

THE RELATIONSHIP BETWEEN CONFLICTS AND
EMPLOYEE PERFORMANCE AT JABATAN BELIA DAN
SUKAN JOHOR

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ABSTRACT

This study is about the relationship between conflict and employee performance at Jabatan Belia Dan Sukan Johor (JBSJ). The purpose of this study is to identify the most type of conflict that influences the employee performance at JBSJ. This study also want to investigate the level of employee performance at JBSJ. Other than that, this study also want to identify the relationship between conflict and employee performance. The data gathered through the questionnaire distributed to the employee at Jabatan Belia Dan Sukan Johor and 30 respondents were chosen randomly and to determine the relationship conflicts and employee performance at JBSJ. This study was found that there is a relationship between conflicts and employee performance. All research questions were answered when findings indicate that there are positive and significant relationship between conflict and employee performance at JBSJ. The findings also indicate that conflicts did not affect the employee performance. It shows that the employee give a positive attitude and behavior towards their performance, even though they having conflict in the organization. Researcher had used SPSS version 19 to determine the relationship between conflict and employee performance at JBSJ.

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CHAPTER 1

INTRODUCTION

Chapter Overview

The chapter one describe about the conflict and the employee's performance, statement of problem and the research objectives, introduced the research question and the significant of the study, the study of limitation and defined terms used as the basis of this study.

Background of Study

In this era, conflict was the most threaten in this nation among various departments in organization and this situation was happened mostly in public sector Muhammad Ariff (2012). Muhammad Ariff adds the employee's performance was the most important element for organization to be successful and they were expected to work more effectively without job stress. According to Assael (1969) disagreement was a broad definition of conflict Lisa Toms (2004) and it also can be defined as "breakdown in the decision-making apparatus resulting in difficulty in selecting alternative courses of action".

Schermerhorm (2002), "Conflict arises when difference exists in common situation above issues if matter or when exciting antagonisms make frictions among individuals or among groups. Gatlin, J *et al* (2009) said that there were eight common