

Maintaining Organizational Harmony: The Way Forward in Ghanaian Basic Schools

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Abstract : The study examined conflict management strategies among head teachers and teachers in selected basic schools in Okai-Koi sub metro in the greater region of Ghana. In all, 270 participants were engaged in the study, comprising 237 teachers, 32 head teachers, and one officer in charge of the Metropolis. The study employed descriptive survey while using purposive and simple random sampling techniques to sample participants. Interview guides and questionnaires were the main instruments used for gathering primary data. The study found that conflict is inevitable in the schools. Conflicts in schools are usually subtle and hardly noticed by outsiders even though they occur on daily basis. The causes of conflict include among other things, high expectation from head teachers, inability to attain goals set, communication from head teachers and power struggle. The study found out that, in managing and resolving conflicts, issues such as identifying and focusing on the problem, building of trust and cooperation, clarifying goals and objectives were seen to be effective means of managing conflict and recommended that management should design and develop conflict management strategies to quickly resolve conflict.

Keywords : basic education, conflict management, organizational harmony, power

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