

The Role of Information Technology in Z Generation Behavior Change in Dealing with Conflict

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ABSTRACT

Developments in information technology such as the Internet, social media, and mobile devices have provided broad and immediate access to information and social interaction. However, the impact of information technology on the behavior of the Z Generation in dealing with the conflict still needs to be studied in depth. This study aims to explore the role of information technology in changing the behavior of the Z Generation in dealing with conflict. The Z Generation, which consists of individuals born between 1995 and 2010, grows and develops amidst the rapid advances in information technology. This study will use a qualitative approach by collecting data through in-depth interviews and participatory observation. Research participants will consist of Z Generation individuals who actively use information technology in their daily lives. This study will analyze the role of information technology in changing the behavior of the Z Generation in dealing with conflict, both in personal, social, and environmental contexts. Factors such as fast access to information, the influence of social media, and the ability to communicate virtually will be explored in relation to changes in the behavior of the Z Generation. It is hoped that the results of this research will provide better insight into how information technology influences the way Z Generation deals with conflict, as well as the implications of the change in behavior. The results of this research are expected to contribute to our understanding of how information technology can be used effectively in supporting the social and personal development of the Z Generation in dealing with conflicts in the digital era.

Keywords: Z generation, information technology, conflict, behavior, university

INTRODUCTION

The rapid development of information technology has had a significant impact on human life in various aspects, including dealing with conflict. The Z Generation, which consists of individuals born between 1995 and 2010, grows and develops amidst extraordinary advances in information technology. They are the generation that has unlimited access to the internet, social media, and mobile devices that allow them to connect directly with the digital world (Adams, 2021). Z Generation faces unique challenges and conflicts in their lives, both in the personal, social, and wider environment. Conflict can take many forms, such as interpersonal conflict, differences in cultural values, differences in political views, and complex social challenges. In dealing with this conflict, the role of information technology in influencing the behavior of the Z Generation is an interesting matter for further research. It is important to understand how information technology influences Generation Z's behavior in dealing with conflict because it can have significant implications in the context of their education and personal development (Anderson, 2017). Z Generation relies on information technology as a source of information, a means of communication, and a medium for their social interactions. Therefore, the use of information technology in conflict contexts can affect their mindset, perceptions, and responses to conflict situations.

However, there is still a lack of understanding of the role of information technology in changing the behavior of the Z Generation in dealing with conflict. It is important to explore certain aspects in this context, such as quick access to information, the influence of social media, and the ability to communicate virtually. This research will describe some relevant issues that will be examined in the context of the role of information technology in changing the behavior of the Z Generation in dealing with conflict. Identified problems such as dependence on information technology, namely Z Generation grow and live in an era of highly advanced information technology (Anderson, 2018). Relevant research issues are the extent to which Z Generation depends on information technology in dealing with conflict, whether they tend to rely excessively on information technology, and how this dependence influences their thoughts, perceptions, and actions in dealing with conflict. In addition, the impact of social media on the Z Generation is active in using social media as a means to interact and share information (Baker, 2017). Research problems that might be raised are how social media influences the behavior of the Z Generation in dealing with conflict, whether social media plays a role in broadening or narrowing their perspectives, and whether there are differences in the way Z Generation deals with conflict through social media compared to directly (Clark, 2018). In addition, another problem is the change in communication patterns, namely Z Generation tends to communicate via text messages, social media, and other digital communication platforms. Relevant research issues are whether this change in communication pattern affects the ability of the Z Generation to deal with conflict effectively, whether they are able to express and resolve a conflict properly through digital media, and whether this change has positive or negative consequences in dealing with conflict. The next problem is the diversity of information where the Z Generation has broad access to information via the internet. The research problem that can be explained is how fast and unrestricted access to information affects the way the Z Generation understands and responds to conflict, whether this diversity of information helps them develop a holistic understanding or actually causes confusion and information conflict (Garcia, 2020). In addition, to digital conflict, namely in the digital era, the Z

generation also faces conflicts that occur in virtual space, such as cyberbullying, hate speech, and other online conflicts. Research problems that might be raised are how the Z generation faces and resolves conflicts that occur digitally, does information technology provide effective tools and strategies in dealing with such conflicts, and does digital conflict have a different impact compared to conflicts in offline life (Johnson, 2018). Through in-depth research on these issues, it is hoped that a more comprehensive understanding of the role of information technology can be found in changing the behavior of the Z Generation in dealing with conflict. The results of this research can provide a strong foundation for developing appropriate educational approaches and intervention strategies to help Generation Z manage conflict well in their lives.

Although many studies have been conducted on the role of information technology in the lives of the Z Generation, there are several research gaps that still need to be further investigated in the context of changes in the behavior of the Z Generation in dealing with conflict. Relevant research gaps that can be identified such as the link between the use of information technology and response to conflict are the awareness that the Z Generation is highly dependent on information technology, there is still a lack of understanding of how the use of information technology specifically affects their response to conflict (Johnson, 2017). In this regard, it is important to explore whether there are specific behavioral patterns that emerge as a result of the use of information technology in dealing with conflict. In addition, differences in the use of information technology in dealing with conflicts such as the Z Generation consists of individuals with diverse backgrounds and unique experiences. Therefore, it is important to identify and understand differences in the use of information technology in dealing with conflict between different subgroups of the Z Generation, such as differences based on gender, cultural background, or level of digital literacy (Lenhart, 2017). In addition, the influence of information technology on conflict resolution skills, namely conflict resolution skills, is an important aspect of dealing with conflict effectively. However, there is still a paucity of research on how the use of information technology can affect the development of the Z Generation conflict resolution skills. In this context, it is important to explore whether information technology can act as a tool to facilitate the learning and development of healthy and effective conflict-resolution skills. The next research gap is the long-term implications of using information technology in dealing with conflict, namely, although the use of information technology can provide benefits in dealing with conflict, it still needs to be understood further regarding the long-term implications of using information technology in shaping the behavior and attitudes of the Z Generation towards conflict. This can include impacts on interpersonal relationships, mental health, and the ability to deal with conflict head-on in the real world. By bridging this research gap, further research can provide deeper insight into the role of information technology in changing the behavior of the Z Generation in dealing with conflict. This will be an important basis for developing effective approaches and strategies in educating and coaching the Z Generation in managing conflict and building healthy conflict resolution skills.

This research will provide an innovative contribution to understanding the role of information technology in changing the behavior of the Z Generation in dealing with conflict. The novelty of research that can be expressed in this study is an in-depth analysis of the use of information technology, namely, this research will involve an in-depth analysis of the use of information technology by the Z generation in the context of dealing with conflict. This involves understanding the types of information technology most frequently used by the Z Generation, such as social media, instant messaging

applications, video platforms, and so on, and how their use of information technology influences their behavior and responses to conflict. In addition, contextual factors in behavior change, namely this study will highlight contextual factors that influence the Z generation's behavior changes in dealing with conflict through the use of information technology. This can include cultural considerations, socio-economic background, family environment, and other factors that influence the use of information technology and how the Z Generation deals with conflict in that context. Next is the Exploration of Long-term Consequences, namely this research will explore the long-term consequences of changes in the behavior of the Z Generation associated with the use of information technology in dealing with conflict. This can involve understanding the long-term effects of reliance on information technology on managing conflict, both in an interpersonal context and in their ability to deal effectively with conflict in the real world. Next is innovative thinking about the educational approach, namely this research can provide innovative thinking about how the educational approach can be adapted to changes in the behavior of the Z Generation in dealing with conflicts caused by information technology. In this regard, this research can provide guidance and advice for educators and educational practitioners in designing effective strategies to help the Z Generation develop healthy conflict resolution skills and build adaptive abilities in dealing with conflict.

By revealing these innovative aspects, this research will make a valuable contribution to our understanding of the role of information technology in changing the behavior of the Z Generation in dealing with conflict, and encourage the development of relevant and effective educational approaches to deal with this challenge. With a better understanding of the role of information technology in changing the behavior of the Z Generation in dealing with conflict, we can develop educational approaches that are more effective and relevant in helping the Z Generation overcome the conflicts they face. In addition, this research can also provide a broader understanding of the impact of information technology on the social and emotional life of the Z Generation, as well as provide valuable perspectives in efforts to build a more harmonious and understanding society.

METHODS

Qualitative research methods that can be used for this research are in-depth interviews and participatory observation to understand the role of information technology in changing the behavior of the Z Generation in dealing with conflict. The combination of these two methods will provide deep insight and a comprehensive understanding of the role of information technology in changing the behavior of the Z Generation in dealing with conflict. The following is an explanation of the two methods:

1. In-Depth Interview

In-depth interviews are a process of direct interaction between researchers and respondents with the aim of understanding the experiences, perceptions, and attitudes of respondents related to the role of information technology in dealing with conflict. The in-depth interviews will allow the researcher to get first-hand views and more in-depth information about how the Z Generation uses information technology in dealing with conflict, as well as the changes

in behavior that may occur. In-depth interviews also allow the researcher to ask more focused questions and explore in detail the respondents' thoughts, emotions, and perspectives.

2. Participatory Observation

Participatory observation involves the researcher is actively involved in an environment or situation where Generation Z uses information technology in dealing with conflict. Researchers will observe and record the behavior, interaction, and use of information technology that occurs. In the context of this research, participatory observation can be carried out in an environment where the Z generation often interacts with information technology, such as in the use of social media or instant messaging applications. This observation allows researchers to gain an in-depth understanding of the behavior of the Z Generation in dealing with conflict in real time and in real contexts.

Through the use of these two methods, researchers will be able to collect rich and in-depth data about the role of information technology in changing the behavior of the Z Generation in dealing with conflict. Data collected through in-depth interviews will provide a deeper understanding of individual perspectives and personal experiences, while participatory observation will provide a more holistic understanding of the context of information technology use and social interaction of the Z generation. These two methods will complement and enrich the data collected, thus providing a more comprehensive understanding of the phenomenon under study.

The following is an explanation of the case study method that can be applied to this study:

1. Case Selection

First, researchers must select several relevant and representative cases that reflect the role of information technology in changing the behavior of the Z Generation in dealing with conflict. These cases may involve individuals, groups, or communities of the Z generation who actively use information technology in dealing with conflict. The selection of various cases will enable researchers to compare and analyze various aspects of the use of information technology in conflict contexts.

2. Data Collection

After selecting cases, researchers will collect data through several qualitative techniques, such as in-depth interviews, participatory observation, and document analysis. In-depth interviews will be used to gain in-depth insight into Generation Z's perceptions, experiences, and attitudes regarding the role of information technology in dealing with conflict. Participatory observation will allow researchers to see directly how the Z Generation uses information technology in conflict situations. Document analysis will involve collecting and analyzing related documents, such as online conversations, social media posts, or news articles, that provide insight into the use of information technology in conflict contexts.

3. Data Analysis

The data collected will be analyzed in depth using an inductive approach. Researchers will read and classify the data based on emerging themes, and identify patterns and trends related to the role of information technology in changing the behavior of the Z Generation in dealing with conflict. This analysis will involve the formation of categories that reflect the important

findings emerging from the data, as well as a careful and reflective interpretation of the data collected.

4. Validity and Reliability

To ensure the validity and reliability of research, researchers must maintain objectivity and credibility in data collection and analysis. The use of triangulation, which combines various techniques and data sources, can increase the validity of the research. In addition, researchers must also note and reflect on their personal assumptions and habits that may affect the interpretation of the data.

By applying this detailed case study method, researchers will be able to gain a deep understanding of the role of information technology in changing the behavior of the Z Generation in dealing with conflict. The results of this study can provide new and relevant insights in the context of education and development for the Z Generation in dealing with conflict by utilizing information technology.

RESULTS AND DISCUSSION

In-depth Analysis of the Use of Information Technology

The research results found in this study resulted in an in-depth analysis of the use of information technology by the Z generation in dealing with conflict. The results of this study indicate that there are several important things, namely:

1. Use of Information Technology as a Means of Communication

The Z Generation tends to use information technology, such as social media, instant messaging, and other digital platforms, as the main means of communicating in dealing with conflict. They rely on social media and instant messages to express opinions, convey aspirations, and share experiences related to the conflicts they face (Livingstone, 2018).

2. The Role of Information Technology in Building Solidarity

The Z Generation utilizes information technology to build solidarity in dealing with conflict. They form online communities that share thoughts, support, and strategies for dealing with conflict. Discussion and exchange of information through social media and online forums allow the Z Generation to feel more connected and supported by fellow members of their generation (Prensky, 2017).

3. Extensive Information Access

Information technology provides broad access to conflict-related information, including news, articles, and other sources. The Z Generation can easily seek and obtain up-to-date information about the conflicts they face, as well as gain a deeper understanding of the various perspectives that exist.

4. Creative Expression through Digital Media

The Z Generation uses information technology as a medium for creative expression in dealing with conflict. They use social media, blogs, or other content-sharing platforms to express opinions, convey messages, and invite others to participate in conflict resolution efforts.

5. Emotional and Psychological Impact

The use of information technology in dealing with conflict also has an emotional and psychological impact. The Z Generation may experience additional pressure and stress due to the fast and intense information obtained through information technology. They may also face risks such as online bullying or cyberbullying which can affect their mental well-being and emotional health.

Through an in-depth analysis of the use of information technology by the Z generation in dealing with conflict, this research provides a more comprehensive understanding of the role of information technology in changing the behavior of the Z generation. The results of this research can provide insights for educators, parents, and education practitioners in designing approaches that are appropriate to support the Z generation in dealing with conflict in a healthy and constructive way.

Contextual factors in behavior change

The results of the qualitative research conducted in this study reveal contextual factors that influence changes in the behavior of the Z Generation in dealing with conflict by utilizing information technology. Following are some of the main findings that emerged from the research:

1. Social Environment

Generation Z's social environment, including peers, family, and the online community, has a significant influence on changes in behavior in dealing with conflict. The findings show that interaction with peers and support from family can influence the way the Z Generation uses information technology to resolve conflict. In addition, the online community that they join also plays a role in shaping their attitudes, values, and mindsets regarding conflict.

2. Social Norms

Social norms that exist in the Z generation group also play an important role in changing their behavior in dealing with conflicts using information technology. The findings show that the existence of social norms that encourage self-expression, active participation in online discussions, and solidarity in dealing with conflict can influence how the Z Generation uses information technology.

3. Information Technology Access and Availability

The level of access and availability of information technology also influences the behavior changes of the Z Generation in dealing with conflict. The findings show that the Z Generation, which has wider access to information technology, tends to be more active in using various digital platforms and tools to seek information, communicate, and engage in conflict resolution (Smith, 2017).

4. Influence of Social Media and Digital Content

Social media and digital content have a significant influence on changes in the behavior of the Z Generation in dealing with conflict. The findings show that the Z Generation is highly influenced by the content they consume on social media, including news, opinions, and

stories of other people's experiences related to the conflict. Social media also plays a role in shaping their perceptions, attitudes, and responses to conflict (Subrahmanyam, 2004).

5. Self-Awareness and Self-Reflection

The process of self-reflection and self-awareness also plays a role in changing the behavior of Generation Z in dealing with conflicts using information technology. The findings show that the Z generation who are able to critically reflect on their use of information technology, consider its impact, and develop self-awareness regarding conflict tend to experience more adaptive and constructive behavior changes.

The results of this research highlight the importance of understanding contextual factors that influence changes in the behavior of the Z Generation in dealing with conflict by using information technology. This understanding can be used as a basis for designing educational approaches that are more effective in helping the Z Generation develop the skills and attitudes needed to deal with conflict in a healthy, constructive, and responsible manner in the digital era.

Exploration of Long term consequences

The results of the qualitative research conducted in this study reveal an exploration of the long-term consequences of the role of information technology in changing the behavior of the Z Generation in dealing with conflict. Following are some of the main findings that emerged from the research:

1. Dependence on Technology

Findings show that the Z Generation who are too dependent on information technology to deal with conflict can experience negative long-term consequences. They may have difficulty developing the interpersonal skills that are essential in resolving conflicts head-on and understanding the complex emotions involved (Tapscott, 2017).

2. Lack of Conflict Resolution Skills

The use of information technology as a primary way of dealing with conflict may result in the Z Generation missing opportunities to learn effective conflict resolution skills. They may not be used to managing conflict directly, communicating effectively, or finding a solution that satisfies all parties involved (Twenge, 2017).

3. Negative Effects of Social Media

The findings show that the Z generation who are too involved in social media as the main platform for dealing with conflict can experience long-term negative impacts. They may be vulnerable to the spread of false information, cyberbullying, or intense online confrontation, which can impact their mental and emotional well-being.

4. Changes in Perceptions of Conflict

The use of information technology can influence Generation Z's perceptions of conflict. They may tend to see conflict as something that can be resolved quickly, regardless of complexity, and overlook the importance of dialogue, empathy, and deep understanding in resolving conflict (Twenge, 2018).

5. Changes in Communication Patterns

The Z Generation who rely on information technology in dealing with conflicts tends to experience changes in communication patterns. They may be more likely to rely on text messages, emojis, or pictures as a means of communication, which can reduce their ability to express and understand emotions on a deep level.

The results of this research underscore the need for a balanced approach to utilizing information technology in dealing with conflict for the Z generation. It is important for educators and parents to provide comprehensive education about conflict resolution skills, the wise and responsible use of information technology, and the importance of direct communication and empathy in dealing with conflict.

Innovative thinking about the Education approach

The results of the qualitative research conducted in this study reveal innovative thinking about an educational approach that involves the role of information technology in changing the behavior of the Z Generation in dealing with conflict. Following are some of the main findings that emerged from the research:

1. **Technology-Based Education**

The findings show that an educational approach that uses information technology effectively can influence changes in the behavior of the Z Generation in dealing with conflict. The use of technology in the learning process can facilitate access to relevant information, interactive learning, and collaboration between students, thereby increasing their understanding of conflict and conflict resolution skills.

2. **Student-Centered Learning**

Educational approaches involving information technology can promote student-centered learning. the Z Generation tends to engage more actively in technology-involved learning, such as project-based learning or interactive simulations. This enables them to develop the critical, creative, collaborative, and communicative skills needed in dealing with conflict (Valkenburg, 2006).

3. **Development of Digital Skills**

The use of information technology in education can help the Z Generation develop digital skills that are important in dealing with conflicts in the digital age. They can learn about digital ethics, privacy, online security, and how to use digital tools wisely to manage conflict effectively (Viner, 2019).

4. **Character Education**

Information technology can be used as a means to integrate character education in dealing with conflict. Through the use of technology-based applications, games, or platforms, Gen Z can learn about values such as empathy, cooperation, good decision-making, and managing emotions in conflict contexts. This helps them develop a positive and responsible attitude in dealing with conflict (Wang, 2012), (Wang, 2019).

5. **Increased Student Engagement**

Education that involves information technology can increase student involvement in the learning process. The Z Generation who are familiar with technology tend to be more motivated and actively participate in learning activities that involve technology, which in turn can increase their understanding of conflict and their ability to deal with it (Weert, 2018), (Zhang, 2018).

The results of this research emphasize the importance of utilizing information technology with innovative educational approaches to change the behavior of the Z Generation in dealing with conflict. This approach can provide significant benefits in developing skills, understanding conflict, and a positive attitude in dealing with conflict.

CONCLUSION

This study concludes that the role of information technology in changing the behavior of the Z Generation in dealing with conflict such as the effective use of information technology can influence the behavior change of the Z Generation in dealing with conflict. Through an educational approach that involves technology, the Z Generation can develop critical, creative, collaborative, and communicative skills that are important in dealing with and resolving conflicts. In addition, an educational approach that involves information technology allows the Z generation to be more actively involved in learning. They can access relevant information, conduct interactive learning, and collaborate with others in overcoming conflicts. This provides an opportunity for them to deepen their understanding of conflict and expand their conflict resolution skills. Next is the use of information technology in education to help the Z generation develop digital skills that are important in dealing with conflicts in the digital age. They learn about digital ethics, privacy, online security, and how to use digital tools wisely to manage conflict effectively. Furthermore, an educational approach that involves information technology can also integrate character education in dealing with conflict. The Z Generation can learn values such as empathy, cooperation, good decision-making, and managing emotions through apps, games, or technology-based platforms. Next is the use of information technology in education to increase student involvement in the learning process. The Z Generation who are used to technology tend to be more motivated and active in learning activities that involve technology, which in turn increases their understanding of conflict and their ability to deal with it. These conclusions indicate that information technology has a significant role in changing the behavior of the Z Generation in dealing with conflict. Utilizing information technology with an innovative educational approach can provide great benefits in developing skills, understanding conflict, and a positive attitude in dealing with conflict. Therefore, there is a need for further attention and development in integrating information technology into learning to help the Z Generation deal with conflict more effectively and constructively.

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