

# Factors influencing conflict resolution in secondary schools in Central Division, Machakos District, Kenya

## Abstract:

The purpose of the study was to investigate on factors that influence conflict resolutions in secondary schools in central division Machakos district. The study was guided by the main objectives which were to establish how working environment influence conflict resolution and how to determine training in management skills which influence conflict resolutions. It was also to establish how the involvement of stakeholders influences conflict resolution and to determine how conflict management strategies influence conflict resolution. The study also investigated the factors that influence stakeholder's involvement in establishing better ways in conflict resolutions. The findings of the study indicated that there were different management's skills which were used in central division. It was with this understanding that this study was undertaken to investigate the background of increasing occurrence of secondary schools strikes in central division Machakos district. The study was to specifically establish how working environment influence conflict resolution used to address the management of conflict in selected secondary schools in Central division of Machakos district. Twelve secondary schools were selected through random sampling from total number of 30 public schools from central division Machakos district which has three zones with a total of 30 Head Teachers, 1018 Teachers and 4161 students. Twelve head teachers, 59 teachers and 67 students filled the questionnaires. In the investigation both quantitative and qualitative methods were used using questionnaire as data gathering techniques. Interviews were conducted with students of randomly selected schools. With the  $\alpha = 0.05$  Validity and reliability of data instruments were tested and ascertained. The study was achieved through literature review and an empirical investigation. Data were analyzed using SPSS. The study showed that poor conflict management by head teachers in Central division secondary schools is poor hence so much school unrest in the division. The findings found out that conflict is most frequent or common in all the schools due to lack of proper management. The study recommends that school administration need to enhance communication among stake-holders in the schools, involve the students and teachers in the decision making so that they can feel that they are part and parcel of the school. Further studies can be done on the causes of conflicts and how to solve those conflicts.