

A CASE STUDY OF THE RELATIONSHIP BETWEEN WORKPLACE
CONFLICT AND JOB PERFORMANCE AMONG SUPPORT STAFFS AT
MAJLIS DAERAH BAHAGIAN SAMARAHAN, SARAWAK.

Prepared for:
MADAM SITI FATIMAH BINTI ABDUL LATIFF

Prepared by:
NURUL SYAFINAZ BINTI RAIE (2014660002)
BACHELOR IN OFFICE SYSTEMS MANAGEMENT (HONS.)

UNIVERSITI TEKNOLOGI MARA (KOTA SAMARAHAN)
FACULTY OF BUSINESS MANAGEMENT

JULY 2016



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

“DECLARATION OF ORIGINAL WORK”

I, Nurul Syafinaz Binti Raie, (I/C: 930124135486)

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

This research aims to measure the factors of workplace conflict as well as to determine the relationship between workplace conflict and job performance among support staff at Majlis Daerah Bahagian Samarahan, Sarawak. The research methodology used is a descriptive research with a correlational method. In this research, the population of support staff were 60 and 52 support staff were selected based on simple random sampling and using Morgan table. In data analysing the descriptive statistics which were frequency, mean and standard deviation were used and the statistical calculations were conducted by SPSS software. The result of the study shows that there is a relationship between workplace conflict and job performance and the highest reliability is between job performance and power which is 0.928. In addition to this, there is a significant relationship between the employee behaviour, relationship at work and power towards the job performance. However, there is no significant relationship between organizational structure and job performance. So, as the result, it indicates that there is a relationship between workplace conflict and job performance.

TABLE OF CONTENTS

	Page
AUTHOR’S DECLARATION.....	ii
ABSTRACT	iii
ACKNOWLEDGEMENT.....	iv
TABLE OF CONTENTS.....	v
LIST OF TABLES.....	vii
LIST OF FIGURES.....	viii
LIST OF APPENDICES.....	ix
CHAPTER 1	
INTRODUCTION	1
Background of the Study	1
Statement of the Problem	2
Research Objectives	4
Research Questions.....	4
Research Hypothesis.....	4
Significance of the Study.....	5
Limitations of the Study	6
Definition of Terms	6
CHAPTER 2	
LITERATURE REVIEW	8
Definition.....	8
Sub-Topics.....	9
Conceptual Framework.....	14
CHAPTER 3	
METHODOLOGY	17

CHAPTER 1

INTRODUCTION

Background of the Study

Conflict can occur at anytime and anyplace without we realize. When people have different perception, goal, objectives, feelings and others, it can lead them to conflict in which they argue on their opinion. Montes, Rodriguez and Serrano (2012) stated that conflict can be defined as the cooperation of associated individuals who see limitation of objectives, points and values and who see the other party as conceivably hinder with the acknowledgment of the objectives. Conflicts have two dimensions, which the first one it is consisting of disagreements that relate to the task issues while for the other one, it is consist of emotional and interpersonal issues that can lead to conflict (Spaho, 2013). Surveys show that employees spend 42 percent of their time in order to resolve conflicts and 20 percent of managers' time are taken up by conflict-related issues (Gupta, Boyd & Kuzmits, 2011). However, conflict can be considered as a normal part in the organization life and there are people who view the conflict as a negative experience while others view it as positive experience.

In the organization, there are two types of conflict. Task conflict is the first types of conflict. It can be defined as the difference of the opinion between people related on how to complete certain task whereas for relationship conflict is caused by opposite interpersonal relationship and is related with the feelings of pressure and