

THE ROLE OF PLURALISM IN INDUSTRIAL CONFLICT RESOLUTION

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ABSTRACT

A pluralistic outlook involves the acceptance within a political system of pressure groups (e.g. religious groups, unions, business associations, political parties) with specific interests with which a government has dialogue, with a view to effecting compromises by making concessions. Pluralism implies a process of bargaining between these groups, and between one or more of them on the one hand and the government on the other. It therefore recognises these groups as the checks and balances which guarantee democracy. It is natural that in

labour relations in a pluralist society, collective bargaining is recognised as a fundamental tool through which stability is maintained, while the freedom of association is the sine qua non because without the right of association the interest groups in a society would be unable to function effectively. The theoretical underpinning of the study were the marketing theory and the theory of competing interests which state that 1) there is a conflict of interest in the employment relationship, 2) labor markets are not perfectly competitive, and 3) employees are human beings, not simply commodities or factors of production. The study found out that majority of the respondents were in agreement that the employer (TSC) and unions resolved disputes amicably. It was established by the study that of the respondents moderately agreed that; the employer's attitude towards the union was favorable with the Employer (TSC) and union sharing information freely and cooperated well.

Key words: Pluralism; Industrial; Conflict; Resolution

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