

# **THE EFFECT OF ROLE DUALITY ON THE PERFORMANCE OF THE PRESBYTERIAN CHURCH OF GHANA. THE MEDIATING AND MODERATING ROLES OF CONFLICT AND CONFLICT RESOLUTION STRATEGIES.**

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## **Abstract**

The main purpose of the study was to determine the relationship between role duality and church performance as well as examine the mediating role of conflict in the relationship between role duality and church performance. Another focus was to evaluate the moderating role of conflict resolution strategies in the relationship between conflict and church performance. A mixed methods approach was employed in this study. The main target of respondents were leaders of the Presbyterian Church of Ghana. The study targeted four hundred (400) church leaders using the purposive sampling technique. A structured questionnaire was used for the quantitative component and an interview guide for the qualitative component of the study, respectively. Using the Structural Equation Modeling (SEM) approach to test the hypothesized relationships. The study showed that role duality is positively related to functional conflict, dysfunctional conflict and church performance; while conflict resolution strategy moderated the relationship between dysfunctional conflict and church performance. The finding suggests that church administrators should make a conscious effort to promote functional conflict among its staff by creating an environment that encourages participation. Church administrators should keep in touch with what is going on in a church to identify small problems that might escalate into big conflict and help stewards to develop skills needed to successfully resolve the conflicts that occur in their lives. This will help them to be more effective at addressing minor conflicts as they occur and reduce the negative impact of conflict on the performance of the church.

**Keywords:** Role duality, dysfunctional conflict, functional conflict, conflict resolution strategy and church performance.