

A STUDY ON EXTERNAL CAUSES FOR  
ORGANIZATIONAL CONFLICT AMONG FIRMS IN  
KLANG VALLEY

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## DECLARATION

I hereby declared that:

- 1) This MKMA29906 Research Project is the end result of my own work and that due acknowledgement has been given in the references to all sources of information be they printed, electronic, or personal.
- 2) No portion of this research project has been submitted in supporting of any application for any other degree or qualification of this or any other university.
- 3) The word count of this research report is 22683 words

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## DEDICATION

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## ABSTRACT

The objectives of this research are to discover and find out the external causes of organizational conflict; employees' financial issues and economic pressure; changes in government policies; technology advancement and personal life imbalance. Both primary and secondary data will be used and analyzed to study how far these factors contribute to the organizational conflict. Secondary data would be used in the literature review session and the primary data collected through questionnaire would be used in the later chapters.

The research was conducted through questionnaires which were distributed electronically via email and also printed copies. It was only targeted to employees who are currently employed in Klang Valley area, regardless of their demographic background. The target population for this research is around 200 employees. The questionnaire was developed based on the study by Prenzel & Vanclay, 2008 and Erdamar & Demiral, 2014 and amended according to the current situation which contributes to the organizational conflict.

The questionnaire was also designed electronically through the online survey software and distributed through emails and social networking websites. Moreover, hardcopies of the questionnaire were also distributed among employees in Klang Valley. At the end of the study, it would highlight what the employees can do to overcome the external issues and how they should divide external problems with organizational problem. The findings reported that external factors do not contribute significantly to the organizational conflict. Hence, there are other factors that cause the occurrence of the organizational conflict as well.