THE RELATIONSHIP BETWEEN CONFLICT MANAGEMENT STYLES AND JOB PERFORMANCE AMONG SUPPORT STAFF AT MANUFACTURING INDUSTRY IN BANDAR TEKNOLOGI KAJANG, SELANGOR

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June 2014

ABSTRACT

The main purpose of this research is to identify the relationship between conflict management style and job performance among support staff in manufacturing industry in *Bandar Teknologi Kajang, Selangor*. This study used disproportionate stratified random sampling as the sampling technique. The items for conflict management styles were adapted from Rahim (1983) while the items for job performance were adapted from Vischer (2006) and HR Services, University of Chicago (2010). The survey questionnaires were used as the main instrument and the data had been analyzed using the Statistical Package for Social Science (SPSS) software version 20.0. The sample size that developed by Krejcie and Morgan (1970) was 86 staffs but only 79 questionnaires returned. Based on the finding, female workers were the large respondents in this study. It may be due to the majority were form Administrative Department. The study can be concluded that there was significant relationship between conflict management styles and job performance (r=0.84, p=.00). There was small correlation between avoiding and job performance (r=-.12, p=.30) since p > 0.05. However, there was large correlation between integrating (r=.78, p=.00), obliging (r=.85, p=.00) and dominating (r=.88, p=.00) with job performance. The finding shows that, dominating was the Conflict Management Styles elements that (Beta=.58) have the highest coefficients (min=1.5, max=4.75, mean=3.49, Std. Deviation=.60). It was recommended that, the superior provide training and development for the employees and give reward or incentives in order to increase the employees' job performance. Apart from that, future research in this field is highly recommended to cover more large number of respondents in order to gain more comprehensive, broader and reliable results of study.

ACKNOWLEDGEMENT

In the name of Allah most Gracious Ever Merciful,

We praise Him and invoke His blessings on His noble Prophet

First and foremost, thank you Allah for giving me the inner strength, good health, knowledge, skills, inspiration and an opportunity to complete this research required successfully with passion and determination.

Secondly, I am deeply indebted to Madam Naliza binti Solat, as my supervisor for all the time, helps, professional guidance, excellent supervision and assistance throughout the duration of the research. Honestly, this task gave me an opportunity to gain more information and experience. The cooperation is much indeed appreciated.

Also, I would like to express my humble gratitude to Dr. Hjh Mas Anum bt. Abd Rashid as my OSM601 lecturer, for providing a necessary background skilss, giving lecture and tutoring about what a research is, in adding my knowledge, which are very useful in completing the research.

Furthermore, not forget to Dr. Mohd Noor Azman bin Othman and Miss Mo Saw Ling who are willing to take part as my research expertise practitioner in order to ensure my instruments are valid and reliable.

At this opportunity, I would like to convey many appreciations to my lovely parents family for their support, encouragement, providing funds and cooperation for the research completion from the beginning which without them this research will not see the light of the day.

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