



THE RELATIONSHIP BETWEEN THE WORKPLACE CONFLICT
AND JOB PERFORMANCE AMONG THE EMPLOYEE AT
JABATAN PERTANIAN BAHAGIAN SAMARAHAN, SARAWAK.

NUR AMIERA BINTI JAMIL

DEGREE IN OFFICE SYSTEM MANAGEMENT (HONS.)

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I, Nur Amiera Binti Jamil, (950112-01-6066)

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ABSTRACT

Conflict is a normal phenomenon in the workplace. When organization is unable to determine the sources of conflicts, it would affect employees' job performance. The main objective of this study was to identify the relationship and significant between conflict in the workplace towards job performance among the employee. For this purpose, the researcher chooses Jabatan Pertanian Bahagian Samarahan, Sarawak. Sampling technique was used to select the employee as the sample is known as convenience sampling technique. 86 Questionnaires were distributed to get feedback from the selected respondents. Twenty four questionnaires was developed which contained 3 sections (Demographic, Factors of Workplace Conflict and Job Performance). The total questionnaires that researchers had distributed 86 and managed to collect all (100%) from the respondents. The data in this study had been be analyzed by using Statistical Packaged for Social Science (SPSS) for window's version 20. Results shows the 3 variables have positive relationship with job performance from communication have strongest correlation which moderate ($r=0.312^{**}$) compared with structure ($r=0.289^{**}$) and personal variable ($r=0.232^{*}$) towards job performance. The finding also revealed that communication, organizational structure and personal variable affect the level of conflict in the workplace and lead to employee job performance. Therefore, the findings suggested organization to maintain the harmonious of the workplace and increase employee's job performance by encouraging them to attend workshop or training for better understanding on how to cope workplace conflicts.

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CHAPTER 1

INTRODUCTION

Background of Study

A conflict exists in today competitive workplace. Normally, most of the workers would face conflicts when enter in the organization. Conflicts occurs when two people, group, nations and countries disagreement about the issues due to the differences in perceptions, ideas, behaviours, interest, attitudes, religious differences, politics and also unjustified distributions of national resources (Bakker, 2011). According to the study conducted by Mohd Said, et al. (2016), conflicts can be arising when two peoples have different point of views in achieving a common goal. Based on Turlkaji, Fosic and Dujak (2008), organizational operation normally involving the value of team work, collaboration and group creativity of employee where conflict usually arise, however the organization not really concern about the conflict among employee but the only focus on the outcomes.

Conflict is something that cannot be avoided. Especially, in the organization that has multiple levels of managements. Dysfunctional and functional of organization also effect by the conflicts occurs (Khan, Iqbal, & Hussainy, 2016). Based on the study conducted by Henry (2009), stated that work related conflict as an unpleasant fact in organization, as long as people compete for job, resources, power, recognition, and security. Furthermore, according to the Johari et.al (2013) stated that conflict can