

Conflict Management between State 6 Tondano Junior High School Students in the Industrial Era 4.0

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ABSTRACT

Personality covers all ages, both physical and psychic, so it can be known that every action and behavior of a person is a reflection of a person's personality. Many conflicts occur in educational organizations and the future is likely to increase. The purpose of this research is to find out the causes of conflicts between students through more in-depth research. The method used is a qualitative method with data collection carried out by interviewing 19 students. The results of this study show that various conflicts occur among students such as mocking parents, mocking friends, misunderstandings, disrupting, rude, and stealing writing stationery. This study recommends strategies, namely using a problem-solving approach and a character development approach for the younger generation.

Keywords: Conflict management, students, junior high school, industry 4.0, minahasa

INTRODUCTION

The development and improvement of the quality of teacher competence has been left to the teacher himself. If the teacher wants to develop himself, then the teacher will be qualified, because he

is always trying to find opportunities to improve his quality. Every positive deed, action, and behavior will improve one's self-image and personality, as long as it is done consciously.

Personality is something abstract, difficult to see in real life, and can only be known through appearance, actions, and speech when faced with a problem. Personality covers all ages, both physical and psychic, so it can be known that every action and behavior of a person is a reflection of a person's personality, and if a person's personality rises, so will the person's authority. Teachers as role models for their students must have a complete attitude and personality that can be used as role models in every aspect of their lives, and teachers must always strive to choose and do positive actions to raise their self-image and authority, especially in front of their students. Furthermore, the Teacher Code of Ethics Formulation states, among other things, That teachers are devoted to guiding students to form complete Indonesian amnesia with the spirit of Pancasila. Teachers try to obtain information about students as material for guidance and coaching. Teachers maintain good relationships with student's parents and the surrounding community to foster a set role and a sense of shared responsibility for education. Teachers who receive trust and honor as school principals have more duties and responsibilities because, as the leader of an educational organization, the principal faces tough challenges, 'for the principal must have the ability to manage the educational organization (UPI Lecturer Team, 2010).

Lately, many conflicts have occurred in educational organizations, and the future is likely to increase. Students at school come from different cultural backgrounds, social statuses, religions, rapid development of science and technology, and so on. One of the problems that occur in educational organizations is the conflict between students and students. And management science strives to provide an approach, namely, how to resolve the conflict. Husaini (2010) says that conflict is a natural process that occurs in every organization, as well as the dynamics of the organization and the lives of the members of the organization. Conflict is one of the essences of human life and development that has different characteristics from one another.

The researcher also received information from the principal that at SMP Negeri 6 Tiondano there were often conflicts between students and students. This problem prompted researchers to find out the causes of conflicts between students through more in-depth research.

THEORETICAL FRAMEWORK

Conflict

Conflict means the existence of opposition or conflict of opinion between people, groups, or organizations. Conflict is one of the essences of human life and development that has diverse characteristics. Human beings have different genders, social and economic strata, legal systems, nations, tribes, religions, beliefs, political streams, as well as cultures and life goals. In the history of mankind, these differences have always caused conflict. As long as there are still these differences, conflicts are inevitable and always will occur. From this, we can understand that conflicts can occur anytime and anywhere. Conflict can occur in social systems called the State, nations, organizations, companies, and

even the smallest social system, namely family or friends. Conflicts have occurred since a long time ago and still exist today and will even occur in the future. The word conflict comes from the Latin word "confligo" which consists of two words, namely "con" which means together, and "fligo" which means to strike, destroy, or crush. This word was absorbed by the English language into "conflict" which means a fight, struggle, controversy, quarrel, active opposition, or hostility (Webster, 1974). Experts define conflict in different ways, although they look different, they have the same core. Below are the different definitions of conflict:

- a. *Cassell Concise English Dictionary (1989)*, a struggle is a fight, a clash, a struggle, a struggle opposition of interest, opinions, or purposes; mental strife, agony.
- b. *The great dictionary of the Indonesian language*, conflict is a conflict or quarrel.
- c. *Poerwadarminta (1976)*, Conflict (conflict) can occur in a person or a wider circle.
- d. *Robbins (1994)* that conflict is a process in which A makes an effort that is deliberately made to eliminate B's efforts by forming an effort to obstruct to cause frustration to B in his efforts to achieve his goals or continue his interests.
- e. *Nahavaandi and Malekzadeh (1999)* that conflict is a process in which people have different opinions on a subject that raises a problem or problem.
- f. *Dubrin (1984)*, Conflict in the context used, refers to the opposition of persons or forces that gives rise to some tension. It occurs when two parties (individuals, groups, organizations) perceive mutually exclusive goals, or events. This means that conflict refers to conflicts between individuals, groups, or organizations that can increase tensions as a result of hindering each other in the achievement of their respective massing goals.
- g. *Tjosvold (in Champoux: 1996)*, defines conflict as a contradiction and also highlights conflict in terms of behavior. He stated that: Conflict in an organization is opposition, incompatible behaviors. (Conflict in an organization is opposite or contradictory behavior).
- h. *Gray and Starke (1988)* that conflict is behavior by a person or group that is purposely designed to inhibit the attainment of goals by another person or group. (Conflict is the behavior of a person or group that is deliberately carried out to hinder the achievement of the goals of a person or group).
- i. *Martinez and Fuke (2000)* state that conflict is a relationship, they view conflict in terms of a "relationship". They argue that conflict is a relationship. The relationship occurs between two people groups, or organizations. This is reinforced by the statements of other experts, who argue that conflict is a process of social interaction where two or more people or two or more groups differ in their opinions and goals (*Cummings in Wahyudi and Akdon, 2005*)
- j. *Nelson and Quick (1997)*, Looking at conflict from the perspective of the situation. According to them, conflict is a situation in which conflicting goals, attitudes, emotions, and behaviors cause opposition and dispute between two or more groups. This view is in line with their definition that conflict is "any situation in which incompatible goals, attitudes, emotions, or behavior lead to disagreement or opposition between two or more parties.

Conflict Management

Wahyudi and Akdon, (2008) put forward several opinions of experts on conflict management, namely:

1. According to Hardjaka, (1994), conflict management is a way carried out by leaders when facing conflicts.
2. According to Hendricks, W. (1992) conflict management is a way for leaders to assess or take into account conflicts.
3. According to Criblin, J. (1982) conflict management is a technique carried out by organizational leaders to manage conflicts by determining basic rules in competing.
4. According to Wirawan, (2010) stated that conflict management needs to get a further explanation, namely:
 - a. Parties involved in third-party conflicts. Conflict management is usually carried out by the parties involved in the conflict to resolve the conflicts they are facing. In dealing with conflicts, the parties involved in the conflict try to manage the conflict to create profitable solutions by using various sources as little and as efficiently as possible.
 - b. Conflict strategy. Conflict management is the process of developing a conflict strategy as a plan to manage conflict. If controlled, ordinary conflicts develop into destructive conflicts, where each side will focus the attention, energy, thoughts, and resources of the organization not on developing productivity but on damaging and destroying its opponents.
 - c. Handling conflicts. For parties involved in conflict, conflict management is a profitable conflict activity. For third parties, conflict management is an effort to direct conflicts from destructive conflicts to constructive conflicts. Constructive conflict will develop creativity and innovation for the parties involved in the conflict to create a win-win solution.
 - d. Conflict resolution. If conflict management is carried out by the parties involved in the conflict, it aims to create a favorable conflict resolution if carried out by a third party, conflict management aims to create a solution that is acceptable to the parties involved in the conflict.
 - e. Adaptability. A healthy organization can adapt to changes in its external and internal environment.
 - f. Focus on the goal. Healthy organizational activities and members will focus on achieving rational and visible goals.

METHOD

The location of SMP Negeri 6 Tondano is located in the center of the city (shopping complex) and the students registered in the even semester of the 2015-2016 school year amounted to 119 students. People who live in the center of Tondano come from various regions in North Sulawesi and even in Indonesia. In addition, they also come from various cultural, religious, social status, and educational backgrounds. Some of their children attend SMP Negeri 6 Tondano. Each of these students has different characteristics, so there are often conflicts between students.

To get in-depth information, the researcher interviewed 19 students, and the results of the interviews found various conflicts that occurred among students, including: (1) Mocking each other's parents 7 cases (2) Mocking each other between students and students 5 cases (3) Misunderstanding 3 cases (4) Liking to tease friends 2 cases (5) Stealing stationery writing 1 case (6) School friends being too rude 1 case.

RESULTS AND DISCUSSION

From the information that the researcher found by interviewing 19 students, the researcher found that the cause of the conflict that often occurs among students is the mutual mockery of their parents. This case, if not handled properly by teachers and school principals, will result in conflicts between parents of students. Sergiovani in Sijaiful Sagala (2010) stated that an effective principal is a principal who can play a role following his main duties and functions as a principal. Effective leadership skills are demonstrated in, among others:

Relationship-oriented behavior. School principals as attentive managers who support and help teachers, counselors, and school employees, besides that school principals must try to understand problems and solve them. Participatory behavior. School principals often conduct group meetings that facilitate participation, and decision-making, improve communication, encourage cooperation, and facilitate conflict resolution. The principal as the leader of the educational organization plays an active role in providing guidance and counseling to students who face conflicts (problems) and helps resolve conflicts that occur in schools, with a psychological approach.

Furthermore, Wahyudi (2012) said that teachers or school principals, in this case, have a role in changing and awakening wrong views in the past, improving the views that exist in the eyes of their students, and guiding them in looking at the truth. The researcher also received information from teachers that conflicts that often occur between students are mocking each other's parents.

The Principal's Strategy in Managing Conflicts Between Students at SMP Negeri 6 Tondano

The principal's strategy in resolving conflicts between students is to give trust to the class teacher and student council management first to solve the problems that occur. Starting from the student council management, if the student council management has not been able to solve the problem, the class teacher will start acting to manage the conflict. Furthermore, if the class teacher has not been able to solve it, then the principal also trusts the teacher to manage the conflict, but if the conflict still cannot be resolved, then the principal will start to take over by calling the students involved in the conflict separately and finding out the cause of the conflict between them and then the school head using a problem-solving approach.

Furthermore, the principal collaborated with the Minahasa Regency Government in the Community Affairs section and DIKPORA Minahasa to provide character development for the younger generation at SMP Negeri 6 Tondano. Character development for the younger generation has been carried out since 2004, and SMP Negeri 6 Tondano has had several opportunities in this coaching. The

Minahasa Regency Government, the Community Affairs section, and DIKPORA Minahasa, in collaboration with counseling experts, brought in from Bandung and character development for students greatly affect the behavior change of students who participate in character development to build the younger generation.

CONCLUSION

Based on the findings made by the researcher, the conclusion is that the causes of conflicts between students and students at SMP Negeri 6 Tondano are mocking parents, mocking friends, misunderstanding, being disruptive, rude, and stealing writing stationery. The strategy carried out by the principal of SMP Negeri 6 Tondano is a problem-solving approach and a character development approach for the younger generation in collaboration with the Minahasa Regency Government and DIKPORA Minahasa.

Suggestion

1. School principals as leaders of educational organizations should learn more about the topic of conflict management because this topic can help in managing conflicts.
2. The principal should hold regular meetings with the parents of the students.
3. School principals should invite resource persons from the Education Office and the Minahasa Regency Regional Government more often for character development.

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