

A Case Study of Conflicts between Students in the Department of Family Welfare Education, Faculty of Engineering, Universitas Negeri Manado

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ABSTRACT

This research focuses on students of the gastronomy, tourism/hospitality, and fashion design study program of the Faculty of Engineering, Manado State University, in the odd semester of the 2015/2016 academic year. The students selected in this study are 48 people. This study uses qualitative research. The data collection techniques used are (1) Observation, (2) Interview, (3) Documentation study, and (4) a combination of the three (triangular). The research instruments are the researcher himself, a field notebook, and equipped with an interview guide. The data obtained was then analyzed by the following steps: (1) coding, (2) data reduction, (3) data recitation, and (4) data verification. Furthermore, the validity of the data is carried out with the following steps: (a) Credibility, (b) transferability, and (c) dependability. From the results of the research obtained by the researcher through interviews with 48 students, the conflicts that occurred between students and students (individual conflicts) in the Department of Family Welfare Education of the Department of Culinary Arts, Tourism/Hospitality, and Fashion Study Program at Manado State University were caused by: (1) borrowing money was not returned (2) borrowed books were not returned (3) differences of opinion in group discussions (4) group assignments were entered late (5) there was no cooperation in making group assignments and the last sequence (6) of money theft. Based on the students' findings, the researcher interviewed lecturers of

the PKK Department of the Gastronomy, tourism/hospitality, and fashion study program of the Faculty of Engineering, State University of Manado, and almost all lecturers supported the students' statements. The strategies used by the head of the PKK department in managing conflicts include: (a) the head of the department gives trust to the head of the level in resolving individual conflicts, (b) if this case cannot be resolved by the head of the level, then the head of the department takes over the case using a problem-solving approach.

Keywords: conflict between students, Case study, PKK

INTRODUCTION

Character is a trait and attitude that stands out in a person. Everyone has different characters, so different characters also make us have different behaviors, and each of our behaviors affects our relationships with others. This character difference is one factor that can cause conflicts between others.

Conflicts often occur among students, but every university has department heads, so the duties and responsibilities of department heads include not only teaching or transferring knowledge but also having a strategy to manage conflicts between students. At Manado State University, Faculty of Engineering, Department of Family Welfare Education, there are often conflicts between students. Still, the head of the department is responsible for resolving conflicts that occur between students and providing direction, guidance, and counseling to students who face problems.

As a leader in an educational organization, the head of the Department of Family Welfare Education, Faculty of Engineering, State University of Manado must have adequate preparation because every student comes from various forms of background. The background of students can be seen from culture, social status, religion, education, and the very rapid development of technological knowledge. Management science must also be mastered by the head of the department so that he can try hard to provide a management approach, namely, how to resolve the conflict.

Conflict is one of the characteristics of human life from ancient times to the present era. Conflicts can occur in all eras, in all countries, in all social systems, and in all areas of human life, including educational organizations. Husaini (2010) Stated that "conflict is a natural process that occurs in every organization as well as the dynamics of the organization and the lives of its members." Conflict is one of the essences of human life and development, which has diverse characteristics and is different from one another.

During his 27 years of teaching at the Department of Family Welfare Education, Fashion Design Study Program, researchers often observed conflicts that occurred between students. Therefore, the researcher wants to find out more about the causes of conflicts between students in the Department of Family Welfare Education of the Fashion, Culinary Design, and Tourism/Hospitality Study Program.

RELATED WORKS

1. Definition of Conflict

The National Encyclopedia of Indonesia, in the National Encyclopedia of Indonesia Volume 9 (2004), explains that conflicts arise because of a clash between two elements in society that require one of them to end. Lewis A. Coser stated that conflict is a struggle over values or demands for status, power, and resources that are steps to neutralize, injure, or eliminate the opponent. Berstein Stated that conflict is a conflict or difference that cannot be prevented. This conflict can have a positive or negative influence when interacting with others. Robbin (1994) stated that conflict is the behavior of members of an organization who devote themselves to opposing other members. Ariyono Suyono, conflict is the process or situation of two parties trying to thwart the achievement of their respective goals due to differences in opinions, values, or demands from each party.

Based on the Great Dictionary of the Indonesian Language (KBBI), conflict is defined as quarrels, disputes, and conflicts. The sociological definition of conflict is a social process between two or more people (or groups) who seek to get rid of the other party by destroying or rendering them powerless.

2. Definition of Conflict Management

According to Ross (1993), conflict management is the steps taken by actors or third parties to direct disputes towards certain outcomes that may or may not produce an end in the form of conflict resolution and may or may not produce calmness, positivity, creativity, consensus, or aggression.

Criblin J. (1982) Stated that conflict management is a technique used by organizational leaders to manage conflicts by determining basic rules in the field of competition.

METHOD

Students in the Department of Family Welfare Education of the Culinary, Tourism/Hospitality, and Fashion Study Program in the odd semester of the 2015-2016 school year totaled 185 students. Each student has different characteristics, besides that, they also come from different cultural backgrounds, social statuses, religions, and education. To get more in-depth data, the researcher interviewed 48 students, and from the results of the interviews, the researcher obtained various causes of conflict that occurred among students, including (1) Borrowing money and not returning it, (2) Borrowing books and not returning it (3) Differences of opinion in group discussions (4) Group assignments that were late entered. (5) No cooperation in the creation of group assignments and the last sequence (6) theft of money.

RESULTS AND DISCUSSION

From the results of the study by interviewing 48 students, the researcher found that the cause of conflicts that often occur among students is money borrowing. Borrowing money and then being late or not returning it is the first case, and after exploring it more deeply, it turns out that the main factor is that parents are often late in sending money to students. Furthermore, the conflict that occurs between students is book borrowing. One of the human traits is the desire to belong, but this student does not realize that what he is doing is wrong and that this action will cause conflict. Likewise, one of the causes of conflicts between students is differences of opinion in group discussions. In line with the development of science, there are many theories from experts that science that contradict each other or have different opinions can cause differences in group discussions.

Furthermore, conflicts that occur due to late group assignments are included. This is because students always expect each other to make assignments so that they finally get low scores. Another conflict that occurs between students is the absence of good cooperation in completing group tasks, and this is also triggered because students who are not on time to make assignments, but some come on time but only play cellphones and so on.

Humans, in general, always feel dissatisfaction, so from this will arise thoughts that lead to conflict. The conflict that occurred between students was money theft. This money theft is caused by parents who are often late in sending money to students and also because of the dissatisfaction that exists from all of them so that the student cannot distinguish which is a need and which is a desire.

To get more accurate data, the researcher interviewed lecturers in the Department of Family Welfare Education, and it turned out that almost all lecturers supported the statements of the Family Welfare Education students.

The Strategy of the Head of the Department of Family Welfare Education in managing conflicts between students in the PKK department, Faculty of Engineering, UNIMA.

The strategy of the head of the Department of Family Welfare Education in resolving conflicts between students is: the head of the department gives trust to the class president, but if the problem or conflict between students has not been resolved, the head of the Department of Family Welfare Education immediately takes an expert in the case. As a leader in an educational organization, he tries to do the best for students to be able to solve problems or conflicts, the head of the department will call the students who have problems so that they can find out the cause of the conflict, then the head of the department uses a problem-solving approach.

In this approach, the actors meet to discuss problems and issues related to the conflict that occurs. The purpose of this meeting is not to achieve victory or compromise but to integrate the needs and views of each group. They determined that conflict is a common problem and that both sides should try to find creative solutions (Kambey, 2010).

CONCLUSION

Based on the results of research conducted by researchers, it is concluded that conflicts can occur at any time and in anyone. Even among students, conflicts often occur, and the causes of conflicts are: (1) Borrowing money and then not returning it, (2) Borrowing books and then not returning them, (3) Differences of opinion in group discussions, (4) Group assignments that are late entered. (5) No cooperation in the creation of group assignments and the last sequence (6) theft of money.

Suggestion

1. The head of the department, as a leader in an educational organization, should learn more about conflict management because knowledge of conflict management can help in problem management or problem-solving.
2. The head of the department should learn from every conflict that occurs, then understand it and manage the conflict well.
3. The head of the department should hold a meeting with students to be able to socialize ways to manage finances so that students get an understanding of distinguishing needs and wants.

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