Conflict Diagnostic And Resolution

(A Case Study In A Property Management Organisation)

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ABSTRACT

The study used the Yusof Omar’s Conflict Diagnostic And Resolution Model (2002) (Unpublished manuscript, University of Malaya, Kuala Lumpur) to show a detail study on the testing of the model. A local property management organisation was used to test the model.

This first section touched on the conflict diagnosis where it consist of six types of diagnosis which are the nonverbal communication, barriers to cross-cultural communication, semantic difficulties, structural dysfunctions, personal variable differences and leadership theories and leadership styles diagnosis. The data collection method used was observation. A sample size of 42 was used in this study. The data analysis used in this study is to obtain the mean score across the dimensions of the conflict diagnosis. The mean score obtained from this study will be in the range of 1 to 7. For each dimension in each diagnosis, the scores given were measured by averaging the mean scores for all respondents. A mean score of 4.0 obtained for each diagnosis will denote that conflict exists as a normal functioning of the organisation.

Upon completion of the diagnosis, the mean score obtained will reveal some critical areas that have caused conflict to arise in the organisation. In this study, the critical areas identified were body language, paralinguistic, semantic, word connotation, tone differences, filtering, defensiveness apprehensions, language, selective perception, information overload, roles diversity, member goal diversity, member goal incompatibility, reward systems ambiguities, size, jurisdiction ambiguities, personality, psychographics, leadership theories and styles. We then extend the study by recommending four intervention strategies, namely human process intervention, human resources management intervention, technostructural intervention and strategic intervention to address the critical areas that were identified.