

**THE RELATIONSHIP BETWEEN CONFLICT AND
EMPLOYEE PERFORMANCE AT UNIVERSITI SULTAN
ZAINAL ABIDIN (UniSZA), GONG BADAQ CAMPUS**

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ABSTRACT

This research investigates the relationship between conflicts and employee performance, in Universiti Sultan Zainal Abidin (UniSZA), Campus Gong Badak. The literature provided discusses the three independent variables such as relationship conflict, task conflict and organizational conflict and dependent variables is an employee performance. Information was gathered, using questionnaire instruments. It is a main instrument in the research. The questionnaire comprises five (5) sections. For this study, the appropriate questions will develop by the researcher. The first section is Section A includes the demographic information backgrounds, second is Section B that focused on relationship conflict, Section C is task conflict. For the Section D is organizational conflict and for the last section is Section E that involves the employee performance. This question will use 5 point Likert scale with the following values which are 1=Very Low, 2=Low, 3= Moderate, 4=High, 5=Very High. All data obtained from each of the research instruments was then statistically analysed. Simple correlation analysis showed that there is a positively relationship between conflicts and employee performance. As this research takes place in Universiti Sultan Zainal Abidin (UniSZA), Campus Gong Badak, it contributes to the educational industry of findings relating to the concepts of research.

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TABLE OF CONTENTS

| | Page |
|--------------------------------|------|
| ABSTRACT..... | i |
| ACKNOWLEDGEMENT..... | ii |
| LIST OF TABLES..... | v |
| LIST OF FIGURE..... | vi |
| LIST OF ABBREVIATIONS..... | vii |
| | |
| CHAPTER 1 | |
| INTRODUCTION..... | 1 |
| Chapter Overview..... | 1 |
| Background of the Study..... | 1 |
| Statement of the Problem..... | 4 |
| Research Objectives..... | 6 |
| Research Questions..... | 6 |
| Significance of the Study..... | 7 |
| Limitations of the Study..... | 7 |
| Definition of Terms..... | 7 |
| | |
| CHAPTER 2 | |
| LITERATURE REVIEW..... | 9 |
| Chapter Overview..... | 9 |
| Conflict..... | 9 |
| Task Conflict..... | 11 |
| Relationship Conflict..... | 13 |
| Organizational Conflict..... | 15 |
| Employee Performance..... | 16 |
| Conceptual Framework..... | 19 |
| Independent Variable..... | 19 |
| Dependent Variable..... | 20 |
| Chapter Summary..... | 20 |
| | |
| CHAPTER 3 | |
| METHODOLOGY..... | 21 |
| Research Design..... | 21 |
| Sampling Frame..... | 22 |
| Population..... | 22 |
| Sampling Technique..... | 22 |
| Sample Size..... | 22 |
| Unit of Analysis..... | 23 |
| Data Collection Procedure..... | 23 |
| Instrument..... | 24 |
| Validity of Instrument..... | 26 |
| Data Analysis..... | 27 |
| | |
| CHAPTER 4 | |
| FINDING AND OVERVIEW..... | 29 |
| Chapter Overview..... | 29 |
| Survey Return Rate..... | 30 |

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 is the most threaten in this nation among various departments in organization and this situation is happening mostly in public sector (Ullah, 2012). Muhammad adds the employee's performance is the most important element for organization to be successful and they are expected to work more effectively without job stress. Disagreement is 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". Conflict arise when more than one people work together and having their standards, perceptions, goals for the outcome differ with one another (Allesandra, 1993). "Conflict arises when difference exists in common situation above issues