

CONFLICT DIAGNOSTIC AND RESOLUTION
RESEARCH ON A LOCAL ECONOMIC INSTITUTION

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ABSTRACT

This research paper is done by using the Organisational Conflict Diagnosis and Resolution that developed by Dr Mohd Yusof Omar. This model helps to establish the present of organisational conflict and followed by appropriate resolution. This research was carried out in a local economic institution by selecting a department as the research sample.

This research contains of five chapters. The first chapter covers the brief overview of this research. The second chapter converse the progress of organisational conflict for last several decades and how it was applied in the local organisation. It also discusses about the constructive and dysfunctional organisational conflict. Chapter three adopts Dr Mohd Yusof Omar's framework into the entire research. It states the proposition used in this research together with the measures employed. As this research is meant to observe the human behaviour, participant observation is selected to collect the data. An observational form is carefully constructed which incorporated the sets of variables in acquiring the data. Chapter four explicates the research findings and tagged some proposed interventions. The findings identified non-verbal communication, barriers to cross-cultural communication, personal variables sources of conflict and leadership styles variables need spurring up collaboration activities, in order to achieve the neutral stage of organisational conflict. Meanwhile, leadership theories variables showed higher degree as compared to ideal stage of organisational conflict. The last chapter presents practical proposed interventions. The suggested interventions consist of strategic intervention, technostuctural intervention, human resource intervention and human process intervention. These suggested interventions are supported by credential literature reviews. Along the way, this research also undertook a wide range of issues and questions that rooted from organisational conflict. These inclusive of respective organisation development in respond to the chaos arose from dysfunctional organisational conflict.

This research is ended with research implications and suggested additional researches in view of its incapability to purvey precise results due to human limitations.

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