



ANGER MANAGEMENT: A CASE STUDY AMONG STAFFS AT
LEMBAGA KEMAJUAN WILAYAH KEDAH (KEDA)

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Abstract

The research was about the study on how to manage anger among staffs at Lembaga Kemajuan Wilayah Kedah (KEDA). The objectives of this research were to find out the useful ways of how employees managed their anger. The independent variables for this research were changing the environment, counseling, good communication and conflict resolution. The sampling frame of the research was drawn from KEDA and the sample size was 100 respondents. The data was collected by using questionnaires that were personally distributed to 100 employees at there. The results revealed that most of the employees thought that having a good communication among each other will let them managed their anger efficiently. In contrast, attending counseling was the least chosen by them as one of the method to manage their anger.

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CHAPTER 1

INTRODUCTION

1.1 Background of Study

This research consists of five sections from Chapter 1 until Chapter 5. Chapter 1 was about background of the study, statement of the problem, research objectives, research question, significance of the study, limitations of the study and definition of terms that are frequently used in this research. Chapter 2, on the other hand consists literature review and conceptual framework that was related to this study. Conceptual framework showed the relationship between independent and dependent variables. Chapter 3 was about the methodology that specified in detail about the research operations and instruments of this study. Methodology consists of research design, sampling frame, population, sampling technique, sample size, unit of analysis, data collection procedures, instrument, and validity of instrument and lastly the plan for data analysis. Chapter 4 was about findings and discussion that analyzed the data that had been collected by us. Lastly, Chapter 5 was about the summary of the findings and the recommendations for future research.

Getting angry is one of the natures of human being. What is anger? According to Kyles (2011), there are two types of emotion in anger; the first one is the emotion that we felt as disparaging and the second emotion is called instructive.