

**THE RELATIONSHIP BETWEEN CONFLICT AND
ACADEMIC STAFFS PERFORMANCE AT UNIVERSITI
SULTAN ZAINAL ABIDIN (UniSZA), GONG BADAQ
CAMPUS**

WAN SYUHADA BINTI WAN IBRAHIM

**BACHELOR IN OFFICE SYSTEMS MANAGEMENT (HONS)
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ABSTRACT

Conflict is the most threaten in this nation among various departments in the organization and mostly this situation is happened in public sector. The employees' performance is the most important element for the successful of organization and they are expected to work more effectively without job stress. In an organization, it has many people and is split into small groups and it's natural to see any differences opinion from the employees. Therefore, the purpose of this study is to investigate the relationship between the conflict and employees' performance and whether the conflicts are affecting the employees' performance. The sample of this study consisted of 90 academic staffs working in different faculties at UniSZA. An abstracted questionnaire was used to collect data regarding demographic information, relationship conflict, task conflict, organizational conflict and employee performance. The collected data then analyzed using the correlation technique. The result illustrate that both task and organizational conflict has significant impact on employee performance and negatively related to it while the relationship conflict has no significant towards employee performance and positively related to it.

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CHAPTER 1

INTRODUCTION

Chapter Overview

The chapter one describe about the conflict and the employee's performance, statement of problem and the research objectives, introduced the research question and the significant of the study, the study of limitation and defined terms used as the basis of this study.

Background of Study

In this era, conflict is the most threaten in this nation among various departments in organization and this situation is happening mostly in public sector (Ullah, 2012). He adds in the article the employee's performance is the most important element for organization to be successful and they are expected to work more effectively without job stress. Disagreement is a broad definition of conflict (Lisa Toms, 2004) and the author added, it also can be defined as "breakdown in the decision-making apparatus resulting in difficulty in selecting alternative courses of action".

Gatlin *et al* (2009) said that there are eight common causes of conflict at workplace. (1) Conflicting resources which is the access to a certain resources by more than one person or group. The resources refer to meeting room, colleagues