ABSTRACT

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Title : Analysist Correlational of Conflict Managements on Work Performance of Employees at the Sales & Marketing at XYZ Bali Kuta Resort.

Nowadays, the majority of all industry is done by a group of people or a team. In order to get to their purpose, they need a great team work. Team work means there is a few individuals in it, and every single one of them have their own opinions. And mostly there are a lot of differences that not everybody could tolerate. This differences could occur things called conflicts. Conflicts is definitely not a fan of anybody, they ruin people’s relationship. And that ruined relationship could also ruined each individual’s quality of work. Therefore, this is a research to find out how conflicts can be overcomed by conflicts management at XYZ Bali Kua Resort, and how it would also effects the work performance of employee in sales & marketing department.

This research will use descriptive correlational method in a quantitive approach. Datas will be collected on a given questionnaire of 30 people that includes the whole team. The data will be analysed in a descriptive way and measured the correlational level by rank spearman analysis.

The result shows that there is a positive correlational effect on conflicts management to work performance in sales & marketing department by 0.462, which means the level of correlational is moderate. And the magnitude of management conflicts effect on employee’s work performance is 21,34%, while the remaining 78,66% is effected by other factors.

Keywords : employee performance, individual, opinion, conflict