

## Leadership Role In Conflict Management

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### ARTICLE INFO

### ABSTRAK

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The leadership role is a set of behaviors that are expected to be carried out by someone according to their position as a leader. Conflict management is a way that individuals use to deal with and manage problems, conflicts or disputes between themselves and other individuals or groups within an organization or institution. The role of the leader in resolving conflict is very dominant. A leader must be able to solve problems well, conflict can be both beneficial and detrimental. Therefore, it takes the role of a leader to resolve a conflict.

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### 1. Introduction

An organization always involves several people who interact intensively. These interactions are arranged in a structure that can assist in achieving common goals. Other efforts to organize and direct these resources is called management. While the core of management is leadership.

Supporting the success of the management function in an organization, namely a leader who can carry out management tasks a function and can motivate members to achieve the goals set by an organization and institution. An organization consists of various different and interdependent components in the process of working together to achieve certain goals. Differences in organizations often lead to incompatibilities and ultimately lead to conflicts that occur in the workplace.

One of the duties or roles of a leader is to be able to resolve conflicts which are detrimental to creating healthy and orderly organization with how to use the right approach to solving conflicts so that each conflict can be resolved properly and no one feels disadvantaged. Background above, the formulation of the problem in this article is what is the role leadership in conflict management?

### 2. Literature Review

Role is an attitude or behavior that is expected by a group of people towards someone who has status or position. Meanwhile, leadership can be interpreted as an ability or expertise that exists in a person in moving or motivating an individual or group to achieve the goals that have been set. So from the information above it can be concluded that the role of leadership is a set of behaviors that are expected to be carried out by someone something position as a leader.

There are three important things that need to be considered from the definition of management, namely process, utilization of all organization resources and achievement of organizational goals that have been set. Here's the description :

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### *Leadership Role In Conflict Management*

1. process is a very systematic way of doing something management as a process, because all managers with special dexterity and skills, strive for various interrelated activities that can be utilized to achieve the goals that have been planned. These activities include planning, organizing, leading, implementing, controlling and utilizing.
2. Organizational resources include funds, equipment, information and human resources, each of which function as a thinker, planner, actor and supporter to achieve goals.
3. Achieve organizational goals that have been previously set.

In view of Islamic teachings, everything must be done neatly, correctly, and orderly. The processes must be followed properly. Something must not be done by origin. This is the main principle in Islamic teachings. Management is a skill in management starting from planning, organizing, directing, monitoring and evaluating by using resources effectively and efficiently to obtain the desired results. While the meaning of conflict means strife, conflict, or disagreement. A conflict is not always detrimental, in an organization conflict is needed and even acknowledged for its existence. In connection with this it should also be said that conflict is not a sign of organizational weakness or evidence of failure of its leadership.

Even so, leaders need to understand several causes that can understand a conflict, especially to get benefits in dealing with it and to be able to create organizational behavior that is useful for increasing organizational effectiveness. There are several sources of conflict in an organization, communication factors, job structure or organization structure, personal factors. Conflict has a major influence on human life, both individually and in groups. Conflict has positive and negative influences. Both of these influences create changes to human life. (1) Negative influence can hinder cooperation, bring each other down, damage the organizational system, reduce the quality of the decision making, and lose working time. (2) positive influence encourage self-correction again, improving work performance, creating.

### **3. Methodology**

The type of research used in this research is descriptive research. Descriptive research is a type of research whose purpose is to present a complete picture of social or intended settings for exploration and clarification of a phenomenon or social reality, by way of describing a number variables related to the problem with the unit under study between the phenomena being tested.

The data analysis technique used consists of three types, namely: data reduction, data reduction, namely reducing data so that presented in narrative form. Presentation of Data, Presentation of data, namely presenting data that has been reduced by certain models with misinterpretation of the data. The second important flow of activity analysis is the presentation of data. By limiting a "presentation" as a collection of information that gives possibility of drawing conclusions and taking action. Data Verification, Data verification is retrieval conclusions from the authors of the data. The third important analysis activity is drawing conclusions and verification.

### **4. Results and Discussion**

The task of leader, namely being able to solve problems well, being able to develop conflicts so that they can reach a critical point but not to the point of breaking or « breaking point», is really full of risks and dangers and is a very tough task. A leader needs a soul that is dynamic, creative, brave and responsible. Modern leaders must be able to encourage their subordinates to find their own ideas, participate actively and be willing to accept differences and diversity. Creates conditions that stimulate controlled positive controlled positive conflict and resolve it well.

### **5. Conclusion**

Conflict has a positive and negative influence on organizational development. Therefore, the role of a leader greatly influences the outcome of the conflict. Leaders are controllers of the causes of conflict, managers when conflict occur, to resolving conflicts through good management.

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