

RESEARCH METHODOLOGY AND DATA
ANALYSIS (ADS511)

RESEARCH TITLE :
GENDER DIFFERENCES IN CONFLICT HANDLING STYLE
AMONG EMPLOYEES IN SPECIAL TASK FORCE
DEPARTMENT KOTA KINABALU, SABAH.

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Abstract

Conflicts are merely happens among a particular group of people to the human society and conflict may occur in every person life including conflict in family, in the workplace and in the relationship. To handle the conflict there are several approaches such as avoiding, compromising, accommodating, competing, and collaborating. Conflict can be unpleasant and stressful to the individual if they do not handle the conflict effectively and it is difficult to avoid the conflict.

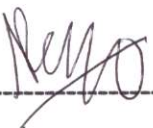
DECLARATION

We hereby declare that the work contained in this research report is our own original and except those duly identified and recognised.

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CHAPTER 1

INTRODUCTION

1.1 Introduction

Conflicts are merely happens among a particular group of people to the human society and conflict may occur in every person life including conflict in family, in the workplace and in the relationship. Conflict can be unpleasant and stressful to the individual if they do not handle the conflict effectively and it is difficult to avoid the conflict.

As we concern that there are two types of conflict which might occur in our life. Firstly, is the intrapersonal conflict whereby intrapersonal more involve to the emotional dissonance for individual and secondly, interpersonal conflicts more commonly associated with conflict management because it involves group of people. Same situation happen in the Special Task Force Department where conflict always happen in term of their working condition because this department not only perform by their own recruited employees but also needs to cooperate with other department such as Police Department, Army and Immigration Department to handle the illegal immigrants problems.

There are several situations which may leads to the conflict problem in the organisation such as in term of decision making, giving opinion and other job task. These conflict situations always happen because Special Task Force Department (Kota Kinabalu) have to cooperate with other department to perform their job task and with a different background of work, conflict may occur in the organisation because every department have their own interest and perspectives on their working condition.