

## ABSTRACT

The study was designed to determine the relationship between task – person oriented conflict and team decision success factors in The Siam Industrial Credit Public Co., Ltd. (SICCO) and SICCO Securities Public Co., Ltd. (SICCO Securities). The study was proposed to answer the research objectives- to show the relationship between task – person oriented conflict and team decision success factors in Financial Institution, two independent variable, i.e., task oriented conflict (role ambiguity, role conflict, task interdependence and scarcity of resource), person oriented conflict (attitude, communication style and belief & value) were used. The dependent variable set for the study was team decision success factors (effectiveness of leaders, clear goal and consensus).

The study reviewed several areas of literature on task – person oriented conflict and team decision success factors. The Bivariate Correlation Test (Pearson Correlation) was brought into use for proving all hypotheses, including all research questions.

The population of this study was composed of low management level and officer in SICCO and SICCO Securities. The questionnaire survey method was used to collect data from the respondents. The survey was pretest for validity and reliability, using 20 persons. It was done before distributing the questionnaires.

The findings demonstrated a correlation between task oriented conflict and effectiveness of leaders, shown that there is significant relationship with all variables in terms of role ambiguity, role conflict, task interdependence and scarcity of resource. Scarcity of resource was the task oriented conflict variable that had the highest correlation with effectiveness of leaders. The test of correlation conducted to examine the relationship

between task oriented conflict and clear goal revealed that role conflict has highest correlation in the task oriented conflict. The test of correlation conducted to examine the relationship between task oriented conflict and consensus revealed that role ambiguity has highest correlation in the task oriented conflict.

The findings demonstrated a correlation between person oriented conflict and effectiveness of leaders, shown that there is significant relationship with all variables in terms of attitude, communication style and belief & value. Belief & Value was the person oriented conflict variable that had the highest correlation with effectiveness of leaders. The test of correlation conducted to examine the relationship between person oriented conflict and clear goal revealed that belief & value has highest correlation in the person oriented conflict. The test of correlation conducted to examine the relationship between person oriented conflict and consensus revealed that attitude has highest correlation in the person oriented conflict.

These findings led to the recommendations that SICCO and SICCO Securities should put more focus on the communication between team leaders and their subordinates. SICCO and SICCO Securities needs to have the training to improve their members' skills and capabilities, to set the clear goal, to evaluate the team's performance.