

THE STRATEGIES OF HANDLING EMPLOYER AND EMPLOYEE CONFLICT: A PROPOSED ENHANCEMENT PLAN FOR WHITE PALACE CONDOTEL

ABSTRACT

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In the dynamic hospitality industry, effective conflict resolution is vital in maintaining a harmonious workplace and delivering exceptional customer service. White Palace Condotel must prioritize strategies for managing conflicts between employers and employees, as issues such as favoritism can create a negative work environment. Unresolved conflicts may lead to decreased employee productivity and workplace distractions that affect overall performance. The study employed a quantitative research design using a descriptive technique to examine strategies for handling conflicts between employers and employees at White Palace Condotel. The respondents consisted of 48 employees from various departments, including Front Desk, Housekeeping, and Bellboy, as well as 2 managers. Purposive sampling was used to ensure relevant participation. Data were gathered through separate survey questionnaires for employers and employees, focusing on their opinions and experiences regarding conflict resolution strategies. The researchers followed a structured data collection process, which included the preparation and approval of survey instruments, securing respondents' consent, organizing and analyzing the collected data, and applying statistical tools such as frequency distribution and ranking for interpretation. The study analyzed responses from 50 participants to determine their demographic profiles and perspectives on workplace conflict management. The majority of respondents were aged 41–45 years, with females comprising 54% of the sample. Most participants were regular employees (86%) and had been employed by the organization for 3–5 years (40%). The findings indicated that the workforce is largely composed of individuals aged 41–45, reflecting a mature employee population, with a slight majority of female respondents. Most participants are regular employees, suggesting job stability, while the length of service of 3–5 years indicates sustained employment. A major concern identified is the lack of trust between employees and management, which obtained a high weighted mean of 1.59, making it a significant source of workplace conflict. Respondents believe that regular performance reviews and feedback sessions, with a weighted mean of 1.56, may help reduce miscommunication and strengthen trust. Favoritism, also rated at 1.59, further complicates workplace dynamics and highlights the need for fair and consistent implementation of corporate policies to prevent discrimination.

RECOMMENDED CITATION

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