

THE RELATIONSHIP BETWEEN CONFLICT MANAGEMENT STYLE AND JOB  
SATISFACTION AMONG EMPLOYEES IN THE PUBLIC SECTORS AT KUCHING,  
SARAWAK.

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JULY 2019

## **ACKNOWLEDGEMENT**

Thanks be to God for His blessing and His love and grace awards time, life and energy that was awarded to us, finally we can complete this task successfully. We would like to take this opportunity to express our thanks each of us in this group who has helped in completing our article review written report during the period of the project.

First of all, special thanks to my brilliant and dedicated ASM602 lecturer as well as our Supervisor, Dr. Hajah Norlina Mohamed Noor, and our Co-Supervisor, Mr. Nelson Martin Noel, for all the guidance, encouragement and inspiring words to motivate us in completing this assignment project as well as developing ourselves to become an effective students. Without the continuous supervision from them, we would have faced a lot of difficulties in succeeding this research proposal.

Besides that, my gratitude is also dedicated to all the course mates and friends, for giving us extra guidance and answers to our questions relating to this assignment and for always be there for us when time needed. Last but not least, not to forget the grateful acknowledgement is expressed to our beloved parents for giving an advice for the extra motivation that we needed for us to perform the responsibility that must be done to complete this task.

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## **CHAPTER 1**

### **INTRODUCTION**

This chapter introduces the study to investigate the relationship between conflict management styles and job satisfaction among employees in the Public Sectors at Kuching, Sarawak. Besides that, this chapter also elaborates on the background of the study, statement of problem, research objective, research question, significance of the study and limitations study of terms.

#### **Background of the Study**

Job satisfactions are the most common factor for all organizations in public sector. Job satisfactions also known as a person estimation of his or her job and work situation in the organizations. In future, the researcher can describe which one feels positively or negatively about the intrinsic and extrinsic aspects of the task (Gangai & Agrawal, 2014). Conflict may affect their job performance where they might not perform well when doing their task (Singh & Tiwari, 2017). This is due to individual characteristic or behaviour of the employees that sometimes are misunderstood. Poor job satisfaction however can lead to hostility, infighting, divisiveness and disintegration. These are all negative attributes that hamper institutional progress (Dzisi & Smile, 2014).

However, conflict is something that can happen anytime in the workplace and unavoidable. Awan and Anjum (2015) argued that a negative work environment that does not encourage conflict resolution can result in poor employee behaviour and job

that data had shown only accommodating styles are used among Malaysian institution managers compared to other conflict styles.

In conclusion, the findings on conflict management styles towards job satisfaction are inconsistent because there are different findings and lack of study has been done in Sarawak. However, the researcher will conduct a similar study among employees in public sector, in which this research will identify the types of conflict management styles that affect employees' job satisfaction in Sarawak.

### **Research Objective**

RO: To examine the relationship between conflict management styles and job satisfaction among employees in the Public Sectors at Kuching, Sarawak.

### **Research Questions**

RQ1: Is there any relationship between competing style among employees in the Public Sectors at Kuching, Sarawak?

RQ2: Is there any relationship between collaborating style among employees in the Public Sectors at Kuching, Sarawak?

RQ3: Is there any relationship between avoiding style among employees in the Public Sectors at Kuching, Sarawak?

RQ4: Is there any relationship between accommodating style among employees in the Public Sectors at Kuching, Sarawak?

RQ5: Is there any relationship between compromising style among employees in the Public Sectors at Kuching, Sarawak?