



**"A STUDY ON FACTORS INFLUENCE SUCCESSFUL OF
CONFLICT MANAGEMENT AT TOTOKIKI (MALAYSIA) SDN BHD"**

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Letter of Transmittal

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Dear Prof,

SUBMISSION OF PROJECT PAPER

Enclosed here with the research entitled **“A STUDY ON FACTORS THAT INFLUENCE SUCCESSFUL CONFLICT MANAGEMENT AMONG EMPLOYEES AT TOTOKIKI (M’SIA) SDN. BHD”** for your kind perusal.

Thank you for your guidance and support that you have generally rendered upon the accomplishment of this project paper. I hope this research will meet the requirement of the course. Thank you.

Yours truly,

NELIZA BINTI SATARI

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ABSTRACT

Factors that influence the successful conflict management in organization among the employees are the factors that might be the way of employees to express their reflect towards conflict management. Conflict perceptions and emotions usually manifest themselves in the decision and overt behaviors of one party towards the other. Conflict is also manifested by the style each side uses to resolve the conflict, such as whether one side tries to defeat the other or find a mutually beneficial solution. Consequently, they play a critical role in determining whether the conflict will escalate or be quickly resolve. For the reason, this studies is examined the factors that will contribute to successful of conflict management at TOTOKIKI (M'sia) Sdn. Bhd. Besides of administered questionnaires and interviewing, other methods of research that have been applied in this study are data collection, cluster sampling techniques and also Statistical Package for Social Science (SPSS). Hopefully the finding can aid TOTOKIKI (M'sia) to figure out the best conflict management for their organization.

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