

**THE RELATIONSHIP BETWEEN CONFLICT
MANAGEMENT STYLES AND JOB SATISFACTION
AMONG SUPPORT STAFF AT GOVERNMENT
ADMINISTRATIVE OFFICES SRI AMAN,
SARAWAK**

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AUTHOR'S DECLARATION



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“DECLARATION OF ORIGINAL WORK”

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Hereby, declare that:

- This work has not previously been accepted in substance for any degree, locally or overseas, and is not being concurrently submitted for this degree or any other degrees.
- This project-paper is the result of my independent work and investigation, except where otherwise stated.
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ABSTRACT

Conflict can arise at any time. Although conflict is a normal and natural part of any workplace, it can lead to absenteeism and loss of productivity in a workplace. Specifically, the study aimed to investigate the relationship between conflict management styles and job satisfaction among support staff at Government Administrative Offices, Sri Aman. The instrument used for this study is questionnaires developed by Killman (1976), which conducted to selected 110 respondents at Government Administrative Offices, Sri Aman. Since the total population is quite small, census technique was used where there is no sampling technique was applied. To analyzed data, the Pearson Correlation Coefficient was chosen. Based on the findings, competing style has positive, significant and moderate relationship toward job satisfaction. Followed by, accommodating style with positive, but insignificant and low relationship. There is a positive, significant and low relationship between compromising style and job satisfaction. Result shows negative, significant and low relationship between avoiding style and job satisfaction. There is a positive, significant and moderate relationship between collaborating styles toward job satisfaction. Competing style is generally used in Government Administrative Offices, Sri Aman. It is recommended for the Government Administrative Offices, Sri Aman, to apply accommodating styles as the second preference in managing conflict whereby, the manager can encourage their employees on giving cooperation and little courage. Future studies regarding this topic are needed because there are limited researches that have been done in Sarawak.

TABLE OF CONTENTS

AUTHOR’S DECLARATION	iii
ABSTRACT.....	iv
ACKNOWLEDGEMENT	v
LIST OF TABLES	ix
LIST OF FIGURES	x
LIST OF APPENDICES.....	xi
CHAPTER 1	1
INTRODUCTION	1
Background of the Study	1
Statement of the Problem.....	4
Research Objective	5
Research Question	5
Significance of the Study	6
Limitations of the Study.....	6
Definition of Terms.....	6
CHAPTER 2	9
LITERATURE REVIEW	9
Introduction.....	9

CHAPTER 1

INTRODUCTION

This chapter introduces the study to investigate the relationship between conflict management styles and job satisfaction among support staff at Government Administrative Offices, Sri Aman. Besides, this chapter also elaborates on the background of the study, statement of problem, research objective, research question, significance of the study and limitations study of terms.

Background of the Study

Job satisfactions are the most famous crisis for all organizations in public sector. Job satisfactions also known as a person estimation of his or her job and work situation in the organizations. In future, the researcher can describe what one feels positively or negatively about the intrinsic and extrinsic aspects of the task (Gangai & Agrawal, 2014). Conflict may affect their job performances where they might not perform well when doing their tasks (Singh & Tiwari, 2017). This is due to individual characteristic or behavior of the employees that sometimes are misunderstood. Poor job satisfaction however can lead to hostility, infighting, divisiveness and disintegration. These are all negative attributes that hamper institutional progress (Dzisi & Smile, 2014).

However, conflict is something that can happen anytime in the workplace and unavoidable. (Awan & Anjum, 2015) argued that a negative work environment that