

The Effectiveness of Conflict Management of Factories' Employee in Thailand

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Abstract : The purpose of this study is to explore the conflict management affecting the workplace and analyze the ability of the prediction of leadership of the headman and the methods to handle the conflict in an organization. The quantitative research and developed the questionnaire in order to collect information from the respondents from 200 samples from leader or manager who worked in frozen food factories in Thailand. The result analysis shows about the problem of the relationship between conflict management factors, leadership, and the confliction in organization. The emotion of the leader in the organization is not the only factor that can affect conflict management but also the emotion of surrounding people which this factor can happen all the time and shows that four out of five factors of interpersonal conflict management have affected on emotion intelligence and also shows that the behaviors of leadership have an influence on conflict management.

Keywords : conflict management, emotional intelligence, leadership, factories' employee

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