

## AtIsTRAcT

This study sought to assess the effectiveness of conflict management in local Authorities performance using a case study of Tabora Municipal Council

study sought to determine employees' perceptions on the conflict management.

the various conflict management strategies employed by the council and to investigate management initiatives challenges hindering the performance of Tabora Municipal Council. Conflict resolution theory and organizational behaviour theory were employed. This study employed a case study research design and utilized a mixed research approach. The population of this study consisted of 411 employees selected using a combination of purposive sampling and simple random sampling techniques. In this study, primary data for this study were collected through a combination of questionnaires and interviews while secondary data were also collected through document review. Quantitative data were analysed using descriptive statistics facilitated by SPSS version 26 while qualitative data were analyzed using content analysis techniques. The study revealed that the council effectively addresses workplace conflicts to a moderate extent, ensuring that conflicts are resolved in fair and unbiased manner. Furthermore, findings strongly support the prevalence of collaborative problem-solving in conflict resolution, coupled with a hierarchical approach to conflict management within the council. However, the researcher identified significant hindrances to conflict management initiatives, including inadequate training, limited resources, and communication breakdowns. As a recommendation, it is advised that council establish a dedicated task force or committee responsible for monitoring and addressing these challenges

in conflict management initiatives. Additionally, future research should explore the role of technology, such as conflict management software and digital platforms, in enhancing conflict resolution processes and, consequently, bolstering the overall performance of government authorities.