

Abstract

Purpose – This research aims to find out the reasons of organizational dysfunction and workplace conflicts in public sector universities. This study not only draws conclusions from the available literature about the reasons and causes of dysfunction but also offers the influence of these conflicts on the performance of individual worker and overall performance of the organization. To be more precise, the purpose of this paper is to ascertain reasons of interpersonal conflict that can lead to organizational dysfunction and also affect the performance of the government sector medical university. This study weighs the leadership style, conflict management practices and working environment of the university to address the conflicts and performance related issues.

Design/methodology/approach – After the review of literature and interviews of experts of higher level management and HRM experts, a questionnaire was designed for survey of lower and middle management employees (N=258) of public sector medical university, sample size was drawn on the guidelines of Rea and Parker (2014), with 95% confidence interval, the required sample size is 234. Non-probability and Purposive sampling techniques was used for survey.

Cronbach's Alpha (0.713) was used to confirm the reliability of the questionnaire. Regression technique was used for the data analysis.