



THE RELATIONSHIP BETWEEN INTERPERSONAL CONFLICT
CAUSAL FACTORS AND JOB PERFORMANCE

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BACHELOR OF BUSINESS ADMINISTRATION
WITH HONOURS (HUMAN RESOURCE MANAGEMENT)
FACULTY OF BUSINESS MANAGEMENT
UNIVERSITI TEKNOLOGI MARA
BANDARAYA MELAKA

JULY 2018

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AND JOB PERFORMANCE**

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**Submitted in Partial Fulfilment of the
Requirement for the
Bachelor of Business Administration with Honours
(Human Resource Management)**

**FACULTY OF BUSINESS MANAGEMENT
UNIVERSITI TEKNOLOGI MARA
BANDARAYA MELAKA**

JANUARY 2018

DECLARATION OF ORIGINAL WORK



**BACHELOR OF BUSINESS ADMINISTRATION
WITH HONOURS (HUMAN RESOURCE MANAGEMENT)
FACULTY OF BUSINESS MANAGEMENT
UNIVERSITI TEKNOLOGI MARA
“DECLARATION OF ORIGINAL WORK”**

I, Hazwaniqaisara Binti Adenan (961205-66-5042)

Hereby, declare that:

- This work has not previously been accepted in substance for any degree, locally or overseas, and is not being concurrently submitted for this degree or any other degrees.
- This project paper is the result of my independent work and investigation, except where otherwise stated.
- All verbatim extracts have been distinguished by quotation marks and sources of my information have been specifically acknowledged.

Signature:.....

Date:.....

LETTER OF SUBMISSION

JULY 2018

The Head of Programme

Bachelor of Business Administration (Hons) Human Resource Management

Faculty of Business Management

Universiti Teknologi MARA

Kampus Bandaraya Melaka

110 Off Jalan Hang Tuah

73500 Melaka

Dear Sir/ Madam,

SUBMISSION OF PROJECT PAPER

Attached is the project paper entitled “**THE RELATIONSHIP BETWEEN INTERPERSONAL CONFLICT CAUSAL FACTORS AND JOB PERFORMANCE**” to fulfil the requirement as need by the Faculty of Business Management, Universiti Teknologi MARA.

Thank you.

Yours sincerely,

HAZWANIQAISARA BINTI ADENAN

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Bachelor of Business Administration

With Honours (Human Resource Management)

ABSTRACT

Harmonious workplace and good relationship among member of the organization is a dream for every employee. However, it is difficult to maintain the harmonious of the workplace because every people have their own personality, opinion and idea. The aim of this study is to identify the most significant interpersonal conflict causal factors with job performance in School of Graduates Studies, Universiti Tekonologi Malaysia, Johor Bahru.

In this study, researcher used 3 causal factors which are job stress, communication and workplace incivility. Questionnaire was used in collecting the data from the respondents. The population of the respondents for this study are 49 staffs who are working in School of Graduates Studies, Universiti Teknologi Malaysia, Johor Bahru. 44 questionnaires were successfully distributed and 40 returned questionnaire were used in analysing the data.

Descriptive, Normality, Reliability, Regression analysis were used to analyse the data findings. The result from this study shows that communication is the most significant factors that could influence job performance. There is negative relationship between job stress and job performance. Workplace incivility has negative relationship with the job performance.

In addition, an efficient communicative practice in the workplace and professionalism training are recommended to resolve the problem.