

**THE RELATIONSHIP BETWEEN CONFLICT MANAGEMENT STYLE AND
JOB SATISFACTION AMONG SUPPORT STAFF MAJLIS DAERAH SERIAN**

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ABSTRACT

Conflict is a serious disagreement and argument about something important. If two people or group are in conflict, they had a serious disagreement or argument and have not yet reached agreement. For example, if you and your best friends fall in love with the same person, you will have to find some way to resolve the conflict. The aimed of this study is to investigate the relationship between conflict management styles and job satisfaction among support staff in Majlis Daerah Serian. The sample size of the study was 103 respondents. Besides, questionnaire developed by Kilman (1976) were used as an instrument in the study and census was chosen as a sampling technique. While, preliminary analysis was done data were analysed by cleaning the data, descriptive analysis, normality test, and normality test. Pearson Correlation Coefficient was used to measure the result of the relationship between conflict management styles and job satisfaction.

Overall, from the result can see that Majlis Daerah Serian is more likely using practising accommodating in managing their conflict occurred in the workplace. This is because employees in the organization are very concerned with one another when conflict happen. Avoiding is seldom used in managing conflict as the job satisfaction of the employees will decrease if this style is implemented. Further recommendations are stated as part of the report.

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CHAPTER 1

INTRODUCTION

This chapter introduces the study to investigate the relationship between conflict management styles and job satisfaction among support staff in Majlis Daerah Serian. Besides that, this chapter also elaborates on the background of the study, statement of problem, research objective, research question, significance of the study and limitations study of terms.

Background of the Study

Job satisfactions are the most common factor for all organizations in public sector. Job satisfactions also known as a person estimation of his or her job and work situation in the organizations. In future, the researcher can describe which one feels positively or negatively about the intrinsic and extrinsic aspects of the task (Gangai & Agrawal, 2014). Conflict may affect their job performances where they might not perform well when doing their tasks (Singh & Tiwari, 2017). This is due to individual characteristic or behavior of the employees that sometimes are misunderstood. Poor job satisfaction however can lead to hostility, infighting, divisiveness and disintegration. These are all negative attributes that hamper institutional progress (Dzisi & Smile, 2014).