A STUDY ON CONFLICT MANAGEMENT STYLE THROUGH BANYUMASAN CULTURE APPROACH TOWARD THE FORMAL WOMEN WORKERS PURWOKERTO

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ABSTRACT

This study aimed to obtain findings about labor conflict on women formal workers, descriptions of conflict management styles in formal women workers, and about conflict management styles using Banyumasan Cultural approach in formal women workers. The method used in this research is a descriptive study with a quantitative approach. The data was collected by using observation and interviews. Analysis of the data in this study was by using a grounded theory approach. The results showed that the common conflicts happened are: Incompatibility, if one of the friends did conquer, differences of opinion at the meeting, division of labor shift, being slow in the process of completing the work, misunderstanding, delaying leaving for work. Description of conflict management style data showed that 5% of the subjects showed their Collaborative conflict management styles, and 95% showed Dodging conflict management styles. The study's findings of conflict management styles in formal women workers in Banyumas was namely conflict management styles of Competing, or in Banyumas culture it is called as lagean characteristics of ndopok, dablongan; Collaboration style of conflict management and Dodging styles of conflict management in Banyumas culture or it called as characteristic of lagean cawag.

Keywords: Conflict, Conflict Management Style, Lagean Banyumas Culture.

INTRODUCTION

Conflict is closely related to human feelings, including feelings of being ignored, overlooked, unappreciated, abandoned, and also irritated because of excessive workload. That situation would affect someone in carrying out the activities directly, and reducing the productivity of the organization's work indirectly by doing a lot of mistakes intentionally or unintentionally. In an organization, such conflict can be caused by a sudden change, for instance: the progress of new technology, fierce competition, cultural differences and value systems, as well as a wide variety of individual personalities.

Conflict or contradiction is unavoidable in human beings both as individual beings and as social beings. Even at very extreme terrain, social conflicts often occur in the form of contention both physical and non-physical. Mankind always struggles with conflict. We can not imagine someone who has never had a conflict within each of her activity (Hendricks, 2000). Everything related to work activities in achieving the goal
will almost certainly always be faced with some opposition or conflict between groups involving both men and women. Women who work in the formal sector tend to be more skilled in communication, more confident, and receive themselves well. In addition, experience in dealing with workplace barriers make formal workers have better cope with conflict than informal workers.

In line with the results of Dwiyanti (2014) that the management of conflict on largely formal women workers are still are in the category enough (45.45%), while the management of conflict on informal women workers are on the category rather low (40.91%), although based on the results of these studies it also obtained the finding that there was no difference in conflict management among women of formal workers and of informal workers.

Actually conflicts can have positive or negative consequences, depending on how these conflicts are managed. According Hartatik (in Sasmitaningrum 2008), employees who are involved in the conflict are typically under pressure (stress), experiencing frustration, that there eventually will decrease the effectiveness of labor, weaken attention to work and create apathy towards work.

Everyone has four basic psychological needs that could spark conflict if not met, namely the desire to be appreciated, the desire to be in control, desire to have self-esteem, and the desire to be consistent. Conflict will become more frequent if the basic psychological needs are not met and people will react to do the same, expell, or invite cooperate (Pickering, 2006).

This is in line with the research of Dwiyanti (2009) that the expected employer (female workers) against workers (domestic helpers) are: to understand the work, be responsive, and understanding, but in fact housekeeper often did not understand what was ordered, so it often makes employers angry.

While the conflicts that typically occur in the workplace or organization, one of which is caused by misinterpretation or misunderstanding due to a failure of communication. The fail communications make an incomplete and unclear news content of the message, complete and clear but not to the recipient properly and on time, properly and on time but not wholly received and captured.

Based on preliminary studies conducted by Puspandini and Dwiyanti (2012) which was conducted to female workers in a hospital, the common problem was a difference of opinion on how to handle patients. Each feels that her own way is the most correct. This cause a quarrel between the workers and there is no communication between them for some time.

The existence of friction like this if allowed to drag can have a negative impact on the organization itself. Public service activities will be hampered. Conflict within the organization in fact does not only affect the people in the organization inside but to people outside the organization.
Conflicts can actually have positive or negative consequences, depending on how these conflicts are managed. As noted by Anoraga (2006), that managing conflict is an obligation so that the existing conflict does not have negative consequences. But the existing conflict would have positive consequences for the survival of an organization in order to remain competitive in the pace of globalization. Organizational conflict should not cause employees to be stressful but it gives a sense of confidence to face conflict and see the conflict as a commodity that can be managed.

Facing conflicts experienced, every human being has his own way of managing a conflict that can not be separated from local culture, because every culture has different behavior and habits. Especially in Java community, it has quite distinctive character: harmonious and respectful behavior. Being harmonious is defined as a harmony condition without strife and contention while being respectful means awareness of the place and the task of creating unity in harmony (and Magnis Suseno, 2003).

Whereas in Banyumasan culture, according Herusatoto (2008), behavior and habits (Lageyan) of the Banyumasan people indicate the nature of a person or community. The characteristics of Lageyan of Banyumasan people in general are: 1) cawag (speaking aloud), 2) mbloak (being talkative in serious way, speaking honestly and directly, and humorous), 3) dablongan (criticizing by his/her own or joking excessively), 4) ndobos (vieding with each other to talk), 5) mbanyol (joking jolly, joking nasal, each quipped with a joke), 6) ndopok (commenting and conveying the idea or opinion so there will no any feeling of resentful stacked or buried in the heart for stressful mind).

The most prominent character of Banyumas persons is being rebellious against the rulers and like to frequent conflicts among themselves. Banyumas society with the principle of Banyumasan dialect has built an egalitarian culture, which recognizes the equivalence between members of citizens (Priyadi, 2003).

According to Robbins (1996), to manage conflict, there are five styles commonly used, namely: a) competing, namely a desire to satisfy the interests of a person, no matter the impact on other parties in the conflict, b) collaborating, namely a situation in which the parties in a conflict each very eager to satisfy fully the interests of all parties, c) avoidance, namely the desire to withdraw or suppress a conflict, d) accommodating, ie the willingness of the parties to a conflict to put his opponent’s interests above his interests. And e) compromising, namely a situation in which each party in a conflict are willing to let go of something. This suggests that managing conflict is an obligation that the existing conflicts have positive consequences. Managing conflict with the cultural approach Banyumasan is expected to contribute to science.

THEORITICAL REVIEW
Conflict according to Robbins (1996) is a process that began when the party felt that the other party has a negative influence or will soon affect negatively. This definition covers a wide range of conflict experienced by people in the organization, such as the incompatibility of goals, differences in the interpretation of the facts, the disagreement is based on expectations of behavior, and so on. Furthermore, Robbins defines the style of conflict management as a decision to act in a certain way in a conflict episode.

Wirawan (2010) suggested the conflict management style is the person's pattern of behavior in dealing with conflict situations. Conflict management style is the approach a person to solve conflict situation related to cooperativeness and assertiveness.

The patterns of people behavior in a situation of conflict is called as conflict management styles. Robbins (1996) also expressed his opinion about the conflict management strategies, namely: first, competing, namely a desire to satisfy the interests of a person, no matter the impact on other parties in the conflict. Second, collaborating, namely a situation in which the parties in a conflict are each very eager to satisfy fully on the interests of all parties. Tird, dodging, namely the desire to withdraw or suppress a conflict. Forth, accommodating, namely the willingness of the parties to a conflict to put his opponent’s interests above his/her own interests. Fifth, compromising, namely a situation in which each party to a conflict are willing to let go of something.

An approach that is oriented towards the establishment of conflict management style refers to the communication patterns (including the behavior of) the doers and how they affect the interests and their interpretation of the conflicts experienced in working. In Banyumasan culture, according Herusatoto (2008), behavior and habits (Lageyan) of the Banyumasan persons indicate the nature of a person or community. The characteristics of Lageyan wong Banyumasan in general are: 1) cawag (speaking aloud), 2) mbloak (being talkative in serious way, speaking honestly and directly, and humorous), 3) dablongan (criticizing by his/her own or joking excessively), 4) ndobos (vieding with each other to talk), 5) mbanyol (joking jolly, joking nasal, each quipped with a joke), 6) ndopok (commenting and conveying the idea or opinion so there will have no any feeling of resentful stacked or buried in the heart for stressful mind). Lageyan Banyumasan people show how they communicate with others. Interpersonal communication that occurs directly and face to face will determine the style of conflict management taken by the conflicting parties to solve the conflict.

METHODS

The research will be conducted using quantitative and qualitative approaches. To achieve the objectives of collecting data, it used the scale of conflict management styles, and methods are observation, interviews and Focus Group Discussion (FGD) to obtain
data about the labor conflict and conflict management styles through Banyumas cultural approach. Analysis of the data used in this research was by using descriptive analysis for quantitative approaches, and grounded theory for qualitative approach. The subjects were the formal women workers who were born in Banyumas and work in Purwokerto.

The methods of quantitative data on conflict management style will be conducted by the scale of conflict management styles. Observation, interview by interview guide made the researcher, and focus group discussion (FGD) were for the collection of qualitative data about conflict and conflict management styles through Banyumasan approach. To find the description of the conflict management was by using quantitative descriptive analysis, the conflict and conflict management styles through Banyumasan approach in this study data was analyzed by the grounded theory approach.

RESULTS AND DISCUSSION

Based on data obtained from the study, conflicts are common among them: Incompatibility if one of your friends there who do differences of opinion at the meeting, division of labor shift, slow in the process of completing the work, misunderstanding, delay leaving for work.

The conflicts that typically occur in the workplace or organization, one of which is caused by misinterpretation or misunderstanding due to a failure of communication. The fail communications make an incomplete and unclear news content of the message, complete and clear but not to the recipient properly and on time, properly and on time but not wholly received and captured.

This is in line with research Dwiyanti (2009) that the expected employer (female workers) against workers (domestic helpers) are: to understand the work, be responsive, and understanding, but in fact housekeeper often did not understand what was ordered, so it often makes employers angry.

Based on the description of the data, it showed that the conflict management style of the 20 subjects of the research was 1 (5%) with Collaborative conflict management style, and 19 people (95%) showed Dogding conflict management styles.

According to Ross (1993) that conflict management is the measures taken by the offender or a third party in order to steer the dispute towards a particular outcome that may or may not produce a final form of settlement of the conflict and may or may not produce the tranquility, positive, creative, agree, or aggressive things. Conflict management can involve self-help, cooperation in solving problems (with or without the help of a third party) or a decision by a third party. A process-oriented approach to conflict management refers to the communication patterns (including the behavior of) the doers and how they affect the interests and interpretation of the conflict.
Conflict management is a series of actions and reactions between the perpetrators and external parties in a conflict. It includes conflict management in a process-oriented approach that leads to a form of communication (including behavior) of the perpetrators and outsiders and how they affect the interests (interests) and interpretation. For outsiders (outside the conflict) as a third party, the need is accurate information about the situation of conflict. This is because effective communication among the doers can occur if there is confidence in the third party.

Dogging style of conflict management tends to indicate that the subject when dealing with conflict with other people tend to withdraw or avoid the conflict. This is in accordance with the characteristics of the Banyumas Lagean called as cawag (speaking aloud).

Collaborative style of conflict management is a situation where the parties in a conflict are each very eager to satisfy fully the interests of all parties. Based on the description of the data, there are 10% people showed a style of collaboration is high, it indicates that the subject lacks the desire to satisfy the interests of all parties, and concerned more on their own interests. The most prominent of Banyumas persons’ character is rebellious against the rulers and the habits of having conflicts among themselves. Banyumas society in their Banyumasan dialect has built an egalitarian culture, which recognizes the equivalence between members of citizens (Priyadi, 2003).

In Banyumasan culture, according Herusatoto (2008), behavior and habits (Lageyan) of the Banyumasan persons indicate the nature of a person or community. The characteristics of Lageyan wong Banyumasan in general are: 1) cawag (speaking aloud), 2) mbloak (being talkative in serious way, speaking honestly and directly, and humorous), 3) dablongan (criticizing by his/her own or joking excessively) , 4) ndobos (vieding with each other to talk, 5) mbanyol (joking jolly, joking nasal, each quipped with a joke, 6) ndopok (commenting and conveying the idea or opinion so there will have no any feeling of resentful stacked or buried in the heart for stressful mind).

Competing Style of conflict management style is a strong desire to satisfy their interests and do not care about the impact on other parties in the conflict. Based on the description of the data, there are 10% people showed the competing style is high, supported by the findings of researchers following: This is in accordance with the characteristics of Banyumas Lagean called as ndopok (commenting and conveying the idea or opinion so there will have no any feeling of resentful stacked or buried in the heart for stressful mind), and dablongan (criticizing by his/her own or joking excessively).

Wirawan (2010) revealed that if the communication goes well then the message of both parties will be mutually understood and persuasively accepted, on the contrary, if the communication of both parties is not as good as using hard words, it is likely the two sides will use the conflict management of competing styles. Conflict management style
is also influenced by assumptions about the conflict, the communication patterns in the interaction conflicts, power and control, personality, conflict situations, and the position in the conflict.

Conflict consists of various stages, and each stage involves emotion at a particular level and intensity. When the intensity of the conflict increased, everyone will be trying to defend themselves and want to win. In a conflict with the hotter situation, the patient can even be angry and humiliated. If someone can manage the conflict as early as possible and do something to rectify the situation and calm the emotions, almost every conflict can be an opportunity (Pickering, 2006).

Conflict management are the steps taken by the offender or a third party in order to steer the dispute towards a particular outcome that may or may not produce a final form of settlement of the conflict and may or may not produce the tranquility, positive, creative, agree, or aggressive. Conflict management can involve self-help, cooperation in solving problems (with or without the help of a third party) or a decision by a third party. A process-oriented approach to conflict management refers to the communication patterns (including the behavior of) the doers and how they affect the interests and interpretation of the conflict.

CONCLUSION

Conflicts that commonly happened were: Incompatibility if one of your friends there who do the conquer, differences of opinion at the meeting, division of labor shift, Slow in the process of completing the work, misunderstanding, delay leaving for work. Description of conflict management style data showed that 5% of the subjects with Collaborative conflict management styles, and 95% with Dogding conflict management styles.

The study's findings on conflict management styles in women formal workers of Banyumas, namely conflict management of Competing style or in Banyumas culture it is called as lagean characteristics of ndopok, dablongan; Collaboration style of conflict management and Dogding styles of conflict management in Banyumas culture or it called as characteristic of lagean cawag.

REFERENCES


