THE RELATIONSHIP BETWEEN WORKPLACE CONFLICT
AND JOB PERFORMANCE AMONG EMPLOYEES OF
INTERNATIONAL COLLEGE OF ADVANCED TECHNOLOGY
(*i*-CATS) IN KUCHING, SARAWAK

VICTORIA JU ANAK BELLIE

BACHELOR IN OFFICE SYSTEMS MANAGEMENT (HONS.)
UNIVERSITI TEKNOLOGI MARA (UiTM)

MAY 2018

ABSTRACT

 Conflict has become one major issue in the workplace that could affect the person's work performance. The objective of this research is to determine the relationship between workplace conflict and job performance among employees. The theory use for this study was derived from Robbins (2005) which determinant sources of workplace conflict include communication, structure and personal variables. This study was conducted at International College of Advanced Technology Sarawak (iCATS), Kuching that focused on employees of i-CATS. The researcher distributed 100 questionnaires using convenience sampling technique. The findings of study revealed that conflict in communication, structure and personal variables has a relationship with job performance among employees. The correlation analysis revealed that personal variable is the major  influence of workplace conflict with a moderate correlation (r=.420**, n=88, p<0.05) that affects job performance at International College of Advanced Technology Sarawak (i-CATS) Kuching, Sarawak compare to communication and structure. Conclusively, some recommendations were recommended to the organisation, employee and future researchers who would like to conduct the same study.

# ACKNOWLEDGEMENT

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CHAPTER 1

## INTRODUCTION

### Background of Study

Conflict exists in today's competitive workplace. Normally, most of the workers would face conflicts when enter in the organisation. Conflicts occurs 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). According to the study conducted by Mohd Said, et al. (2016), conflicts can be rise when two people have different point of views in achieving a common goal. Based on Turlkaji, Fosic and Dujak (2008), organisational operation normally involved the value of team work, collaboration and group creativity of employee where conflict usually arise, however the organisation not really concerned about the conflict among employees but the only focus on the outcomes.

However, conflict is something that cannot be avoided. Especially, in the organisations that have multiple levels of managements. Dysfunctional and functional of organisation also affected by the conflicts occurs (Khan, Iqbal, & Hussainy, 2016). Based on the study conducted by Henry (2009), which claim that work related conflict are an unpleasant fact in organisation, as long as people compete for job, resources, power, recognition, and security. Furthermore, according to the Johari et al. (2013) stated that conflict can be led by the differences in the beliefs, opinions values and