

**THE IMPACT OF CONFLICT RESOLUTION TOWARDS  
EMPLOYEE ATTITUDE**

**NUR FALISHA AKMA BINTI ZAINI**

**BACHELOR IN OFFICE SYSTEMS MANAGEMENT (HONS.)  
UNIVERSITI TEKNOLOGI MARA**

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**Nur Falisha Akma Binti Zaini**

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Faculty of Business Management  
Universiti Teknologi MARA (UiTM)**

## **ABSTRACT**

The aim of this study is to identify the impact of conflict resolution towards employee attitude Hospital Sultan Haji Ahmad Shah, Temerloh.

For this study, sampling technique used is stratified random sampling technique. Questionnaires were distributed to 112 respondents consists of selected respondents from each sub-department of Administrative Management at Hospital Sultan Haji Ahmad Shah, Temerloh. This study will focus more on the conflict resolution mostly used in the organization and what are the impacts of conflict resolution toward employee attitude that the researcher measure using emotional intelligence and commitment of the workers in Hospital Sultan Haji Ahmad Shah (HoSHAS) Temerloh. The result showed a significant positive difference existed about this study. The finding showed staffs at HoSHAS are more likely to use compromising in their working environment and they more give emotional intelligence in their work rather than emotional intelligence. . The researcher recommended that the staff solve conflict by in-courage person conversation and organization give employee counseling. The recommendation for the future research is researchers need to fine larger number of population. This is because larger of population is more accurate and generalizes.

**Keywords:** Conflict Resolution, Employee Attitude