

## **ALTERNATIVE DISPUTE RESOLUTION AND THE PERFORMANCE OF SHELL NIGERIA PLC: A CASE STUDY OF PORT HARCOURT BRANCH**

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### **ABSTRACT**

The study investigates alternative dispute resolution and the performance of Shell Nigeria Plc, Port Harcourt branch. It's intends to find out how alternative dispute resolution (conciliation, arbitration and mediation) enhances performance of Shell Nigeria Plc, Port Harcourt branch. The major problem is that dispute is repeatedly occurred in the organization and the organization tends to be confused on the right alternative dispute resolution method to choose. The main objective is to examine the alternative dispute resolution on the performance of Shell Nigeria Plc, Port Harcourt branch. Point in time data were collected from primary source. The Ordinary Least Square was adopted and finding reveals that alternative disputes resolution in terms of conciliation, arbitration and mediation contributes significantly to the performance of shell Nigeria Plc, Port Harcourt branch. It is therefore recommend that Shell Nigeria Plc, Port Harcourt branch should continue to apply alternative dispute resolution methods in solving dispute in the organization since it increases performance of the organization.

**KEYWORDS:** Alternative Dispute Resolution, Conciliation, Arbitration, Mediation and Performance