Aftermath of Conflict: Communication of Interpersonal Conflict in an Organization
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Interpersonal Conflict
- Interpersonal conflict can be defined as the communication of potentially negative differences between individual beliefs and perceptions (Johnson & Averbeck, 2010)

Worker Motivation
- Worker motivation is the internalization of an individual’s willingness and desire to engage in workplace activities (Poupore, 2013)

Organizational Dissent
- Organization dissent is communication expressing disagreement with organizational policies, practices, and/or opinions (Croucher et al., 2013)

Research Questions
- RQ₁: How do perceptions of interpersonal conflict affect perceptions of employee motivation in the workplace?
- RQ₂: How do perceptions of interpersonal conflict affect perceptions of organizational dissent?

Measures
- Fox and Spector’s (2001) Interpersonal Conflict at Work (α = .78)
- Kassing’s (2000) Organizational Dissent scale (α = .82.)
- Trembley et al.’s (2009) Work Motivation scale (α = .90)

Results
- RQ₁: Perceptions of interpersonal conflict are negatively related to individuals’ perceptions of employee motivation, $F(1, 159) = 5.317, p < .05 \ (R^2 = .033)$.
- RQ₂: Perceptions of interpersonal conflict are positively related to perceptions of organizational dissent, $F(1, 162) = 9.508, p < .01 \ (R^2 = .056)$.

Discussion
- Interpersonal conflict was negatively related to worker motivation
- Interpersonal conflict negatively affects worker performance and perceptions of satisfaction
- Higher perceptions of interpersonal conflict lead to the expression of organizational dissent
- An individual experiencing interpersonal conflict is more likely to partake in organizational dissent and less likely to be motivated in their work

Methods
- 165 surveys were completed
- Participants had to be at least 18 years of age and employed

Limitations
- Small age range
- Limited to Midwestern United States
- Did not account for individuals with multiple jobs