

THE RELATIONSHIP BETWEEN CONFLICT MANAGEMENT
STYLES AND JOB PERFORMANCE AMONG NON-EXECUTIVE
EMPLOYEES IN DEWAN UNDANGAN NEGERI SARAWAK
(DUNS)

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ABSTRACT

Conflict occurs when needs and desires of two individual or parties are contradicting, consciously or unconsciously. In other words, conflict happens when parties are not getting what they want. For any organization to be effective there must be efficient means of conflict management styles in order to handle conflict that might be occurs. The purpose of these studies is to examine the relationship between conflict management styles and job performance among non-executive employees in Dewan Undangan Negeri Sarawak (DUNS). The sample size consisted of 80 non-executives staff from Dewan Undangan Negeri Sarawak (DUNS). The participant received a questionnaire to measure the model factor of conflict management styles and job performance. The reliability test of the questionnaires was tested by conducting a pre-test. They were analyse by using SPSS software version 23. The Pearson correlation coefficients were used to determine the relationship between conflict management styles and job performance. According to the result, only compromising ($r=0.307$) showed medium, positive and significant relationship with job performance while competing ($r=0.296$), and avoiding ($r=0.280$) showed low, positive and significant relationship with job performance and accommodating ($r=0.168$) showed low, positive and not significant relationship with job performance.

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CHAPTER 1

INTRODUCTION

This chapter discusses the study of the relationship between conflict management styles and job performance. The first part of this chapter elaborates on the background of the study, statement of problem, research objectives, research questions, significance of the study, limitations of the study and definition of terms.

Background of the Study

Employees can increase their work performance when they have a good relationship and fewer conflicts with co-workers and supervisors. High performance can be achieved when conflict is resolved through an effective conflict management style. This is because employees are happy with their surroundings and practice good communication among them. Effective conflict management styles can result in positive outcomes, such as effective teamwork and leadership, higher morale, increased productivity, satisfied customers and employees. However, when the conflict is managed poorly, it can have negative long-term consequences for employees including decreased job performance and lower productivity (Awan & Saeed, 2015). In addition, Awan and Anjum (2015) argued that a negative work environment that does not encourage conflict resolution can result in poor employee behavior and job performance. This is because unmanaged conflict can cause dysfunctional communication and poor behaviour among