe in conflict resolution as the easiest way of resolving conflict among the workers in the mega church.

85 (92.4%) respondents responses depict that for easier settlement to rain among the mega church workers whenever there is internal conflict, the parties involved should be given the avenue to express themselves while 7 (7.6) respondents were not decided. Report also confirmed that parish/area/zone/peovince/region leaders should be well trained on how to manage the mega churches internal conflict through 86 (93.5%) of the respondents that strongly agree/agree with the statement of question, though few respondents 6 (6.5%) responses show undecided. 63 (68.5%) of respondents believe that while parish/area/zone/peovince/region goals are targeted the parish/area/zone/peovince/region leaders should pay more attention to the conflicts resolution processes, 24 (26.1) respondents agree and just 5 (5.4) respondents were undecided. Majority of the respondents 87 (94.6%) agreed that in order to achieve a steadfast and persistence results, the mega churches leaders should make use of conflicts resolution strategy to eradicate mega church workers internal conflict but 5 (5.4%) of the respondents were not decide.

Above report depicted that conflict resolution strategy has significant effect on internal conflict among mega churches workers in Nigeria. Its mean that Null hypothesis was rejected and alternative hypothesis is accepted.

5. Conclusion and Recommendations

This research work was carried out to investigate the impact of conflict resolution strategy on internal conflict among the mega church workers in Nigeria with special reference to region 31 of RCCG Abuleodu, Lagos in Nigeria. The study concludes that while using conflict resolution strategy to resolve internal conflict among the regional church workers of RCCG, helps in increasing the workers performance. The results show using conflict resolution strategy has high percentages in the measures of the extent of compliance with RCCG regional performance. There exists a statistically significant positive relationship between mega church internal conflict and conflict resolution strategy among the workers. This is implied in the result showing that as predictor of efficiency and effectiveness among workers more than 80% of the respondents support the notion that conflict resolution strategy is a remedy to internal conflict among the mega church workers in Nigeria with special reference to RCCG. The choice of RCCG is because the RCCG is one of the fast growing super mega churches in the world and

there is likely for such super mega church workers to face internal conflict as a challenge as it might happen to any other church of that nature across the world.

Recommendations to organizations and Contribution to Knowledge

Based on the findings conclusion of this study, a crucial point derived and to be recommended is that mega churches should adopt conflict resolution strategy as a method to resolve internal conflict among the workers. Also mega churches should try and have various regulatory bodies or committees which would be responsible for the settlement of internal conflicts in the church. Other recommendations which are similar to the studies could be carried out in other sectors which are different from the researcher's choice so as to make evaluation. Several studies that relate with conflict resolution strategy always consider the profit making establishment performances because it is used to measure the type of leadership skills and how issues, conflict level are being handled in the most establishments. Above all and to the best of my knowledge, few or none of the scholars have research on internal conflicts among the workers in mega church.

Suggestions for Further Studies and Limitation of the Study

The study reveals that a lot of studies have been carried out on conflict resolution strategy and internal conflict among workers in profit making organisations in developed economies but such research is very scanty in African countries and or Sub-Sahara countries. After planning and making designs carefully, the research is faced with different challenges which are outside the control of the researcher which may serve as limitations to the research work. The determinations of these limitations extend to the degree of the findings of conclusion. The limitations that researcher faced were from the few workers that reluctantly accepted and responded to the questionnaire late.

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Appendix

QUESTIONNAIRE

Dear Respondent,

I am a researcher currently researching on conflict resolution strategy: a remedy to internal conflict among mega churches workers in Nigeria with special reference to The Redeemed Christian Church of God (RCCG). Your parish/zonal/region is one of the parishes/zonals/regions selected for the study. Kindly go through each of the item below and respond objectively to those items to show degree to which you agree or disagree with each option.

Your response is only for academic research purpose and will be treated with high level of confidentiality.

Thank you in anticipation for your favourable response.

Yours faithfully,

Kalejaiye Johnson Tomisin *Ph.D.*

SECTION A

INSTRUCTION: Please kindly tick $\{\sqrt{\}$ option that indicates your position:

Sex: Male () Female: ()

Marital Status: Married () Single: () Others ()

Age: 28 - 35 () 36-45 () 46 + 55() 56 + ()

Years of Experience with the parish/zonal/region: 1-5years() 6-10years() 11-15years() 16
– 20years() Above 21 years()

Educational Qualification: OND/NCE () HND/B.Ed/B.Sc () M.Sc/MEd () P H D ()

SECTION B

INSTRUCTION: Kindly tick {√} the most appropriate options that express your opinion on the questions below. Note that SA denotes Strongly Agree = 5, A denotes Agree = 4, U denotes Undecided = 3, D denotes Disagree = 2 and SD Strongly Disagree = 1

| | CONFLICT RESOLUTION: A REMEDY TO INTERNAL CONFLICT AMONG MEGA CHURCH WORKERS IN NIGERIA | Strongly Agree (SA) | Agree (A) | Undecided (U) | Disagree (D) | Strongly Disagree (SD) |
|----|---|---------------------|-----------|---------------|--------------|------------------------|
| 1 | Conflicts resolutions strategy increase workers relationship in mega churches | | | | | |
| 2 | With the help of conflict resolution strategy, neutralising internal conflict become easier | | | | | |
| 3 | Conflict resolution strategy should be the way to solve church workers internal conflict | | | | | |
| 4 | Every mega church should give its workers the avenue to express their mindsto resolve conflict among themselves | | | | | |
| 5 | The authority of the mega churches should make use of conflict resolution strategy while settling issues | | | | | |
| 6 | To foster peace and harmony among mega churches workers, the authority should make use of conflict resolution strategy. | | | | | |
| 7 | Most mega churches leaders that use conflict resolution strategy tend to achieve more positive results. | | | | | |
| 8 | Mega churches leaders who make use of conflict resolution strategy give more priority to their church workers (leaders) opinion | | | | | |
| 9 | Use of conflicts resolution strategy should be made relevant because it change a lot in the mega churches internal conflict | | | | | |
| 10 | Mega churches internal conflict rate depends on the way in which conflict resolution strategy is utilise in addressing issues emanating. | | | | | |
| 11 | The parish/area/zone/peovince/region leaders should be well trained on how to manage the mega churches internal conflict. | | | | | |
| 12 | While parish/area/zone/peovince/region goals are targeted the parish/area/zone/peovince/region leaders should pay more attention to the conflicts resolution processes | | | | | |
| 13 | Conflict resolution strategy is the best way to address mega churches workers' internal conflict | | | | | |
| 14 | In order to achieve a steadfast and persistence results, the mega churches leaders should make use of conflicts resolution strategy to eradicate mega church workers internal conflict. | | | | | |
| 15 | Every parish/area/zone/peovince/region leaders' should know more about the use of conflict | | | | | |

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| | resolution strategy to spur smooth running of the parish/area/zone/peovince/region | | | | | |
| 16 | While on mega churches internal conflict, conflict resolution helps reduce the volume of the agitating means among the mega churches workers. | | | | | |
| 17. | Our parish/area/zone/peovince/regional leaders prefer to use conflict resolution method in solving parish/area/zone/peovince/region of our mega church internal conflict when arises. | | | | | |
| 18. | Any other method to be used in tackling the mega churches workers violence might result to failiure or reduce the parish/area/zone/peovince/region expectation. | | | | | |
| 19 | Mega churches workers violence might brought about the use of conflict resolution strategy. | | | | | |
| 20. | If there are no internal conflicts in mega churches, there might not be any need for conflict resolution strategy. | | | | | |