

## Strategies of Conflict Management During the Covid-19 Pandemic Health Student

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### ABSTRACT

This study used a quantitative method with a Descriptive Frequency Distribution Analysis design to find out the conflict management strategies used by students of STIKES Arrahma Mandiri Indonesia Pasuruan Hospital Administration. The instrument used in the study used a questionnaire, namely the Rahim Organization Conflict Inventory (ROCI) to measure the level of knowledge of Hospital Administration students about existing conflict management strategies. From the results of the analysis of this study, it is stated that the conflict mechanism strategy that is dominantly used by nursing students and nurses working in health institutions is more likely to use a collaboration strategy.

**Keywords:** Health Students, conflict management, covid 19

### INTRODUCTION

Knowledge of conflict management is very important for students to know. Students are the young generation of enlightened candidates as well as actors of social and state life for the life to come. In campus life, students as an academic community have unique and multicultural backgrounds (Marini et al., 2019). This can be seen in terms of socio-culture (regional origin), economy, religion, dialect, and typical characteristics.

Currently, the whole world is shaken by an outbreak of a disease known as COVID-19. This disease is an acute respiratory disease caused by a novel coronavirus (SARS-CoV-2, otherwise known as COVID-19), which causes death and predominates in people aged  $\geq 60$  years and in people who have a medical history such as cardiovascular disease, chronic respiratory disease, diabetes and cancer (Hu et al., 2021). The rise of this disease outbreak has caused people all over the world to experience panic and resulted in psychological disturbances for the community. With the rise of this disease, the government has implemented the Large-Scale Social Restrictions (PSBB) program which is considered capable of accelerating response and preventing the increasingly widespread spread of Covid-19 (Daniel, 2020).

The necessary responses, such as social isolation, stay-at-home orders, whole-of-society quarantines, and the closure of educational establishments have suddenly changed daily life (Soni, 2020). Students as one of the most numerous individuals in educational institutions have certainly felt the impact of the Covid-19 pandemic, where the learning system which is usually carried out face-to-face either on campus or practice grounds has changed to online. In this case students or students get new problems in completing assignments, be it personal or group assignments due to the implementation of this strategy, not to mention the problem of unstable network connections in each area of each student. With this new learning system, there is a potential for conflict, be it interpersonal or intergroup (Gismalla et al., 2021). This condition also confronts lecturers as educators in the tertiary environment with challenges and problems on how to find the best way to convey lecture material messages to students.

Conflict becomes something that cannot be avoided because the goals, needs, responsibilities, and values possessed by individuals or organizations differ in each perception, these differences can be one of the causes of conflict (Puspitasari et al., 2021). According to ("Nursing Students Perception of E-Learning during COVID-19 Pandemic; A Literature Review," 2021) states that conflict occurs due to: interpersonal differences in each dimension-age, gender, race, views, feelings, education, experience, behavior, opinions, culture, nationality, beliefs, etc., as well as differences in interests in human relations due to differences in culture, position, role, status, and hierarchical level (Halim & Sunarti, 2021). Conflict in everyday life is something that is very common. As long as someone is alive it is nearly impossible to eliminate conflict.

Conflict cannot be avoided, but can be managed so that it has a positive impact as a lesson. Conflicts between individuals and between groups are part of human history. Various kinds of one's desires, differences in views, and the unfulfillment of these desires can end in conflict. One way to prevent conflict is to increase knowledge of conflict management. Conflict can be negative (detrimental) but can be positive (beneficial), depending on how the conflict is managed (Jiang et al., 2021).

Creating creative conflict resolution is an effective conflict management strategy. Conflict has a good or bad impact depending on the management of the conflict itself (Rao et al., 2021). Changes in the education system during the Covid-19 era drastically changed the education system for nursing students who previously practiced in real hospitals to practice through online media or online (Ha & Park, 2021). This causes many problems, both in the form of anxiety, stress and even depression from changes in the system during the Covid-19 pandemic.

## **METHOD**

This study used a quantitative method with a Descriptive Frequency Distribution Analysis design to find out the conflict management strategies used by students of STIKes Arrahma Mandiri Indonesia Pasuruan Hospital Administration. The instrument used in the study used a questionnaire, namely the Rahim Organization Conflict Inventory (ROCI) to measure the level of knowledge of Hospital Administration students about existing

conflict management strategies. Data analysis in this study is univariate analysis by describing variables through frequency distribution tables and percentages(Notoatmodjo, 2016).

In this study, 86 female respondents were obtained and 61 male respondents. Based on this, it can be said that the majority of respondents were female. (Pearce et al., 2020) said that the majority of female nurses are prone to conflict because of the workload and also the multiple roles experienced by female nurses which are quite high compared to male nurses.

Based on the results of the analysis of the age of the respondents, it can be seen that the age of the most respondents was at the age of 20-22 years as many as 89 people. can lead to conflict among nurses. while the respondents with the lowest age were at the age of 23-25 as many as 58 people.

Based on the results of an analysis of the respondents' tenure, it can be seen that the majority of student respondents at STIKes Arrahma Mandiri Indonesia Pasuruan Hospital Administration had the most practice periods of 8 to 12 months, as many as 67 people or 45.6%. Nurses who have worked for a long time have a lot of work experience, so they have gone through a lot and know the conflict phases of nurse work in hospitals. (Manikas et al., 2019)while the respondents with the lowest practice period were in the 1 to 4 month practice period of 35 people.

## Research result

### Characteristics of respondents

**Table 1. Characteristics of Respondents**

Variable	Frequency	Percentage
Gender:		
Man	61	41.5%
<b>Woman</b>	86	58.5%
Age:		
20 years old	11	7.5%
21 years old	30	20.4%
22 years old	48	32.7%
23 years old	24	16.3%
24 years old	27	18.4%
<b>25 years old</b>	7	4.8%
Practical period:		
1-4 Months	35	23.8%
4-8 Months	45	30.65
<b>8-12 Months</b>	67	45.6%
<b>Total</b>	147	100%

Source, Primary Data 2021

Based on table 1. above, it can be seen that the highest number of professional student respondents were women, as many as 86 people (58.5%) while men were 61 people (41.5%). Based on age, 11 respondents were 20 years old (7.5%), 21 years were 30 respondents (20.4%), 22 years were 48 respondents (32.7%), 23 years were 24 respondents (16.3%), 24 years were 27 respondents ( 18.4%) and 25 years as many as 7 respondents (4.8%). Based on the practice period, it was found that 1-4 months as many as 35 people (23.8%), 4-8 months as many as 45 people (30.6%) and 8-12 months as many as 67 people (45.6%).

### Conflict Management Strategy for Professional Student Nurses

**Table 2. Frequency Distribution of Respondents Against Conflict Management Strategies for Hospital Administration Students**

Strategy	Frequency				Total	
	Ya		tidak		N	%
	N	%	N	%		
Collaboration	147	100%	-	-	147	100%
Accommodation	136	92.5%	11	7.5%	147	100%
Competition	135	91.8%	12	8.2%	147	100%
Dodge	138	93.9%	9	6.1%	147	100%
compromise	139	94.6%	8	5.4%	147	100%

Source , primary data 2021

The table above shows that nursing professional students have a conflict management strategy of 100% on the collaboration strategy, then 94.6% on the compromise strategy, 93.9% on the avoidance strategy, 92.5% on the accommodation strategy and 91.8% on the competition strategy.

### Conflict Strategy Management for Hospital Administration students

Based on the results of research from 147 Hospital Administration student respondents who filled out the Rahim Organizational Conflict Inventory (ROCI) II online questionnaire, with 28 statements for the ROCI questionnaire used as an assessment of their colleagues, it was found that the majority of respondents chose a collaborative conflict management strategy (100% ), accommodation strategy, 92.5% avoidance strategy 93.9%, 91.8% competition strategy and 94.6% compromise strategy. The statement "I try to investigate a problem with my colleagues to find a solution that we can accept" on the collaboration strategy the majority of respondents chose the highest score of 5 (strongly agree) with a total score of 631. Based on the data above, in general the conflict management strategy of Administration students The majority of the Arrahma Mandiri Indonesia Pasuruan STIKes Hospital chose collaboration.

Research conducted by (Labrague & McEnroe – Petite, 2017)with the research title Managers 'Conflict Management Styles and its Effect on Staff Nurses' Turnover Intention at Shebin El Kom Hospitals, Menoufiya Governorate using the same

questionnaire, Rahim Organizational Conflict Inventory (ROCI). used by nursing staff is a collaboration strategy, while nurse managers are more dominant using collaboration strategies then avoid.

According to (Lahana et al., 2019) explained that the application of conflict management strategies to collaborative conflict strategies spends more time discussing, understanding each other's viewpoints so as to find integrative solutions. Similar to the research conducted by (Guerra et al., 2011) explaining that the collaboration strategy is able to have a positive impact on both parties in conflict, because this strategy provides space for open discussion so that neither party feels disadvantaged.

The results obtained in (Gokoglan & Ozen Bekar, 2021) regarding conflict management programs provided by nurses reported that the highest conflict management strategy chosen by nurses before being given a conflict management program was collaboration with a mean value (2.00), when given the program the results obtained are also collaboration with the mean value (21.98). then after being given the program also reported the highest conflict management strategy was still collaboration (10.70).

The results of (Abarca Arias et al., 2020) reported that out of 20 nurse respondents at the El-Gharbia hospital before being given a conflict management education program, the results showed that the majority of collaborative conflict management strategies were chosen by nurses in dealing with existing conflicts. This is shown by the presentation of the strength of the collaboration strategy used in this study of 9%. The dominant collaborative conflict management strategy is used because this strategy seeks win-win solutions for two parties with different ways of working. (Pines et al., 2012) research said that collaboration strategies are widely used because in this strategy there are three types of approaches that can be used in applying this strategy, including cooperative, competitive and avoidance.

Research conducted (McElhaney, 1996) in a hospital in Iran, although the five conflict management strategies are used by nurses in critical care rooms, the results show that the collaboration strategy is the most frequently used among the 5 management strategies. Similar results were also obtained in the study by (Ahanchian et al., 2015) found that overall 52.2% of nurse and nurse managers used collaboration and accommodation problem solving strategies, followed by the use of non-confrontational strategies, namely avoidance and compromise.

Furthermore, research conducted (Kaitelidou et al., 2012) exploring the conflict management experience of surgical nurses shows that there is an influence of the concept of gender in determining conflict management strategies by nurses, which is supported by the majority of nurses in this study choosing collaboration strategies compared to men. It is said that women tend to support personal aspects by wanting universal harmonization.

Then, analyze the conflict management strategy which is the highest strategy, using a questionnaire consisting of 7 statement items with a score of 1-5, namely the lower the number for disagreeing statements and the higher the score for agreeing statements.

The first statement, namely statement number (28) "I try to work with my superiors for a proper understanding of a problem" gets a total score of 626.

From the results of previous studies, the dominant conflict mechanism strategy used by nursing students and nurses working in health institutions is more likely to use a collaboration strategy.

## CONCLUSION

Based on the results of the study, it was found that the dominant conflict management strategy used by students of STIKes Arrahma Mandiri Indonesia Pasuruan Hospital Administration was using a collaborative conflict management strategy.

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