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The Influence of Conflict Management Style on the Satisfaction of Student Institution Management

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ABSTRACT

The conflict management style in the organization is a management strategy in dealing with conflicts that occur. The use of an appropriate conflict management style will have a good impact on the organization. This study aims to find out the influence of conflict management style on the satisfaction of student institution administrators at the Faculty of Social Sciences and Law, State University of Makassar. This study is a quantitative research that shows cause and effect. The sample in this study was 82 people with the Simple Random Sampling technique and 5 informants. The data collection techniques used are observation, questionnaires, interviews, and documentation. The data analysis techniques used are descriptive data analysis and inferential statistical analysis. The results of the study show that the conflict management style of student institutions at the Faculty of Social Sciences and Law, State University of Makassar is in the "Good" category with 5 indicators, namely competition, collaboration, compromise, avoidance, and accommodating. Meanwhile, management satisfaction is in the "Very Good" category with 5 indicators, namely member satisfaction working in the organization, liking other members, perception of friendliness between members, willingness to cooperate with the organization again in the future, and perception of the satisfaction of other members in the organization. Based on the results of the product moment correlation test, the relationship between variables is moderate. Based on the results of a simple linear regression analysis, it was concluded that there was a positive and significant influence of the Conflict Management style on the satisfaction of the Student Institution Management at the Faculty of Social Sciences and Law, State University of Makassar. This research is the first research at Makassar State University that discusses conflict management styles, especially in student institutions.

Keywords: Style, conflict management, satisfaction

INTRODUCTION

Each individual has potential in himself, in order for this potential to develop properly, it needs to be directed and trained (Arhas, Jamaluddin, et al., 2023; Nasrullah et al., 2022; Niswaty et al., 2024). The development of potential in each individual can be done through education (Arhas, et al., 2023; Darwis et al., 2023; Lin et al., 2017; Saleh et al., 2021). Education is divided into two, namely formal education and non-formal education which both want to educate the nation's generation. Non-formal education includes education obtained from the family environment and the community environment, before entering formal education, every individual must obtain non-formal education starting from birth to growing up to be a child who is old enough to enter formal education even when a person takes formal education he cannot be separated from non-formal education because the environment both from the community and the family also participates in children's education. Formal education is divided into three levels of education, including primary education, secondary education, and higher education. Basic education is the initial education of children where in terms of teaching materials are appropriate basic teaching materials, after basic education children will enter secondary education, of course the teaching materials are

adjusted to the students as well, then the last is higher education is the highest level in education.

Higher education is realized in the form of learning in educational institutions, be it institutions, polytechnics or universities or what is often called a university (Darwis et al., 2022; Saleh et al., 2022; Takdir et al., 2021). Higher education is one of the educational forums in which there is an academic community or campus community, in this case lecturers and students. Lecturers as teachers, transform knowledge to students and students as students, namely receiving and managing the knowledge received.

Higher education is the level of education after the secondary school level. Students as students in a higher education institution have diverse potentials both in terms of science, attitude, creativity and so on. Potential is the ability that everyone has, students as individuals who are aware of the potentials they have will develop this potential. Higher education as one of the forums for developing student potential through the Tridharma of Higher Education, namely education, research and community service. One of the forums in higher education for the development of student potential is intra-campus organizations.

Student organizations are one of the potential development forums consisting of more than one person who has the same vision (Haq et al., 2021; Nasrullah et al., 2024; Niswaty et al., 2021). Organizations have clear structural elements to make it easier for each individual in it to achieve organizational goals because they have been given their respective duties and responsibilities in accordance with their duties. It is not uncommon for differences in views or perceptions of the mission in achieving the goals of an organization. Differences of views in an organization often cause incompatibility that can cause conflicts. Conflicts in general are misalignment of goals, differences in interpretation of facts, and disagreements.

In an organization, conflict is an inevitable thing because there will always be conflicts that arise (Liu et al., 2022; Mikkelsen & Clegg, 2019; Salehi et al., 2022). Many people think that conflict is a negative thing, but in fact, if someone is able to manage conflict well, it will have a positive impact on the organization. The role of leaders in resolving conflicts is very important in an organization, because the impact of the decisions taken by leaders will greatly affect the organization, including affecting satisfaction (Darwis et al., 2018; Niswaty et al., 2019; Rahman, 2019; Saleh & Arhas, 2024).

Satisfaction of administrators in the organization is very important because it will help the organization in achieving organizational goals, when the management of the institution is satisfied with the management of conflicts in the institution, of course this will also provide its own learning for the management of the organization, especially in terms of conflict management. Institutional administrators will also feel that their views are appreciated so that they will carry out the decisions made by the leaders. Thus, the goals in the organization will be easy to achieve.

According to Hacman and Morris (1975) in Ayu et al (2019a) "There are three criteria for organizational viability, namely performance, satisfaction of organizational management, and tactics in managing conflicts in the organization". Hacman and Morris's opinion is also justified by the results of research from Behar, Mannix, and Peterson (2008) With the results of the study, it was conveyed that the high level of group performance is inseparable from the high satisfaction of the management in the organization, by using conflict management styles, namely accomodating, collaborating, and compromising.

The Student Institution at the Faculty of Social Sciences is one of the student institutions at the Universitass Negeri Makassar which is inseparable from the dynamics of the institution, one of which is the conflict within the institution. Conflicts that occur are resolved with various strategies or conflict management styles as conveyed by Wirawan (2013) in National & Pillars (2018) said that "conflict management is a process in which a conflict or a third party develops a conflict strategy and applies it to control the conflict in order to produce the desired resolution".

Conflict management style is one of the factors that affect the satisfaction of administrators in the institution. Laguador (2014) in Valentino (2018, p. 14) said that "student job satisfaction from the organization's management is one of the important factors of the success of a student organization". Management satisfaction is one of the most important things in an organization because maintaining the level of management satisfaction will affect institutional work and the sustainability of the institution.

This study aims to find out the use of conflict management style in the Student Affairs Institution of the Faculty of Social Sciences and Law, Universitass Negeri Makassar, the level of satisfaction of the Administrators, and whether the conflict management style has a significant influence on the satisfaction of the Student Institution Management at the Faculty of Social Sciences and Law, Universitass Negeri Makassar. The indicators of conflict management style according to Keneth Thomas and Ralph Kilman (1974) in Wirawan (2017) including 1) competition , 2) *collaboration*, 3) *compromising*, 4) *avoiding,* and 5) *accomodating*. In this study, the indicators used adjust to the needs of the research, namely the conflict management style used in dealing with the conflicts that occur. The indicators of management satisfaction according to Peterson (1997) in Ayu et al (2019b, p. 275) Namely 1) satisfaction of working in the organization, 2) liking other administrators in the organization, 3) perception of friendliness between members of the organization, 4) willingness to cooperate again with administrators in the future of the organization, 5) perception of the satisfaction of other members in the organization.

The hypothesis in this study is that it is suspected that the conflict management style affects the satisfaction of the management of Student Institutions at the Faculty of Social Sciences and Law, Universitass Negeri Makassar.

METHODS

The type of research used in this study is descriptive with quantitative techniques. In this study, the descriptive method is used to prove whether there is a correlation between learning media and learning outcomes, and whether or not there is an influence of learning media on student learning outcomes, a deeper relationship between two or more variables by observing certain aspects more specifically to obtain data according to the problem at hand, the purpose of the research, where the data is processed, analyzed, and further processed on the basis of the theories that have been studied so that the data can be drawn a conclusion.

The operational definition of this study consists of conflict management style and management satisfaction. Conflict management style is the procedure of the institution, both the management, especially the leader, in dealing with the dynamics of the conflict that occurs. The indicators of the conflict management style are 1) competition, 2) collaboration, 3) compromising, 4) avoiding, and 5) accommodating. Management satisfaction is the positive feeling of the individual being in the institution that affects the work of the institution. The indicators of management satisfaction are 1) satisfaction of members working in the organization, 2) liking other members, 3) perception of friendliness between members, 4) willingness to cooperate again with the organization in the future and 5) perception of satisfaction of other members in the organization.

The population in this study is 421 students from the Student Institution Management at the Faculty of Social Sciences and Law, Universitass Negeri Makassar. The sample in the study was 81 people using the Slovin formula. The sampling technique is proportional random sampling , which is random sampling without regard to strata or level in the population.

The data collection technique consisted of observation, questionnaire distribution, interviews with the management of Student Affairs Institutions at the Faculty of Social Sciences and Law, Universitass Negeri Makassar and documentation of the implementation

of the research. Before distributing the research questionnaire to the respondents, a validity and feasibility test was first carried out on all questionnaire items. Once the entire questionnaire item is valid and reliable, the questionnaire can be distributed to respondents.

The data analysis technique in this study consists of descriptive statistics using percentage, mean and standard deviation analysis. Inferential statistics consist of normality test, product moment correlation test and simple linear regression analysis. The statistical tool used in analyzing the results of this study is Software Statistical Standard Solution (SPPS) version 26.

RESULT AND DISCUSSION

The results of the study include conflict management style, management satisfaction level and the influence of conflict management style on the satisfaction of student institution management at the Faculty of Social Sciences and Law, Universitass Negeri Makassar. The results of the study consisted of descriptive statistical analysis, and inferential statistical analysis.

Conflict Management Style

Conflicts in student organizations are natural and will never be absent throughout the period. Conflict is a difference of understanding that does not find common ground due to various factors such as personal ego, personal interests and other factors. However, with the existence of conflicts that occur in the organization, it is an organizational dynamic, so inevitably it must be faced. Conflicts can have a good impact on the organization if they are resolved according to the conditions of the conflict. The way both the leaders and administrators organize in resolving conflicts is called the conflict management style. Conflict management style is how a leader or administrator in an organization faces conflict.

In this study, the measurement of conflict management style is seen from several indicators, namely competition, collaboration, compromise, avoidance, and accommodating. The following are the results of the analysis of the description of each indicator on the conflict management style:

Table 1: Descriptive Analysis Per Conflict Management Style Indicator (X)

Num	Indicator	n	N	%	Category
1	Competition	614	1215	50,53	Enough
2	Collaboration	1061	1215	87,33	Excellent
3	Compromise	864	1215	71,11	Good
4	Dodge	485	1215	39,92	Not Good
5	Accommodate	752	1215	61,89	Good

Source : Data Processed by SPSS

Competition is a style of conflict management in which in conflict resolution the parties involved compete with each other to win the conflict and defeat the opponent and often use power to pressure. Based on this indicator, an achievement score of 614 was obtained from the total overall score and the percentage of achievement was 50.53%, which shows that the implementation of the competition conflict management style is in the category of quite good.

Competition is a style of conflict management that emphasizes victory over the opponent of the conflict. Based on the results of the study, it is seen that in the use of competition conflict management style in the Student Affairs Institution, Faculty of Social Sciences and Law, Universitass Negeri Makassar is in the category of quite good. This is in line with an interview with Putry Nurmalasari who said that "there are several conflicts where

the parties to the conflict firmly defend their perceptions and even win the conflict because they have power or have the closest influential people in the organization". This shows that the level of assetiveness in the institution is less. Kusworo (2019) said that "the method of competition becomes assertive, but not cooperative, this group works against the wishes of the other group, it is ready to engage in win-lose competition and pressure the other party by using the authority it has". From this explanation, it can be said that the reaction of the Student Institution Management at the Faculty of Social Sciences and Law, Universitass Negeri Makassar to the conflict that occurred also uses the competition conflict management style as a way to resolve conflicts.

Based on observations, competition management styles are sometimes carried out in institutions that have a high culture of seniority, so that in resolving conflicts, institutions not only give advice but sometimes intervene. In the collaboration indicator, an achievement score of 1061 out of the total score was obtained with an achievement percentage of 87.33%, which shows that the use of collaborative conflict management style is in the very good category.

Collaboration is an effort to resolve conflicts together either through deliberation to find a solution. Based on the results of the study, it is seen that in the use of collaborative conflict management style in the Student Affairs Institution, Faculty of Social Sciences and Law, Universitass Negeri Makassar is in the very high category. This is in line with an interview with Nurul Wahida Zal-Zabila as one of the Student Institution Administrators at the Faculty of Social Sciences and Law, Universitass Negeri Makassar, who said that "conflicts in student institutions are always resolved together because institutional conflicts are our common conflicts".

This is in line with Kusworo's (2019) who said that "by using the collaboration method, groups prioritize cooperation and assertiveness, with this method try to meet the interests of each individual in a full-fledged manner with differences, find and solve existing problems so that each individual gains benefits". From this explanation, it can be concluded that the conflicts that occurred in the Student Affairs Institution of the Faculty of Social Sciences and Law, Universitass Negeri Makassar were resolved together.

Compromise is a style of conflict management where the conflict resolution process is carried out by the efforts of each party involved in the conflict to reduce each other's demands either from interests, wills, or desires (negotiating) and re-realize the main objectives of the institution so that it can produce a common ground produced by both parties. Based on the results of the descriptive analysis on the compromise indicator, an achievement score of 864 out of the overall value and the achievement percentage of 71.11% shows that the use of this conflict management style is in the good category. This is supported by the results of observations that show that the management is aware of the importance of vision and mission in the organization, although there are some who leave the organization but are not comparable to those who stay in the organization.

Compromise is a style of conflict management that in resolving conflicts uses a bargaining system to lower demands or in student institutions reduce demands and re-realize the vision and mission. Based on the results of research conducted at the Student Affairs Institution of the Faculty of Social Sciences and Law, it is stated that the use of compromise conflict management style is in the high category.

This is in line with the results of an interview with Sari Bulan as the Student Institution Administrator at the Faculty of Social Sciences and Law who said that "when there is a conflict and the parties to the conflict insist on not wanting to give in, the leader will give a little advice about the main purpose of the activity or organization". From this explanation, it can be concluded that in resolving conflicts, the Management of the Student Affairs Institute of the Faculty of Social Sciences and Law, Universitass Negeri Makassar reminds each other of the main purpose of the institution's activities and the activities themselves so that the parties to the conflict can receive each other's suggestions and inputs.

Avoidance is a conflict management style where conflicts that occur are left because there is no common ground or because they are seen as trivial, so they are postponed to be resolved. Based on this indicator, an achievement value of 485 was obtained from the overall score and with a percentage value of 39.92%, indicating that the implementation of the conflict management style by avoidance is in the poor category.

Avoidance is a reaction that trivializes conflicts that are considered unimportant so that their resolution is delayed or even not resolved. Based on the results of research conducted on the Student Affairs Institution of the Faculty of Social Sciences and Law, Universitass Negeri Makassar, it is stated that the use of avoidance conflict management style is in the low category. This is in line with the results of an interview with Muhammad Fauzi as an Administrator who said that "every conflict will definitely be resolved because if it does not become a disaster in the institution".

This view is supported by the view of Fred in Sudarmanto et al. (2021, p. 17) who said that "conflicts do not need to be avoided and feared, conflicts only need good resolution because if conflicts are managed correctly, they become a huge new force in innovating and have great potential for the development of an organization". From the results of data analysis, it can be concluded that conflicts that occur in Student Affairs at the Faculty of Social Sciences and Law, Universitass Negeri Makassar are not avoided but resolved.

Conflict management style is an organizational way, in this case the management, especially the leader, in regulating, processing and ending conflicts that occur in the organization so that it can be useful to encourage change and innovation for the organization.

Based on the observation of the dynamics of conflicts faced by the management, it is inevitable, this is evidenced by the existence of a special forum held to discuss if there is a conflict, both small and large. As for accommodating, it is a conflict management style where one of the parties to the conflict gives in for the good of the institution by looking at the view that is considered the best. In this indicator, an achievement value of 752 was obtained from the overall value, namely 1215. The percentage value obtained of 61.89% shows that the response to conflicts by accommodating is in the good category. Student Affairs Institutions at the Faculty of Social Sciences in certain conflicts will give in if the solutions offered by the opponents of the conflict are more attractive but do not affect the professional attitude of the administrators in carrying out their duties.

Accommodating is a strategy to deal with conflicts by way one of the parties to the conflict gives in and prioritizes the opponent of the conflict, this style of conflict management quickly resolves the problem but can reappear at any time. Based on the results of research conducted on the Student Affairs Institution at the Faculty of Social Sciences and Law, Universitass Negeri Makassar, it is stated that the use of an accommodating conflict management style is in the high category. This is in line with the results of Sari Bulan's view that "conflicts are usually resolved because one of the parties gives in because the management is dominant and considers the views of the opponent of the conflict to be more in accordance with the needs".

From this explanation, it can be concluded that the conflict that occurred in the Student Institution at the Faculty of Social Sciences and Law, Universitass Negeri Makassar was resolved by one party giving in and prioritizing the opponent of the conflict which was considered more solutive or reasonable.

Management Satisfaction Level

Management satisfaction in an organization is a positive feeling such as happy, comfortable, satisfied in the organization occupied. The following are the results of the analysis of the description of the level of satisfaction of the Student Institution Management at the Faculty of Social Sciences and Law, Universitass Negeri Makassar:

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Table 2: Descriptive Analysis of Satisfaction Interval of Student Institution Management at the Faculty of Social Sciences and Law, Universitass Negeri Makassar

Num	Indicator	n	N	%	Category
1	Member Satisfaction Working in the Organization	963	1215	79,26	Good
2	Like Other Members	914	1215	75,23	Good
3	Perception of Friendliness Between Members	1032	1215	84,94	Excellent
4	Willingness to Work Together Again with Organizations in the Future	1025	1215	84,36	Excellent
5	Perception of Satisfaction of Other Members in the Organization	999	1215	82,22	Excellent

Source : Data Processed by SPSS

Satisfaction of members working in the organization means feeling happy in carrying out work programs as well as agendas and other activities that have been arranged in the institution. Based on this indicator, an achievement score of 963 out of the overall value and with a percentage value of 79.26% shows that the satisfaction of members working in the organization is in the good category. Based on the results of observations, the Student Affairs Institution at the Faculty of Social Sciences and Law has a relatively large number of administrators, besides that several work programs are also carried out together. Liking other members means that in the institution they still like each other, even though there are various kinds of differences that arise but are still professional in carrying out their duties and responsibilities in the institution. Based on this indicator, an achievement value of 914 was obtained from the overall value and with a percentage value of 75.23%, indicating that it was good.

Based on the observation of the Student Affairs Institution at the Faculty of Social Sciences has administrators from various different backgrounds so that it is not uncommon for ideas to differ from one another, but so far, the work programs and activities that have been agreed upon are carried out together and all activity concepts are agreed upon together.

The perception of friendliness between administrators means that from observation it gives rise to the perception that in the institution all administrators are friendly to each other both in work and other activities. Based on this indicator, an achievement score of 1032 was obtained from the overall score and with a percentage value of 84.94 %, indicating that the perception of friendliness between administrators was in the very good category. This category is in accordance with the observation that whenever there is a dispute, it will definitely be quickly handled by the leader so that there is rarely a mutual dislike of each other in the institution. The willingness to work together again in the organization in the future means that after completing one job (work program or agenda or other tasks), they are still willing to work together again in the next activities for the sake of the continuity of the institution and the achievement of the vision. Based on this indicator, an achievement value of 1025 was obtained from the overall value and with a percentage value of 84.36 %, indicating that the willingness to work together again in the organization in the future is in the very good category. This is in accordance with the observation that many demissionaries of the institution even though they no longer have positions in the institution still contribute to the institution. This has made many administrators inspired to complete their management period and will remain for their institutions.

The perception of the satisfaction of other administrators in the organization means that in addition to their own satisfaction in the organization, of course, it must be met with the satisfaction of other administrators as well so that the maximum cooperation in the

institution so that from observation it can be perceived that members in this case other administrators of the institution are also satisfied in the organization. Based on this indicator, an achievement score of 999 out of the overall score and with a percentage value of 82.22% shows that the perception of satisfaction with other administrators in the category is very good. The Student Institution at the Faculty of Social Sciences and Law, Universitass Negeri Makassar has administrators with different backgrounds so that differences in ideas are natural, but this difference provides new innovations for institutions and administrators in the institution to accept the decisions that have been agreed, in addition to that there is a Student Institution at the Faculty of Social Sciences and Law, Universitass Negeri Makassar also holds activities whose purpose is to strengthen the sense of togetherness in the institution so that it is perceived that other administrators are also satisfied with being in the institution.

Furthermore, to find out the average implementation of conflict management style indicators, management satisfaction and standard deviation values of the two variables, can be seen in Table 3:

Table 3: Analysis of Mean and Standard Deviation of Conflict Management Style (X) and Management Satisfaction (Y) Variables

Descriptive Statistics

	N	Range	Minimum	Maximum	Mean	Std. Deviation
Conflict Management Style (X)	81	36	32	68	46.62	5.821
Management Satisfaction (Y)	81	29	44	73	60.90	6.455

Source : Data Processed by SPSS, 2022.

Based on Table 3, the results of the analysis of the mean, *median,* mode and standard deviation of each variable were obtained. Based on the summary of the table, information was obtained on the conflict management style variables, a total respondent score of 81 was obtained with the highest score of 68, the lowest score of 32, and the average respondent's answer score of 46.62. The standard deviation value of 5.821 where the value is smaller than the *mean* value, this shows that the conflict management style variables are homogeneous or have the same diversity.

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In the management satisfaction variable, the total management satisfaction score was obtained on the conflict management style variable, the total respondent score was 81 with the highest score of 73, the lowest score of 44, and the average respondent's answer score of 60.90. The standard deviation value of 6.455 where the value is smaller than the *mean* value, this shows that the job satisfaction variable is homogeneous or has the same diversity.

Based on the results of research that has been conducted on the Management of Student Institutions at the Faculty of Social Sciences and Law, Universitass Negeri Makassar, the level of satisfaction of the administrators is in the very high category, which is reviewed from five indicators.

The satisfaction of members working in the organization can be seen from the active activities of the management consistently in the organization. Based on the results of research conducted on the Student Affairs Institution at the Faculty of Social Sciences and Law,

Universitass Negeri Makassar, it is stated that the satisfaction of working in an organization is in the good category.

Job satisfaction in an organization refers to the positive attitude of the management towards their work which is expressed based on the evaluation of the work of the management in their current work situation, where the management who is satisfied tends to adapt well to the institutional work conditions compared to those who are dissatisfied, so that the management unites itself with the condition of the institution and chooses to maintain their membership and increase their loyalty to the institution Ellys and Ie (2020).

This is in line with an interview with Muhammad Fauzi who said that "the management feels satisfied in the work of the institution as seen from loyalty and enthusiastic attitude in every activity". Based on this explanation, it can be concluded that the Management of the Student Affairs Institution of the Faculty of Social Sciences and Law, Universitass Negeri Makassar has positive emotions and good job satisfaction with the institution.

Liking other members is also no less important in an organization. Liking other members can be seen from the communication between fellow administrators and work professionals in the organization. According to Mahmudah (2015) said that "communication will help build and maintain the achievement of organizational goals, this is done by providing motivation and inspiration among organizational members who can increase innovation so that the goals that have been set can be achieved". Based on the results of research conducted on the Student Affairs Institution at the Faculty of Social Sciences and Law, Universitass Negeri Makassar stated that they liked other members, in this case, other administrators in the organization were in the good category.

This is in line with the results of an interview with Nurul Wahida Zal-Zabila who said that "differences of opinion often exist but the debate only comes to the time of discussion of the issue after the completion of the relationship is established as usual, communication is smooth and institutional work is also running". Based on the results of the data, it can be concluded that the relationship between fellow administrators is well established.

In addition to yourself, it is also necessary to know how the perception of friendliness between other members, members in this case are administrators. In this indicator, the perception of friendliness between members is assessed from how cooperative the organization is and how other administrators receive suggestions and input. Based on the results of research conducted on the Student Affairs Institute at the Faculty of Social Sciences and Law, Universitass Negeri Makassar, the perception of friendliness between members in the organization is in the very good category.

The willingness to work together again with the organization in the future is a form of satisfaction that someone is in the organization. The willingness to work together again with members in the future can be seen from how active they are in contributing to the organization and the work commitment of the management. Based on the results of research conducted on the Student Affairs Institute at the Faculty of Social Sciences and Law, Universitass Negeri Makassar, the willingness to work with members again in the future is in the very good category. According to Nurul Wahida, Zal-Zabila explained that "The institution provides a lot of knowledge and has even become a home for me so that it is like my home will continue to exist in it".

In addition to self-satisfaction in an organization, of course, the satisfaction of others also needs to be known because the work in the organization is running smoothly if the people in the organization feel comfortable and satisfied with the condition of the organization. The perception of the satisfaction of other members in the organization is seen from how he carries out his duties and responsibilities as well as his activeness in providing his ideas for the progress of the organization. Based on the results of research conducted on the Student Affairs Institution at the Faculty of Social Sciences and Law, Universitass Negeri Makassar, the

perception of the satisfaction of other members, in this case the administrators in the organization is in the very good category.

This is supported by the results of an interview with Sari Bulan as the Student Institution Administrator at the Faculty of Social Sciences and Law, Universitass Negeri Makassar who said that "according to observations, the dominant management is satisfied in the organization, as evidenced by the activeness of the management until now in carrying out the tasks and responsibilities given". Based on the results of this explanation, it can be concluded that the Management of Student Institutions at the Faculty of Social Sciences and Law, Universitass Negeri Makassar is perceived to be satisfied with being in the institution.

The Influence of Conflict Management Style on the Satisfaction of Student Institution Management at the Faculty of Social Sciences and Law, Universitass Negeri Makassar

The inferential statistical analysis in the results of this study consists of a normality test, a product moment correlation test, and a simple linear regression analysis. The normality test is a test carried out to find out the distribution of data, whether the data is normally distributed or not. The normality test method used in this study is non-parametric Kolmogorov-Smirnov (K-S).

Table 4: Kolmogorov-Smirnov normality test

One-Sample Kolmogorov-Smirnov Test		
		Unstandardized Residual
N		81
Normal Parametersa,b	Mean	.0000000
	Std. Deviation	5.71557550
Most Extreme Differences	Absolute	.079
	Positive	.059
	Negative	-.079
Test Statistic		.079
Asymp. Sig. (2-tailed)		.200[c,d]

a. Test distribution is Normal.
b. Calculated from data.
Source : Data Processed by SPSS

Table 4 shows that the results of the normality test on the variables of conflict management style and management satisfaction obtained a significance value of 0.200. In accordance with the basis for decision-making in the One-Sample Kolmogorov Smirnov Test, if the Asymp value. Sig. (2-tailed) is greater than (>) than 0.05 then the data is normally distributed. Based on the results, it can be concluded that the data is normally distributed due to the Asymp value. Sig. (2-tailed) by 0.200 is greater than (>) 0.05.

Product moment *correlation analysis* is a statistical analysis used to determine the degree of significant relationship between conflict management style variables (X) to management satisfaction (Y) in the Student Affairs Institution, Faculty of Social Sciences and Law, Universitass Negeri Makassar. The results of the correlation test analysis are presented in Table 5 as follows:

Table 5: Product Moment Correlation Analysis

Correlations			
		Conflict Management Style (X)	**Manager Satisfaction (Y)**
Conflict Management Style (X)	Pearson Correlation	1	.465**
	Sig. (2-tailed)		.000
	N	81	81
Manager Satisfaction (Y)	Pearson Correlation	.465**	1

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Correlations			
	Sig. (2-tailed)	.000	
	N	81	81

**. Correlation is significant at the 0.01 level (2-tailed).
Source : Data Processed by SPSS

Based on the results of the statistical analysis of the product moment correlation, a calculated value of 0.465 was obtained. Based on table 3. The interpretation of r in the table can be concluded that the correlation coefficient of 0.465 is in the interval of 0.40-0.599 which indicates that the level of relationship is moderate.

The simple linear regression analysis aims to test the hypothesis in the study, namely it is suspected that there is an influence of conflict management style on the satisfaction of student institution administrators at the Faculty of Social Sciences and Law, Universitass Negeri Makassar. Simple linear regression is used to refer to t through the table of coefficients. The accepted hypothesis is H 0 : α : β =, against H1 : α ≠ 0 or β = 0. The test criteria are that if the t_{count} is greater than the t_{table} at a significant level of 5%, then H0 is rejected which states that the conflict management style has no effect on the satisfaction of the management and vice versa if the tcount is smaller than the ttable at the level of 5%, then H1 is accepted which states that the conflict management style has an effect on the satisfaction of the management. The results of the data analysis are as follows:

Table 6: Simple Linear Regression Analysis

Coefficients[a]					
	Unstandardized Coefficients		Standardized Coefficients		
Model	B	Std. Error	Beta	T	Sig.
(Constant)	36.881	5.189		7.108	.000
Conflict Management (X)	.515	.110	.465	4.665	.000

a. Dependent Variable: Manager Satisfaction (Y)
Source : Data Processed by SPSS, 2022.

Based on table 6, it is known that the conflict management style (x) has a t_{cal} value of 4.66 > t_{table} 1.668 (df = n-2 = 81-2 = 79) with a significant level of 0.000 < 0.05. Therefore, partially, the variable of conflict management style (X) has a positive and significant effect on the satisfaction of management (Y). Thus, the hypothesis that states that there is a positive and negative influence between conflict management style (X) and management satisfaction (Y) is accepted.

Furthermore, to see the magnitude of the influence between variables, it can be known based on the results of the correlation test analysis. In the results of the analysis, the determination coefficient (r square) was obtained

$$KD = r^2$$
$$KD = 0{,}465^2$$
$$= 0.216$$

The interpretation of the value of the determinant coefficient shows how much the contribution of the independent variable is able to explain the bound variable. Based on the results obtained by the coefficient value of determination, it can be concluded that the conflict management style variable has an influence of 21.6% on the satisfaction of administrators in the Student Affairs Institution of the Faculty of Social Sciences and Law, Universitass Negeri Makassar, while the remaining 78.4% is influenced by other variables that are not explained in this study.

Furthermore, based on the results of a simple regression analysis in table 6. The constant value was obtained at 36.881 while the value of the variable coefficient of conflict management style was 0.515. Based on these values, the simple linear regression equation is:

$\hat{Y}$ = 36,881 + 0,515 X

Based on a simple linear regression equation, information is obtained:

The constant value of 36.881 shows that if the independent variable (Conflict Management Style) is assumed to be constant, then the satisfaction of the administrators in the Student Affairs Institution of the Faculty of Social Sciences and Law, Universitass Negeri Makassar is 36.881. The (+) sign indicates a unidirectional relationship, meaning that if the variable of conflict management style increases, then the satisfaction of the management will also increase. The regression coefficient value for the conflict management style variable was 0.515. This value indicates that for every increase of 1 unit of conflict management style, the satisfaction of the management in the Student Affairs Institution of the Faculty of Social Sciences and Law, Universitass Negeri Makassar will increase by 0.515.

Based on a simple linear regression analysis, it was concluded that there was a significant positive influence between the two variables. Based on the decision-making criteria in answering the research hypothesis submitted earlier, the research hypothesis can be accepted, so it can be concluded that the conflict management style has a significant positive effect on the satisfaction of the management.

Conflict management style and management satisfaction are two things that have one goal, namely the achievement of institutional goals and the sustainability of an institution. The style of conflict management is necessary in an institution as we know that institutions will never be separated from conflicts so it is necessary to have a strategy to deal with conflicts that arise. The conflict management style used by the management of the institution, especially the leader who is the center of decision-making, will have many impacts, one of which is the satisfaction of the management in the institution. An appropriate conflict management style will also have a good impact on the level of satisfaction of administrators in the institution. Satisfaction of the management in the institution is one of the important things because it will affect the institutional work and the sustainability of the institution in the future.

CONCLUSION

Based on the results of the analysis of the influence of conflict management style on the satisfaction of student institution administrators at the Faculty of Social Sciences and Law, Universitass Negeri Makassar, the conclusion from the results of this study is that the Conflict Management Style (X) of Student Institutions at the Faculty of Social Sciences and Law, Universitass Negeri Makassar is in the good category. The level of satisfaction of the Student Institution Management at the Faculty of Social Sciences and Law, Universitass Negeri Makassar is in the very good category. Based on the results of data analysis, it was obtained that the relationship between conflict management style and management satisfaction was in the category of moderate relationship and there was a positive and significant influence on conflict management style and satisfaction of student institution management at the Faculty of Social Sciences and Law, Universitass Negeri Makassar.

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