

ABSTRACT

Conflict was originally perceived as a hostile interaction between parties striving to attain shared resources. The original concept of the distributive and destructive characteristics of conflict has now been replaced by the interactionist philosophy. The present viewpoint perceives conflict as an inherent condition in the interaction of two or more parties with incompatible goals and as something which is not necessarily negative. It is believed that when the level of conflict in an organization is too low or too high, the organizational performance will decrease.

While it has not been possible to define one level of optimum conflict for any particular situation or organization, numerous sources of conflicts have been identified with an attempt to channel conflicts to constructive purpose.

This study examines the relationship between demographic characteristics of instructors in Assumption University and their sources of interpersonal conflict. The sources of interpersonal conflict are perceptual interface, communication, behavior, structure, and previous interaction. The study is based on the premise that an improved understanding of the role of demographic characteristics in sources of interpersonal conflict for more effective management for Assumption University.

In research design, the survey technique is applied. The sample respondents are instructors in Assumption University. The sample size of this research is 316. The response rates is 100 percent, which is large enough and dispersed enough from the initial sample size to eliminate concerns for non-response rate bias and to substantiate findings and results in a population of 316 cases upon which to perform statistical analysis. Data were gathered by distributing questionnaires. After collecting the data, all forty hypotheses were tested by using Descriptive Analysis, Spearman Rank Correlation Coefficient, Independent Sample T-test, and the Analysis of Variance (ANOVA).

The majority of respondents' characteristics in this research are female, age between 31 – 40 years old, and work experience more than 10 years. Most of them are Thai nationality. However, the majority of non-Thai nationality are Myanmar. Most of respondents have agreed that communication and behavior are the sources of interpersonal conflict in respondents selected from the Assumption University

From the result of hypothesis testing, it can be conclude that there is a significant relationship between demographic characteristics and respondents' sources of interpersonal conflict. For age factor, there is significant relationship between behavior, as sources of interpersonal and the age of respondents. When age of instructors increase, they tend to perceive behavior, as more important sources of interpersonal conflict.

For gender factor, male tend to perceive all sources of interpersonal conflict more important than female, especially perceptual interface, communication, and behavior. For work experience factor, most of respondents tend to perceive perceptual interface as less important source of interpersonal conflict, when they have more work experience.

Finally for nationality factor, non-Thai instructors tend to perceive all sources of interpersonal conflict as more important than Thai nationality instructors. Especially, communication, behavior, and previous interaction are having significant relationship with nationality of instructors in Assumption University.