

**THE RELATIONSHIP BETWEEN CONFLICT MANAGEMENT STYLES
AND JOB PERFORMANCE AMONG EMPLOYEES IN JABATAN AGAMA
ISLAM SARAWAK, KUCHING.**

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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

The conflict management style shows the relationship of the employees towards the job performance. Conflict managements styles plays an important roles of the employees which facing the conflict. Conflict Management Style from this study is consists of variables which are Accommodating, Compromising, Avoiding and Competing were used to aimed the relationship between Job Performance among the supporting staff in Jabatan Agama Islam Sarawak. The study was responds from 100 of the respondents in Jabatan Agama Islam Sarawak.

The questionnaires was distributed at Jabatan Agama Islam, the results showed differences correlation coefficients. The results showed the different values for each variables in correlations, the first relationship of the Conflict Management Style with job performance is competing followed by compromising, avoiding and accommodating. So, most of the respondents in this organization are mostly use competing style. This style can influence them to get a better job performance and it can increase the respondent's motivation.

This competing style can increase the motivation of the employees otherwise its help the employees to do a work with positive outcome and its enhance the performance

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CHAPTER 1

INTRODUCTION

This chapter discusses on the study of the relationship between conflict management styles and job performance. The first part of this chapter deals with the background of the study, statement of the problem, research objectives, research questions, significance of the study, limitations of the study and definition of terms.

Background of the Study

Job performance is used to measure the employee's skill in order to achieve the goals of the organization. According to Sakovska (2012) job performance is to satisfy the employers' content with the employees' work experience, success and contribution to the workforce stability and productivity. This is valuable when the job performance is affecting the employees' performance rather than conflict workplace. Changes in today's working environment, the employers expect their employees' have a full of enthusiasm and show an initiative at work, whereas they have a responsibility for work quality and performance in order on how they manage the conflict.

Most of the employees in the organization will face the conflict as they become part of the organization. Conflict is an unavoidable fact of human life (Said, Mori, Bidrul, Ali, Yusof and Mat, 2016). It exist in many different levels of the organization. It may affect the performance of the employees in which they cannot perform well as they are