

**A STUDY ON EFFECT CONFLICT MANAGEMENT TO
SUBORDINATE ABSENTEEISM AT
UITM JENGA PAHANG**

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CHAPTER 1

INTRODUCTION

1.1 Background of the Study

The employee absenteeism rate is a concern in many organizations. Absenteeism is costly not only in the terms of salaries, but also in terms of lost productivity. Some absences are unavoidable, such as those caused by illness, job-related injuries, and illness of family member and death of a family member. Although these situations create legitimate absences, some of employee uses them as absent. Therefore, supervisor must find effort to investigate when an employee's give a reason for being absence is legitimate and when it is not. For example, the employer should care about the subordinates at the workplace. The employee absenteeism should be reduced to make the organization have a good image to be viewed to the society. This is important because top managers in the organization want to show a good side of their organization to the viewer. As the sample, the employers need to play as the good leader to the employees. Sometimes, the good leader can be the sample or roles model to the subordinates to reduce the absenteeism.

Conflict refers to the awareness towards disapproval of goal, values, suggestion and event by one party (Woerkom, 2010). Employer might terminate their employee if their performances are low. So, it can be a reason of employer to quit their work through their objection by did not give a profit in the organization (Gaziel, 2004). When one part started take an action, the conflict will be arise, so the objection will be influence to other party through their action and reaction (Thomas, 1992). According to the conflict, it related between the employer and employee. The employee will be the victims to the employer like will be fired by the organization.