

The Assessment of Conflict Resolution Mechanisms and Employment Relations in Multinational Corporations on the African Continent: Empirical Explorations in Nigeria & South Africa

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Abstract

The success of industrial peace and cooperation among social partners, pertaining to employment relations, is dependent on effective and strong conflict resolution mechanisms. Conflicts are inevitable and can almost always be predicted. Conflicts poorly managed often result in lockouts or strikes by employers or employees. An appropriate approach to conflict resolution can help avoid this type of outcome. The purpose of this study is to examine the efficacy of mechanisms for conflict resolution in employment relations at a multinational company in Nigeria and South Africa. Non-experimental descriptive research using a survey methodology was applied. As part of the data collection, a mixed-method was employed. The study revealed that conflict resolution mechanisms in South Africa worked more effectively than in Nigeria. The study revealed that South Africa, possibly, has one of the most advanced systems for resolving industrial conflicts in Africa. This is due to the way the South African government rigidly pitched a high labour legislative framework and requirements concerning labour conflict resolution. In introducing a similar legal framework to the Nigerian labour relations environment, it is expected that stakeholders and social partners would be able to form more harmonious relationships.

Keywords: Conflict Resolution Mechanisms, Employment Relations, Multinational Enterprises, Labour Legislative Framework