

CHAPTER II

CONFLICT RESOLUTION

A. Conflict

1. The Definition of conflict

Conflict often encounter in daily life. The term conflict itself is etymologically derived from the latin *con* meaning together and *figure* that means the collision. The existence of collision of any wishes or needs, opinions, and desires that involve two parties even more.

Conflict means the perception of differences of interest or a belief that the aspirations of the parties in conflict are cannot reach simultaneously.¹ Conflict is an expression of the heterogeneity of interests, values, and beliefs that emerged as the new formation brought about by the social change that appears at odds with barriers that are inherited.² Conflict is not inevitable in human life either conflict with yourself or conflicts with others. Conflict is a fact of life, then surely a conflict unrelated to the question of good and bad. According to Joyce Hocker and Wilmo Wiliam as quoted by Robby I Chandra, a variety of views about the conflict that is generally spread evenly within the various cultures around the world.³ Other than the above definition Alo liliweri from various sources said that the conflict is a process that occurs when one party to the other party have a negative affect by doing physical violence that makes other people's feelings and other people's physical disturbed. The process of obtaining a monopoly of power, the chastisement, possession, with the rid or undercut competitors and a form of resistance that involves two parties are antagonistic.

¹Dean G. Pruitt and Jeffery Z. Rubin, *Teori Konflik Sosial*, Translate by Helly P. Soetjipto and Sri Mulyantini Soetjipto, Pustaka Pelajar, Yogyakarta, 2010. p. 10

²Hugh Miall, *Resolusi Damai Konflik Kontemporer menyelesaikan, mencegah, melola dan mengubah konflik bersumber politik, sosial, Agama dan ras*, Translate by. Tri Budhi Sastrio, RaJawali Press, Jakarta, . p. 8

³Robby I. Chandra, *Konflik Dalam Hidup Sehari-Hari*, Kanisius, Yogyakarta, 1992. p. 15

Then Liliweri conclude that when there is a conflict there are the following elements:

- a. There are two or more parties are involved
- b. There is a purpose made targets of the conflict.
- c. There is a difference between thoughts, feelings, actions between the parties involved to get or achieve a goal or target
- d. There is a situation of conflict between the two conflicting parties, including the situation of interpersonal, intergroup, and inter-organizational.

Watkin as quoted by Robby suggests that conflict occurs when there are two things. First, conflicts can occur when there are at least two parties that are practical or operational potential and can inhibit each other. Secondly, conflicts can occur there is a quantity of the same targets pursued by the two sides but only one party that will probably reach it. Then from the given definition of Watkin, pointed out that in any conflict there is a need and an obstacle to be a causative factor in the conflict.⁴

Abraham Maslow provides the theory that still a fitting used to look at the needs of human beings. He devised a hierarchy of human needs five pyramidal, namely:⁵

1. Biological and physical needs, such as air, food, shelter, sleep, and a biological relationship.
2. The need for a sense of security, namely through law, order, security, and stability.
3. The need for love and in love, as well as the need to be accepted and become part of the people or groups
4. The need for self-esteem, the ability to gain awareness, recognition, and respect from others

⁴*Ibid*

⁵Ahwan Fanani, *Pengantar Mediasi (Fasilitatif)*, Fakultas Tarbiyah, Semarang, 2002. P. 3

5. The need for self-actualization, that awareness to realize its potential fully, like most nestling declared potential, self-fulfillment, personality development, and experience.

In Islam there are five points of principle that protects the interests of human beings. First, *Hifzh al-din*, the right to religion or freedom of choice of religion and his religious values implemented in everyday life. Second, *Hifzh al-aql* is the freedom to thinking, suggested in accordance with justice and righteousness. Third *Hifzh al-nafs* is the right to the protection of the life, worth living, grow and develop in accordance with the natural environment. Fourth, *Hifzh al-mal*, namely the freedom to keep the property and use it to shop for her everyday needs. Fifth, *Hifzh al-nasl* namely right to have offspring in accordance with primary needs and guarantee for posterity to become a qualified person. The freedom this gives leeway for mankind to implement and maintain in accordance with the desired compliance with norms and teachings that apply.⁶

In a short Dean G. Pruitt stated that conflict occurs when there is no visible alternative that can satisfy the aspirations of both parties. Conflicts can occur simply because one party has high aspirations or because alternative that is integrative graded hard to come by. In addition, Alo Liliweri generally formulated the source or cause of the conflict as follows:

1. A conflict of values. Most conflicts occur because of differences in values. The value is something that is the basis, the guidelines, the guidelines every man hanged thoughts, feelings and actions of a person. In this case the conflict occur due to differences in sense of trust, confidence, even the ideology of what is up for grabs.
2. The lack of communication. Communication failures because the two sides cannot convey the thoughts, feelings, and actions, so as to open the abyss of difference information between them can lead to conflict.

⁶Imam Yahya, *Dialektika Perang dalam Sejarah Islam*, IAIN Walisongo, Semarang, 2007. p. 51-52

3. Leadership that is less effective or unfair decision-making. These conflicts often occur in organizations or life together in a community and society.
4. Role mismatch. The conflict was biased goes where and when, originally in an organization.
5. Low productivity. Conflicts frequently occurred, due to the output and outcome of two or more parties working together is not or less benefit from such cooperation. Preconception arises between them.
6. Changes to the balance. The conflict occurred because of changes in the balance of experienced by two or more parties.
7. The conflict has not been resolved. Many conflicts occurred because there is a conflict between two parties that previously could not be completed.

2. The Kind of Conflict

There are a variety of views on the kind of based on existing facts.

- a. Simple conflicts that arose in the ranks of the emotions and feelings arise from the differences that are owned by individuals. There are four types of conflict is simple:⁷
 1. Personal conflict versus itself – is a conflict because what the expected or does not correspond to reality.
 2. Personal conflict versus personal – personal conflict is sourced from the difference of characters each.
 3. Personal conflict versus public – was a conflict fought between the individual and society that stems from a difference of belief of a group or society or legal differences.
 4. Personal conflict versus natural– was a conflict fought between the existence of a personal nature and pressure.
- b. Seen from the driving factor, conflict divided into several categories;⁸

⁷*Ibid.*, p. 265

1. Internal conflict. This conflict arises because of the disposition, the psychological reactions, responses that emerged from inside a person because he feels his personal desires or needs are not met.
2. External conflict. This conflict is inner conflict experienced by someone, then the external conflict experienced by or between two people. This conflict is an incident between person with another person, because the two parties have less feeling of love to each other.
3. Realistic conflict. This conflict is a type of conflict is real, structured, its reason is known so that it can be solved. Strategies to resolve conflict can be done with the negotiations, so as to produce a positive solution.
4. Not realistic conflict. This conflict occurs because the conflict is sourced from the pedestal of an obscure, not real, because the source or nature of the conflict is not structured so that we do not know it's reason. One of the characteristics of the not realistic conflict has no space or likely to negotiate. This conflict is generally perceived by a when confronted with the choice of values and attitudes. Unrealistic conflict frequently grows out of the tradition. Pride and prejudice between the two parties may arise in the form of cruelty so denies negotiating efforts towards conflict resolution.

3. Conflict and Violence

Conflict and violence are phenomena that can be seen any time, particularly through the preaching of various media. A brawl between villages, tribal war, the events of the conflict and the violence visible. Galtung defines violence as something that causes people not be able to actualize themselves reasonably.

⁸*Ibid.*, p. 269

The conflict is a relationship between one or more groups. A relationship arises from the existence of contradictions between attitude and behavior. Galtung calls it by the term triangular conflict, namely the contradiction in a condition of conflict which began from the incompatibility of goals that are felt by the warring parties.⁹ Meanwhile, violence in any form is any form of action, whether physical, psychological, verbal, or structural, which caused the loss or damage to a person, the other living beings, the environment, or property rights of others. The character of violence is always destructive and triggers further conflicts. Violence gives a negative impact on anyone who engages in it. In General, a negative impact or losses earned by the men of violence were: bodily harm, loss of psychic and spiritual or moral losses.

Mohtar Mas'ud made two categories based on the definition of the type of violence that Galtung directly carried out by one or a group of actors to the other party by using a tool such as fights and violence in society. The second violence indirect or structural violence is violence that's been awakened in structure, the violence happened so no specific actor as well as the conditions of society and the children's village as a result of poverty in the form of weak power of mind due to lack of nutrition. This condition is a result of the structure of social economy is lame and unfair. According to Mas'ud violence not only tangible circumstances are lighting up on a person pain or misery, violence also intangible obstacle for someone to derive goodness and happiness.¹⁰

The phenomenon of violence and trying to find a peaceful solution requires a comprehensive understanding of the phenomenon of conflict and unrest. This means the conflict and violence can not only be understood from one background and causes. The violence could have been entrenched in the history of the complex, can also be sourced from the reality of social, political, and cultural heritage we are dealing with.

⁹Hugh Miall, *op. cit.*, p. 161

¹⁰Muhsin jamil (ed). *Mengelola Konflik Membangun Damai*, WMC (Walisongo Mediation Center), Semarang. 2007. p 63

Kartono Muhammad as described by Muhksin Jamil lays out opinions Arron T. Back about the violence that can occur through two lines; cold calculated violence and hot reactive violence. In the first type of violence made tools (instruments) for achieving the objectives, and in general political goals. Violence is the practice of the philosophy of Mecheavelli "aim justifies all means". In this type of violence perpetrators of violence should not individually have a personal grudge to the victim because the violence is merely an instrument to achieve political goal. While the second type of violence there is an undercurrent of resentment over the years. It gradually happen "homogenization" of an opponent, then occurs the process of "dehumanization". The opponent is no longer the best as human beings need to have empathy. Finally comes the process of "demonization" is the enemy seen as the devil. When the feeling is already pervasive, then the slightest incident committed by the opponent will cause violent reactions are superb and cruel.¹¹

According to Back, the first type of violence as well as the type of latter caused cognitive disturbance. The whole phenomenon of violence shows the presence of cognitive impairment from the perpetrators. According to Back cognitive problems caused by the presence of a egoism and individualism.

Then, because of the character of the conflict is intrinsic and cannot be avoided in social change, then attempt to deal with the conflict should continue to be done in order to materialize a peaceful and serene setting conditions for the life of the human race. A condition that can be realized when a conflict can be transformed creatively without any violence. But when the conflict did not get on with the creative transformation of the way the war was the last action. According to Karl Von Clausewitz war is the last act when political negotiations failed.

Karl's wise statement about the importance of the war in the context of a political state further to his opinion. Even war has two

¹¹*Ibid.*, p. 67

political goals; first to destroy enemies in total, and secondly to determine the terms of peace to him.¹²

B. Conflict Resolution

In the face of a conflict, ethics in conflict resolution need to be applied so that it is able to resolve the conflict by using the ethics that are able to put an end to the conflict based on the situation and condition of the people who deal with the conflict. There are several ethical conflict resolution that emerged in response to the conflict, which can be used by someone who is in conflict to resolve conflicts: it is based on or distinguish it from people's feelings are conflicted and how his ability in the face of such conditions and on the basis of the level of the conflict at hand.

- a). Avoiding the subject of conflict. This is done because people are conflicted felt the need to avoid conflict. There are times when aiming to go as far from conflict or even contrary to seek something that is able to end the conflict as it is by searching for a strategy to deal with the conflict. The strategies used in this method with refuse, escape, deny, dismiss, withdraw, postpone.
- b). With the competition. Conflicted person trying to end the conflict by means of conducting competitions or resistance to those who started the conflict. This happens when someone who has the strength or even in conflict have no power at all because of this attitude of trying to fight a conflict
- c). With accommodation, one party to relent and allow the other party to obtain what is desired. Its strategy is agreed, reassuring, reduce, ignoring dissent, gave up. Style that pay more attention to the interests of others rather than self-interest.

¹²Imam Yahya, *op. cit.*, p. 6

- d). Compromise, situations where each party is willing to give something in order to avoid conflict. Its strategy reducing expectations, bargain, giving and receiving, solve differences. Balance in paying attention to his own interests and the interests of others who brought to the accommodating attitude
- e). Collaboration – solving the problem, the two sides decided to give priority to each other, without detriment to each other. The strategy used is to gather information, dialogue, seeking alternative.

In addition, in the know also there ethics in conflict resolution that is typically used as a tool to achieve a resolution which is to be achieved, we are familiar with the term negotiation, mediation, arbitrase, and konsilisi are used as a means to resolve a dispute or conflict.

a. Negotiation

Negotiation is a process involving two or three parties to negotiate several options opinions became a source of conflict, in order to reach a mutually beneficial agreement with the two parties.¹³ Negotiations are direct negotiations between two or more parties to the dispute without the help of other parties in order to resolve the dispute. the negotiation process if the parties can agree or more on a settlement, means that the dispute has ended with peace.¹⁴

b. Arbitration

Arbitration is the attempt of dispute resolution or conflict through the intervention of a third party designated and recognized by the two sides. Rather than a method of arbitration, also in the form of a body that has powers that be recognized juridicaly to resolve the dispute outside of the judicial bodies. The arbitration process take

¹³*Ibid*

¹⁴Takdir Rahmadi, *Mediasi Penyelesaian Sengketa Melalui Pendekatan Mufakat*, Raja Grafindo, Jakarta, 2010. p. 16

place in adversarial, that the parties mutually interdependent and denied the evidence put forward and elaborated argumentation as well as each of the parties in the process of litigants in court. Therefore, the process of arbitration is often called also as the process disconnected as well as with the judicial process. Arbitration always return results in the form of an arbitrator's ruling.¹⁵

c. Mediation

Mediation is a form of conflict resolution that tries to offer a victory wherever possible obtained by the warring parties. As well as the negotiation in order to obtain the unity of views or a good decision. Mediation is a process of resolving disputes between two or more parties through negotiations or a way of conciliating with the help of neutral parties who do not have the authority to disconnect.¹⁶ The main objective is the achievement of a compromise in resolving a dispute. The process is personal, confidential, and cooperative. As an impartial third party, the mediator helps the parties in dispute in resolving the conflict with hold or bring together the different interests of the parties.¹⁷

d. Conciliation

Conciliator is a person appointed or initiative for the first time requested or is willing to act to be connecting the two warring parties. From this people that the warring parties offering lengthy negotiation, arbitration, mediation, assimilation or accommodation. Conciliation is projected by the parties to the dispute asking for help from neutral

¹⁵*Ibid.*, p.20

¹⁶Takdir Rahmadi, *op. cit.*, p. 12

¹⁷Musahadi (ed), *Mediasi Dan Resolusi Konflik Di indonesia*, Walisongo Mediation Center, Semarang, 2007. p. ix

parties known as conciliator who do not have the authority to disconnect.¹⁸

In view of the strategy of conflict, conflict resolution process above when it has been implemented but not maximum fruition then war is a last resort to solve them. As Karl said earlier, war is the final action in the political if negotiations are not successful.¹⁹

The reason allowed the war – particularly in Islam – namely when the Muslims were persecuted or expelled from their homelands, then they are allowed to do resistance. Forms and torture and expulsion could be either the interests of defending the position, as well as material gain interests enslave other groups.²⁰

In Javanese tradition, there is another conflict resolution that come out from Javanese proverb says that *wani ngalah luhur wekasane* (would later in the day he will get the glory of it). *Wani ngalah* indeed intended to a stressful issue occurs every, one brave relaxe his nerve, even more so when the issue is not with regard to the question of great importance and just a waste of time.

Moreover, in the question is a very important matter if people dare budge (though she clearly is in the position of true and honest), would later in the day he will get the glory of it. How can it be like that, because if people already know the ins and outs of black and white, evil-noble, *culas*-honestly, then people will be able to judge who is indeed a noble and the ignoble ones who.

It was not easy even very difficult and almost impossible to be *wani ngalah*. The more so in these times all of which measured all the money, all of the material, hedonist. But if we dare start from yourself to behave that way, it is certain we will obtain glory itself cannot be hurry.

¹⁸Takdir Rahmadi, *op. cit.*, p. 18

¹⁹Imam Yahya, *Dialektika Perang dalam Sejarah Islam*, IAIN Walisongo, Semarang, 2007. p. 6

²⁰*Ibid.*, p. 54

The glory acquired by practice and sincerity. It's glory even if it comes from ourselves but others had judged it. Not us, we're not ever know if we this noble or not. Others who could rate it over ourselves.

C. Conflict Resolution Model

a) Boulding Model

This Model based on the situation that concerned the conflict. Boulding began his discussions about some methods of ending the conflict, namely avoid, conquer, and ending the conflict according to the procedure, including reconciliation, compromise and give certain warranties.²¹

- 1) Avoiding conflict is offers a possibility of choice as the best answer. But it should be noted, these are temporary steps that the two sides can find the best way of ending the conflict.
- 2) Conquer or eliminate conflict is a process of deployment of forces to apply the strategies of resistance against the conflicts that occur in the community, with a proposed new settlement program has not yet been definitely recognized by one party.
- 3) Ending the conflict through the procedure of reconciliation or compromise is the best and most common method to quickly end the conflict.

b) Galtung Model (Conflict Triangle)

Conflict can be seen as a triangle, from contradiction, attitude, and behavior at its peak.²²

- 1) Here the contradiction which refers to the basis of conflict situations, including the "purpose" of the existing incompatibility

²¹*Ibid.*, p. 301

²²Hugh Miall, *Resolusi Damai Konflik Kontemporer menyelesaikan, mencegah, melola dan mengubah konflik bersumber politik, sosial, Agama dan ras*, Translate by Tri Budhi Sastrio, RaJawali Press, Jakarta, . p. 21

or felt by the warring parties, caused by the so-called incompatibility between social values and social structure.

- 2) The attitude in question include the perception of warring parties and misperceptions among them and within themselves. This attitude can be positive, be negative. But in the violent conflict, warring parties tend to develop a steriotip disdain for each other. And this attitude is often affected by emotions like fear, anger, bitterness, and hatred.
- 3) Behavior is the third component. The behavior includes cooperation or coercion, the motion of the hand or body that shows friendship or enmity. The behavior of violent conflict is characterized by threats, coercion, and destructive attacks.

Galtung Stated that conflict is invalid constructs a triangle consisting of the attitudes, behaviors, and contradiction. Galtung argued that three components must appear together in a total conflict. Galtung viewed the conflict as a dynamic process, in which the structure, attitudes, and behaviors in constant change and influence each other. Because in the end conflict resolution must involve a set of dynamic change, which involves decreasing behavior conflicts, changes in attitude, and transforming relationships or interests that collide in the core structure of the conflict.²³ This triangle can be used to track and identify conflicts. Thus, a contradiction may be experienced as a frustrating, time of goals hindered by something that leads to aggressive attitudes and behaviors as aggression.²⁴

²³*Ibid.*, p. 316

²⁴*Ibid.*, p. 161