

## CONFLICT MANAGEMENT

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### ABSTRAK

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### KATAKUNCI

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In essence, good education does not mean free from a good conflict that occurs in schools or in the world of education. However, good education is education that is able to manage conflict to be a good thing for the advancement of education in the future, and able to shape the characteristics of dignified students for the intellectual life of the nation. Many view conflict as a negative thing and should be avoided. Conflict is considered to be something that will break a relationship that exists between one individual and another individual or between organizations. Basically, if we are able to control or manage conflict well, of course, the conflict will provide positive benefits to ourselves and others

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### 1. Introduction

Management as the art of getting work done through other people, a manager is in charge of managing and directing other people to achieve organizational goals. Management according to Adi Santoso and Lilin Budiati in their book "Conflict Management" Management as an art, in management practice, aspects of art are always attached, namely the art of communicating and the art of leadership. The point is the expression of one's feelings in management practice as outlined in the creation of forms of motion, appearance, tone, or symbols that contain elements of beauty[1]

Management in the world of education has an important urgency to deliver organizational progress. According to Nanang Fatah in his book Educational Management Platform, management theory has a role or helps explain organizational behavior related to motivation, productivity, and satisfaction.(satisfaction). Thus, management is the dominant factor in the progress of an institution.[2]

School is an important institution after the family is the second home in modern society with increasingly identified patterns of life, it is impossible for the family to serve all the processes and demands of a child's educational needs, some of these tasks are taken over by the school. Schools are referred to as formal educational institutions because they are held in certain schools/places, regularly, systematically, have levels within a certain period of time[3]

As a social human who is in a social and organizational environment, of course, he will experience interaction. In the process of this interaction humans are always faced with conflicts caused by various sources. Management is an organization that involves many people and work together to achieve certain goals, it is not uncommon for organizations to have different views, incompatibilities, and conflicts which sometimes lead to many conflicts. In any organization there are conflicts, ranging from small conflicts to major conflicts, either hidden or openly appear. The same goes for education management.

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Although the term management is more widely used in the world of economics, companies, and organizations, in fact it can also be used in other fields, as long as the field contains the facts of management as a system, process, function, practice and so on.

## **2. Literature Review**

Management comes from Latin, namely from the origin of the word *manus* which means hands and *to act* (do). The words combined into *managers* which means handle. *Managers* translated to English to *manager* (verb), *management* (noun), and *manager* for people who do. *Management* translated into Indonesian into *management* (management)[4] In French, *housewife* means the act of guiding or leading. *Housewife* means the coach who takes control of the guidance and direction of the household by acting economically so that it can achieve its goals. Households can be in a narrow or broad sense[5]

There are experts who are of the view that the word management comes from Latin as stated earlier, which is derived from the word *mantis* which means hands and *to act* which means to do. Other experts are of the view that the root of the word management comes from Latin *thousand* which means hand, *manus*, which means to work carefully by using hands, and *act* means to do something so that it becomes *managere* which means doing something many times using the hands. That is, in doing something, the leadership does not only work alone, but through the activities of other people (employees) who are helping hands in doing the job to completion.

Conflict comes from the word *con* (completion) which means collision, which refers to all forms of clashes, collisions, discrepancies, conflicts, fights, oppositions, and interactions that are antagonistic.[6] In the meaning of conflict is defined as a reaction that arises from a person because he feels threatened, both territorially and in his interests, by using force to defend that territory or interest [7]. will affect the parties involved, both positive and negative influences [8]

In everyday conversation, conflict is often interpreted as contradicting each other, arguing with each other, or bickering with each other. The conflict situation is considered as an abnormal and unexpected situation, because conflict is often seen as a disturbance to stability that should not exist or if it does arise it must be resolved quickly. Conflict is sometimes seen as a disturbance caused by the behavior of people who are anti-establishment, anti-social, paranoia, happy to make noise, and others. However, the result of careful observation is that almost all conflicts are caused by misunderstanding, lack of understanding, or failure to understand. In addition, conflicts can also occur due to failure to communicate between parties resulting in differences in understanding something

Conflict can occur by anyone and anywhere. The background to the emergence of conflict is usually caused by differences in identity that each individual carries in a social interaction. By nature, humans are individual beings, so that each has a different nature, temperament, or personality from one another. Other individual differences are attitudes, behaviors, skills, knowledge, intelligence, customs, beliefs, physique, desires, expectations, problems, and others. With the emergence of individual differences that are brought into social interaction, the conflict situation that occurs can be called a natural situation in the life of society or organization. Thus, there will not be a society or organization anywhere that has never experienced conflict, either among its members or with the outside community.

## **3. Methodology**

The type of research used in this research is descriptive research. Descriptive research is a type of research whose aim is to present a complete picture of setting social or intended for exploration and clarification of a phenomenon or social reality, by way of describing a number of 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 it can be presented in narrative form. Data Presentation, Data presentation is presenting data that has been reduced by certain models with misinterpretation of the data. The second important flow of analysis activities is the presentation of data. By limiting a "presentation" as a collection of information that gives the possibility of drawing conclusions and taking action. Data Verification, data verification, namely drawing conclusions from the author of the data. The third important analysis activity is drawing conclusions and verification.

## **4. Results and Discussion**

Conflict management is often interpreted as a series of actions and reactions, between conflict actors and outsiders who help (mediate) in dealing with a conflict. Conflict management is also interpreted as an approach that is oriented towards the process of conflict resolution, through planning, organizing and directing various forms of communication (including

behavior) to the parties involved in the conflict. This effort is made to influence position and interests(interests), as well as the interpretation of each party so that what is needed by the mediating party (other than the one in conflict) is accurate information about the conflict situation. This is because the mediating party will communicate effectively between the parties, and those who are in dispute must have confidence in him

Conflict Management is a process of managing conflict by compiling a number of strategies carried out by the conflicting parties so as to obtain the desired resolution. In a cornerlookdemocracy, conflict management will talk about how conflicts are handled constructively, bringing conflicting parties into a cooperative process, and designing practical cooperative systems to manage differences constructively. Through conflict management, conflict will be managed so that it can limit the negative aspects and increase the positive aspects of the conflicts that occur.

The main goal of conflict management is to build and maintain cooperative relationships with subordinates, colleagues, superiors and outsiders. Some forms of conflict management behavior such as bargaining and integrative problem solving are approaches to dealing with conflicts involving a manager and other parties whose assistance is needed to achieve work goals.

## 5. Conclusion

In the process of this interaction humans are always faced with conflicts caused by various sources. Management is an organization that involves many people and work together to achieve certain goals, it is not uncommon for organizations to have different views, incompatibilities, and conflicts which sometimes lead to many conflicts.

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