

BUSINESS CONFLICT AND SUCCESSION IN FAMILY BUSINESS IN NIGERIA.

NAME: Charles Olagoke Fashola.

Abstract

This study examined the elements of family business task, relationship and process conflict to gain insight into their impacts on family business succession in Nigeria. The study employed a mixed-method design in achieving the objectives of the study; quantitative data was collected using questionnaire, while the case study approach was used in the qualitative phase of this study and interview response analyzed. This study found that family business task and relationship conflict exert negative and significant effect on family business succession. However, the negative effect of family business process conflict on family business succession was found to be insignificant. Attempt by this study to moderate the impact of family business conflict by conflict management shows that conflict management was able to successfully mitigate the negative impact of family business task conflict on family business succession by showing a positive relationship. The result is not significant, hence the rejection of the hypothesis. The case study phase of the study focuses on understanding the perspective of family business owners on the impact of conflict on business succession and the role of conflict management. The result establish that not all business conflict affect business negatively and that conflict management will impact the various forms of family business conflict positively and enhance family business succession. Family businesses are advised to develop a clear organizational structure that will help in reducing and managing conflict. Also, the study recommends that family business needs to allow for task conflict as it was found to enhance business growth and succession in the case study result.

Keywords: Family business, business conflict, conflict management, business succession.