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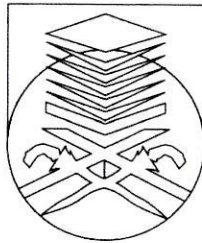# FACULTY OF ADMINISTRATIVE SCIENCE AND POLICY STUDIES

THE FACTORS OF WORKPLACE CONFLICT AT TANJUNG MANIS DISTRICT OFFICE TOWARD JOB SATISFACTION

AHRAWTI ANAK LATIP
2022776695
NUR AFIFAH BINTI MUSAIMI
2022566397

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ABSTRACT

The purpose of the study was to examine the relationship between workplace conflict and job satisfaction at the Tanjung Manis District Office. Workplace conflict is a common issue that can be both beneficial and harmful, with both positive and negative effects depending on the circumstances. It occurs when employees from different backgrounds work together for a common commercial goal. Conflict can manifest in various forms, such as insults, refusal to cooperate, bullying, personality conflicts, poorly understood communication, and poor organizational management. It can negatively impact operations, lower output, failed projects, turnover, and termination, as well as cause emotional stress. Conflict in the workplace and inclement weather are inevitable situations that can impact personal goals and opinions. These conflicts can arise when employees disagree on a matter due to different interests, personalities, beliefs, or ideas. The researchers emphasize the need to create a conceptual theory to address these weaknesses. One problem identified is the increase in turnover and terminations. Conflict among employees can waste time, hinder cooperation, and ruin relationships. Another problem is the lack of communication skills in the organization. Inadequate communication can lead to conflict, as it promotes balance and communication, preventing effective communication. Encouraging communication between parties can lower the potential for disputes and improve output and productivity. However, conflict can also lead to sabotage behavior, which can harm an organization's operations for personal gain.

Keywords: Jobs satisfaction, Workplace conflict, Tanjung Manis District Office

CHAPTER ONE

INTRODUCTION

1.1 Chapter Review

This chapter focuses on the background of the study, which is the factors of workplace conflict at Tanjung Manis District Office towards job satisfaction. The scope of this study focuses on factors leading to conflict in organizations. Section 1.1 discusses the Chapter Review, Section 1.2 the background of the study, Section 1.3 explains the problem statement, Section 1.4 the scope of the study, Section 1.5 the significance of the study; and Section 1.6 is about research objectives Section 1.7 explains the research question. In addition, Section 1.8 states the research hypotheses Section 1.9 is about the definition of terms, and finally, Section 1.10 is the chapter summary.

1.2 Background of Study

This research investigates the connection between workplace conflict and job satisfaction at the Tanjung Manis District Office. Conflict at work is a frequent occurrence in all organizations. Conflict at work can be both beneficial and harmful since it can have both benefits and drawbacks, depending on the circumstances but conflict also can advance the objectives of the organization and raise its level of achievement. Conflict at work typically happens between employees, which causes them to encounter numerous challenges when working in a team. Shayna Waltower (2023) stated in Business News Daily that although the word "conflict" generally signifies something negative, there are times when arguments at work can be beneficial and healthy.

Workplace conflict is unavoidable when employees from various backgrounds work together for a common commercial goal (Society for Human Resource Management, 2022). There are several methods to show workplace conflict, including insults, refusal to cooperate, and bullying. Personality conflicts, poorly understood communication, and poor organizational management are only a few examples of their causes. Conflict at work can hurt operations through lower output, failed projects, turnover, and termination. It also causes emotional stress (Society for Human Resource Management, 2022).

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CHAPTER TWO

LITERATURE REVIEW AND CONCEPTUAL FRAMEWORK

2.0 Chapter Review

This chapter is inclusive of all the core variables used in this study. The study of the factors of workplace conflict toward job satisfaction will cover all the values that will lead to certain outcomes. Further discussion will be explained in Section 2.1 on the types of workplace conflict, namely interpersonal conflict, role conflict, maturity conflict, intergroup conflict, and ideological conflict. It is followed by dependent variables, which makes Section 2.2 the job satisfaction itself. Section 2.3 discusses the past model used in this research, job satisfaction by Maslow's Theory. Section 2.4 will further illustrate the conceptual framework of the entire research. It is concluded with Section 2.5, which is the annotated bibliography of the entire article. Section 2.6 will be the summary of Chapter Two.

2.1 Types of Workplace Conflict

2.1.1 Interpersonal Conflict

According to Beheshtifar and Zare (2013), conflicts that arise among people working on a project or between several groups of interest are known as interpersonal or social conflicts. Another meaning of interpersonal conflict is the process by which one person or department prevents another from achieving the desired outcome (Beheshtifar, M., and Zare, E., 2013). Conflict can occur between colleagues, within a team, or between team members and leaders. A variety of research indicates that workplace interpersonal conflict is quite common (Tremmel et al., 2019 as cited in Kundi, Y.M. and Badar, K. 2021).

2.1.2 Role Conflict

Role conflict happens when employees are required to perform different, incompatible, or many responsibilities at once. Crossman (2019) also mentions that conflict between the several roles that a person assumes or performs in their daily life is known as role conflict. Conflicts can arise when people have roles with different statuses, when a person has opposing obligations that create conflicts of interest, or when people disagree about what should be expected of them in a given role, whether in a professional or personal