

CONFLICT STUDIES TOWARDS PEACE STUDIES (CONFLICT RESOLUTION)

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Abstract

The purpose of writing this article is to study and understand the study of conflict towards peace. This research is motivated by the diversity of ethnicity, ethnicity, language, culture, religion and other differences that cause conflicts between people. The impact and changes that occur after this conflict raise the question of how this conflict can make changes that give birth to various forms and patterns of conflict and provide solutions for resolution. This paper will explain several subjects which will later illustrate the position of conflict studies towards the study of peace. The first part of the writing will discuss the conflict and the dynamics of the conflict. In the second part of the discussion will focus on the relationship between conflicts with solutions to resolution and the variety of conflicts that arise from changes that occur.

Keywords: *Conflict Studies , Peace*

A. Introduction

Every individual has experienced conflicts, whether heavy or light. Each human being has his own style in dealing with conflict. Understanding the conflict resolution style of yourself and others is very important. For yourself, this can be used as evaluation material so that in the future it will be even better. Meanwhile, by understanding other people's conflict resolution styles, we can find out when the moment is right to discuss common problems and what approaches should be used, so that conflicts that occur do not widen and can be resolved properly. Conflict is a condition where there is a mismatch between values or goals to be achieved, both in individuals and in relationships with others (Kilman & Thomas, in Wijono, 1993).

It cannot be denied that every individual has different needs and goals in life. Looking at the problem with a variety of perspectives will also be difficult to avoid. Therefore, it is natural that there is a conflict or conflict of needs and interests between one individual and another. The fact shows that the more often you interact, the more likely this interpersonal conflict will occur (Muryantinah et al, 2008).

Conflict is a dynamic phenomenon that cannot be avoided in human life, even conflict is always present in every working relationship between individuals and groups. Conflict handling is related to a person's capacity to stimulate conflict, control conflict, and find solutions at an optimum level. The abilities needed in the context of handling this conflict are manifested in the breadth of a person's views and insights in looking at every problem, both those that have differences or the same as the frame of mind. Conflict handling skills are manifested in the search for solutions to conflicts that occur so that they do not have a negative impact on individuals or organizations. Conflict can have both constructive and destructive impacts. Because the impact is not always bad, it needs to be managed and handled properly. Based on the description above, the authors try to understand and examine more deeply with regard to conflict and its solution to peace.

B. Method

The approach used in this research is a qualitative approach using online observation data collection techniques and documentary techniques, while the data analysis technique uses content analysis. The type of data used is secondary data. The research was conducted by identifying problems that occurred in several conflicts from the literature

review, then data were collected, analyzed and concluded as needed which might be a solution to these problems in the form of a development strategy using literature study.

C. Finding and Discussion

1. Conflict

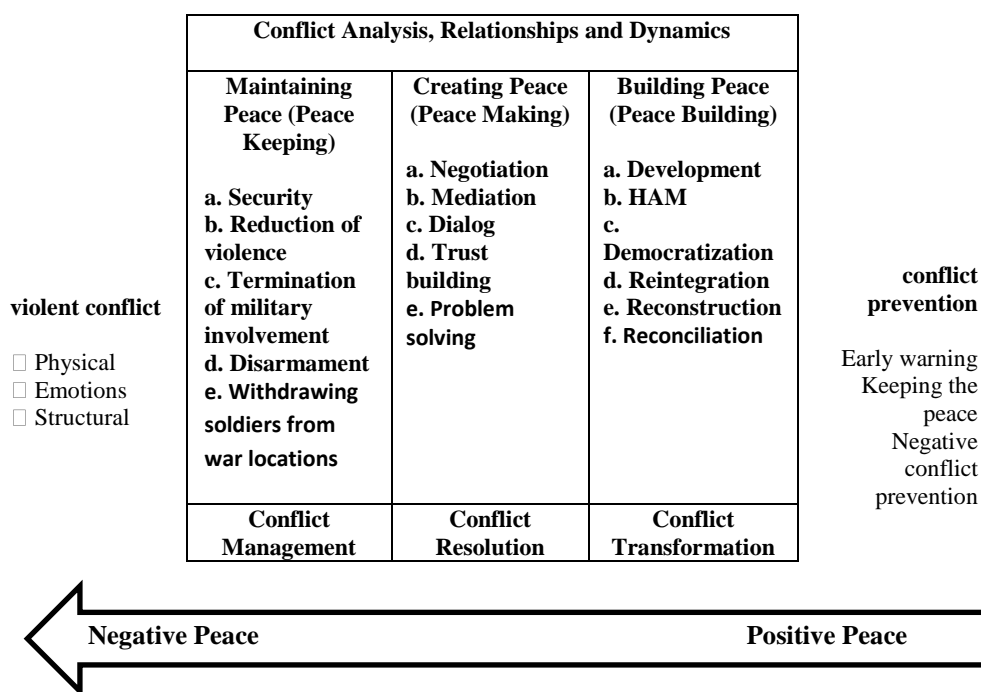
The word "Conflict", comes from the Latin word *configere*, means that two people or groups can attack each other more, hurt each other, and even kill each other. We will also have different thoughts, attitudes and behaviors in response to the conflicts at hand. If we reflect on our cultural context, the attitudes and actions that are commonly chosen when in a conflict situation are: First, "Holding the Conflict": here the conflict is given space in the heart which is very deep and allowed to be buried there. Conflict gets a response by encouraging accompanied by justification such as just keep quiet, so that the truth will speak later. Second, we often respond to conflict by 'running away from conflict'. The consciousness that arises here in conflict is something that must be abandoned and placed very far from us. Third, moving places, even moving from places of worship as a way to only run away from places where someone has conflicts with other people. Another thing that is often done is what is known as distracting or 'avoiding conflict'. Without realizing it, people feel that by doing something whether it is entertainment or pleasure they feel they can avoid and forget about the conflicts they are facing, even though in reality they are not, because they are only temporary distractions.

The three steps chosen as a response to the conflict outlined above show how many people are still unfamiliar with not only their understanding of conflict but also their ignorance of the 'conflict solution'. In other words, the steps above are of course not always appropriate when we are faced with conflict situations with sensitive issues, involving large groups, even more so accompanied by violence. What can be informed here is that if one day we are faced with violent conflict, then the best step that can be taken is to open our horizons to the conflict itself, so that we can put it in the right portion that conflict is part of our lives and if get a good treatment then he will be able to find an adequate solution.

Nyoman (2017: 157) reveals that through tracing previous studies on various conflicts that occur in various parts of the world, and based on conceptual and theoretical frameworks regarding conflict resolution concepts and theories that are widely developed in academia, it is not an

exaggeration to say that if we In the face of a conflict situation, we must start thinking about what in the next presentation is known as "Conflict Resolution" (Tidwell, 1998), which on this occasion can be introduced as a mechanism that will later show us to take resolution steps: first, by asking whether the conflict was useful or not? It must be instilled in our minds that conflict will not be useful if it has claimed lives and property, but it must be understood that many conflicts (nonviolence) bring progress and benefit us. Then, second, to find the source of the conflict, followed by the third step to determine the resolution mechanism, and finally fourth, to apply the mechanism.

Table of Pictures. 1
 Developed by prof. Abdilla and students
 (Navigating Cultures For Peace Building 2005)



2.Type of Conflict

According to Baden Eunson (Conflict Management, 2007, adapted), there are various types of conflict:

- a. Vertical conflict, which occurs between levels of the hierarchy, such as between top management and middle management, middle

management and supervisors, and supervisors and subordination. Forms of conflict can be in the form of how to optimally allocate resources, describe goals, achievement of organizational performance, compensation and career management.

- b. Horizontal Conflict, which occurs between people who work at the same hierarchical level within the company. Examples of this form of conflict are about setting goals that do not fit, about the allocation and efficiency of resource use, and about marketing.
- c. Conflicts among line staff, which occur between people who have different duties. For example, between the raw material purchasing division and the finance division. The purchasing division considers it will be effective if raw materials are purchased in large quantities rather than in small quantities but it takes time and time again. Meanwhile, the financial division wants a smaller amount due to budget constraints. For example, between the production division and the marketing division. The marketing division requires a variety of products according to market demand. Meanwhile, the production division is only able to produce a limited amount of production due to the scarcity of skilled human resources and the right technology.
- d. Role conflict, in the form of a misunderstanding of what someone should do. Conflicts can occur between employees due to incomplete job descriptions, employees having more than one manager, and unclear coordination systems.

3. Factors causing conflict

- a. Individual differences, including differences in the establishment and feelings. Every human is a unique individual. This means that everyone has a different attitude and feelings from one another. Differences in the attitude and feelings of something or a real environment can be a factor in causing social conflict, because in social relationships, a person is not always in line with the group. For example, when a music performance takes place in a residential area, the feelings of each citizen will be different. Some feel annoyed because it is noisy, but there are also those who feel comforted.
- b. Different cultural backgrounds so that they form different personalities. A person will more or less be influenced by the patterns of thinking and the position of his group. These different thoughts and views will ultimately result in individual differences that can trigger conflict.
- c. The difference between the interests of individuals or groups. Humans have different feelings, attitudes and cultural backgrounds.

Therefore, at the same time, each person or group has different interests. Sometimes people can do the same thing, but for different purposes. For example, such a difference in terms of the interests of forest use. Community leaders perceive the forest as a cultural wealth that is part of their culture so that it must be protected and cannot be cut down. Farmers cut down trees because they are seen as a barrier for them to make gardens or fields. For timber entrepreneurs, trees are cut down and then the wood is exported in order to earn money and open jobs. Meanwhile, for environmentalists, the forest is part of the environment so it must be preserved. Here it is clear that there are differences in interests between one group and another, which will lead to social conflict in the community. Conflicts due to differences in interests can also involve political, economic, social and cultural issues. Likewise, it can occur between groups or between groups and individuals, for example conflicts between groups of workers and employers that occur because of differences in interests between the two. Workers want adequate wages, while employers want a large income to be enjoyed by themselves and increase their field and volume of business.

- d. Rapid and sudden changes in value in society. Change is something that is commonplace and natural to happen, but if the change occurs quickly or even suddenly, it can lead to social conflict. For example, in rural communities experiencing a sudden industrialization process, social conflicts will arise because the old values in traditional societies which are usually agricultural in style quickly turn into industrial society values. The changing values, such as the value of mutual assistance, change into the value of a work contract with wages that are adjusted according to the type of work. Kinship relationships shift into structural relationships that are structured in the formal organization of the company. The values of togetherness turn to individualistic and the values about the use of time which tend not to be tight turn into a strict division of time such as work schedules and rest in the industrial world. These changes, if they occur quickly or suddenly, will shake the social processes in society, and there will even be attempts to refuse all forms of change because they are considered to disrupt the existing order of community life.

Besides these four factors, conflict can also develop due to various reasons, including the following:

- a. Unclear job boundaries
- b. Communication barrier
- c. Time pressure
- d. Unreasonable standards, regulations and policies
- e. Interpersonal conflict
- f. Difference in status
- g. Unfulfilled hopes

4. How to Resolve Conflicts

Conflicts need to be resolved immediately so that they do not have a widespread negative impact. There are various ways that can be chosen in resolving conflicts or problems that occur. The various existing solutions are expected to provide beneficial settlement benefits for both conflicting parties.

5. Conflict Management

Conflicts can be prevented or managed by:

- a. Discipline: Maintaining discipline can be used to manage and prevent conflict. The nurse manager must know and understand the rules that exist in the organization. If it is not clear, they should seek help to understand it.
- b. Life Stages Experience Consideration: Conflict can be managed by supporting the nurse to achieve goals according to her experiences and life stages. For example: junior nurses who excel can be promoted to attend a higher level of education, while senior nurses who excel can be promoted to occupy higher positions.
- c. Communication: A good communication will create a therapeutic and conducive environment. An effort that can be made by managers to avoid conflict is to implement effective communication in daily activities which can ultimately be used as a way of life.
- d. Active listening: Active listening is essential for managing conflict. To ensure that admissions nurse managers have the correct understanding, they can reformulate employee concerns as signs that they have listened.

6. Strategies in Managing Conflict

- a. Avoid conflict

Avoiding conflict can be done when the issue or problem that triggered the conflict is not very important or if the potential for confrontation is out of balance with the consequences it will have. Avoidance is a strategy that allows the parties to the confrontation to calm down. The nurse manager involved in the conflict can push

the issue aside by saying "Let both parties take the time to think about this and set a date for discussion."

b. Accomodating

Give others the opportunity to set problem-solving strategies, especially if the issue is important to others. This allows for collaboration by giving them the opportunity to make decisions. Nurses who are part of the conflict can accommodate the other party by putting the other party's needs first.

c. Competition

Use this method if you believe you have more information and more skills than others or when you don't want to compromise your values. This method may cause conflict but may be an important method for security reasons.

d. Compromise or Negotiation

Each of them gives and offers something at the same time, gives and receives each other, and minimizes the shortcomings of all parties that can benefit all parties.

e. Problem Solving or Collaboration

Win-win solutions where the individuals involved have the same working goals. There needs to be a commitment from all parties involved to support and care for each other.

7. Conflict Handling

Conflict is a special kind of frustration that requires choosing between alternatives. In this case, conflict is not as a direct clash of desires like frustration, but rather as a clash of tensions whose handling (conflict handling) requires alternative choices, and if it is resolved, the tension will soon disappear. Therefore, of course, in handling conflict it is necessary to know the process steps. The first steps in the conflict process are the beginning of the experience of the frustrated behavior in the ability to achieve the desired goals, the second as the conceptual situation of the frustrated behavior, the third as the explanatory representative of the conceptual situation, and the fourth part of the reaction and fifth as the result of some conflict product. The five steps describe as a unity from one conflict episode to another, so that the conflict process is a consequence of one process leading to and developing into another conflict process. Therefore, in handling conflict, it must be based on the point and episode where the conflict occurs. Likewise, in handling and overcoming conflicts within the organization, it is necessary to know the mission, vision, scope,

activities, culture and products of the organization in carrying out various conflict handling and handling, so that in the organizational culture it can identify and carry out intelligence or trace the conflicts that occur in it. so that conflict handling and handling is one of the characteristics of organizational culture in solving the problems at hand.

8. Conflict Resolution Strategy

Competition Conflict resolution in which one party overcomes or sacrifices the other. The completion of this form of competition is known as a win-lose orientation. Accommodation Conflict resolution which describes a mirror image competition that gives the other party the whole solution without any attempt to fight for its own goals. The process is a tactic of peace. Sharing A compromise settlement approach between group domination and other groups to make peace. One party gives and the other receives something. Both groups think positively, for incomplete, but satisfying, reasons. Collaboration Forms of conflict resolution efforts that satisfy both parties. This effort is a problem-solving approach that requires integration from both parties Avoidance Regarding the indifference of both groups. This situation describes the withdrawal of interest or ignoring the interests of other groups.

There are also ways to behave for conflict resolution:

1. Be proactive Each team member must be actively involved in proactive conflict resolution.
2. Communication Smooth communication can avoid misunderstandings so that it is easier to resolve conflicts that arise.
3. Openness Each member must be open so that the conflict does not drag on and can be resolved properly. With openness the conflicts that occur can be handled so that they become functional conflicts.

9. Conflict Management During Utsman bin Affan r.a.

During his reign, Uthman bin Affan did many new things that were not done by his predecessors. Talking about leadership, it will also talk about its policies. The thing that is often heard is the issue of nepotism during the time of Uthman bin Affan himself. If you look at the initial word for nepotism, then nepotism comes from the Latin language, namely nepos or nepotis, which means grandchildren (figurative meaning) of descendants and / or nephews. Both direct relatives and only marital relationships and can even increase in relationships or friends (Murtiningsih, 2018).

Many factors caused the issue of nepotism to get warmer among Muslims at that time, including the fact that the Muslim community began to split into two parts; the supporters of Ali bin Abi Talib and the Umayyad Family and his followers, a new policy that gave birth to opposition and opponents of the decision. Ustman Bin Affan was famous for his gentleness which was inversely proportional to the previous caliph, Umar Bin Khattab. So on one complex issue regarding what is commonly called nepotism it became inevitable during his tenure. This was due to the many changes in the composition of state officials during the Ustman period, where the structure was filled by close relatives, which triggered the rise of Asabiyah among Muslims at that time (Arif, 2015).

According to Muhammad Abu Zahrah, one of the professors at Al-Azhar University in Cairo, said that actually Uthman's nepotistic politics was not wrong and despicable in Islam itself. Because basically, Utsman bin Affan himself knew the abilities of his relatives, so he was trusted to replace his predecessors, which he felt was less than optimal in carrying out his duties (Arif, 2015). Even recruiting several journals and articles, which is very unfortunate are several officials who have been criticized such as Waliq bin Uqbah, Abdullah bin Saad bin Abi sarh and Marwan bin Hakam for different reasons (Al-Maududi, 1984).

From several sources that have been read, that the biggest cause of the issue of nepotism and internal strife is Marwan bin Hakam, who at that time did not want to leave his position and worsened the atmosphere after Ustman tried to improve it by giving a speech in front of Muslims to apologize and forgive Allah SWT (Hawari, 2012).

Uthman changed his position on his *ijtihad* through several important considerations taken directly from the Al-Qur'an and Hadith. One of them is regarding friendship and on the consideration that he knows his relatives well. He also made changes because of several problems that were carried out by the governors in each of the regions that were replaced. So that when there is a change, new achievements actually emerge (Iqbal, 2000).

So nepotism itself is a secondary accusation to relieve people's resentment about the clash and bustle of economic problems and external political factors. Because if he examines the problem of nepotism himself, Utsman Bin Affan chose relatives who turned out to have advantages and credibility and proved to be good at scoring many achievements during their leadership. So that the element of nepotism actually cannot be found in kinship matters in selecting leaders.

As already mentioned, that during the reign of Utsman Bin Affan, there were many new things which were actually modifications with the results of mature *ijtihad*. Which other problems arise as a result of this new policy-after the issue of nepotism became widespread. The policy that gave rise to debate was his new policy on land which eventually gave birth to social class among Muslims themselves. So that with this policy also arose opposition from among friends themselves who strongly opposed Uthman Bin Affan's policy. However, the opponents had their own reasons for criticizing the system of government of Uthman Bin Affan, as did Ustman who also had special reasons why he finally implemented this policy.

Basically, the attitude of the Caliph Utsman bin Affan in carrying out land privatization was not wrong, as was the imposition of a horse tax to open land for state horses, because what was considered crucial was not baseless. This was carried out because of the country's own interests, such as privatization to improve the country's economy. This is evident in the increasing welfare of the people. The problem is why the elites of this policy were born from those who abuse it (Iqbal, 2000). Likewise, land cleared for state horses was done so that it would not be mixed between state interests and private interests.

Many conflicts occurred during the time of the Caliph Uthman bin Affan as an unnesecary item. What is actually growing and inflamed because of fighting and slandering Abdullah bin Saba¹. So with this advice from his friends, Utsman bin Affan finally formed an investigation team by selecting the best people as his delegates.

Uthman bin Affan chose Muhammad bin Maslamah, who had won the trust of Umar bin Khathab as the supervisor of his leaders and subordinates and controlled them in the regions, he also chose Usama bin Zaid, Abdullah bin Umar and Ammar bin Yasir (Nashrillah, 2017). Investigators who searched the field reported that there was no problem with the caliphate, while the gossip and propaganda circulating was the result of news spread by the spiteful.

Uthman bin Affan, with all his gentleness, never lost his relationship and communication with the people. This was proven by the sending of letters to all regions to immediately report all the unpleasant things that had happened between them, especially during the pilgrimage season with insults and beatings.

Uthman bin Affan also held deliberations with his governors from each region to discuss growing issues and determine future steps. And the most worthy to be remembered is his patience in dealing with the rebels

from the Sabaeen people. Uthman bin Affan also later fulfilled some of their demands to dismiss a number of his governors and appoint the people they wanted as their successors as an implementation of his sense of justice. But in fact there are special intentions planned by the rebels.

The following was the strategy adopted by the Caliph Utsamn bin Affan in resolving the conflict:

1. Ensuring the correctness of information by forming an investigation team
2. Full of calculation in every action, reflected in him who understands the law of Allah and the hadith of the Prophet
3. Be fair and listen carefully to the complaints of the people and always consult with friends.
4. Maintaining the unity and unity of Muslims, one of which is the unification of the Al-Quran Mushaf
5. Be quiet and do not talk much unless it is necessary and beneficial

E. Conclusion

Conflict of all forms and magnitudes does affect human social relations. In the perspective of conflict resolution, there is an assumption that the more intense life is hit by a wave of change, the more complex the conflict appears and must be dealt with. It should be underlined that the world order, which was born from changes in the international system, is not capable of overcoming all threats of instability but rather a condition that is very full of internal and international conflicts. This momentum is what ultimately stimulates the development of conceptual and theoretical frameworks in peace studies and conflict resolution.

The rapid change in the world brings with it the big challenges faced by conflict resolution studies, namely how to increase the capacity of conflict resolution studies in order to produce resolution formulations that are expected to be able to accommodate the diversity of conflicts that are currently occurring as a result of the incessant flow of change. Even though it has not yet reached the claim of a single success, at least there have been many efforts that have been made by scientists in developing academic abilities so that the concepts and theories that are born are able to make an effective contribution in responding and providing a way for resolving conflicts in a world full of changes. this.

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