

IMPACT OF WORKPLACE CONFLICTS OF EMPLOYEES ON EMPLOYEE PERFORMANCE AT MOBILINK

By

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Supervisor – Student Meeting Record

No.	Date	Place of meeting	Topic of discussion	Signature of student
1	8-9-2016	Faculty Cubicle	Literature Review	
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3	7-12-2016	Faculty Cubicle	Checking of Data Analysis and Finalizing of thesis	

APPROVAL FOR EXAMINATION

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I hereby certify that the above candidate's thesis has been completed to my satisfaction and, to my belief, its standard is appropriate for submission for examination. I have also conducted plagiarism test of this thesis using HEC prescribed software and found similarity index at 9% that is within the permissible limit set by the HEC for the MBA thesis. I have also found the thesis in a format recognized by the Department of Management Sciences.

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ABSTRACT

Purpose: The main aim of this research is to investigate the relationship among the workplace conflict and its impact on the employee performance. The research is carried out in the telecom sector with a view that, the sector is one of the major contributors of revenue in the Pakistan. The sector is also one of the major contributors in the GDP as well. Getting a job in this sector is ones dreams.

Methodology: the research is carried out on quantitative basis as the scope for his research suggests that it could have some measurable results for investigation. Questionnaire is used to gather the data from the respondents in telecom sector. SPSS is used to analyze the data and in SPSS Pearson moment correlation test is used.

Findings: Findings from the research suggest that, conflict arises because of three main reasons i.e. its factors. However there are a number of factors that directly affects the employee performance and leads to conflicts. The Cronbach's Alpha is also used to verify the reliability of the questionnaire. The findings show that job ambiguity, role conflict and workload are the major factors that are correlated to employee performance.

Conclusion: In conclusion, employee conflicts occur among the departments and leads to converting conflicts into issues. Managers should implement certain techniques in order to resolve these conflicts on timely basis. The research shows that, employee role and responsibilities should be clear and defined. The workload should accordingly be divided and employees are incentivized.

Keywords: *conflict, role conflict, role ambiguity, telecom sector, employee performance, workload.*

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