Adolescents Conflicts Resolution Patterns: A Descriptive Analysis

Emira Apriyeni[1*], Helena Patricia[2], Dwi Christina Rahayuningrum[3]

Universitas Syedza Saintika, Indonesia[1]
Universitas Syedza Saintika, Indonesia[2]
Universitas Syedza Saintika, Indonesia[3]
Corresponding Email: emira.apriyeni@gmail.com[*]

Abstract

Adolescence is a critical period and is vulnerable to experiencing conflict in everyday life. Therefore, appropriate conflict resolution is needed for adolescents to avoid social problems. Conflict resolution is a problem-solving process that considers the needs of diverse individuals. The research aims to see a picture of conflict resolution in adolescents. This type of research is descriptive and was conducted at Senior High School in Padang City. The research was conducted for one week on 24 respondents using a purposive sampling technique. Data were collected using a questionnaire via form for students. Univariate data analysis uses frequency distribution. The research results showed that more than half of the respondents (54.2%) carried out conflict resolution destructively. It can be concluded that adolescents still use destructive resolutions in dealing with conflicts in everyday life. It is hoped that teenagers will be able to find ways to resolve conflicts so that they can improve mental health in adolescents

Keywords: adolescents; conflict; resolution

Introduction

Adolescents experience changes in biological, cognitive, emotional, social and psychosocial aspects (Santrock, 2013). These changes in teenagers make teenagers vulnerable to experiencing interpersonal problems, namely conflict. According to Faradiba (2015), conflict is one of the social problems that teenagers must face. Reports in the last 20 years show that nearly 43% of teenage boys experienced violence and interpersonal conflict in teenagers, and 10% of teenage girls experienced this, which was also accompanied by sexual violence (WHO, 2023). In Indonesia, the number of conflicts involving violence among teenagers in Indonesia is 9,243 cases handled by the Indonesian Child Protection Commission (KPAI, 2016).

Conflict is a social event that contains conflict or disagreement (Lestari, 2014). One cause of conflict is due to teenagers' lack of knowledge regarding how to resolve conflict. Therefore, conflict resolution is needed to overcome conflicts that occur in adolescents (Fauziah & Fauziah, 2021).

Conflict resolution is described as an activity to resolve a conflict which can produce different conflict resolution styles according to the type of conflict being faced (Suhendri, 2018). Handling conflict in teenagers is an important thing to know so that teenagers can handle conflict well and so that the handling of the conflict is constructive. Whether a conflict is constructive or not depends on a person's understanding, ability and competition in handling intra and interpersonal conflicts (Fauziah & Fauziah, 2021). If conflict resolution in individuals is high, then healthy conflict resolution can be realized, namely by not prioritizing personal interests and making solutions together that are mutually beneficial to each other (Alamsyah, 2017).

The increasing incidence of conflict that occurs in adolescents coupled with not having good conflict resolution skills, will have an impact on aggressive behavior, juvenile delinquency, depression, and even suicide in adolescents (Apriyeni et al., 2019). Apart from that, it will also have an impact on psychological disorders (difficulty concentrating, less able to think clearly and getting angry easily), behavioural disorders (preferring to be alone, having difficulty connecting with new people, and tend to behave aggressively), as well as physical disorders (more easily feel dizzy and nauseous) (Rahmadhani & Rahmasari, 2011).

The city of Padang is also a city with a large number of teenagers and is prone to juvenile delinquency such as brawls between teenagers, skipping school and wandering around at night (Wati et al., 2023). The Senior High School that became a place of this research is one of the schools in the city centre and close to the supermarket. Short interviews with school officials revealed that teenagers experienced conflicts with peers, parents and the environment. This is because students do not have good conflict resolution skills so many problems occur among teenagers.

Literature Review

1. Adolescence and Development

According to WHO (2023) adolescents are residents in the age range 10-19 years. According to the Republic of Indonesia Minister of Health Regulation Number 25 of 2014, teenagers are residents in the age range of 10-18 years. According to Stuart (2016), adolescence is a unique stage of development that occurs between the ages of 11 and 20 years, where changes occur in physical, cognitive and emotional growth and development (Patrick et al., 2024). From the definition of adolescence outlined, adolescence is a period of developmental transition from children to adults with an age range of 10 to 19 years, with several developmental changes in biological, cognitive, emotional, psychological, social and psychosocial aspects (Awan et al., 2024).

Adolescents Conflicts Resolution Patterns: A Descriptive Analysis

Biological development, also known as puberty, is divided into brain and hormonal development which will produce changes in the body. According to Stuart (2016), hormone levels can influence adolescent behaviour and produce extreme emotional responses. Brain development will continue during the teenage years when the involved callous *body* (plays a role in improving the ability to process information)*, prefrontal cortex* (regulating perception, decision making and self-control) and amygdala (emotional centre such as anger) mature more quickly. Therefore, teenagers prefer to prioritize emotions and are unable to reduce the stress response that comes (Santrock, 2013).

Cognitive development in adolescents is the ability to give reasons for concrete thinking and move more towards abstract thinking, which is described as formal operational thinking (Stuart, 2016). According to Khaleque et al., (2016), cognitive development is one of the factors that will cause conflict. Adolescents in their cognitive development will try to find perceptions about learning about the surrounding environment (Kilic & Cetin, 2024), including relationships with parents (Kim & Kim, 2024). Adolescents who have limited efforts to find understanding will have difficulty choosing the right coping methods to deal with situations (Kilic & Cetin, 2024). Slow cognitive development will create attitudes of incongruity, self-blame, and a passionate desire to immediately resolve problems which leads to aggression in parents (Qiao et al., 2024).

Adolescence is the peak of emotionality, namely high emotional development. Emotional maturity is influenced by the socio-emotional conditions of the environment, especially family and peers (Yusuf, 2015). Emotional maturity that is not achieved in adolescents will refer to the formation of negative emotions in responding to other people. The formation of negative emotions is the main cause of conflict interactions between adolescents and parents (Eisenberg et al., 2015). Psychological development in adolescents begins with the emergence of quite severe life crises and exposure to stress . So that teenagers experience problems in making reasonable decisions and this can lead to negative responses which can even lead to conflict and violence (Smetana, 2011). The unavailability of suitable role models for teenagers will make it difficult for teenagers to choose coping strategies and develop personal characteristics in teenagers. Parental insensitivity in resolving problems related to the conflict will make the situation worse (Marceau et al., 2015).

Social development in adolescents can be seen in the adolescent's ability to relate to other people, especially peers (Yusuf, 2015). Teenagers become more dependent and closer to their friends than to their parents (Santrock, 2013). According to research by Lissa et al., (2015), it was found that teenagers building their social lives are related to the occurrence of conflict. Early adolescents reported having a lower sense of closeness to their parents, while middle adolescents reported a moderate level of closeness to their parents (Liu et al., 2024). This causes the early teenage stage to have the potential for a lack of empathy in building relationships, thus indicating an increase in the emergence of conflict with parents (Hasni et al., 2024).

Psychosocial development will occur when adolescents try to develop their identity in the social environment (family, school or community) by coordinating a sense of security and intimacy in relationships (Stuart, 2016). Identity confusion will lead teenagers to two choices,

namely withdrawing and isolating themselves from friends and family, or immersing themselves in the world of their friends and losing their identity (Santrock, 2013). According to Smetana (2011) high levels of conflict between adolescents and parents are associated with low psychosocial adjustment in adolescents.

2. Conflict Resolution

Conflict resolution is a relational approach to dealing with conflict and is an interpersonal communication process used to get parties who have a conflict to find a peaceful and satisfactory agreement (Ramsbotham et al., 2011). Conflict resolution is a process of analyzing and solving problems that takes into account the needs of diverse individuals, and can go through a political, social and economic process .

Effective conflict resolution or resolution has an impact on improving skills problem *solving*, improving communication skills, increasing the degree of recognition and understanding between the two partners, increasing self-confidence in each other, increasing adaptability, increase marital satisfaction and happiness (Kim & Kim, 2024). Conflict resolution in teenagers is important to develop so that teenagers have character. Conflict resolution is described as an activity to resolve a conflict which can produce different conflict resolution styles according to the type of conflict being faced (Alves et al., 2024).

Ineffective conflict management/conflict resolution will cause the quality of relationships to deteriorate and emotional *distress* (Horiuchi et al., 2024). Ineffective conflict resolution has negative impacts, including, among other things, increasing interpersonal *distress*, decreasing the sense of self-worth, decreasing the quality of positive relationships with other people, reducing the quality of existing relationships and causing separation (Utami & Mariyati, 2015). There are two approaches to conflict resolution or conflict resolution, namely destructive and constructive. A constructive approach includes problem-solving, effective communication, and/or understanding from both parties. Meanwhile, the characteristics of destructive behaviour include agrees

Research Method

This type of research is descriptive, namely research conducted to determine the value of independent variables, either one or more variables (independent) without making comparisons or connecting them with other variables (Sugiyono, 2016). This research was conducted in 2023 at a Senior High School in Padang City and 24 respondents with p*urposive sampling*. The inclusion criteria are adolescents who are willing to be respondents and have experienced interpersonal conflict. The exclusion criteria are adolescents who do not experience physical and psychological limitations, and uncooperative and difficult to communicate. The research was conducted using Suhendri's Conflict Resolution Strategy Scale (SSPK) questionnaire. The data analysis conducted in this study is univariate analysis.

Adolescents Conflicts Resolution Patterns: A Descriptive Analysis

Result

Demographic Data

Table 1. Frequency Distribution of Respondent Characteristics

Variable	Category	f	%
Gender	Man	10	41,6
	Woman	14	58,4
Parents' marital status	Widow/widower	5	20,8
	Married	19	79,2
Parental income	Low	18	75
	Height	6	25

The research results showed that the characteristics of the respondents consisted of more than half of the respondents (58.4%) being female, the majority of respondents (79.2%) with the marital status of their parents being married, and their parents' income being low at 75% of the respondents.

Conflict Resolution in Adolescents

Table 2 Frequency Distribution of Conflict Resolution in Adolescents

	f	%
Good	11	45,8
Bad	13	54,2
Amount	24	100

Table 2 shows that more than half of the respondents carried out poor conflict resolution, namely 13 (54.2%) and 11 respondents (45.8%) carried out good conflict resolution.

Discussion

From the research results more than half of the respondents carried out poor conflict resolution, namely 13 (54.2%) and 11 respondents (45.8%) carried out good conflict resolution. This result is the same as research conducted by Suhendri regarding the influence of conflict resolution hardiness on students in Malang. It was found that the good/high conflict resolution category was fewer with 166 students compared to the poor/low conflict resolution category with 183 students. Adolescents are unique individuals and are very vulnerable to experiencing conflict in daily life. Therefore, conflict resolution is needed which impacts the quality of the relationship and worsens emotional *distress*. Ineffective conflict resolution has negative impacts, including, among other things, increasing interpersonal *distress*, decreasing the sense of self-worth, decreasing the quality of positive relationships with other people, reducing the quality of existing relationships and causing separation (Utami & Mariyati, 2015). There are two approaches to conflict resolution or conflict resolution, namely destructive and

constructive. A constructive approach includes problem-solving, effective communication, and/or understanding from both parties. Meanwhile, the characteristics of destructive behaviour include aggression, rejection, withdrawal, avoidance and acts of violence (Rahmad, 2023).

Effective conflict resolution or resolution has an impact on improving skills problem *solving*, improving communication skills, increasing the degree of recognition and understanding between the two partners, increasing self-confidence in each other, increasing adaptability, increase marital satisfaction and happiness. Scannell (2010) states that aspects that influence individuals to be able to understand and resolve a conflict include: a) communication skills which include the ability to listen to other people: understand the other person; speak in a language that is easy to understand; and summarizing or rephrasing emotionally charged statements into neutral or less emotional statements b) the ability to appreciate differences which include individual understanding of conflict and attitudes that demonstrate non-violence, honesty, justice and tolerance c) trust in others to be able to understand that each individual is different from other individuals, can see situations as other people see them (empathy), and delays blaming or giving one-sided judgments, and d) emotional intelligence in conflict resolution includes ability.

Resolution strategies are safe behaviour regarding the attitudes, methods, efforts and habits of individuals in resolving interpersonal conflicts, both constructively and destructively. Constructive conflict resolution means resolving conflicts safely and supporting a resolution that is pleasant for both parties. Meanwhile, destructive conflict resolution is conflict resolution that is unsafe and only for one's pleasure without considering the good of the other party.

There are 5 styles in resolving conflict, namely: a) Avoidance style, namely the individual's behaviour shows that he is not in a conflict situation and refuses to discuss the conflict being experienced, b) Domination style, namely the individual only follows his interests and imposes his will on others, does not want to accept other people's opinions. C) Individual accommodation style prioritizes the interests of the opponent and does not prioritize one's interests, accepting the opponent's decision, d) Integration style, namely the individual is aware of his needs with the opponent, is willing to make peace in resolving the conflict, and e) Compromise style, namely here the opponent makes an agreement that leads to agreement in resolving conflicts.

In this study, it can also be seen that more respondents were women, so more respondents carried out good conflict resolution. Other research conducted by Shadare et al. (2011) where gender has a significant influence on individual conflict resolution. It was further explained that men have more positive conflict resolution because they tend to use competition more aggressively and confrontationally, while women use feelings more and avoid solving problems in a confrontational way.

Apart from that, the average respondent comes from an intact family, that is, they still have a father and mother. So that when conflict occurs, teenagers learn from the conflict resolution carried out by their parents. This is because teenagers who live in complete families express their emotional expressions and their behaviour is more easily controlled and observed

by their parents, thereby minimizing the occurrence of conflict (Wang et al., 2014). In addition, according to Hunt & Caldwell (2015), families with low economic status will experience economic stress which will reduce the quality of relationships between parents and family. This will give rise to poor conflict resolution methods. The economy will become a new stressor for families while meeting the demands of the development of adolescents themselves in the family is a complex stressor that families will face.

Conclusion

This research found that the characteristics of the respondents in this study were found to be more than half male, most of them came from families where the parents' marital status was generally married and came from families with low incomes. And most adolescents perform poor conflict resolution (54.2%). It is hoped that these findings can improve conflict resolution strategies by developing constructive coping in dealing with a conflict so that it has a positive impact on adolescents' development in solving problems.

References

Alamsyah, A. & N. (2017). Determinan perilaku merokok pada remaja. *Jurnal Endurance*, *2*(February), 25–30. https://doi.org/10.22216/jen.v2i1.1372

Alves, R. R., Baptista, T., Marques, V. A., da Silva, W. A., Silva, M. H., Santos, D. de A. T., & Vieira, C. A. (2024). Comparison of nutritional status and growth curves of children and adolescents in the city of Goiânia, Goiás: cross-sectional study. *Sao Paulo Medical Journal*, *142*(2). https://doi.org/10.1590/1516-3180.2022.0643.R1.010623

Apriyeni, E., Machmud, R., & Sarfika, R. (2019). *Gambaran Konflik Antara Remaja dan Orang Tua*. *4*(1), 52–57.

Awan, U. A., Khattak, A. A., Haq, M., Saadia, Z., Marwat, M., Khalid, S., Kamran, S., Haseeb, A., Ahmed, B., Irfani, M. A., Nadeem, M. F., & Javed, F. (2024). Frequency, distribution and determinants of Helicobacter pylori infection in adults and adolescents with gastric symptoms: cross-sectional epidemiological inquiry in district Haripur, Pakistan. *Brazilian Journal of Biology*, *84*. https://doi.org/10.1590/1519-6984.248913

Eisenberg, N., Hofer, C., Losoya, S., Spinrad, T. L., & Liew, J. (2015). Parent – Adolescent Conflict as Sequences of Reciprocal Negative Emotion : Links with Conflict Resolution and Adolescents ' Behavior Problems. *Journal of Youth and Adolescence*, *44*(8), 1607–1622. https://doi.org/10.1007/s10964-014-0209-5

Faradiba, A. T. (2015). *Hubungan antara..., Andi Tenri Faradiba, F Psikologi UI, 2015*.

Fauziah, F., & Fauziah, N. (2021). Hubungan antara religiusitas dengan resolusi konflik pada siswa smk bhinneka karya simo kabupaten boyolali. *Jurnal Empati*, *10*(03), 210–215.

Hasni, D., Caesarian, R. A., Maulana, I., Febrianto, B. Y., & Anissa, M. (2024). Impact of the COVID-19 Pandemic Era on Adolescent Mental Health. *Journal of Health Science and Medical Therapy*, *2*(02), 92–104. https://doi.org/10.59653/jhsmt.v2i02.636

Horiuchi, Y., Miyaguchi, K., Matsumoto, H., Ohgo, H., Tsuzuki, Y., Nakamoto, H., & Imaeda,

H. (2024). Intussusception associated with pneumatosis cystoides intestinalis in a male adolescent: A case report. *DEN Open*, *4*(1). https://doi.org/10.1002/deo2.256

Hunt, T. K. A., & Caldwell, C. H. (2015). Family Economic Stress , Quality of Paternal Relationship , and Depressive Symptoms Among African American Adolescent Fathers. *Journal of Child and Family Studies*, *24*(10), 3067–3078. https://doi.org/10.1007/s10826-015-0112-z

Khaleque, A., Kamal, M., & Anjuman, U. (2016). Cognitive and Contextual Factors Mediating the Relation Between Interparental Conflict and Adolescents ' Psychological Maladjustment. *Journal of Child and Family Studies*, *25*(2), 669–677. https://doi.org/10.1007/s10826-015-0247-y

Kilic, I., & Cetin, M. (2024). Improved adolescent identity search algorithm for block-based image compression. *Expert Systems with Applications*, *237*. https://doi.org/10.1016/j.eswa.2023.121715

Kim, J., & Kim, T. (2024). Adolescent network positions and memory performance in adulthood: Evidence from sibling fixed effects models with sociometric network data. *Social Networks*, *76*. https://doi.org/10.1016/j.socnet.2023.08.002

KPAI. (2016). *Data kasus perlindungan anak berdasarkan lokasi pengaduan dan pemantauan media se-Indonesia tahun 2011-2016*.

Lestari, S. (2014). *Psikologi keluarga : Penanaman nilai dan penanganan konflik dalam keluarga*. Kencana Prenadamedia group.

Lissa, C. J. Van, Hawk, S. T., Branje, S. J. T., & Koot, H. M. (2015). *Divergence Between Adolescent and Parental Perceptions of Conflict in Relationship to Adolescent Empathy Development*. 48–61. https://doi.org/10.1007/s10964-014-0152-5

Liu, S., Nolin, D. A., & Kitts, J. A. (2024). Name order effects in measuring adolescent social networks using rosters. *Social Networks*, *76*. https://doi.org/10.1016/j.socnet.2023.07.002

Marceau, K., Zahn-waxler, C., Shirtcliff, E. A., & Schreiber, J. E. (2015). *Adolescents ', mothers ', and fathers ' gendered coping strategies during conflict : Youth and parent influences on conflict resolution and psychopathology*. *27*, 1025–1044. https://doi.org/10.1017/S0954579415000668

Patrick, M. E., Peterson, S. J., Terry-McElrath, Y. M., Rogan, S. E. B., & Solberg, M. A. (2024). Trends in coping reasons for marijuana use among U.S. adolescents from 2016 to 2022. *Addictive Behaviors*, *148*. https://doi.org/10.1016/j.addbeh.2023.107845

Qiao, C., Lin, J., Huang, J., Zhou, L., Huang, Y., Shang, Y., Zhang, Q., Xie, J., & Hu, C. (2024). An exploration of the association between family functioning and nonsuicidal self-injury among Chinese adolescents with mood disorders. *European Journal of Psychiatry*, *38*(1). https://doi.org/10.1016/j.ejpsy.2023.100226

Rahmad, R. (2023). Effectiveness of Group Guidance and Discussion Techniques and Its Effect on Level Social Interaction of Mosque Youth. *International Journal of Multidisciplinary Approach Research and Science*, *1*(03), 399–418. https://doi.org/10.59653/ijmars.v1i03.229

Rahmadhani, H. S., & Rahmasari, D. (2011). Efektivitas penerapan outbond training dalam meningkatkan kemampuan resolusi konflik interpersonal pada remaja. *Jurnal Psikologi*

Teori Dan Terapan, *2*(1), 1–10.

Ramsbotham, O., Woodhouse, T., & Miall, H. (2011). *Contemporary Conflict Resolution*. Wiley-Blackwell.

Santrock, J. W. (2013). *Life-span development* (pp. 82–83).

Scannell, M. (2010). *The Big Book of Conflict Resolution Games*. McGraw – Hill Companies, Inc.

Shadare, A. O., Chidi, O. C., & Owoyemi, O. A. (2011). Gender Influences on Managerial Style and Conflict Resolution Effectiveness in Work Organisations in South-Western, Nigeria. *International Journal of Business Administration*, *2*(1). https://doi.org/10.5430/ijba.v2n1p54

Smetana, J. G. (2011). *Adolescents, families, and social development How teens construct their worlds*. Wiley-Blackwell.

Stuart, G. W. (2016). *Prinsip dan Praktik Keperawatan Jiwa Stuart Buku 2 : Edisi. Indonesia*. Elsevier.

Sugiyono. (2016). *Metode Penelitian Kuantitatif, Kualitatif, dan R&D*. Alfabeta.

Suhendri. (2018). *Pengaruh Hardines Terhadap Resolusi Konflik Pada Mahasiswa*. Universitas Muhammadiyah Malang.

Utami, T., & Mariyati, L. I. (2015). *Persepsi terhadap resolusi konflik suami dan kepuasan pernikahan pada istri bekerja di kelurahan Bligo*.

Wang, J., Liu, L., Wu, H., Yang, X., Wang, Y., & Wang, L. (2014). *Agreement between parents and adolescents on emotional and behavioral problems and its associated factors among Chinese school adolescents : a cross-sectional study*.

Wati, D. F., Dewi, R., & Permatasari, D. (2023). Overview of Parental Bonding with Adolescent Mental Health in Bukittinggi 2023. *Journal of Health Science and Medical Therapy*, *2*(01), 70–76. https://doi.org/10.59653/jhsmt.v2i01.462

WHO. (2023). *Adolescent health*.

Yusuf, S. (2015). *Psikologi perkembangan anak dan remaja*. PT Remaja Rosdakarya.