

# **INTRAGROUP CONFLICTS AND THEIR EMOTIONAL REACTIONS**

**By**

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Supervisor-Student Meeting Record

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5	Oct 13 <sup>th</sup> , 2014	Bahria Uui	Literature Review, Sampling Technique	Madiha Sheikh
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APPROVAL FOR EXAMINATION

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Supervisor's Signature: M. Zeehan Ali Date: APRIL 1<sup>st</sup>, 2015

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## ABSTRACT

### **Objective**

The objective of the study is to assess the association between task and relationship conflict with the employees' satisfaction, affective well-being and inclination to quit the job and to investigate the mediated character of relationship conflict.

### **Research Design**

Research involved 384 employees from 7 large banks of Karachi, Pakistan. Large banks refers to the banks with total assets in excess of Rs. 500 billion. An instrument was used which was based on Likert scale comprising interrogations regarding task and relationship conflict; and their effect on employees' job satisfaction, wellbeing and desire to leave the employment.

### **Findings**

Research concluded that task and relationship conflicts yield different magnitudes. The study proves that negative emotional reactions are caused by relationship conflict and are quite significant. Task conflict, however, does not give strong evidences for causing negative emotional reactions. It was also determined that amalgamation of high task conflict with high relationship conflict tend to cause adverse emotional reactions. The association of task conflict with the emotional reactions was mediated by relationship conflict to a great extent.

### **Research Limitations**

The research shows no proof of task conflict causing negative reactions. However, an optimal level of task conflict is desirable to enhance effectiveness. Exceptionally high levels of task conflict may activate relationship conflict. Also, very low levels of task conflict may hinder innovation and development. It is essential that the type and intensity of conflict taking place is appropriately identified to minimize the chances of task conflict becoming dysfunctional.

### **Practical Implications**

It is essential to determine the nature of the conflict and to deal with it in an effective and orderly method. The other thing is that management should moderate the stimulation of conflict and monitor the nature and intensity of conflict. Only an ideal level of task conflict would yield the desired results. Also, exclusive consideration should be specified to observe and regulate the collaboration of task and relationship conflict and its effects on emotional reactions.

### **Value**

Assesses the link between task conflict and emotional reactions while relationship conflict was treated as a mediator in the banking sector of Karachi, Pakistan.

### **Keywords**

Task Conflict, Relationship Conflict, Emotional Reactions, Wellbeing, Satisfaction, Commitment.

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