

INTERNAL CONFLICT MANAGEMENT OF NATIONAL TRADE UNION ORGANIZATION WITH INTERPERSONAL APPROACH IN DPC SPN SERANG REGENCY

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ABSTRACT

Globalization is causing changes, and future challenges signal organizations to always make adaptable adjustments in various aspects. The organization is formed from various perspectives of its critical thinkers, which makes it continue to grow in every movement. The purpose of organizational communication is to facilitate, implement, and smooth the course of the organization. The executive order in the National Trade Union (SPN) is an organization that struggles for workers and workers in appreciating complaints and providing contributions. Internal organizational conflicts begin with disputes and differences in assumptions and perceptions between the board and its members in the trade union organization. Conflicts occur in interpersonal relationships where a person's actions or goals are disrupted, hampered, or hindered by others due to a conflict of interests or needs within the organization. The research that has been developed is by the results of observations in the field using Descriptive Qualitative assessment from each SPN Trade Union Leader (PSP) company. Conflict Management uses an interpersonal communication approach and carries out approach strategies to avoid Conflict in the organization. Efforts and efforts are one key to reflecting on organizational refreshment by using good and effective organizational communication with members, administrators, and the structural organization of the National Trade Union in Serang Regency, which is maintained in a coordinated and effective manner with the SPN Trade Union Leader (PSP) in each Company.

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1. INTRODUCTION

Globalization brings changes, and future challenges signal organizations always to make adaptable adjustments in various aspects (Isparwoto, 2012). An organization's progress can be seen from the communication climate built effectively as social beings conduct interpersonal interactions in their organizations. Humans are social creatures; humans are required to be able to adapt and must be able to establish good relationships with others (Kurniawati, 2013). Industrial relations must be established internally and externally in the organization. The existence of harmony in the industry between industry owners and the existing trade unions and governments can indirectly build dynamic and effective cooperation (Sari, 2017).

The organization is formed from various perspectives of its critical thinkers, which makes it continue to grow in every movement. The purpose of organizational communication is to facilitate, implement, and smooth the course of the organization (Ruliana, 2016). The National Trade Union is a legal umbrella for active workers in industrial companies (Saepulloh and Laksana, 2022). Such a rapidly growing activity has encouraged the movement of organizational culture to become increasingly complex, to the point that multinationals have caused the organization to accommodate various concepts and different thinking of their background (Rio, 2012). The executive order in the National Trade Union (SPN) is an organization that is a custodian of workers and workers in appreciating grievances and contributing (Laksana & Fajarwati, 2021).

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Conflict is one of the social symptoms that occur in personal and together that may not be avoided between organizations, which is an obstacle in communicating that has disputed each other. Conflict is an unavoidable event in organizational life. Conflict is always present in every cooperative relationship between individuals, groups or organizations (Isparwoto, 2012). Internal organizational conflicts begin with disputes and differences in assumptions and perceptions between the board and its members in the trade union organization. Conflicts occur in interpersonal relationships where a person's actions or goals are disrupted, hampered or hindered by others due to a conflict of interests or needs in organizations (Azizah & Purwoko, 2019).

Communication often gives rise to misunderstandings that cause conflicts, a person's behavior seeks to be consistent in several ways such as behaving, behaving, even behaving and behaving in our perception of the world, of the ambitions and development of its organization (Amin, 2017) Conflict occurs by a thought communicated by a person with an ambition and a goal of each, which gives rise to different perceptions and desires in an interest for each of its fields in the organization. Sometimes, differences of opinion between the two sides often have the potential to become conflicts because of different points of view (Kurniawati, 2013). Conversely, conflicts that are not handled properly and subject to open escalation can be detrimental to the organization's interests (Nasrudin et al., 2021).[10]

Branch Leadership Council SPN in reducing internal conflicts in the organization, with conflict management and interpersonal Approach by providing personal awareness in duties, responsibilities and functions of each administrator in each field. Organizational groups essentially ask for people's awareness to obey existing rules or require people's loyalty to the organization, so that they can be avoided by redefining the task that has been specialized (Lumintang, 2015). The Branch Leadership Council of SPN Serang Regency has a development in the field of work programs in Serikat Pekerja Nasional to be used as a reference for the organization's work in each field (Saepulloh & Laksana, 2022).

Awareness of administrators and members when in Conflict is not easy, because the assumptions and perceptions are different, but an interpersonal communication approach can enlighten the members in Conflict with each other. This is proven by how they carry out interpersonal communication with an attitude of willingness to open up, mutual respect, positive attitude and mutual support and communication interpersonal is effective in reducing Conflict (Amin, 2017).

2. METHOD

This research uses a descriptive qualitative method with case studies of internal conflict organization and conflict management (Mahardika et al., 2022). The technique of collecting data using observation and documentation and data collection through observation is carried out by observing the situation (Laksana et al., 2022). The determination of informants in this study is based on the criteria of people who are considered capable of providing precise and accurate information related to the study, so that the results of research can be recognized for its validity (Kenedi et al., 2022)—observed and conducted interviews with the administrators of Serikat Pekerja Nasional. The research that has been developed is based on observations in the field and assessments from each Head of the Trade Union (PSP) spn company (Saepulloh & Laksana, 2022).

3. RESULT AND DISCUSSION

Conflict is common in any organization because the individuals who are in it have different opinions between them, some people can not accept the opinion others among them (Siregar & Usriyah, 2021). The organization consists of a wide variety of different components and has interdependence in the process of cooperation to achieve certain goals. The differences in the organization often cause incompatibility that eventually leads to Conflict (Royani, 2014). The main objective of conflict management is to establish and maintain cooperative cooperation with subordinates, peers, superiors, and outsiders (Ruliana, 2016).

Conflict Management

Conflict management is the steps actors or third parties take to direct disputes toward certain outcomes that may or may not result in conflict resolution and calmness, positivity, creativity or aggression (Royani, 2014). Understanding conflict management as a process from third parties, in developing conflict strategies in order to produce the desired resolution, conflict management is intended as a comprehensive integrated (*intergrated*) process for setting organizational goals in conflict
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management as well as conflict management is closely related to the vision, strategy and value system or culture conflict management organizations (Tumiwa, 2020). An approach oriented to the conflict management process points to the communication patterns of the actors and how they influence the interests and interpretation of the Conflict (Ruliana, 2016).

Types of Conflicts

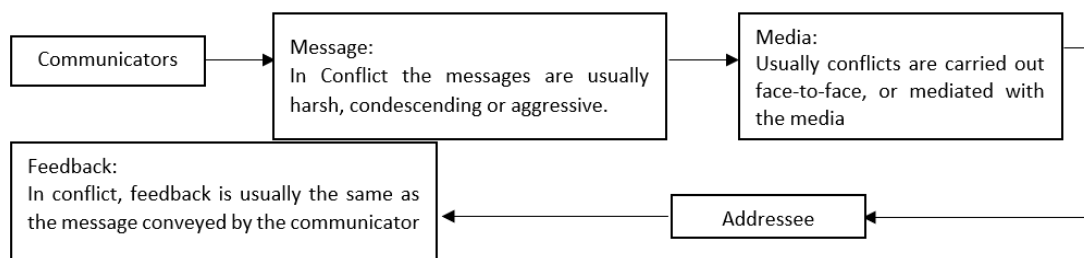
Conflict occurs because of several communication matters that are decided by administrators and members in differences in perceptions and assumptions. Conflicts are classified into 4 (four) types: 1. Interpersonal conflicts, conflicts of this type refer to conflicts between two individuals, which is usually common because of how people differ satu from others; 2. Intrapersonal Conflict occurs in a person because it is a type of Conflict of a psychological nature that involves the mind, values, principles and emotions of the individual; 3. Intragroup Conflicts occur between team members, since incompatibility and misunderstanding among these individuals cause conflicts between groups; 4. Intergroup conflict occurs when misunderstandings arise between different teams within an organization (Adibowo, 2020).

Interpersonal Communication

Conflict is a conflict or debate between at least two interdependent parties, where they perceive each other as a discrepancy in purpose, the absence of pleasant behavior (reward), and the presence of interference of the other party in achieving the goal (Dennis, 1997). Conflicts that occur in the organization are viewed from the flow of communication that occurs in the organization's management, because all perceptions and assumptions will be able to cause a conflict between the individual and the personal. Knowledge of the self will be able to improve communication and at the same time communicate with others to improve oneself (Kurniawati, 2013). The Interpersonal Communication approach to resolving conflicts can be made with communication techniques such as counseling. Interpersonal conflict resolution counseling can be interpreted as a counseling process that uses a counseling and conflict resolution framework in helping to resolve conflicts with interpersonal communication [8].

Communication Becomes a Solution to Conflict

Conflict Horizontal get interpreted as conflict social organization that Involves Friction as effect from communication that not healthy, or not last As Should Cause Conflict (Amen, 2017). Paradigm communication deep a conflict becomes a reference deep Settlement conflict organization. Paradigm dialogical deep communication can be applied to explain and understand chart process communication deep conflict as next;



Picture 1

Communication process chart in konflik

The chart above shows that the communication process in Conflict is based on a transactional model, which shows the emergence of interactions between communicants and communicators that produce *feedback* (Fajar, 2016). Transactional communication, the term transaction hints that the communicating parties are in a state of interdependence or reciprocity; the existence of one party is determined n by the existence of the other party (Rayudaswati, 2017)[21]

In any case conflicts may arise and are difficult to eliminate, therefore there are several ways to prevent conflicts as follows, namely: 1. The procedure of losing; 2. Suggestion box; 3. Wisdom; 4. Group meetings; 5. Meeting of members, etc. [11]. Efforts to resolve conflicts can be carried out through communication using negotiations, and negotiation is a person's skills in communication that are used in everyday life (Amin, 2017).

Strategies for Solving interpersonal approaches

In addition to self-disclosure and feedback approaches, there are three basic strategies for reducing the conflict: 1. The Lose-Kapproach, to resolve conflicts is where to take the new bureaucratic rules or regulations applicable to resolve conflicts; 2. Win-Loss Approach, The functional Approach is in terms of the creation of the management-trade union relationship, and the many conflict situations that occur in the organizations as well as the strategies win-loss together forms of settlement such as cooperative, mutually agreeable and mutually beneficial outcomes, creative climate and power relations appear quickly; 3. Win-Win Approach, Win-win decision strategy concerned with better policies, profitable organizational experience, and better bargaining (Lumintang, 2015).

Conflict resolution strategies can be carried out with techniques: 1. Avoidance, by avoiding issues or problems that may cause conflicts; 2. Accommodating is the act of giving others the opportunity to make an agreement to solve the problem; 3. Competition is a method carried out by a person with more information and superior expertise compared to a confrontational opponent; 4. Compromise or Negotiation, whether with each confronting party giving or offering something to allow mutual giving and receiving between the parties the confrontational; 5. Collaboration, how to resolve conflicts by prioritizing the creation of equal cooperation between the parties to the confrontation (Siregar & Usriyah, 2021).

4. CONCLUSION

Important in organisation by conducting effective communication, coordination and cooperation. Organizational communication will run smoothly, without any miss understanding (misunderstanding) between the management, members and participants in the Union Branch Leadership Council National Workers. Conflicts will always occur within every organisasi, in any case the SPN manages the situation. Management by using an interpersonal communication approach, carries out approach strategies to avoid Conflict in the organization. Usaha and efforts are one key to reflect in organizational refreshment by using good and effective organizational communication to members, administrators and structural organization of the National Trade Union in Serang District which is maintained in a coordinated and intense manner with P impinan Serikat Pekerja (PSP) SPN in every Company

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