

THE RELATIONSHIP BETWEEN CONFLICTS AND  
EMPLOYEE PERFORMANCE AT TABUNG HAJI MELAKA

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## ABSTRACT

The topic for this study is the relationship between conflict and employee performance at Tabung Haji Melaka. The purpose of this study to identify the highest type of conflict that encounter by staff at Tabung Haji Melaka. This study also wants to investigate the performance level of the employees at Tabung Haji Melaka. Besides that, this study also wants to investigate the relationship between conflict and employees performance at Tabung Haji Melaka. The data gathered through the questionnaire distributed to the whole employees at Tabung Haji Melaka which were 62 respondents in order to determine the relationship conflicts and employee's performance at Tabung Haji Melaka and only 52 questionnaires were usable for further analysis. This study was found that there was a relationship between conflicts and employee performance. All research questions were answered when the findings indicate that there are positive relationship between conflicts and employee performance at Tabung Haji Melaka. The findings also show that the respondents not agreed that conflicts make their performance became low and affect the target of organization. Based on the study, it shows that the employees at Tabung Haji Melaka give a positive response towards the implementation of conflicts in the organization. Researcher had used SPSS version 19 to determine the relationship between conflicts and employees performance at Tabung Haji Melaka.

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## CHAPTER 1

### INTRODUCTION

#### Chapter Overview

Conflict was one of the problem parts that usually was been occur among various departments mostly in banking sector. Employee's performance was a key element in the success of organizations. When the employees do not have any conflict with other staff and show good performance in their work, they were get excellent result in serving and waiting time by proven from machine Queue Server. This phenomenon show that conflict can contributed to employees expected to perform more effectively without conflict as compared to those who were working under conflict such as task conflict. From that issue, this study was planned to examine the result of relationship between conflict and employee performance among staff in banking sector. Convenience samples of sixty two employees were drawn from the bank that had been chosen of Tabung Haji Melaka. Conflict and employees performance questionnaires were adopted for data collection. Empirical analysis showed that there was a strong relationship between conflict and employees performance. The chapter one describe about the conflict and the