

**STRIKE ACTION AS A TOOL FOR ENFORCING COLLECTIVE BARGAINING:
ITS EFFECT ON HEALTH CARE SERVICE DELIVERY (A CASE STUDY OF
UNIVERSITY OF BENIN TEACHING HOSPITAL).**

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CERTIFICATION

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DEDICATION

This project is dedicated to God almighty for His love and infinite mercy.

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I wish to express my gratitude to God almighty for His loving kindness and Mercy and strength.

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ABSRTACT

The study examines the effect of strike action as a tool for enforcing collective bargaining on effective health care service delivery. The majority of strike actions are initiated in response to complaints from employees, and the number of industrial actions has skyrocketed in Nigeria. Nigeria health care sector has been rocked by strikes. Health care workers across the country have engaged in or threatened various forms of strike action. In all cases the health care systems have been thrown into turmoil. To provide focus for the study, research questions and hypothesis were formulated. Data collected through the use of questionnaire was analyzed using Chi-square statistical technique. According to the analysis, poor pay, refusal to participate in salary reviews, and nonpayment of accrued salaries are the primary causes of strikes among health care workers. The major findings, amongst others, include that strike action carried out by health workers hinder effective health care service delivery as man power is limited and there is increase mortality rate. Based on its findings, the study suggested some recommendations, amongst which include that the government or employers should endeavor to meet a reasonable percentage of health workers demand in order to avert industrial action by health workers, government or employers should always resort to collective bargain with health workers whenever their demands are made to avoid strike.

CHAPTER ONE: INTRODUCTION

1.1 BACKGROUND OF THE STUDY

Disputes are bound to occur between employers and workers. Such disputes have the potential of affecting the confidence entrenched in working employer's relationship, client satisfaction and increase in output. Strike is a strategy used by a group of employers in an attempt to force the employers to meet their demands. Generally, strikes are discussed in terms of economic nature of the events.

Strikes connote a temporary stoppage of work resulting from the pursuance of grievance(s) by a given group of workers (Fashoyin, 1992). Strike actions usually take place in response to employee grievance and Okene (2008) emphasizes that Nigeria has witnessed a huge increase in the number of industrial actions. When workers join and form trade unions they are entitled to recognition for the purpose of collective bargaining with the employer with a view to improving the terms and conditions of the employment of workers (Okene, 2008).

This phenomenon has attracted the attention of well-intentioned Nigerians and stakeholders as a means of influencing the roles decision makers play in our day-to-day activities and has gained worldwide recognition as a method. In a democratic state, striking is when workers in any industry stop providing services in order to achieve particular workplace objectives. When the collective bargaining process does not produce sufficient roads and the unions are dissatisfied with management's offers to rectify the situation, striking is typically the last resort for resolving a problem (Fashoyin, 2005). Worldwide, strikes have been believed to be the only means by which employees could express dissatisfaction with their workplace and achieve desired outcomes since the 12th century BC.

Strike became important during the Industrial Revolution, when mass labour became important in factories and mines. In most countries, they were quietly made illegal, as factory owners had far more political power than workers. Most western countries partially legalize striking in the late 19th or early 20th centuries. Compa (as cited in Gyesie, 2017) asserts that workers in the 19th century were subjected to harsh working conditions, particularly in white

collar jobs, and were threatened with legal action and could be dismissed by their employers for joining a labor union.

Since 1970, workers' demands for better working conditions and wages have led to an increase in the number of strike actions, as management frequently fails to accurately meet employees' needs and requests even in times of economic recession. Some notable strikes that took place in the country include: 1929 riot by women in Aba; 1938 railroad workers' strike; 1941 strike by the Nigerian union of railway workers; 1945 general strike; UAC representatives in yctstrike, 1947; Coal diggers' strike, 1949; 1950's Mercantile Workers' Strike and 1959's Airways Workers' Union Strike 2015, Adavbiele).

The fundamental reason that unions embark on strike action is to show their displeasure about a particular circumstance or situation that they are experiencing (Wojuade, 2019). It could also occur as a result of disagreements between the employer (and their association) and employees (and their representatives) regarding their behavior. Employers sometimes lock out workers, making it difficult to separate the two. On the other hand, workers can engage in strikes and other forms of grievance expression.

No national laws on strike action are alike, as strikes are mostly related to collective bargaining, distinct perspectives that may exist in national systems in this regard inevitably influence assessments of strikes (XX World Congress, 2012). The right or freedom to take collective action is, in most countries, guaranteed in the Constitution.

According to Rennie (2009), it has been argued that it is morally and ethically indefensible to deny the right to strike to any group of workers, including "essential workers." This is similar to enslavement. Despite the fact that medical strikes occur all over the world, the effects appear to be more pronounced in developing nations due to factors such as embedded infrastructure deficiencies and a lack of viable alternatives for obtaining health care.

Strike action in Nigeria's public sector, particularly in the health care sector, is highlighted as a major source of industrial conflict in this study. Strikes have shaken Nigeria's health care industry. Health care workers all over the country have taken or threatened to take various

forms of strike action since 1999. The arguments have sometimes lasted for more than a month. The health care systems have all been disrupted in some way.

According to international research, poor working conditions are the most common cause of strikes in the health care industry, followed by use and other incentives (Bloomsbury, 2002). Stagnation in one's career, the perception of discriminatory policies, and demoralization from working in systems with poor infrastructure, a lack of staff, and low pay are additional reasons. The most significant aspect of industrial conflict is strikes. Unfortunately, however, they are only a portion of the phenomenon of conflict, which needs to be expanded to include "the total range of behavior and attitudes that expresses opposition and managers on the one hand, and working people and their organizations on the other" (Kornhauser, Dubin, and Ross, 1954 cited in Fashoyin, 2005).

These strikes have negatively impacted on the health system, leading to several avoidable deaths, complications, and capital flight as the wealthy seek health services abroad. The impact of these strikes are worse when they occur at periods of national health emergencies like the recent Covid-19 outbreak, Ebola viral disease outbreak, Lassa fever or cholera outbreaks, or even man-made emergencies like Boko Haram suicide bombings with mass casualties. This has also been identified as part of the factors promoting brain drain in the health sector as many of the professionals are compelled to seek greener pasture outside the country due to what they described as poor welfare, remuneration and infrastructure.

1.2 STATEMENT OF THE PROBLEM

In the past few decades, Nigeria's unstable industrial relations environment has led to an unprecedented number of strike-related work stoppages and a record number of lost hours.

Nigeria has suffered as a nation from a number of strikes by health workers representing various categories. Public health care facilities are shut down as a result of frequent strikes by health workers, denying Nigerians access to high-quality medical care. Health care workers specialize in a variety of fields; A surgeon, an optician, and so on all perform different types of work. The health system as a whole is able to function effectively because of the integration of all of their efforts and the connections between these various medical

services. As a result, the health sector will absolutely not function effectively if any of these groups stops providing services due to strikes. Since relatives of patients complained that they lacked the funds to go to private hospitals, this caused a great deal of stress. People's lives are put at risk when healthcare delivery services are paralyzed by strikes. It has so far led to the deaths of numerous individuals.

It has become a recurring decimal that time and again health workers embark on strike actions in the health sector. When strike action is embarked upon, the amount of work that can be done by one person in an hour is being lost and also health situations of the patient keep deteriorating which in some cases lead to death of patients. It is against this back drop that Garrick (2009) opined that cautions get more critical when health workers embark on strike. Frequent industrial actions (Strike in the health sector) and how it affects health care delivery in Nigerian public hospitals necessitated this research.

1.3 AIMS AND OBJECTIVES

1. To assess the effects of strike action on bargaining agreements in University of Benin Teaching Hospital (UBTH).
2. To examine the impact of strike action on the effective health care delivery by the health workers.
3. Identify the factors that lead to strike among the health workers in University of Benin Teaching Hospital (UBTH).
4. Identify the ways by which strike actions by the health workers can be averted.

1.4 RESEARCH QUESTIONS

The study sought to answer the following questions:

1. What are the effects of strike action on bargaining agreement?
2. What are the impacts of strike action on the effective health care delivery?
3. What are the factor that leads to strike among health workers?

4. What are the ways through which strike actions by health workers can be averted

1.5 HYPOTHESIS OF THE STUDY

To guide the investigation of the issue raise in the problem definition. It is hypothesized that:

Hypothesis One

H0: Strike action does not highly influence collective bargaining agreement in the University of Benin Teaching Hospital (UBTH).

H1: Strike action highly influences collective bargaining agreement in the University of Benin Teaching Hospital (UBTH).

Hypothesis Two

H0: The problems encountered with the use of strike action are not more of leadership roles.

H1: The problems encountered with the use of strike action are more of leadership roles.

Hypothesis Three

H0: Strike actions do not hinder effective health care service delivery.

H1: Strike actions hinder effective health care service delivery.

Hypothesis Four

H0: Strike action by health workers do not negatively impact on the patients.

H1: Strike action by health workers negatively impact on the patients.

1.6 SCOPE OF THE STUDY

This study aims at investigating the act of strike action, its effects on health workers in reaching bargaining agreement. This study would be carried out in the University of Benin teaching hospital (UBTH), Edo state with specific interest in the health workers and patients who visits the hospital.

1.7 SIGNIFICANCE OF THE STUDY

This study will help the hospital management to understand the importance of averting strikes or if they occur, the measures that should be taken to be on a level of playing ground. It will be significant for the government, academics, and current and potential researchers. Additionally, the study will determine how management and the union can work together to improve the implementation of collective bargaining agreements. Additionally, it will establish a framework for communication between management and the union in order to improve service quality and productivity.

1.8 CONCEPTUAL DEFINITION OF TERMS

Some of these definitions will be used to provide readers with a better understanding of the research's context.

1. **TRADE UNION:** A trade union is an organization of workers who have come together to achieve common goals; such as protecting the integrity of its trade, improving safety standards, and attaining better wages, benefits such as vacation, healthcare and retirement.
2. **STRIKE ACTION:** Strike action, also called labor strike, or simply strike, is a work stoppage caused by the mass refusal of employees to work. A strike usually takes place in response to employee grievances.
3. **COLLECTIVE BARGAINING:** The process of negotiating employment terms between an employer and a group of workers is known as collective bargaining.
4. **HEALTH WORKERS:** These are People engaged in the promotion, protection or improvement of the health of the population or whose primary intent is to enhance health and they include doctors, nurses, laboratory technician etc.
- 5 **EFFECTIVE:** Having the power to produce a required effect. It can also be seen as efficient serviceable or operative available for useful work.
6. **GRIEVANCE:**Asituation in which the organization's employee is dissatisfied.

7. EMPLOYEE: Alludes to worker(s), person(s) liable for doing everyday exercises of the association toward accomplishing the objective objectives.

8. EMPLOYER:It refers to the management board, which is responsible for utilizing human and physical resources to produce goods and services.

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CHAPTER TWO

LITERATURE REVIEW AND THEORETICAL FRAMEWORK

2.1 INTRODUCTION

This chapter looked at the literature regarding the study constructs reviewed from different scholars and publications. This will include Industrial conflict, strike, legal aspect of strike, history of strike: 2013-2021, causes of strike, theories of collective bargaining and theoretical review.

2.2 INDUSTRIAL CONFLICT

Industrial conflict means any dispute or difference between employers and employees, or between employers and workmen or between workmen and workmen, which is connected with the employment or non-employment or terms of employment or with the conditions of labor of any person.

Industrial conflict can be regarded as the disagreement of interest which results into discontentment of different degree between employers and employees in the workplace. (Chen et al, 2018) opined industrial conflict as the failure of employers and employees to reach agreement which may eventually lead to industrial strikes, lockout or other forms of protestation. Industrial conflict does not necessarily directly affect the actors in an industry but rather it often makes the actors to impose sanctions so as to inflict economic pain on each, in order to achieve their demand. In case of the workers there are various economic sanctions that will bring employers down in order for them to achieve their objective. These economic sanctions include, picketing, rag wearing, overtime ban, strike, blacklisting, work-to-rule etc, but 'strike' remains the most visible weapon used by workers. Alternatively, the employers make use of 'lock-out, dismissal, suspension, no-work no-pay among others to inflict pain on the workers during trade dispute (Imiafidoh, 2006). Sudha (2013) defines an industrial conflict as disagreements between management and employees regarding employment conditions. It is a disagreement between the employee representative and the employer; most of the time a labor union, over pay and other working conditions that could lead to strikes. In

addition, in the event of a labor dispute, management and employees exert pressure on one another. While the workers may go on strike, the management may use lockouts on its own.

Onyeonoru (2005) said modern clash is the declarations of uneasiness inside the work relationship particularly those relating to the business contract. He made sense of additional that it incorporates formal articulations of contention, coordinated in accordance with worker's guilds and managers' relationship as well as the casual clash that need efficient associations, for example, disguised scores that might be communicated as modern harm, non-appearance, or delay.

Then again Bassey (2009) characterized the term modern activity as a circumstance where the businesses' or the workers' side make a joint move to mount tension on the other aggregate dealing party to accomplish its objectives. Industrial actions take the form of employee strikes, employer lockouts, and boycotts. There are two basic types of conflicts: Lockouts and strikes.

2.3 STRIKE

According to Romer (1984), the Artisans of the Royal Necropolis at Deir el-Medina started the first known strike or workers' uprising on November 14, 1152 BC, while Pharaoh Ramses III was in charge in ancient Egypt. The most important thing they wanted from the government was for salaries and other benefits to be raised. The strike was felt by all partners and, surprisingly, the public authority. In the end, the authorities were forced to comply with some of the demands of the workers, particularly their demand for a raise in wages (Abuza, 2016). From that point on, strike actions began to take place in industries where workers believed their employers were exploiting them and providing them with poor working conditions during the industrial revolution. Workers formed committees as a result of the strike actions to coordinate their efforts and speak with employers about improving benefits and working conditions. The establishment of these unions and the pursuit of better working conditions were met with little opposition from the employers. They considered this to be a perilous trend that should not be allowed to continue because they thought it would harm industrial development and peace (Chianu, 2004). After the government failed to implement

the upward review of salaries to meet high living costs, Nigeria experienced its first strike action on June 21, 1945. According to Padmore (1945), the Nigeria Civil Service's non-clerical and clerical employees joined together in a general strike that affected all government departments. In Nigeria, there have been unabated, regular, and incessant strikes.

A strike is when a group of workers stops working for a short time to voice their complaints or enforce a demand for changes to work conditions. According to Fashoyin (1992), a strike is a temporary stoppage of work as a result of a group of workers filing a complaint.

An expression of dissatisfaction in an employment relationship, particularly those pertaining to the employment contract and collective bargaining, is known as a strike. This refers to the incomparable interests of employers and employees in the workplace, disagreements over employment terms and conditions, and conflicts between management participants based on their steps and positions regarding the organization's location. This does not imply that administration and communication best practices can eliminate workplace conflict. It would be unbelievable, boring, and a clear sign that these conflicts are being suppressed if there was no conflict at all. According to Eye and Francis (2017), human relationships necessitate conflict. To put it another way, conflict always defines any relationship, whether personal or professional.

According to Wolfe (1976), a strike is defined as the collective withholding of labor or services by a group of professionals for the purpose of obtaining concessions or benefits, typically for the strikers' economic benefit. According to Osakede and Ijimakinwa (2014), any group or unit going on strike will have far-reaching effects on the progress toward universal health coverage (UHC).

The concept of collective bargaining includes strike as an essential component. When the collective bargaining process is making insufficient progress and the unions are dissatisfied with management's offer to rectify the situation, a strike is typically the last resort.

The definition of strike postulates three main ingredients, namely, i) plurality of workmen, ii) cessation of work or refusal to do work, and iii) combined or concerted actions (Nnamdi, 2013). Cessation of work implies that mere absence from work is not sufficient but cessation

of work or refusal to work should be the result of concerted action on the part of the workmen for the purpose of enforcing a demand. Such stoppage even for a short period, say for two to four hours, will fall under the definition of strike. The cessation of work or concerted refusal to work must be in defiance of the authority of the employers (Nnamdi, 2013).

Strikes are divided into primary strikes and secondary strikes. Primary strikes are generally against the employer with whom the disputes exist. They take the form of stay away strike, sit-in, sit-down, pen-down, tools-down or mouth-shut strikes, go slow, work-to-rule, token or protest strike, lightening or wildcat strike, picketing or boycott. Secondary strikes are the strikes in which the pressure is applied not against the primary employer with whom the primary workers have a dispute but as against some third person who has a good trade relations with him that are severed and the primary employer gets a loss. Such strikes are popular in the U.S.A. (Nnamdi, 2013).

2.3.1 FORMS OF STRIKE

Strikes come in different ways and forms. According to Nnamdi,2013 the following are the forms of strike

- 1. Stay away strike:** This type of strike, the workers do not simply come to work during the prescribed working hours. They rather organize rallies, demonstrations e.t.c
- 2. Sit-down and stay-in strike:** Sit-down strike occurs whenever a group of employees or others interested in getting a certain objective take possession of the business property, establish themselves within the plant, stop its production and refuse access to the occupiers or to others desiring to work. The stay-in strike develops when the demands of the workers are not met the strike day and the workers remain determined on the sit-down strike and do not leave the plant.
- 3. Tools-down strike and pen-down strike:** This type of strike is carried out by factory workers and office employees respectively. In such strike, the workers lay down their tools and refrain from doing work though they remain on the jobs in the work place.

4. **Token or protest strike:** This is a very short duration strike and is in the nature of signal for the danger ahead. Such strike is accompanied with the threats of a strong dose of direct action on the part of the workers and their purpose is simply to inform the employer about the feelings of the employees against any decision taken by him.
5. **Go-slow:** It is the deliberate delaying of production or work by workers pretending to be engaged in the place of work. It a tactics use by workers when they intentionally reduce the speed of work to adopt dilatory tactics to reduce the production or efficiency while pretending to be engaged in normal work. Go-slow is an alternative to strike in the sense that many times, the workers resort to go-slow when the union does not want to resort to full fledged strike but still wants to take some alternative action which may be less risky but equally effective.
6. **Picketing and boycotting:** This form of strike is the act of posting pickets and connotes marching or patrolling of workmen or workers in front of the premises of the employer carrying and displaying signs, banners, and placards for the purpose of preventing others from entering the place during a strike. Picketing is designed to give to the workers a method of drawing the attention of the public by advertising that there is a dispute between the employer and the labour. Picketing is positive in approach as it allows or involves taking necessary and adequate measures to disallow cooperation by others in the normal functioning and flow of business. Boycott aims at disrupting the normal functioning of the enterprise. It is an appeal for all voluntary withdrawal of cooperation and so, it is persuasive in nature and negative in approach.
7. **Barricade**
8. **Hunger-strike**
9. **Lock-outs**
10. **Sympathetic strike**

2.4 LEGAL ASPECT OF STRIKE

In Nigeria, it is also recognized internationally that individuals have the right to collective bargaining and the right to associate. The Federal Republic of Nigeria's 1999 Constitution, Section 40, adequately protects citizens' right to freely join any political party or labor union to advance their interests.

The International Labor Organization (ILO) and Article 20 of the Universal Declaration of Human Rights from 1948 both acknowledge workers' freedom of association. According to both statutes, any worker can form a union without permission from their employer. In contrast, collective bargaining allows employees and employers to freely negotiate employment terms and conditions.

Each worker would be expected to negotiate independently with his employer without the union's collaborative logrolling, which would result in diverse working conditions within a particular work environment. It is an established fundamental right for union members. Collective bargaining will be pointless and ineffective without the right to organize. Workers have the freedom to freely negotiate and influence the employer's power thanks to the union's collective solidarity.

The union's rights to freedom of association and collective bargaining go hand in hand. The union will lose its relevance if members are denied the right to freely associate, as no individual can stand up to the employer on their own. Additionally, in the event that a collective bargaining agreement is violated by the employer, the union has the right to compel the employer to abide by the terms of the agreement through strikes or other legal means.

Strikes are considered a fundamental right and therefore an essential weapon of organized labor in democratic societies (Osakede and Ijimakinwa, 2014), (Okene). The right to strike is a keystone of modern industrial society. No society which lacks that right can be democratic. Any society which seeks to become democratic must secure that right (Macfarlane, 1981). Some proponents say to deny any group of workers, including “essential workers” the

right to strike is akin to enslavement (Rennie, 2009). National constitutions respect these rights.

One of the fundamental rights guaranteed by Section 27 of the Constitution of South Africa is the right to strike for the purpose of collective bargaining. The majority of African nations' legal systems recognize the right of workers to strike, with varying provisions.

However, there has been a lot of discussion about whether or not it is moral to cut off services that are considered necessary for survival (Chima, 2013). An essential service is one whose interruption puts the life, safety, or health of all or a portion of the population in danger. Services and functions that are absolutely necessary, even during a pandemic, are essential services. They ensure the municipality's well-being and health. Sickness, poverty, violence, and chaos would probably occur without these services. For instance, while hospitals and health centers were not closed during the COVID-19 pandemic, many jurisdictions ordered non-essential services to close for several weeks in an effort to control the virus's spread. According to Thompson and Salmon (2006), some argue that strikes may be morally permissible if they are used to improve the conditions of workers and their capacity to care for upcoming patients. Others, on the other hand, support strikes if they are proportionate and properly communicated (Roberts, 2016). The International Labor Organization (ILO) acknowledged that workers' rights to strike are a legitimate means of defending their occupational interests, but it emphasized the significance of imposing restrictions on groups of workers in sensitive public service areas. The International Labor Organization (ILO) recommended that authorities provide alternative means of resolving disputes and grievances in areas of essential services when strikes are inevitable.

As stated in the United Nations International Covenant on Economic, Social, and Cultural Rights of 1966, the right to strike has evolved into a fundamental right that is protected by supervisory bodies of the International Labor Organization (ILO), most notably the Committee on Freedom of Association since 1952 and the Committee of Experts on the Application of Conventions and Recommendations since 1959. Based on general principles of freedom of association embodied in the ILO constitution and the core Convention on this

subject, the decisions of these supervisory bodies have given rise to a body of principles on the right to strike that are broadly shared by the international community (Khan-Freund & Hepple, 1972). As can be seen from the preceding, both the International Labor Organization and the African Charter on Human and People's Rights support employees and employers forming or organizing unions.

There is sufficient evidence to suggest that the ILO recognizes workers' rights to industrial action. The decisions of the ILO Supervisory bodies, particularly those of the Committee on Freedom of Association (CFA) and the Committee of Experts on the Application of Conventions and Recommendations (CEACR), demonstrate this. The CFA has decided that strikes are a part of what trade unions do. The Panel broadcasts the option to strike as one of the fundamental means accessible to laborers and their associations for the advancement and insurance of their financial and social interests.

Following the introduction of the statutory provisions of Section 17 (1) of the Trade Disputes Act of 1976, which are now known as Sections 18 (1) and (2) of the Trade Disputes Act, there are two schools of thought in Nigeria regarding the issue of the right of the Nigerian worker to strike. These schools of thought do not agree on the subject.

According to one school of thought, the right of the Nigerian worker to strike is affected by Section 1 of the Trade Disputes (Essential Services) Act, Section 43(1) of the Trade Disputes Act (TDA), and Section 31(6)(e) of the Trade Unions Act (TUA 2005). Different resolutions that similarly encroach on the right of the Nigerian specialist to strike are additionally referred to in this contention. This Act and the numerous provisions of Section 45 of the 1999 Nigerian Constitution grant authority to the President and Commander-in-Chief to prohibit any union or association. This school says that the Trade Disputes Act of 1976's Section 17 (1) (now known as Section 18 (1)), which opened up a new avenue for the resolution of trade disputes, raises the question of whether Nigerian workers still have the right to go on a legal strike.

On the other hand, these arguments are completely rejected by the other school of thought. They are of the firm opinion that Nigerian workers' right to strike has not been eliminated

despite the incorporation of Section 17 into Section 18 of the Trade Disputes Act. By referring to case regulation and legal arrangements, they support this viewpoint. The right to peaceful assembly and association, particularly the right to form or be a member of any trade union, is protected by Section 40 of the 1999 Constitution. The segment offers the following: Each individual will be able to participate in open collection and socialize with others. To protect his preferences, he will specifically be able to frame or have a place in any ideological group, worker's guild, or other relationship.

According to Nnamdi (2013), not all strikes are allowed to be considered legal or illegal. To make a strike legal or justifiable, certain conditions must be met. These consist of;

1. It should be launched only for economic demands such as basic pays, allowances, increment, leave and other fringe benefits which are primary objectives of a trade union. An unjustified strike is one which is launched for political or other reasons and not for the trade union objects.
2. The demands of the workers should be reasonable and legitimate and not for ulterior motives so that there is justification for the demands. When demands are excessive and unreasonable or when demands which are were earlier settled are reactivated, then any strike to enforce the said demand cannot be said to be justified.
3. If there is any unfair labour practice on the part of the management, it is a justified strike.
4. When there is no response from the management in spite of referring a demand and issuing reminders, then it is a justified strike.

In conclusion, a strike is legal if it does not violate any provision of the statute. It will constitute a breach of contract if the workers are obliged by their contract of employment not to go on strike. If they do, such strike would be illegal.

The value of strike has been recognized for long as a legitimate weapon of the workers for asking for their demands. The right to strike is a relative right which can be exercised with due regard to the rights of others. As such, strikes should be used as a last resort when all

avenues have proved futile and so long as it is used in a restrained, peaceful manner for good and justifiable reasons (Nnamdi, 2013).

2.5 HISTORY OF STRIKE :(2013-2021)

Experts working in the wellbeing area, bunch themselves into various associations through which they look for their individuals' government assistance and expert turn of events.

- A few of the organizations that make up the health workers group include the National Association of Nigerian Nurses and Midwives (NANNM), the Association of Medical Scientists Laboratory of Scientists of Nigeria (AMLSN), the Assembly of Healthcare Professional Associations, the Joint Health Sector Unions (JOHESU), the Medical and Health Workers Union of Nigeria (MHWUN), the Pharmaceutical Society of Nigeria (PSN), and the Nigeria Union of Allied Health Care Professionals (NUAHP). Some of the associations that make up the doctor's groups are the Nigeria Medical Association (NMA), the Medical and Dental Consultant Association of Nigeria (MDCAN), and the National Association of Resident Doctors of Nigeria (NARD).
- As indicated by Global Place for Analytical Detailing (ICIR), here is the historical backdrop of strike that has shaken the wellbeing area starting around 2013.
- On August 16, 2013, the NUAHP went on strike. The group sought to abolish the government-established position of Deputy Chairman of the Medical Advisory Committee. Seven days were required for the strike.
- The Nigerian Association of Resident Doctors (NARD), a national medical organization that represents approximately 40% of all doctors in the country (including 90% of doctors in the country's teaching hospitals), went on strike on October 21 of the same year (2013) due to the non-payment of salaries and other allowances owed to its members for the months of July and October. Ten days were spent on the action.

- On January 20, 2014, JOHESU ceased protesting three months later. The 14-15 CONHESS members who were not promoted to director positions influenced the group's decision. The strike lasted for three days.
- Due to the government's failure to implement the Memorandum of Understanding it signed with the association on August 20, 2013, the NUAHP resumed its strike on October 16. The public authority and the affiliation needed to cooperate for 16 days to break the stalemate.
- The JOHESU went on strike once more on November 12, 2014. The organization demanded that the salaries of its members be adjusted, much like what the government did earlier that same year for the Nigerian Medical Association.
- The NARD began a second strike on June 1, 2015. Skip arrears, additional benefits for members, and other issues were brought to the attention of the association's displeasure. There were strikes for 25 days.
- In order to request that its members be fully enrolled in the Consolidated Medical Salary Structure (CONMESS), NMA reduced its services on June 15 of the same year.
- The non-payment of skip salary arrears to its members at Federal Tertiary Institution was one of the demands that JOHESU made just a week after NMA made its demand. The gathering and the public authority took seven days to determine the emergency.
- NARD went on strike after the July 27, 2016, deadline to join the IPPIS passed. Seven days passed during the occasion.
- Meanwhile, in protest of the delay in releasing the results of its members' 2015 promotion interview, MHWUN shut down its tools on October 19, 2016. After a considerable amount of time, the strike was called off.
- After the public authority failed to meet NARD's demand for skipping compensation for unfulfilled obligations, NMA and NARD reduced their respective administrations on September 4, 2017. The strike lasted for nine days.
- In April and May of 2018, JOHESU members stopped working as a result of a trade dispute over CONHESS's upward adjustment. 44 days were spent on the activity.

- In opposition to the widespread implementation of the Medical Residency Training Act in all federal and state hospitals, NARD began a five-day strike on May 15, 2020. In addition, the action aimed to ensure that doctors from the same cadre were paid equally.
- The NARD once more launched a 10-day strike in protest of the government's non-implementation of agreements in September 2020.
- Due to the government's failure to pay house officers, the NARD reduced work for an additional nine days in 2021, from March 31 to April 8. The affiliation continued its strike on April 12 in dissent of the public authority's inability to give its individuals at the focal point of the Coronavirus pandemic with peril remittances. In addition to protesting its members' dismissal and wage reduction by the Kaduna State government, the group claimed to have started the strike. The strike lasted for ten days.
- The Nigerian Association of Resident Doctors (NARD) and the Nigerian government had strained relationships as a result of pay disagreements during the COVID-19 pandemic in Nigeria. The association announced the strike as a result of the government's failure to pay house officers' salaries and their lack of recruitment. The strike began on August 2 and was put on hold on August 23 by a court order. with the association charging that the public authority had reneged on an arrangement that they had arrived at following the finish of the last strike in April. In addition, NARD was requesting insurance benefits from the government for the families of 19 of its members who had died from COVID-19 during the pandemic. 62 days were required for the strike. This strike lasted the longest during the time period under investigation.

2.6 CAUSES OF STRIKE

By and large, the failure of gatherings to resolve their inner questions or clashes is the significant reason for modern strike. According to Alkerman and Torenvlied (2017), industrial conflict occurs when employees are harmed by a deviance from expectations regarding work-related terms and conditions. According to Owoye (1994), incompatible interest of workers and employees in the work and employment, clashes, and opposing views

held by workers regarding their relationship are additional causes of industrial conflict. According to Abuza (2016), absenteeism, output restrictions, job changing negligence, accidents at work, breaking of policy contracts, unconscious protests, individualization, and other factors can all contribute to industrial conflict. According to Oleribe et al. (2016), the majority of strikes among health care workers are brought on by a variety of factors, including inadequate infrastructure and funding, inadequate medical facilities, non-payment of accrued salaries, irregularities in the payment of salaries, poor working conditions, the government's incentive to the requests of health care workers, and a great deal more.

Other causes include;

- Disregarding the aggregate haggling arrangements that the gatherings came to during the discussions. When the government in Nigeria fails to uphold the agreements made by the parties, trade unions frequently go on strike. For instance, the Nigerian Association of Resident Doctors (NARD) has embarked on a number of strikes as a direct consequence of the Federal Government's failure to uphold their portion of the agreement regarding the appropriate funding and payment of health sector benefits.
- The demand for wages and salaries is high. Labour has worked tirelessly to close the gap between income and economic realities due to inflation, inadequate infrastructure, and a lack of social amenities. They have always asked for higher salaries and allowances. At the end of 2018, the Nigeria Labour Congress (NLC) went on strike to demand that the minimum wage be raised from 18,000 to 30,000 as a level of income that can be sustained.
- Demand for increased welfare and other benefits for workers. The majority of the time, workers go on strike to demand better working conditions like a canteen, breaks, lodging, travel allowances, health care, and other amenities.
- Problems at work can also arise when workers are denied the opportunity to exercise their fundamental right to self-expression, personal achievement, and improvement. For instance, when employees are denied paid study time or training. Strikes are also triggered by disparities in wages and working conditions among employees of the same organization.

2.7 COLLECTIVE BARGAINING

Two words are combined to create the idea of collective bargaining:

Group and collective bargaining. Collective action is group action led by representatives. From the workers' point of view, the idea represents management's representatives at the bargaining table, while it suggests that members of local businesses represent the Union. The terms "negotiation" and "bargaining" are synonymous. Even in a fixed position, there is some adaptability.

An industrial dispute can also be resolved through discussion and negotiation between the parties. This is commonly referred to as collective bargaining because both parties ultimately agree to follow a decision they reach after extensive negotiation and discussion.

The meaning, purpose, and significance of collective bargaining as an effective tool for establishing cordial labor relations have been the subject of extensive discussion ever since the creation of the first comprehensive international instrument in 1984. Modern relationships are governed by the course of aggregate bargaining. Flanders (1970) defined it as an orderly social process that moves from disagreements to agreements. Workers can influence wages, working conditions, and other aspects of their employment through their unions, making bargaining a form of workers' participation. Employers and the collectively organized representatives of employees negotiate working conditions, wages, and other aspects of employment through collective bargaining. According to Abercrombie et al. (1980), which is cited by Nwadiro (2011), workers use it as a weapon to participate in industries, extend citizenship rights to the economy, and settle conflicts within organizations.

Beach states, "Collective Bargaining is concerned with the relations between employers (or their representatives) and unions reporting employees." It involves employee unionization, collective bargaining, administration, and interpretation of collective bargaining agreements regarding wages, work hours, and other employee conditions, as well as coordinated economic actions and dispute resolution procedures.

"Collective Bargaining is a process in which the representatives of a labor organization and the representatives of a business organization meet and attempt to negotiate a contract or agreement that specifies the nature of the employee-employer union relationship," states Flippo. The term "collective bargaining" refers to the process by which an employer or other group of employees and an organized body of employees, typically through authorized agents, negotiate terms of employment. Collective bargaining is essentially bargaining between interested parties rather than with outsiders.

In a 1960 ILO Manual, the term "collective bargaining" was defined as Attempts to reach an agreement over working conditions and employment terms between an employer, a group of employees, or one or more employers' organizations. Furthermore, it is argued that "the terms of agreement serve as a code defining the rights and obligations of each party in their employment relations with one another," and that "if fixes a large number of detailed conditions of employees and during its validity none of the matters it deals with, internal circumstances give grounds for a dispute counseling and individual workers."

Collective bargaining is the official process by which representatives of trade unions negotiate with employers on behalf of their members in respect of employees' terms and conditions of employment. It is based on the premise that more can be achieved through workers coming together collectively than by working alone to better employee benefits and rights at work. Collective bargaining between employers and trade unions can range from negotiations on specific matters arising daily within the workplace affecting particular sections of the workforce, to extensive periodic negotiations on terms and conditions of employment affecting the whole workforce.

Issues commonly pursued through collective bargaining negotiations include pay increases and improved terms of employment and working conditions, such as working hours, holidays, pensions contributions, salaries and compensation, factors regarding the employees compensation package and rights or any other such matters that may be agreed between the parties. The goal is to come up with a collective bargaining agreement through a written contract. According to the International Labour Organization, collective bargaining is a

fundamental right for all employees. Generally speaking, collective bargaining is conducted through a trade union which represents its members. There will be representatives from the union that negotiate on their behalf.

Collective Bargaining Involves:

(i) Negotiations

(ii) Drafting

(iii) Administration

(iv) Interpretation of documents written by employers, employees and the union representatives

(v) Organizational Trade Unions with open mind.

2.7.1 FEATURES OF COLLECTIVE BARGAINING

Collective bargaining is distinguished by the fact that it is:

1. It is a Collective Action:

In contrast to individual action, collective bargaining is a group action. The groups of both parties to the settlement represent them. On the other hand, the employer is represented by its delegates, and; representatives are addressed by their worker's organization.

2. It's a never-ending process:

The process of collective bargaining is ongoing and does not result in a single agreement. It gives management and the trade union a way to keep their relationship organized. It is a process that continues all year round. The heart of collective is the process for continuing joint consideration and adjustment of plant problems.

3. It's a two-way street:

Two parties are involved in collective bargaining. Together, the parties—employers and workers—take some action. There is no third party intervention. Instead of a take-it-or-leave-it approach, it is a mutual giving and taking approach to resolving a dispute. There must be attitudes that will lead to harmony and progress, as well as a shared desire to improve the collective bargaining process.

4. It's a procedure:

In that it involves a number of steps, collective bargaining is a process. The workers' presentation of a charter of demands serves as the first step, and the final step is reaching an agreement, or contract, that will serve as the fundamental law governing labor-management relations in an organization over time.

5. It is mobile and adaptable as opposed to fixed or static:

It moves quickly. There is no set procedure for coming to an agreement. There is adequate extension for split the difference. Unless a final agreement that is acceptable to both parties is reached, a spirit of giving and taking works. A party's steadfast adherence to its initial position is one of the most damaging criticisms.

6. Industrial Democracy in Action:

The industrial democracy principle is the foundation of collective bargaining, in which the labor union represents the workers in negotiations with the employer or employers. The government of labor with the consent of the governed—the workers—is industrial democracy. In industry, the principle of self-government has replaced the principle of arbitrariness in unilateral action. Actually, collective bargaining is more than just signing a document at a table that gives seniority, vacation time, and a raise in pay. It is a joint formulation of the company's policy on all issues that directly affect industry employees. Workers are granted the right to be heard as a projection of management policy.

7. It is Dynamic:

It is relatively a new concept, and is growing, expanding and changing. In the past, it used to be emotional, turbulent and sentimental, but now it is scientific, factual and systematic. Collective bargaining has become, with surprising swiftness, one of the greatest forces in our society. It is a process which transforms pleading into negotiation, which permits employee's dignity as they participate in the formulation of their terms and conditions of employment.

8. The procedure is complementary rather than competitive:

When labor and management negotiate for the same thing, collective bargaining is not a competitive process. It is essentially a complementary process, meaning that each party needs something the other has. For example, workers need to be able to put in more productive effort, and management needs to be able to pay for that effort and organize and direct it so that the company can achieve its goals. "Distributive bargaining" and "integrative bargaining" are well-defined by behavioral scientists. The first is the process of dividing the cake, which represents what management and workers have accomplished together. To continue using the cake analogy, if one party wins something during this procedure, the other party has a cake that is somewhat smaller. Therefore, it is a losing relationship. On the other hand, integrative bargaining is a process in which both parties can win, with each party contributing something to the benefit of the other.

2.7.2 CONSTITUENTS OF COLLECTIVE BARGAINING

The procedure of collective bargaining consists of three distinct steps:

(1) How the trade agreement was made, (2) How the agreement is interpreted, and (3) How the agreement is put into effect.

Because each of these steps has a distinct character and goal, it necessitates a distinct intellectual and moral activity and apparatus.

1. How the Trade Agreement Was Made:

A union and management present their demands to each other during contract negotiations, compromise on their disagreements, and agree on the terms under which workers will be employed for the duration of the contract. The topic of collective bargaining receives very little attention; In some industries, almost all employees are covered by the agreement, while in others, only a small number of firms' employees are. The part of collective bargaining that is more likely to make headlines and draw public attention is the negotiating process; Warnings about price increases and a decrease in employment are made, as are wage increases.

2. The Agreement's Interpretation:

The day-to-day application of the contract's provisions to the work situation is the administrative process. It is impossible to anticipate all of the unique issues that will arise when applying the provisions of the contract at the time it is written. Occasionally, it is a matter of differing interpretations of particular contract clauses; The issue at hand is whether the contract even covers the dispute. Nonetheless, each case must be resolved in some way. It is against the contract's spirit to break it.

3. Implementation of the Arrangement:

For collective bargaining to be successful, it is very important that the contract be enforced correctly and promptly. The very purpose of collective bargaining will be defeated if a contract is enforced in such a way that it reduces or eliminates the benefits that are anticipated by the parties. It might bring about new labor disputes. As a result, the contract's spirit should not be violated when it is enforced.

2.7.3 CONDITIONS FAVOURABLE FOR EFFECTIVE COLLECTIVE BARGAINING

There are some circumstances within the organization that favor the emergence and growth of collective bargaining. These are the main ones:

1. The trade union's role in the bargaining process ought to be appreciated by employers.
2. The topic of the negotiation must be relevant.
3. The parties involved in the process need to have enough freedom to join together and form independent labor unions for employers.
4. To deal with the challenges of the negotiation process, both parties must have the necessary skills and knowledge.
5. There should only be two parties involved in the negotiation. This should be taken into consideration, for example, when bargaining to occupy management and union leaders.
6. The parties should accept the reached agreements as legally binding, and negotiations should be conducted honestly.

However, collective bargaining, as proposed by Niland (1979), requires five essential conditions:

- negotiation to resolve disagreements between management and the unions. Third-party intervention is only permitted on a voluntary basis and in accordance with the parties' agreements.
- There is a great deal of unpredictability regarding the outcome of a negotiation at the outset.
- Both parties approach direct negotiations with a commitment to philosophy out of good faith.
- When disagreements over settlement terms persist, the parties themselves are in charge of resolving conflicts, at least until the public good is threatened.
- The power to evaluate the work's terms and conditions, for example, is one of the fairly equal bases from which the parties negotiate.

2.8 THEORIES OF COLLECTIVE BARGAINING

Collective bargaining is a technique that has been adopted by unions and management for compromising their conflicting interests. Collective bargaining is a mode of fixing the terms

of employment by means of bargaining between an organized body of employees and an employer or an association of employees usually acting through organized agents.

The following theories are relevant to the field of collective bargaining.

1. The Stevens-Somers Model
2. The Chamberlain Model

THE STEVENS-SOMERS MODEL

Using a conflict-choice model, Karl M. Stevens explains how labor and management reach bargaining equilibrium. The premise of this model is a speculation that the strength of a singular's propensity to stay away from an adverse objective is a diminishing capability of his separation from the objective (Stevens, 1963).

This model is used to explain a worker's intra-personality conflict by Somers (1964). He employs an avoidance model, which can be used to explain the equilibrium positions of management and the union. If the union demands are accepted, for instance, the two negative goals for management will be strike cost and loss of profits or autonomy. On the other hand, the two negative goals for the union will be status quo and settlement at the management terms.

In comparison to Pen's non-conflict choice approach, Karl M. Stevens tends to favor the avoidance — avoidance model.

THE CHAMBERLAIN MODEL

Chamberlain's governmental theory on the other hand, by placing all the emphasis on the procedural rules of collective bargaining appears to be quite unnecessarily restrictive and is not incompatible with a unitary view of the institution which also includes the substantive rules made by the parties for regulating their market relations (flanders,1968).

According to Hameed (1970), "Chamberlain's scheme is a unitary view on collective bargaining," this theory also has its limitations. What a theory of collective bargaining needs to explain is not answered by his tracheotomy of views.

2.9 REVIEW OF THEORETICAL LITERATURE

The Ralf Dahrendorf's conflict theory emerged by way of a critical evaluation of the works of Karl Marx (Dahrendorf, 1959).

He argued that the basis for explaining conflict was Karl Marx's 19th-century description of capitalism, which was generally accurate but became out of date in the 20th. Dahrendorf held the view that countries that were referred to as "post-capitalist societies," such as Britain and the United States, had undergone significant transformations. He was aware that a new middle class had emerged between the two main classes, which Marx predicted would become polarized. Income and wealth disparities had decreased as a result of the state's actions. The means of production were under the daily control of managers, not owners. According to Dahrendorf (Dahrendorf, 1959), authority was identified as being concerned with conflict. Dahrendorf argued that conflict could no longer be based solely on economic division or the two. If Dahrendorf's theory of conflict is applied to this study, it can be hypothesized that the employers' (the government's) authority to make decisions that are against the interests of health workers is fertile ground for conflict that leads to health workers' complaints and various strikes that had unintended negative effects on society.

Craig's model was based on David Easton's analysis of political life, which talked about the industrial relations systems, which are made up of public and private parties working in a given environment. According to Craig (1975), the system is concerned about how employees are compensated for their work and how they are treated. Modern relations incorporate businesses, workers and government; and the institutions that mediate their interactions, including universities. The goals that are central to modern relations are, first, the insurance of the interest of the executives and work. The highest level of mutual understanding is strengthened to achieve this. Second, cooperation among employees; third, avoiding conflict or strife in the workplace; fourth, cultivate harmonious relationships. Craig

(1975) contended that need should be given to representative agreements over the standard of work. As a result of the industrial relations system, the union uses a strike to achieve its objectives by agitating for improved service conditions. Craig observed three system actors (labor; public and private organizations; and management) as being influenced by the external inputs of the external environment that flow from the actors' power, values, and goals (Brown, 2003).

For instance, the federal government was required to appoint a team to negotiate on their behalf with the NARD in order to restore permanent peace in the system in response to the NARD's series of industrial crises in Nigerian hospitals. Tension over the system's increased funding and non-implementation of collective bargaining agreements have been the primary causes of most of the NARD strikes in hospitals.

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CHAPTER THREE

RESEARCH METHODOLOGY

3.1 INTRODUCTION

Methodology in research deals with the methods, procedures or modalities by which the researcher intends to accomplish the objectives in his research work. This chapter describes the techniques and procedures that will be used by the researcher in conducting the study and accumulating the data for the study. It comprises of Research design, population of the study, sample size and sampling techniques, research instrument sources of data, method of data analysis.

3.2 RESEARCH DESIGN

According to Bryman and Bell (2007) research design can be defined as a general plan that gives an outline on how data will be collected and data analysis procedures. The descriptive survey will be used in the study to ascertain “the effect of strike action on the effective health care service delivery in university of Benin teaching hospital, Edo state. This approach was considered appropriate because the study will be directed at collecting data from a segment of the population which will be generalized. The survey helps to collect data from the defined sample and describe the present situation of the population. The survey research design is one in which a group of people or items is studied by collecting and analyzing data from only a few people or items considered to be representatives of the entire group, using questionnaire.

3.3 POPULATION OF THE STUDY

The population of a study is the totality of the objects or elements being studied and to which conclusions or generalization or our results will apply. Population refers to an entire group of individuals, events or objects having common characteristics that can be observed and measured (Yin, 2003).

The University of Benin Teaching Hospital (UBTH) is a premier and multi specialty healthcare service provider which consists of 35 departments, 16 out-patients clinic/health centers and units with up to 5,000 staff.

The population size of University of Benin Teaching Hospital (UBTH) is such a large one, as such, it is impossible to study all the staff of UBTH because of time constrains. This research will be carried out on some of these departments. The population is classified into;

- Medical staff (medical doctors, nurses, physical therapist, occupational therapist e.t.c)
- Non medical staff (human resources, biomedical technicians, administration officer, medical records officer e.t.c)

Source: library and staff of university of Benin (miss victory Omorogbe) & Internet

3.4 SAMPLE SIZE AND SAMPLING METHOD

For the purpose of this research study, one hundred and twenty (120) staffs will be taken as sample size. The sampling method used to select the sample from the population is the stratified sampling (probability method).

3.5 DATA COLLECTION INSTRUMENT

The study will use primary data which will be collected through self-administered questionnaires containing closed questions. The researcher includes the questionnaire, library and also staffs of University of Benin Teaching Hospital (UBTH), Benin City.

3.6 SOURCE OF DATA

The reliability of any researcher is dependent on gathering of the relevant data using appropriate method. The sources of data for this research are the primary and secondary sources.

Primary sources: This source involves carrying out an original investigation to obtain data primarily and specifically for the research purpose. Data from such sources are usually obtained through surveys, observation and experiment

Secondary sources: The research was also carried out with the information contained in text books, journal publications and the internet.

3.7 DATA ANALYSIS METHOD

The analysis and interpretation of the raw data of an investigation are the means by which the research problem is answered and the stated hypotheses are tested. Therefore the researcher extracted tables and data deemed relevant and necessary from the questionnaire from which certain findings originated.

In analyzing the data obtained from the field, chi-square (X^2) test is used by testing whether the row classification of the dependent variables are related or affected by the different levels of column classification of the independent variables. The chi-square test statistics is given as follow:

$$X^2 = \sum \frac{(fo-fe)^2}{fe}$$

Where:

Fo = obtained frequencies / observed frequencies

Fe = Expected frequencies

X^2 = Measure of the departure of obtained frequencies from the frequencies expected by chance.

The expected frequency was calculated by

$$Fe = \frac{RT \times CT}{GT}$$

Where: RT = Row Total

CT = Column Total

GT = Grand Total

The degree of freedom is calculated thus:

Degree of freedom (df) = (R-1) (C-1)

Decision Rule/Conclusion

If the computed or observed frequency X^2 (Chi –square) is greater than the table/critical (X^2) value, the null hypothesis is rejected and it means that, the alternative hypothesis is accepted and vice versa.

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CHAPTER FOUR

DATA PRESENTATION AND ANALYSIS

4.1 INTRODUCTION

This chapter deals with the presentation and analysis of data collected and collated during the course of this study. It consists of the analysis and results of data using the statistical tool as described in chapter three of this study, through testing of the relevance of the stated hypothesis and research questions in chapter one in relation to the topic of this project work.

4.2 DATA PRESENTATION

The data for the analysis were from the respondents to the questions set out in the questionnaire. A total of one hundred and twenty (120) copies of questionnaires were distributed while a total of one hundred and ten (110) questionnaires were retrieved representing a response rate of 91.6%. This is accordingly shown in the table below.

Table 1: Analysis of Retrieve Questionnaire

| NUMBER OF QUESTIONNAIRES DISTRIBUTED | QUESTIONNAIRES RETRIEVED/USED | PERCENTAGE OF QUESTIONNAIRES RETRIEVED/USED |
|--------------------------------------|-------------------------------|---|
| 120 | 110 | 91.6 |

Source: Researcher's Fieldwork, 2022

Table 1 show that 91.6% representing 110 questionnaires were retrieved out of the total of 120 questionnaires which were distributed for the study.

4.3 STATISTICAL PRESENTATION OF RESPONDENTS' BIO-DATA

QUESTION 1

Table 2: SEX DISTRIBUTION

| SEX | NUMBER OF RESPONDENTS | PERCENTAGE (%) |
|--------|-----------------------|----------------|
| MALE | 44 | 40 |
| FEMALE | 66 | 60 |
| TOTAL | 110 | 100 |

Source: Researcher's Fieldwork, 2022

From the above presentation 40% of the respondents are Male while 60% of the respondents are Female.

QUESTION 2

Table 3: AGE DISTRIBUTION

| AGE CATEGORY | NUMBER OF RESPONDENTS | PERCENTAGE (%) |
|--------------|-----------------------|----------------|
| 20-29 | 18 | 16.4 |
| 30-39 | 42 | 38.2 |
| 40-49 | 35 | 31.8 |
| 50 and above | 15 | 13.6 |
| TOTAL | 110 | 100 |

Source: Researcher's Fieldwork, 2022

The above age distribution shows that 16.4% of the respondents are between 20-29 years, 38.2% are within the age bracket of 30-39 years, 31.8% are between 40-49 years, while 13.6% are between the age of 50 years and above.

QUESTION 3

Table 4: MARITAL STATUS DISTRIBUTION

| MARITAL STATUS | NUMBER OF RESPONDENTS | PERCENTAGE (%) |
|----------------|-----------------------|----------------|
| MARRIED | 44 | 40 |
| SINGLE | 56 | 50.9 |
| DIVORCE | 10 | 9.1 |
| TOTAL | 110 | 100 |

Source: Researcher's Fieldwork, 2022

From the forgoing marital distribution, 40% of the respondents are married, 50.9% are single while 9.1% are divorced.

QUESTION 4

Table 5: DISTRIBUTION OF RESPONDENTS PROFESSIONAL STATUS

| PROFESSIONAL STATUS | NUMBER OF RESPONDENTS | PERCENTAGE (%) |
|---------------------|-----------------------|----------------|
| MEDICAL STAFF | 61 | 55.5 |
| NON MEDICAL STAFF | 49 | 44.5 |
| PATIENTS | - | - |

| | | |
|-------|-----|-----|
| TOTAL | 110 | 100 |
|-------|-----|-----|

Source: Researcher's Fieldwork, 2022

The above distribution means that field data for the study were obtained from 55.5% of the medical staff, while 44.5% of the non medical staff.

QUESTION 5

Table 6: DISTRIBUTION OF EDUCATIONAL STATUS

| EDUCATIONAL STATUS | NUMBER OF RESPONDENTS | PERCENTAGE (%) |
|--------------------|-----------------------|----------------|
| Secondary | 40 | 36.4 |
| Tertiary | 70 | 63.6 |
| TOTAL | 110 | 100 |

Source: Researcher's Fieldwork, 2022

The above distribution shows that 36.4% of the respondents have a secondary educational status while 63.6% of the respondents have tertiary educational status.

4.4 DESCRIPTIVE ANALYSIS OF QUESTIONS IN SECTION B OF THE QUESTIONNAIRE

QUESTION 6: What are the factors leading to strike in health sectors?

Table 7

| S/N | STATEMENT | A | SA | D | SD | FREQUENCY | TOTAL |
|-----|---------------------------------|-------|-------|-------|-------|-----------|-------|
| 1 | Demand for increment of salary. | 40 | 35 | 15 | 20 | 110 | 100% |
| | | 36.4% | 31.8% | 13.6% | 18.2% | | |

| | | | | | | | |
|---|---|-------------|-------------|--------|--------|-----|------|
| 2 | Negligence of workers complaints in health sectors causes them to go on strike. | 45 40.9% | 65 59.1% | - - | - - | 110 | 100% |
| 3 | Negligence of government attention on health facilities causes the workers to go on strike. | 35 31.8% | 75 68.2% | - - | - - | 110 | 100% |
| 4 | Unpaid leave grant and other entitlements | 50 45.5% | 60 54.5% | - - | - - | 110 | 100% |

Source: Researcher's Fieldwork, 2022

Result in table 7 shows that 40(36.4%) agreed that demand for increment of salary causes strike, 35(31.8%) strongly agreed also while 15(13.6%) disagreed, and 20(18.2%) strongly disagreed to the statement. 45(40.9%) agreed that negligence of workers complaints in health sector causes them to go on strike, 65(59.1%) strongly agreed and none disagreed to the statement. 35(31.8%) agreed that negligence of government attention on health facilities causes the workers to go on strike, 75(68.2%) strongly agreed also and non-disagreed to the statement. 50(45.5%) agreed that unpaid leave grant and other entitlements makes the workers to go on strike, 60(54.5%) strongly agreed also, while none agreed and strongly disagreed to the statement.

QUESTION 7: What are the impacts of strike on health care delivery?

Table 8

| S/N | STATEMENT | A | SA | D | SD | FREQUENCY | TOTAL |
|-----|---|-------------|-------------|-------------|-------------|-----------|-------|
| 1 | Man power is limited in a health facility as a result of strike. | 19 17.3% | 40 36.4% | 26 23.6% | 25 22.7% | 110 | 100% |
| 2 | Strike increases mortality rate in health facility. | 60 54.6% | 35 31.8% | 5 4.5% | 10 9.1% | 110 | 100% |
| 3 | Striking affects people perception towards the professionals that embarked on it. | 10 9.1% | 20 18.2% | 37 33.6% | 43 39.1% | 110 | 100% |
| 4 | Provision of medical equipments. | 18 16.4% | 27 24.5% | 42 38.2% | 23 20.9% | 110 | 100% |
| 5 | Reduce hospital revenue. | 40 36.4% | 50 45.5% | 15 13.6% | 5 4.5% | 110 | 100% |
| 6 | Improved welfare of health workers. | 8 7.3% | 12 10.9% | 32 29.1% | 58 52.7% | 110 | 100% |

Source: Researcher's Fieldwork, 2022

From table 8 above, 19(17.3%) agreed that man power is limited in health facility as a result of strike, 40(36.4%) strongly agreed also, while 26(23.6%) disagreed and 25(22.7%) strongly disagreed to the statement. 60(54.6%) agreed that strike increases mortality rate in health

facility, 35(31.8%) strongly agreed, 5(4.5%) disagreed and 10(9.1%) strongly disagreed to this statement. 10(9.1%) agreed that striking affects people's perception towards the professionals that embarked on it, 20(18.2%) strongly disagreed also, 37(33.6%) disagreed and 43(39.1%) strongly disagreed. 18(16.4%) agreed that provision of medical equipments, 27(24.5%) strongly agreed, 42(38.2%) disagreed and 23(20.9%) strongly disagreed. 40(36.4%) agreed that strike reduce hospital revenue, 50(45.5%) strongly agreed also, while 15(13.6%) disagreed and 5(4.5%) strongly disagreed to this statement. 8(7.3%) agreed that improved welfare of workers, 12(10.9%) strongly agreed, 32(29.1%) disagreed and 58(52.7%) strongly disagreed to this statement.

QUESTION 8: What are the ways by which strike actions by health worker can be averted?

Table 9

| S/N | STATEMENT | A | SA | D | SD | FREQUENCY | TOTAL |
|-----|--|-------------|-------------|-------------|-----------|-----------|-------|
| 1 | Timely payment of health workers salaries. | 50 45.5% | 44 40% | 10 9.1% | 6 5.4% | 110 | 100% |
| 2 | Meeting the demand of health workers will help to avert strike action. | 50 45.5% | 60 54.5% | - - | - - | 110 | 100% |
| 3 | Collective bargaining will help to avert strike action. | 45 40.9% | 45 40.9% | 20 18.2% | - - | 110 | 100% |
| 4 | Strike action can be averted when goals and objectives are | 40 36.4% | 66 60% | - - | 4 3.6% | 110 | 100% |

| | | | | | | | |
|--|----------|--|--|--|--|--|--|
| | defined. | | | | | | |
|--|----------|--|--|--|--|--|--|

Source: Researcher's Fieldwork, 2022

Results in table 9 shows that, 50(45.5%) agreed that timely payment of health workers salaries help avert strike, 44(40%) strongly agreed, 10(9.1%) disagreed and 6(5.4%) strongly disagreed to this statement. 50(45.5%) agreed that meeting the demand of health workers will help to avert strike action, 60(54.5%) strongly agreed, while non disagreed and strongly disagreed to this statement. 45(40.9%) agreed that collective bargaining will help to avert strike action, 45(40.9%) strongly agreed, while 20(18.2%) disagreed and non strongly disagreed to this statement. 40(36.4%) agreed that strike action can be averted when goals and objectives are defined, 66(60%) strongly agreed, non disagreed and 4(3.6%) strongly disagreed to this statement.

QUESTION 9: What are the effects of strike action on collective bargaining agreement?

Table 10

| S/N | STATEMENT | A | SA | D | SD | FREQUENCY | TOTAL |
|-----|---|-------------|-------------|-------------|-------------|-----------|-------|
| 1 | Strike action plays an important role in managing performance | 23 20.9% | 32 29.1% | 27 24.5% | 28 25.5% | 110 | 100% |
| 2 | Decisions reached do not favour the health workers interest | 20 18.2% | 40 36.4% | 20 18.2% | 30 27.2% | 110 | 100% |
| 3 | Government and workers grievance are not easily | 30 27.3% | 70 63.6% | 10 9.1% | - - | 110 | 100% |

| | | | | | | | |
|--|----------|--|--|--|--|--|--|
| | resolved | | | | | | |
|--|----------|--|--|--|--|--|--|

Source: Researcher's Fieldwork, 2022

Table 10 above shows that, 23(20.9%) agreed that strike actions plays an important role in managing performance, 32(29.1%) strongly agreed, 27(24.5%) disagreed and 30(25.5%) strongly disagreed to this statement. 20(18.2%) agreed that decisions reached do not favour the health workers interest, 40(36.4%) strongly agreed, 20(18.2%) disagreed and 30(27.2%) strongly disagreed to this statement. 30(27.3%) agreed that government and workers grievances are not easily resolved, 70(63.6%) strongly agreed also, and 10(9.1%) disagreed and non strongly disagreed to this statement.

4.5 TEST OF HYPOTHESIS

The hypotheses in this study are stated in alternative function (HI) and were tested using the chi-square formula.

$$X^2 = \frac{\sum (fo - fe)^2}{fe}$$

Where fo= Observed frequencies

fe= Expected frequencies

X²= Measure of the departure of obtained frequencies from the frequencies expected by chance.

Where the contingency table is used, the expected frequency is calculated as:

$$\frac{\text{Row Total} \times \text{Column Total}}{\text{Grand Total}}$$

The chi-square value is obtained and then compared with the theoretically otherwise known as the table/critical X² value the theoretical value is usually read from the X² table at the

chosen level of significance and for available degrees of freedom. The degree of freedom is calculated as:

$$Df=(R-1) (C-1)$$

Where: R = Number of Rows

C = Number of columns

DECISION RULE

If the observed or computed X^2 (Chi-square) is greater than the theoretical /critical table X^2 value, the null hypothesis is rejected and the alternative hypothesis is accepted, and vice versa.

HYPOTHESIS ONE

H1: The problem encountered with the use of strike action is more of leadership roles.

Table 11

| STATEMENT | RESPONDENTS | | | | TOTAL |
|---|---------------|----------------|--------|---------|-------|
| Negligence of government attention on health facilities causes the workers to go on strike. | A 35(42.5) | SA 75(67.5) | D - | SD - | 110 |
| Unpaid leave grant and other entitlements | 50(42.5) | 60(67.5) | - | - | 110 |
| TOTAL | 85 | 135 | - | - | 220 |

Source: Researcher's Fieldwork, 2022

The hypothesis is tested at 95% confidence interval and 5% or 0.05 level of significance is employed.

$$\text{Degree of freedom (df)} = (R-1)(C-1)$$

$$= (2-1)(4-1)$$

$$= (1)(3)$$

$$= 3$$

Table 12: CHI-SQUARE VALUE COMPUTATION

| CELLS | Fo | Fe | Fo-Fe | (Fo-Fe) ² | (Fo-Fe) ² |
|-------|----|------|-------|----------------------|-----------------------|
| | | | | | Fe |
| R1 C1 | 35 | 42.5 | -7.5 | 56.25 | 1.324 |
| R1 C2 | 75 | 67.5 | 7.5 | 56.25 | 0.833 |
| R1 C3 | - | - | - | - | - |
| R1 C4 | - | - | - | - | - |
| R2 C1 | 50 | 42.5 | 7.5 | 56.25 | 1.324 |
| R2 C2 | 60 | 67.5 | -7.5 | 56.25 | 0.833 |
| R2 C3 | - | - | - | - | - |
| R2 C4 | - | - | - | - | - |
| | | | | | X ² =4.314 |

Decision Rule

In table above, the computed X² (Chi -square) value at 5% or 0.05 level of significance and 3 degree of freedom of 4.314 is lesser than the theoretical/critical table

value of 7.815. Thus, the hypothesis which is stated in alternative function is hereby rejected. The null hypothesis is hereby accepted which implies that the problems encountered with the use of strike action and not more of leadership roles.

HYPOTHESIS TWO

H1: Strike actions highly influence collective bargaining agreement in the university of Benin teaching hospital.

Table 13

| STATEMENT | A | SA | D | SD | TOTAL |
|---|--------|--------|--------|--------|-------|
| Decisions reached do not favour the health workers interest | 20(25) | 40(55) | 20(15) | 30(15) | 110 |
| Government and workers grievances are not easily resolved | 30(25) | 70(55) | 10(15) | -(15) | 110 |
| TOTAL | 50 | 110 | 30 | 30 | 220 |

Source: Researcher's Fieldwork, 2022

The hypothesis is tested at 95% confidence interval and 5% or 0.05 level of significance is employed.

Degree of freedom (df) = (R—1) (C—1)

$$= (2-1) (4 - 1)$$

$$= (1) (3)$$

$$= 3$$

Table 14: CHI-SQUARE VALUE COMPUTATION

| CELLS | Fo | Fe | Fo-Fe | (Fo-Fe) ² | (Fo-Fe) ² |
|-------|----|----|-------|----------------------|------------------------|
| | | | | | Fe |
| R1 C1 | 20 | 25 | -5 | 25 | 1 |
| R1 C2 | 40 | 55 | -15 | 225 | 4.091 |
| R1 C3 | 20 | 15 | 5 | 25 | 1.667 |
| R1 C4 | 30 | 15 | 15 | 225 | 15 |
| R2 C1 | 30 | 25 | 5 | 25 | 1 |
| R2 C2 | 70 | 55 | 15 | 225 | 4.091 |
| R2 C3 | 10 | 15 | -5 | 25 | 1.667 |
| R2 C4 | - | 15 | -15 | 225 | 15 |
| | | | | | X ² =43.516 |

Decision Rule

In table above, the computed X² (Chi –square) value at 5% or 0.05 level of significance and 3 degree of freedom of 43.516 is greater than the theoretical/critical table value of 7.815. Thus, the alternative hypothesis which states that strike action highly influence collective bargaining agreement is hereby accepted

HYPOTHESIS THREE

H1: Strike actions hinder effective health care service delivery.

Table 15

| STATEMENT | A | SA | D | SD | TOTAL |
|--|----------|----------|----------|----------|-------|
| Man power is limited in a health facility as a result of strike. | 19(39.5) | 40(37.5) | 26(15.5) | 25(17.5) | 110 |
| Strike increases mortality rate in health facility. | 60(39.5) | 35(37.5) | 5(15.5) | 10(17.5) | 110 |
| TOTAL | 79 | 75 | 31 | 35 | 220 |

Source: Researcher's Fieldwork, 2022

The hypothesis is tested at 95% confidence interval and 5% or 0.05 level of significance is employed.

Degree of freedom (df) = (R—1) (C—1)

$$= (2-1) (4 - 1)$$

$$= (1) (3)$$

$$= 3$$

Table 16: CHI-SQUARE VALUE COMPUTATION

| CELLS | Fo | Fe | Fo-Fe | (Fo-Fe) ² | (Fo-Fe) ² |
|-------|----|------|-------|----------------------|------------------------|
| | | | | | Fe |
| R1 C1 | 19 | 39.5 | -20.5 | 420.25 | 10.639 |
| R1 C2 | 40 | 37.5 | 2.5 | 6.25 | 0.166 |
| R1 C3 | 26 | 15.5 | 10.5 | 110.25 | 7.113 |
| R1 C4 | 25 | 17.5 | 7.5 | 56.25 | 3.214 |
| R2 C1 | 60 | 39.5 | 20.5 | 420.25 | 10.639 |
| R2 C2 | 35 | 37.5 | -2.5 | 6.25 | 0.166 |
| R2 C3 | 5 | 15.5 | -10.5 | 110.25 | 7.113 |
| R2 C4 | 10 | 17.5 | -7.5 | 56.25 | 3.214 |
| | | | | | X ² =42.264 |

Decision Rule

The computed X² (Chi –square) value at 5% or 0.05 level of significance and 3 degree of freedom of 42.264 is greater than the theoretical/critical table value of 7.815. Thus, the alternative hypothesis which states that strike action hinder effective health care service delivery is hereby accepted.

HYPOTHESIS FOUR

H1: Strike action by health workers negatively impact on the patients.

Table 17

| STATEMENT | A | SA | D | SD | TOTAL |
|--|--------|----------|--------|----------|-------|
| Strike increases mortality rate in health facility. | 60(35) | 35(27.5) | 5(21) | 10(26.5) | 110 |
| Striking affects people's perception towards the professionals that embarked on it | 10(35) | 20(27.5) | 37(21) | 43(26.5) | 110 |
| TOTAL | 70 | 55 | 42 | 53 | 220 |

Source: Researcher's Fieldwork, 2022

The hypothesis is tested at 95% confidence interval and 5% or 0.05 level of significance is employed.

Degree of freedom (df) = (R—1) (C—1)

$$= (2-1) (4 - 1)$$

$$= (1) (3)$$

$$= 3$$

Table 18: CHI-SQUARE VALUE COMPUTATION

| CELLS | Fo | Fe | Fo-Fe | (Fo-Fe) ² | (Fo-Fe) ² |
|-------|----|------|-------|----------------------|-----------------------|
| | | | | | Fe |
| R1 C1 | 60 | 35 | 25 | 625 | 17.857 |
| R1 C2 | 35 | 27.5 | 7.5 | 56.25 | 2.046 |
| R1 C3 | 5 | 21 | -16 | 256 | 12.190 |
| R1 C4 | 10 | 26.5 | -16.5 | 272.25 | 10.274 |
| R2 C1 | 10 | 35 | -25 | 625 | 17.857 |
| R2 C2 | 20 | 27.5 | -7.5 | 56.25 | 2.046 |
| R2 C3 | 37 | 21 | 16 | 256 | 12.190 |
| R2 C4 | 43 | 26.5 | 16.5 | 272.25 | 10.274 |
| | | | | | X ² =62.27 |

Decision Rule

The computed X² (Chi –square) value at 5% or 0.05 level of significance and 3 degree of freedom of 62.27 is greater than the theoretical/critical table value of 7.815. Thus, the alternative hypothesis which states that strike action by health workers negatively impact on the patients is hereby accepted.

CHAPTER FIVE

SUMMARY, CONCLUSION AND RECOMMENDATIONS

5.1 INTRODUCTION

The project work examined strike action as a tool for enforcing collective bargaining. Its effect on effective health care delivery in University of Benin teaching hospital. It discussed various literatures and examined other areas relating to strike action. In the preceding chapter, data collected for the study were analyzed. Therefore this chapter of the study concentrates on the research findings, summary, conclusion and recommendations.

5.2 RESEARCH FINDINGS

A number of findings were made in study of which the major ones are enumerated below

- The problems encountered with the use of strike in the health sector are not more of leadership roles.
- Strike action carried out by health workers hinder effective health care service delivery as man power is limited and there is increase mortality rate.
- Strike action highly influence collective bargaining agreement.
- When health workers embark on strike, it has negative impact on the patients as they are the ones who bear the brunt of health workers strike.

5.3 CONCLUSION

The issue of strike in public health care facilities cannot be overemphasized as it is hampered by various problems, thereby reducing the quality of health care service delivery render to the citizens when periods of strike arises. The public health system is slowly and irreparably being destroyed by strikes, which disrupt the smooth delivery of medical services to citizens. This is because her employees' and employers' demands are not compatible. This problem calls for adequate and prompt attention.

It is essential to keep in mind that low-paid health professionals are constantly on the lookout for better opportunities abroad and may even quit their current positions. When this occurs, the health industry faces the issue of brain drain, which reduces both internal revenue and foreign reserves. When it comes to treating the sick and implementing wellness-promoting measures, efficient public health systems are absolutely necessary. It produces healthy citizens who contribute to a healthy workforce.

Every Strike action is directed towards a Problem which is faced by employees. Managements need to pay attention to the cause of the strike action and how they can make the society better for people to be productive.

5.4 RECOMMENDATIONS

Based on the forgoing, it is necessary to make the following recommendations.

- Government or employers should define the goals and objectives of health workers in order to avoid incessant industrial actions by health workers.
- Government or employers should endeavor to meet a reasonable percentage of health workers demand in order to avert industrial action by health workers.
- Government or employers should always resort to collective bargain with health workers whenever their demands are made to avoid strike.
- Government or employers should always review the working conditions of health workers in order to improve their living standard to avert strike.
- Health workers should device other means of agitation to government or employers other than engaging in industrial action
- In order to improve service delivery, the government ought to regularly pay salaries to health workers and improve the infrastructure of health centers.
- While on strike, workers should provide certain essential services and make moderate demands that are within their employers' capabilities.

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APPENDIX

DEPARTMENT OF PUBLIC ADMINISTRATION,
FACULTY OF SOCIAL SCIENCES, UNIVERSITY OF BENIN,
BENIN CITY, EDO STATE.

Dear respondents,

This questionnaire is part of a survey being conducted on STRIKE AS AN INSTRUMENT FOR ENFORCING COLLECTIVE BARGAINING AGREEMENT: ITS EFFECT ON HEALTH CARE SERVICE DELIVERY (A CASE STUDY OF THE UNIVERSITY OF BENIN TEACHING HOSPITAL, UBTH, EDO STATE). It is in partial fulfillment for the award of a Bachelor of Science Degree in Public Administration at the university of Benin, Benin City. I shall be extremely grateful if you could take part in the survey by responding to the following set of questions. It is purely for academic and research purposes only. Your anonymity is assured and information given shall be treated confidential.

Thanks,

Yours Sincerely.

| | | | | | |
|---|---|--|--|--|--|
| 12. | Striking affects people's perception towards the professionals that embarked on it. | | | | |
| 13. | Provision of medical equipments . | | | | |
| 14. | Reduce hospital revenue. | | | | |
| 15. | Improved welfare of health workers. | | | | |
| WHAT ARE THE WAYS BY WHICH STRIKE ACTIONS BY HEALTH WORKER CAN BE AVERTED? | | | | | |
| 16. | Timely payment of health workers salaries. | | | | |
| 17. | Meeting the demand of health workers will help to avert strike action. | | | | |
| 18. | Collective bargaining will help to avert strike action. | | | | |
| 19. | Strike action can be averted when goals and objectives are defined. | | | | |
| WHAT ARE THE EFFECTS OF STRIKE ACTION ON BARGAINING AGREEMENT? | | | | | |
| 20. | Strike action plays an important role in managing performance. | | | | |
| 21. | Decisions reached do not favor the health workersinterests. | | | | |
| 22. | Government and workers grievances are not easily resolved. | | | | |
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