

**The influence of workplace conflict on employee retention:A case study**

**International Rescue Committee**

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## **ABSTRACT**

This study was about the influence of workplace conflict on employee retention at the International Rescue Committee. The study objectives were to find out the relationship between interpersonal conflict and employee retention, to establish the relationship between management related conflict and employee retention, to find out the relationship between employee discrimination and employee retention and to establish the relationship between conflicts over performance and employee retention. The study also focused of giving recommendations on how work place conflict can be minimized in order to improve employee retention.

The study adopted a case study research design where one organization (International Rescue Committee) was studied in order to obtain the relationship between workplace conflict and employee retention. The researcher employed both quantitative and qualitative research approaches because they complement one another. Using Pearson correlation coefficient (from SPSS data base), there was a significant relationship between the various forms of conflict and employee retention. This finding is an indication that conflict over performance can affect employee retention. There is need for a uniform pay structure, along with benefits, that is competitive and appropriate. This will help to keep employees at the IRC or better yet any other your company. Constant research by the human resources department helps to maintain competitive pay levels.

This study is also about the influence of workplace conflict on employee retention with workplace as the independent variable and employee retention as the dependent variable. Definitions of key terms are provided in this study and how they contribute to understanding the relationship between work place conflict and staff retention.