

**INVESTIGATING PREVALENCE OF WORKPLACE CONFLICTS AMONG
PRIMARY SCHOOL TEACHERS: A CASE OF NYERI COUNTY,
CENTRAL KENYA.**

BY

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ABSTRACT

A school is an institution with learners, teachers, parents, and the support staff. The main objective of the teachers is to impart skills and knowledge to the learners. In the process of interaction among these groups, conflicts occur. Conflicts among teachers can have adverse effects on learners and the teachers as well. The purpose of this research was to investigate prevalence of workplace conflicts among teachers in Nyeri County. The main objective was to establish causes of conflicts among primary school teachers in Nyeri County. A qualitative research design, involving survey method of data collection was used. The sample consisted of 14 head teachers and 147 teachers out of a target population of 142 head teachers and 1472 teachers. Three education officers were also sampled from the eight districts. Self-administered questionnaires were administered to the teachers and head teachers while interviews were conducted with the education officers. A pilot study was done to find out whether the tools were effective in soliciting for the data required. During the pilot study, a reliability test was done using split-half and Cronbach Alpha to estimate the internal consistency of the instruments. A reliability coefficient of 0.76 was obtained. The researcher took the questionnaires to the selected schools and waited for the head teachers and teachers to respond. The information was statistically analyzed using SPSS computer software. Quantitative data was analyzed using descriptive statistics while qualitative data was analyzed using identified themes or categories among the data. From the analyzed data it was concluded that conflicts occur in all the schools that the respondents were drawn from. Personality differences, administration and resources were found to be among the causes of conflicts. The head teachers used different methods to resolve the conflicts that occurred in their schools. Consequently it was recommended that a well laid structure of resolving conflicts in primary schools be put in place.