



- Psychosocial Status Equality between Familial and Non-Familial Breast Cancer Patients
- Response, Emotional Impact and Expectation of Family Caregiver in Caring For Family Member with Covid-19: A Qualitative Study
- Preceptorship Program and Recruitment Process on Improving the Behavior of Professional Nurses in the Inpatient Room of Hospital C Jakarta
- The Effect of Five-Finger Hypnosis Relaxation Educational Videos as Psychosocial Support on Reducing Anxiety Levels in Student Chronotype during Distance Learning during the COVID-19 Pandemic
- Conflict Management Strategies on the Learning Process of Nursing Undergraduate Students During the Covid-19 Pandemic
- Factor Affecting Treatment Compliance in TB Patients
- The Effect of Murottal Al-Quran Therapy on Anxiety Level of Chronic Kidney Disease Patients Undergoing Hemodialysis
- The Effect of Deep Breathing Relaxation on Changes of Blood Pressure on Hypertention Patients
- The Description of Alexithymia in Nursing Students at Padjadjaran University with Social Media Addiction
- Job Satisfaction Analysis Of Nurses Using Science And Cano Integration
- The Effect of Health Education in Postpartum Mothers on Colostrum on the Intensity of Early Breasfeeding in Newborn Babies
- The Use of Trauma Healing in Treating PTSD in Post-Disaster Victims: A Narrative Review
- Is Acupressure Effective To Treat Pruritus In Hemodialysis Patients? A Literatur Review
- Nurse's Competency Toward Covid-19: A Systematic Review
- Home-based Pediatric Palliative Care: A Narrative Review
- The Effect of Disaster Education of Increasing Earthquake Disaster Preparedness : A Narrative Review

JURNAL KEPERAWATAN KOMPREHENSIF	VOL. 8	NO. 4	Page 433 - 576	Bandung October 2022	ISSN 2354-8428  e-ISSN 2598-8727
------------------------------------	--------	-------	-------------------	----------------------------	--

## Research Article

# Conflict Management Strategies on the Learning Process of Nursing Undergraduate Students During the Covid-19 Pandemic

Nita Sri Wahyuningsih<sup>1\*</sup> | Dina Susanti<sup>2</sup>

<sup>1,2</sup>Institut Teknologi dan Kesehatan Bali - Indonesia

### \*contact

nitasriwahyuni88@gmail.com

Received : 22/07/2022

Revised : 25/10/2022

Accepted : 27/10/2022

Online : 31/10/2022

Published : 31/10/2022

### Abstract

**Aims:** The learning process is an interaction of information exchange that occurs between lecturers and students supported by the media and methods used. The interaction that occurs will trigger the emergence of conflict so that conflict management is needed as a self-defense mechanism so that learning objectives can be achieved. Moreover, interactions that take place only online due to the situation of increasing the number of Covid-19 cases, based on the new government policy with restrictions on community activities (PPKM) where the teaching and learning process is 100% carried out online. conflict management strategy as independent variable and learning process as dependent variable

**Objective:** This study aims to knowing the relationship of conflict management of Bachelor of Nursing students in the implementation of the learning process.

**Methods:** This study used a descriptive correlation design with a cross sectional approach. The sample used in this study was 267 students. research instrument in the form of a questionnaire given via google form then analyzed with spss.

**Results:** The results of this study indicate that there is a significant relationship between conflict management and the implementation of the learning process and the most dominant collaborative conflict management is carried out by students during the learning process.

**Conclusion:** This result of this study stated that the learning process runs smoothly, students use conflict management strategies to overcome them. The lecturers suggested to to direct how students can manage improve the learning process through conflict management among the students.

### Keywords:

Students, learning process, conflict management

## INTRODUCTION

The Covid-19 pandemic has not ended, this virus outbreak is still rampant and has even mutated with a new type. It's been a year since Indonesia has become one of the countries that are still struggling with this case. Starting from March 2020 until now, this virus outbreak has had an impact on various sectors of Indonesian people's lives.

One sector that is in the spotlight besides the economic sector is the education sector. During this pandemic condition, the education process is carried out online (online), of course this kind of educational process has its own challenges for educators and students. However, the Government and all education actors always try and improve to create good and quality education (1)

The learning process is a communication process, where the delivery of information by teachers and lecturers through communication media both online and face-to-face to students (2). Most teachers and lecturers in the learning process only give assignments and materials to students without first explaining the learning material so that students feel bored and not eager to do assignments so that the results are not optimal (3). Usually direct discussions which usually stimulate the interest of students to express opinions to each other are then closed with conclusions and additions from teachers and lecturers (4). Situations and conditions like this will encourage conflicts both from within students and from teachers and lecturers.

Conflict is actually a normal and natural condition that occurs in an organization, including educational organizations. If the conflict is not managed and is destructive, it can interfere with the achievement of the effectiveness and efficiency of education, so expertise is needed in managing conflict through conflict management (5). The main purpose of implementing conflict management in educational organizations is to build cooperative cooperation with parties in educational organizations, namely educators, students, education staff and other educational support parties (6).

Based on the explanation of the conditions above, where the online learning process is a good choice in the midst of the Covid-19 pandemic, it has several unavoidable impacts, one of which is the emergence of various responses from students (7).

Responses to stress, anxiety and discomfort as well as the ability to control emotions will have an impact on receiving information and processing information into knowledge that students learn so as to stimulate the emergence of conflicts from within students (4). Therefore, this research is deemed necessary in the hope of being able to contribute to the development of education, especially nursing education.

The implementation of the education system for nursing students who previously did tutorials in class, practicum in the laboratory and real practice in hospitals, has turned into an online implementation (8). Besides that, the completion of tasks is hampered both personal and group assignments, unstable internet connections in each area of each student become a challenge for lecturers to realize the effectiveness of the learning process. This condition also triggers students to become stressed and anxious and even depressed and ultimately has the potential to create conflicts, both personal and group (9).

## METHODS

This study uses a descriptive correlation design with a cross sectional approach, to identify the relationship between conflict management and the implementation of the learning process. This study uses a total sampling technique, as many as 267 students as the sample in this study. None of the students are on leave, and filling out the questionnaire can be done online, namely the Google form.

## RESULTS

### a. Description of Management Conflict Strategies

**Table 1.**  
**Distribution Frequency of Management Conflict Strategies**  
**of Bachelor Student in ITEKES Bali**

No	Conflict Management	F		%	
		Yes	No		
1	Avoidance	195	73	72	27
2	Accommodation	204	76.4	63	23.6
3	Competition	204	76.4	63	23.6
4	Compromise	195	73.0	72	27.0
5	Collaboration	233	87.3	34	12.7

Table 1. shown a description of the conflict management strategies used by ITEKES Bali Bachelor of Nursing students during the online learning process. Collaboration is the most widely used conflict management strategy by students of 233 people (87.3%). The next strategy that is most often used is accommodation and competition conflict management with a total of 204 people (76.4%).

### b. The Relationship between Conflict Management Strategies and the Learning Process of ITEKES Bali Nursing Undergraduate Students

**Table 2.** Relationship between Management Conflict Strategies and Learning Process of ITEKES Bali Nursing Undergraduate Students

Variables	Total (N=267) N (%)	Learning Process N(%)		p
		Good	Poor	
Management Conflict Strategies				
Good	143 (53.6)	99 (72.3)	44 (70.7)	<0.001
Poor	124 (46.4)	36 (62.7)	88 (61.3)	

Based on the results obtained in table 2, it can be concluded that most of the students of the Bali ITEKES Nursing Undergraduate Study Program used good conflict management strategies of 143 people (53.5%), tended to follow the learning process well as many as 99 (72, 3%). From the results of the Chi-Square analysis, it was found that there was a significant relationship between the conflict management strategies used by students

and the implementation of the learning process with  $p < 0.001$ .

## DISCUSSION

### 1. Conflict Management Strategies

Based on the results of data analysis, collaborative conflict management strategies are the most widely used strategies by students to overcome problems during the online learning

process. During the online learning process, students are given more responsibility independently and in groups in understanding in more detail about the lecture material. Students will be more active and innovative if they are given the freedom in groups to analyze lecture material. This is in line with research conducted by Wartini (10) which states that a collaborative strategy can increase the motivation and innovation of students.

The results of this study are also supported by the results of research conducted by Kristan (9) which states that the dominant conflict management strategy used by nursing professional students in Makassar is using collaborative conflict management strategies. However, according to research conducted by Nugroho (2021) it is stated that the analysis of conflict management strategies used by students in organizations is a compromise strategy or a lose-lose strategy.

Based on some of the results of the research above, it can be drawn an analysis that students in general prefer to do collaboration strategies in completing the learning process or in an organization because through collaboration problems, tasks and work can be resolved properly.

## 2. The Relationship between Conflict Management Strategies and the Learning Process

Based on the results of data analysis, there is a significant relationship between conflict management strategies used by students and the implementation of the learning process. The results of this study are in line with Wartini's (10) research which states that conflict management strategies have a positive and significant effect on the performance of educators in the learning process.

The results of this study are also strengthened by the results of research conducted by Pujiati & Sonhaji (11) which states that the effectiveness of the Tri Dharma of Higher Education, especially in the academic field, is largely determined by the conflict management style chosen. In the academic field of conflict management, the chosen tends to be compromise management because all problems can be solved together, although sometimes it requires a leader's decision.

In this study, the sample used was a sample from level 1 to level 4, according to the results of research conducted by Nuqul (12) which states that the higher the level or grade level of students, the smarter and more precise they will be in choosing conflict management strategies. Each student has a different strategy in overcoming conflicts that occur during the learning process.

## CONCLUSION

From the results of the study, it can be concluded that most of the ITEKES Bali Bachelor of Nursing students use collaborative conflict management. There is a significant relationship between conflict management and the learning process followed by students. Our task as lecturers is to direct how students can manage these conflicts well and not to have an impact on the learning process.

## REFERENCES

1. Fauziyah N. Dampak Covid-19 Terhadap Efektivitas Pembelajaran Daring Pendidikan Islam. *Al-Mau'izhoh*. 2020;2(2).
2. Jayul A, Irwanto E. Model Pembelajaran Daring Sebagai Alternatif Proses Kegiatan Belajar Pendidikan Jasmani di Tengah Pandemi Covid-19. *Jurnal Pendidikan*

- Kesehatan Rekreasi. 2020;6(2):190-9.
3. Surani D, Hamidah H. Students perceptions in online class learning during the Covid-19 pandemic. *International Journal on Advanced Science, Education, and Religion*. 2020;3(3):83-95.
  4. Fauziyah N. Dampak Covid-19 terhadap efektivitas pembelajaran daring pendidikan Islam. *Al-Mau'izhoh*. 2020;2(2):1-11.
  5. Jehn KA. A qualitative analysis of conflict types and dimensions in organizational groups. *Adm Sci Q*. 1997;530-57.
  6. Anwar K. Urgensi penerapan manajemen konflik dalam organisasi pendidikan. *Al-Fikri: Jurnal Studi Dan Penelitian Pendidikan Islam*. 2018;1(2):31-8.
  7. Sulasmi E, Sibuea MB, Eriska P, AirLangga E. COVID 19 & KAMPUS MERDEKA Di Era New Normal. *Kumpulan Buku Dosen*. 2020;
  8. Seah B, Ang ENK, Liaw SY, Lau ST, Wang W. Curriculum changes for pre-registration nursing education in times of COVID-19: For the better or worse? *Nurse Educ Today*. 2021;98:104743.
  9. Kristan K, Hidayah N, Abidin MF. Strategi manajemen konflik dimasa pandemi COVID-19 mahasiswa keperawatan Kota Makassar. *Jurnal Kesehatan*. 2020;13(2):97-103.
  10. Wartini S. Strategi manajemen konflik sebagai upaya meningkatkan kinerja teamwork tenaga kependidikan. *Jurnal Manajemen dan Organisasi*. 2015;6(1):64-73.
  11. Pujiati E, Sonhaji A. EFEKTIFITAS MANAJEMEN KONFLIK DALAM UPAYA SUSTAINABILITAS PERGURUAN TINGGI SWASTA. In: *Seminar Nasional Hasil Penelitian Universitas Kanjuruhan Malang*. 2017.
  12. Nuqul FL, Ningrum ARM, Zuhdi MS. Managemen Konflik Mahasiswa: Destruktifkah? *Insight: Jurnal Pemikiran dan Penelitian Psikologi*. 2018;14(1):74-90.