

**THE IMPACT OF CONFLICT RESOLUTION
TOWARD EMPLOYEE ATTITUDE IN
PENGURUSAN AIR PAHANG BERHAD (PAIP)
INDERA MAHKOTA, KUANTAN**

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ABSTRACT

The aim of this study is to identify the impact of conflict resolution toward employee attitude in Pengurusan Air Pahang Berhad (PAIP) Bandar Indera Mahkota, Kuantan, Pahang.

For this study, sampling technique used to conduct the research is random sampling technique. Questionnaires were distributed to 110 respondents consists of all employee from each department at Pengurusan Air Pahang Berhad (PAIP) Bandar Indera Mahkota, Kuantan. This study will focus more on the conflict resolution mostly used in the organization and what are the impact of conflict resolution toward employee attitude that the researcher measure using emotional intelligence and commitment of the workers in Pengurusan Air Pahang Berhad (PAIP). The finding showed staff at PAIP are more likely to use compromising in their working environment and they more give 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 right conflict resolution and give full commitment to their worked. The researcher recommended that the staff solve conflict by in-courage person conversation, employee control the emotion and organization give employee counseling. The recommendation for this study in the future that the researcher need to find the larger number of population that willing to fill the questionnaire given.

Keywords: Conflict Resolution, Employee Attitude

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