

THE RELATIONSHIP BETWEEN WORKPLACE CONFLICT AND
JOB PERFORMANCE AMONG EMPLOYEES OF ARMSTRONG
TECHNOLOGY SDN BHD IN SUNGAI BULOH, SELANGOR

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AUTHOR DECLARATION



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“DECLARATION OF ORIGINAL WORK”

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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.
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ABSTRACT

This study was conducted to find out the relationship between Workplace Conflict towards Job Performance at Armstrong Technology Sdn Bhd in Sungai Buloh, Selangor. Three independent variables from Workplace Conflict which were Communication, Structure and Personal Variable was used for this study. Convenience Sampling Technique was used for this study. The survey instrument adopted from Robbins (2005) for Workplace Conflict and Borman and Motowidlo (1993) for Job Performance. 90 Questionnaire were distributed at Armstrong Technology Sdn Bhd in Sungai Buloh, Selangor. However only 80 questionnaire were usable. Results show that the Communication, Structure and Personal Variable was high, positive and significant towards Job Performance. Communication has the strongest correlation and higher impact towards Job Performance. Therefore, the findings of the study suggested the organization to maintain the harmonious of the workplace and increase employees' job performance by sending the employees to conflict resolution seminar for better understanding and knowledge on how to cope the workplace conflicts.

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CHAPTER 1

INTRODUCTION

Background of Study

A conflict exists in today competitive workplace. Conflicts occur when two people, group, nations and countries disagreement about the issues due to the differences in perceptions, ideas, behaviours, interest, attitudes, religious differences, politics and also unjustified distributions of national resources (Bakker, 2011) and it is especially obvious when they are under the same roof such as in the organization. According to the study conducted by Mohd Said, et al. (2016), conflicts can be arising when two peoples have different point of views in achieving a common goal. Turlkaji, Fosic and Dujak (2008) revealed that organizational operation normally involving the value of team work, collaboration and group creativity of employee where conflict usually arise, however the organization not really concern about the conflict among employee but the only focus on the outcomes.

Conflict is something that cannot be avoided especially in the organization that has multiple levels of managements. Dysfunctional and functional of organization also effected by the conflicts occurs (Khan, Iqbal, & Hussainy, 2016). Based on the study conducted by Henry (2009) stated that work related conflict as an unpleasant fact in organization, as long as people compete for job, resources, power, recognition, and security. Furthermore, according to the Johari et.al (2013) stated that conflict can