A CASE STUDY ON THE RELATIONSHIP BETWEEN WORKPLACE CONFLICT AND JOB PERFORMANCE AMONG THE EMPLOYEES AT PEJABAT WILAYAH SELATAN, JABATAN KERJA RAYA KUCHING

Prepared for:
MADAM SITI FATIMAH BINTI ABDUL LATIF

Prepared by:
NURATIKAH BINTI KASLAN
BACHELOR IN OFFICE SYSTEMS MANAGEMENT (HONS.)

UNIVERSITI TEKNOLOGI MARA (SARAWAK)
FACULTY OF BUSINESS MANAGEMENT

July 2016

**BACHELOR IN OFFICE SYSTEMS MANAGEMENT (Hons.)**
**FACULTY OF BUSINESS MANAGEMENT**


"DECLARATION OF ORIGINAL WORK"


I, Nuratikah binti Kaslan, (I/C: 921005135120)


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.

- All verbatim extracts have been distinguished by quotation marks and sources of my information have been specifically acknowledged.


Signature:_____     Date:_____

# ABSTRACT

The purpose of this study is to identify the relationship between workplace conflict and job performance among the employees at Pejabat Wilayah Selatan, JKR Kuching. Therefore, the researcher was used simple random technique for this study and also quantitative method had been applied. The questionnaires as for the purpose of data collection and researcher personally distributed to all respondents at Pejabat Wilayah Selatan, JKR Kuching. There were 65 questionnaires had been distributed to the respondents with a return rate which is 56 (86%). All the data collection was analyzed by using the Statistical Package for Social Sciences (SPSS) version 22. Besides that, Pearson Correlation Coefficient was used to perform the data in order to measure of the strength of the relationship. Therefore, the researcher find out, power is the most highest significant relationship on job performance where the value is ($r=0.870$, $p<0.01$). Over all, the findings show there is a significant relationship between workplace conflict and job performance were ($r= 0.810$ and $p<0.01$).

# ACKNOWLEDGEMENT

First of all, I would like to thank to Allah SWT for His blessing, for giving me strength to complete the project paper for the subject ASM662. A million thanks to Universiti Teknologi Mara (UiTM) by giving opportunity for me to do this research and special greatest appreciation to my researcher supervisor, Madam Siti Fatimah binti Abdul Latiff for her patience, encouraging guidance and advice. Thanks for giving us a lot of important guidelines and information regarding to making of this report. Without her support and willingness to spend her time, I could not complete this research project.

Not forgotten, I also like to expand my deepest gratitude to my lecturer for Research Methods (ASM601), Associate Professor Madya Dr.Halimaton binti Haji Khalid for her guidance and support.

Finally, I would like to express my deepest gratitude to my parents who always giving me supports and also my friends especially Nur Athirah binti Mohd Yusof and Nurul Syafinaz binti Raie for sharing the ideas and comment on completing this research project.

Nuratikah Binti Kaslan
Faculty of Business Management
UniversitiTeknologi MARA Sarawak

TABLE OF CONTENTS