Development of Conflict Management Style Media Development Based on Android to Know the Style of Managing Conflict of High School Students

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ABSTRACT

This study aims to develop a set of android CMS (Conflict Management Style) to find out the style of managing conflict among high school students as an important information to reduce conflict appropriately and responsibly that meets the assessment criteria of acceptability includes aspects of usability, feasibility, accuracy and propriety. This research uses the Borg & Gall development research method which includes: (1) preliminary studies; (2) planning; (3) initial product development; (4) testing expert validation; (5) product revision. After that, the data were analyzed using quantitative and qualitative methods. The material expert test assessment shows 92.19%, means that the contents of CMS (Conflict Management Style) android material is very good, no revision needed. Not only that, the Rating media expert test also shows a very good results, which is 100%, it means that this application design can be considered as a very good one. So concluded that the development of android-based conflict management style understanding media to determine students' conflict management styles had met the criteria for good acceptability in the design and content of the discussion, so that the Android CMS (Conflict Management Style) could be used as information to reduce and direct conflict.

INTRODUCTION

The current pandemic has created a wider range of student conflicts. In Surabaya, East Java, 101 children dropped out of school and they were involved in fights and other juvenile delinquency, asked to make statements and apologize to their parents and promise not to repeat their actions. Most of the juvenile delinquency cases that occur are triggered by social media. Some time ago, the virtual world was stirred up by a trending topic on Twitter with the hashtag #DIYdaruratklitih, after it was traced the cause of this was due to several cases of juvenile violence in Yogyakarta known as klitih. Namely a group of teenage gangsters who come out at night carrying sharp weapons that will be used to injure their opponents. Afful-Broni (2014) believe that schools are the cradle of development and progress, and cannot be separated from conflict. Various kinds of threats, neglect of needs, and power struggles trigger conflicts.

Adolescence can be said to be a transition period that is in the age range of students at the high school level. High school students are an age group that has emotional aspects of uncertainty, instability, and explosive emotions. Changes that occur in high

school students trigger the emergence of conflicts in themselves. In line with this, Hendricks stated that conflict is something that is unavoidable in every human life, so individuals are required to be able to pay attention to every conflict that exists because we need a way to reduce the fear of conflict (Zulkarnain, 2015). Rusdiana (2015) explain that conflict between individuals and groups is unavoidable, can be beneficial or can be detrimental. But it can be used in a productive direction if it is managed properly. Furthermore, Puspita (2018) and Dayakisni (2015) explain that a conflict must be managed properly so that it will not interfere with the activities of a person or group that can have an impact on a person's psyche, such as not calm and focused, restless, and fearful. The Hobbes Tradition considers people to be something that has an aggressive nature so that self-control behavior is the main concern of managing conflict. Conflict does not always have to be abandoned or thrown away (Contu, 2019). Any conflicts that are owned by individuals or groups can be managed properly. A set of skill tools needed to reduce conflict, one of which is conflict management (Shahmohammadi, 2014).

Some phenomena in the field that occur in students are various kinds of disputes and conflicts that cannot be avoided and lead to settlements by means of physical and verbal violence. Through observations that have been made by researchers in several schools in Surabaya, it was found that the results of interviews with Counseling Guidance (CG) teachers that 75% of students have conflicts caused by inequalities, misunderstandings and incompatibility while 25% of students have conflicts with families. Then the conflict has an impact on the activities and learning processes of students in the classroom. This is also because several high schools and equivalents in Surabaya do not yet have a CG service program that can assist students in providing understanding to reduce any conflicts they have. It is also known that some BK teachers in schools still do not meet the criteria, which has been explained, the application of the BK method in high school and its equivalent is carried out by CG teachers with a comparison of one BK teacher or CG teacher providing CG services to 150 students (Permendikbud, 2014).

Individual behavior in conflict situations occurs because of two basic dimensions, namely assertiveness where individuals try to satisfy themselves and cooperative where individuals try to satisfy the attention of others. In these two dimensions, there are five styles of managing conflict (Ghamin et al., 2014). Four basic styles of managing conflict according to the circumstances and current conflict situations, including: avoidance conflict management style, competition conflict management style, compliance conflict management style, and negotiation conflict management style.

Panggabean (2017) explained that conflict management is a form of peace approach and conflict resolution that aims to make all school members (especially students) feel free from violence, both physically and psychologically. Positive things that can be obtained from conflict management are getting learning opportunities, working with others to achieve common goals and being. This research supports that conflict management strategies can help students and promote better school perfomance.

Kariyawan 's research (2016) found that learning conflict management techniques can reduce student behavioral conflicts, involving students fully cooperating in the process of conflict management techniques. The application of conflict management techniques is an alternative to shape student behavior into more character, by learning to appreciate differences.

Creative use of media will increase the possibility for students to be interested in guidance and counseling services, as well as to learn more, remember what they learn better, and improve performance in skills in accordance with the goals of guidance and counseling (Mutmainnah et al., 2018). Guidance and counseling media is a means that can be used to bridge messages in the process of counseling guidance services that can attract students' attention, thoughts, and willingness to understand themselves, direct their thoughts, feelings and be able to solve the problems they face. Setiawan (2016) explained the benefits of information technology today are many, including making it easier to plan and design counseling guidance services, processing data related to guidance and counseling services, creating applications to help the process of guidance and counseling services and many more. Studies of Prasetiawan & Alhadi (2018) the use of counseling guidance media in vocational schools in Yogyakarta which shows the implementation of the effective use of guidance and counseling media is used properly starting from visual media, electronic media, audio-visual media, and computer media in every counseling guidance service.

Based on the description above, this Android CMS requirement was developed to assist CG teachers in providing understanding to students as well as one of the social and personal service programs. Looking at the current pandemic and the process of providing counseling services is also done online, and every student has an Android cellphone, so the Android CMS is easy to use and implement. Supported by research by Prihandoko et al., (2021) a mobile (android) based guidance and counseling service model is effective in helping the process of online guidance and counseling services without being limited by time, distance and effort. Ardi et al., (2014) research through android-based online counseling also has several advantages including: (1) there is a permanent record (history) during the counseling process, (2) the art of typing will help individuals to reflect on their experiences, (3) individuals can express her feelings in her current or present state.

This android-based CMS tool is needed as a means of providing information and understanding as well as efforts to reduce a conflict. CMS android development refers to the basic concepts of android-based applications according to Kadir (2018) that the operating system that includes middeware, linux -based is prestigious among developers for modifying applications into mobile devices or mobile phones. This CMS android application contains several conflict conditions with several choices (conflict management styles) based on Cooper's (2018) five conflict styles, namely avoidance, competition, accommodation, compromise, and collaboration. Then each option CMS displays the skills that need to be possessed in dealing with conflict. On the other hand, the android CMS was developed and adapted to conditions in Indonesia, especially the

research subject environment. This development research using android produces database software that can be used to store information on counseling services (Yuliannisa et al., 2014).

In addition, this CMS application can also help CG teachers provide information and understanding of conflict management methods that can be used according to conflict situations. So that students can easily apply a conflict management style that suits their character. After students use this android CMS, students will learn to deal with conflict with the choice of conflict management style they choose, and prepare conflict management style skills that they must understand. This shows the advantages of the android CMS developed in this study. It is hoped that the resulting android CMS can be useful and used by students. The purpose of this study is to develop a set of android CMS (to determine the conflict management style of high school students as important information to reduce conflict appropriately and responsibly. The development of this CMS android product can provide input for future developers to develop and innovate CMS android products as products that can be used by BK teachers in providing student services in the field of personal and social services. Students can know and understand the style of managing conflict that suits them. So that it can assist them in recognizing, responding to and resolving existing conflicts.

RESEARCH METHOD
In developing the CMS android application, the researcher uses a research development (R&D) model, while the CMS andorid product uses the Borg & Gall development research model. The Borg & Gall (2014) development model is the developer's choice because of the systematic process and easy-to-use development steps. The seven stages of Borg & Gall development research are described as follows.

Initial Preparation Stage
Researchers conducted a preliminary study to determine the style of conflict that occurred at the high school level in Surabaya. At this stage, it was carried out by conducting interviews with several high school counseling teachers in Surabaya, as well as distributing questionnaires to 211 high school students in several areas in Surabaya. In addition, the researcher also examines the concepts and theories that support the research assumptions and compiles a flowchart, so that the steps in product development are arranged appropriately.

Initial Product Development Stage
At this stage, the researcher designed an application called android CMS along with guidebooks and tutorials on using android CMS for student users and CG teachers. The android concept with an interface design that has advantages 1) user friendly, easy to create and modify android applications, 2) full graphic means that the display on the monitor screen is not rigid, more attractive in terms of letters and colors and layout, 3) file size is not too large, 4) the program is easy to understand and run for the user. With

this programming language, programmers developed an android CMS to find out the conflict management style of high school students in Surabaya.

Expert Test Stage

Expert testing is carried out to achieve the objectives of the development activities carried out to achieve the validity of the developed product. Through expert testing, researchers conducted an assessment covering aspects of functionality, reliability, performance, usability and portability of the Android CMS for high school students in Surabaya.

Product Revision Stage

Through the expert test carried out, it will obtain an assessment both quantitatively and qualitatively. The results of the assessment will be used for revision and improvement of android CMS materials for high school students.

Small Field Test Stage

After the product was validated by a team of experts and revised, then gave some treatment to several students who were selected based on the analysis of the data that had been obtained. The implementation of a small field test uses a one group pretest – posttest design model. The results are to find out the differences in students' knowledge before and after using the Android CMS. This study uses mixed data types, namely qualitative and quantitative. The results of the expert test in the form of qualitative data obtained come from the results of criticism, suggestions and solutions to make revisions to the android development research, as well as for quantitative data in the form of an android CMS feasibility score and the results of experimental data whose results will be accumulated. From material experts, media and users, the desired data is obtained. The data collection instrument in this study used a questionnaire containing 15 items of conflict management style.

At the stage of testing the validity and reliability of the questionnaire, there were 5 invalid items, the results were based on rcount > rtable, where r table used a significant level of 5%, namely 0.195. So we get 10 valid statement items. Then by using the help of SPSS 30, it was found that the result was 0.507 which was classified as a fairly reliable level of reliability. At the assessment stage of the CMS android application development, there are assessment criteria by material experts to measure acceptability criteria. The implementation of this assessment aims to measure the indicators that become the acceptability criteria for a product that is being developed. The indicators that will be measured in the acceptability test include usability, feasibility, accuracy, and propriety. Data analysis used in this development research is content analysis and percentage descriptive analysis. Where content analysis is used to analyze qualitative data obtained from input and suggestions for improvement from material and media experts. The results of this analysis are used to modify the Android CMS product. While the percentage descriptive analysis was obtained from the results of the questionnaire given to material experts, media, and field users.

RESULTS AND DISCUSSION

The product developed is android CMS to determine the conflict management style of high school students in Surabaya" using two data, namely quantitative and qualitative data. Quantitative data is based on data from the acceptability assessment by material experts and media experts as well as data from small field test experiments using the Wilcoxon test. Qualitative data were obtained from the revised suggestions and inputs by media, material and user experts (students). The results of the android CMS assessment questionnaire by material experts were 92.19% while the results obtained from media experts were 100%. While the value obtained by prospective users, namely 8 students from several schools in Surabaya, obtained 90.62%. Overall the scores obtained are categorized as very good and do not need revision.

Table 1. Pre-test and post-test results analysis of conflict management style questionnaires.

	Name	Pre-Test Score	Post-Test Score	Difference	Descriptions
1	DSM	51	58	7	Increase
2	UNA	50	54	4	Increase
3	VA	51	60	9	Increase
4	WK	52	63	11	Increase
5	AC	52	65	13	Increase
6	VFP	52	61	9	Increase
7	GKS	45	53	8	Increase
8	YYP	51	55	4	Increase
	Average	50.51	58.62		

Table 1 shows the comparison of the results of the pretest and posttest on each subject can be seen through the Figure 1. From figure 1, it can be seen that there are differences in pretest and posttest scores regarding understanding conflict management styles. Therefore, it can be concluded that android CMS can help improve students' understanding of conflict management styles. Qualitative data in the form of suggestions, criticisms for improving the android CMS carried out by a team of material and media experts were analyzed descriptively. Material experts provide suggestions for improvement such as adding information related to the consequences/risks of each pattern in the conflict management style. Media experts provide advice regarding android layouts and guidebook backgrounds for using android CMS.

The findings of the distribution of questionnaires 75% of students have conflicts that are caused by several reasons such as gaps, misunderstandings and incompatibility, while 25% of students have conflicts with families. Conflicts arise in urban schools than in other areas. This supports the development of android CMS as a preventive measure for students to understand the conflict. Based on acceptability criteria covering aspects of feasibility, usability, accuracy and propriety. The results of the validation by material

experts showed 92.19% meaning that the CMS android product on the use of conflict management materials that had been created and developed was categorized as very good, no revision needed.
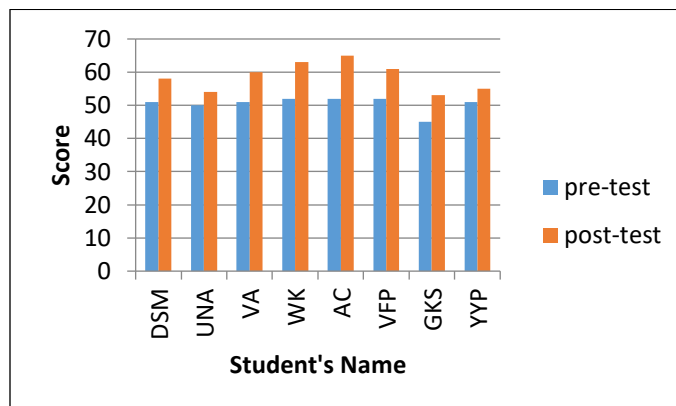

Figure 1. Diagram results of pre-test and post-test questionnaire of conflict management style.

In accordance with the research concept by Purwoko et al. (2015) that conflict resolution counseling can be effective in helping students resolve interpersonal conflicts, besides that it can build positive conflict perceptions, attitudes towards conflict and how to resolve conflicts. The results of the acceptability assessment by media experts showed 100% meaning that the Android CMS product on the concept of making android, appearance and use was categorized as very good, no need for revision. In accordance with the research concept by Prihandoko et al., (2021) explained that some of the obstacles in the process of counseling guidance services, one of which is due to several limitations such as frequency, material and quantity. We can reach these limitations through android-based media. This Android CMS can be used easily and can provide good counseling and guidance services.

Based on the results of a small field test to determine the level of understanding of the student's conflict management style, the Wilcoxon pre-test and post-test results were then analyzed, showing that the negative ranks were 0 which means that there was no reduction in the reduction between the pretest and posttest results and which showed positive ranks. or the difference (positive) between the understanding of conflict management styles for pretest and posttest shows N = 8, Mean ranks = 4.50, sum of rank = 36.00 this result indicates that there is an increase between the pretest and posttest results. Then ties is the similarity of the pretest and posttest scores, the value of ties = 0 indicates that there is no equal value between the pretest and posttest results.

So if the value of Asymp.Sig (2-tailed) is less than <0.05, then Ha is accepted. Conversely, if the value of Asymp.Sig (2-tailed) is greater than 0.05, then Ha is rejected. However, based on the results of the "statistical test" above, it is known that Asymp.Sig (2-tailed) = 0.012, because the value of 0.012 is smaller than <0.05, it can be concluded that Ha is accepted, meaning that there are differences in the results of understanding

conflict management styles before using anphroid CMS and after using the android CMS, it can be concluded that the android CMS can provide students with an understanding of conflict management styles. Shahmohammadi's research (2014) explains that students who have the skills to manage conflict productively and practically can increase their self-esteem, self-confidence and good communication skills. The results of this research on the development of CMS android products are in accordance with some previous research results, that conflict management skills are needed by students to recognize and know conflict management styles.

CONCLUSION

Research on android CMS development using the Borg & Gall research method which has been tested by a team of media and material experts shows very good results, no revision is needed. While the results of a small field test show that there are differences in the results of understanding conflict management styles before using the Android CMS and after using the Android CMS. So it can be concluded that this research on the development of android CMS produces a product in the form of an android-based application along with a user manual that can be used to provide information and provide understanding to students about conflict management styles. The development research that has been carried out has resulted in the development of an android CMS-based application along with a user manual to be used as information services and responsive services. Can be reviewed and developed into a wider research. Some limitations in the study: The number of respondents is still insufficient to describe the actual situation and in the data collection process, the information provided by respondents through questionnaires sometimes does not show the true opinions of respondents, this happens because sometimes different thoughts, assumptions and understandings differ from each other. Respondents, as well as other factors such as the honesty factor in filling in the respondents' opinions in the questionnaire.

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