

**UNIVERSITI TEKNOLOGI MARA
FACULTY OF ADMINISTRATIVE SCIENCE AND POLICY
STUDIES**



**THE INFLUENCE OF EFFECTIVE COMMUNICATION
PRINCIPLES TOWARDS ORGANIZATIONAL TASK
CONFLICT AMONG EMPLOYEES**

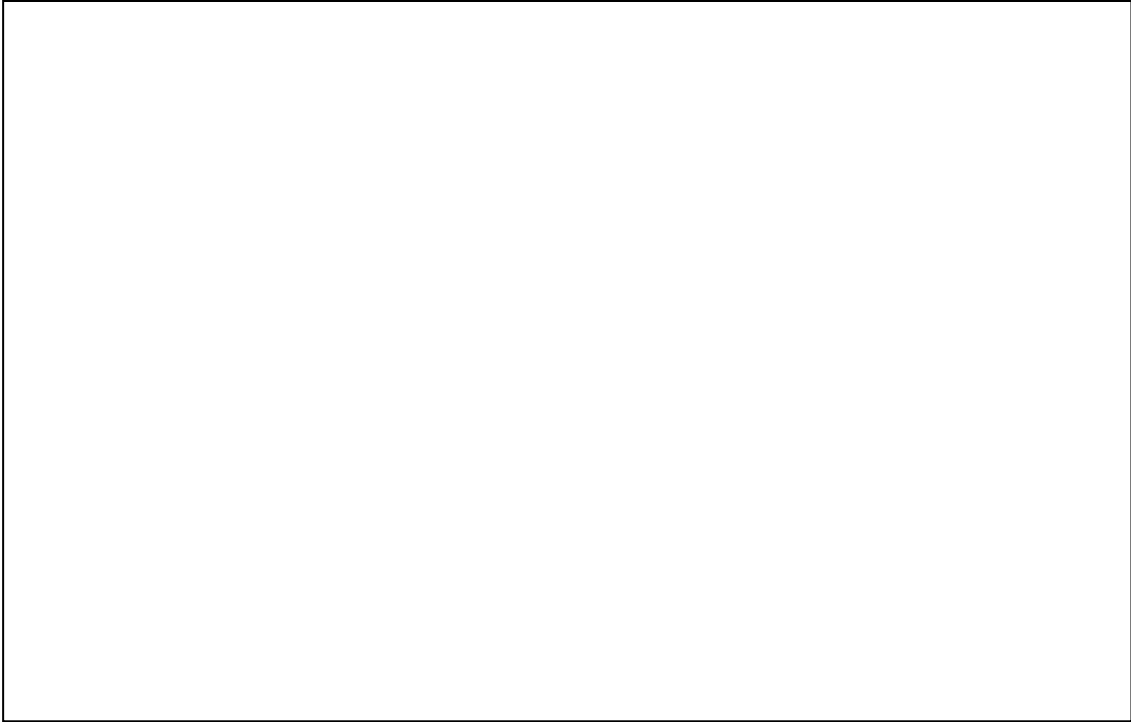
A CASE STUDY IN: KUALA LUMPUR LAW COURTS

**HARLINA BT AMBAR
2009882126**

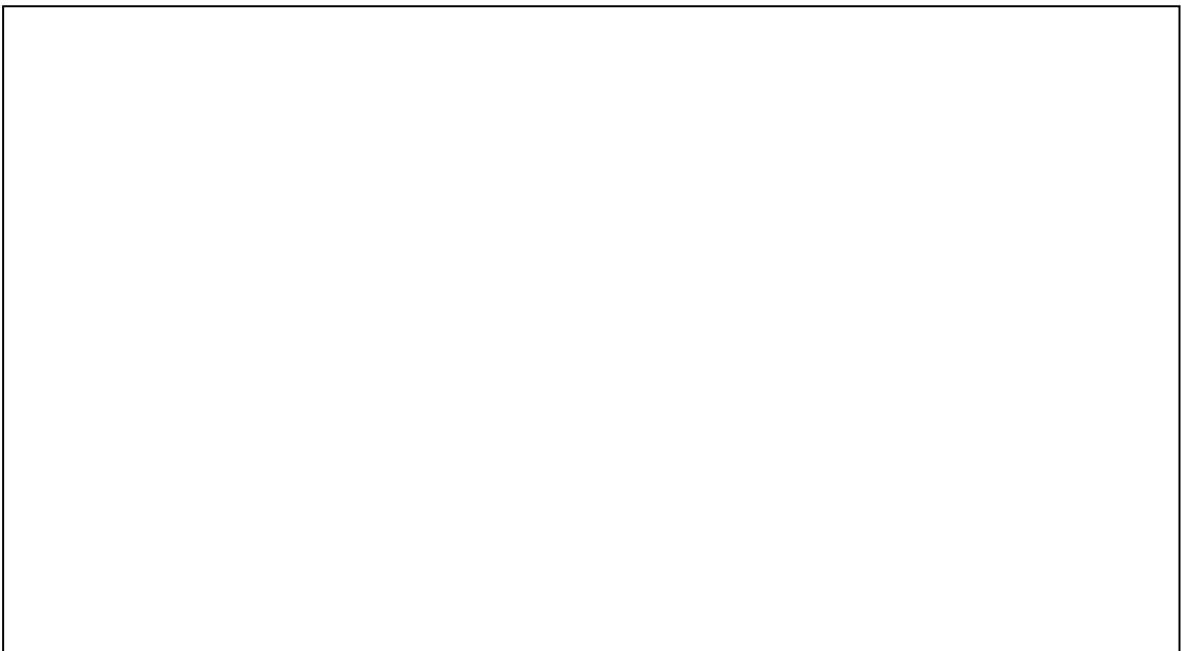
**SAFAEZZAH BT SABARUDDIN
2009843188**

JULY 2012

Supervisor's Comments

A large, empty rectangular box with a thin black border, intended for the supervisor's comments. It occupies the upper half of the page.

Moderator's Comments

A large, empty rectangular box with a thin black border, intended for the moderator's comments. It occupies the lower half of the page.

**CLEARANCE FOR SUBMISSION OF THE RESEARCH PROPOSAL BY THE
SUPERVISOR**

Name of supervisor: Sir Mohamed Fajil B. Abdul Batau

Title of Research Report: The Influence Of Effective Communication

Principles Towards Organizational Task

Conflict Among Employees

A Case Study In: Kuala Lumpur Law Courts

Name of Student 1: Harlina Bt Ambar

Name of Student 2: Safaezzah Bt Sabaruddin

I have reviewed the final and complete research proposal and approve the submission of
this report for evaluation.

(Signature)

Date:

DECLARATION

We hereby declare that the work in this project paper is our own except for quotations and summaries which have been duly acknowledged.

HARLINA AMBAR

2009882126

SAFAEZZAH BT SABARUDDIN

2009843188

ABSTRACT

Differences opinion and the resulting conflict are common to any organization or community group. One of the most common factors of conflict is lack of communication. . By expressing our desires, feelings, thoughts and opinions clearly and effectively can increase in communication hence will reduce in task conflict occurrence. Thus, “effective communication is a building block of successful organizations” and communication acts as organizational blood. The objective of this research is to study the relationship between face to face conversation, situational based leadership and active listening. A total respondent of 181 support staffs of Kuala Lumpur Law Court were selected to fill the sets of questionnaires that consist of 5 sections which are Demography (Section A), Face to Face Conversation (Section B), Situational Based Leadership (Section C), Active Listening (Section D) and Organizational Task Conflict (Section E). The data was analyzed with Pearson Correlation and Linear Regression Analysis of Statistical Package for Social Sciences (SPSS) version 18.0. The result indicates that there were positive correlation between face to face conversation, situational based leadership and active listening towards organizational task conflict. In addition, active listening has been found to be the most influence variable of effective communication principles towards organizational task conflict. As a conclusion, this study will investigate the most influence variable of effective communication principles towards organizational task conflict.