THE RELATIONSHIP BETWEEN CONFLICT MANAGEMENT STYLES AND JOB PERFORMANCE AMONG SUPPORT STAFF AT CARRIER INTERNATIONAL SDN. BHD. IN BANDAR BARU BANGI, SELANGOR

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ABSTRACT

The purpose of this research was to investigate the relationship between conflict management style and job performance among support staff at Carrier International Sdn. Bhd. in *Bandar Baru Bangi, Selangor.* This correlation research used stratified disproportionate sampling technique and the sample size was determined using the Krejcie and Morgan (1970). Questionnaires were distributed to 186 respondents who worked as support staff, which were adopted from Rahim (1983), Vischer (2006) and HR Services, University of Chicago (2010). The response rate was 75.8% and most of the respondents are female workers. The questionnaires were analyzed using SPSS version 20 to determine the result. The findings showed that there was a moderate relationship between conflict management style and job performance ($r=0.44$, $p=0.00$). Besides that, based on Pearson Correlation, avoiding ($r=-0.02$, $p=0.81$), integrating ($r=0.44$, $p=0.00$), obliging ($r=0.47$, $p=0.00$) and dominating ($r=0.221$, $p=0.01$). On the other hand, avoiding shows an insignificant relationship with job performance which Beta=-.081, $p<0.01$. Meanwhile, the mean shows 3.37 with SD is .87 and it is clearly shows avoiding have negative effects to job performance. Furthermore, obliging (M=3.07, SD=0.63) has the highest relationship which indicated there were positive effect with job performance. The result shows Beta=0.38, $p<0.01$. The multiple regression was conducted and it shows $F(3,137)=22.30$, $P<.05$. It is recommended that the study on managing conflict should be done on other industry as well. Besides, future research should not only focus on supporting staff, but should also involve managerial level. In addition, the future researchers are also encouraged to take a large number of respondents. Finally, the future researchers should find other factors of Conflict Management Style (competing) that can influence job performance.

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