

**THE IMPACT OF CONFLICT RESOLUTION TOWARDS
EMPLOYEE ATTITUDE IN MALAYSIA PALM OIL BOARD,
EAST ZONE**

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ABSTRACT

The aim of this study was to identify the impact of conflict resolution toward an employee attitude in Malaysia Palm Oil Board (MPOB), East Zone. For this study, sampling technique used to conduct the research were random sampling technique and used descriptive statistics to obtain data. Questionnaires were distributed to 150 respondents consists of all employees from each department of Malaysia Palm Oil Board (MPOB), East Zone and return back with 115 questionnaires. These studies will focus more on the conflict resolution mostly used in the organization and what are the impact of conflict resolution toward an employee attitude that the researchers measure using emotional intelligence and commitment of the workers in Malaysia Palm Oil Board (MPOB). The finding showed staffs at MPOB are more likely to use compromising in their working environment and they more give a commitment in their work rather than emotional intelligence. As conclusion that the more age and working experience the staff more they know how to solve the problem using the right conflict resolution and give full commitment until they worked. The researcher recommended that the staff solve conflict by Communication, task interdependent, employee control the emotion and organization give employee counselling. The recommendation of this study in the future that the researcher need to find the largest number of population that willing to fill the questionnaire given.

Keywords: Conflict Resolution, Employee Attitude