

The logo for APsyA 2017 features a stylized pink and purple symbol resembling a flower or a flame on the left, followed by the text "APsyA 2017" in a bold, sans-serif font. The "A" and "P" are pink, "s" and "y" are purple, and "A" and "2017" are blue. The background of the top section is a scenic landscape with a volcano and a lake under a sunset sky.

# APsyA 2017

**“Save Our Generation for a Better World”**

## **THE PROCEEDING BOOK**

**THE 6<sup>TH</sup> ASIAN PSYCHOLOGICAL  
ASSOCIATION CONVENTION  
2017 21/23 APRIL  
MALANG  
INDONESIA**

*Organized by :*

ISBN 978-602-61871-2-3





---

# THE PROCEEDING BOOK

## THE 6<sup>TH</sup> ASIAN PSYCHOLOGICAL ASSOCIATION CONVENTION 2017 21/23 APRIL MALANG INDONESIA

**Editors:**

Dr. Tutut Chusniyah, M.Si.  
Nur Eva, Spsi. M.Si

**Desain:**

dr. Syeda Tazkia Noor, S.ked.

**Reviewers:**

Prof. Dr. Fattah Hanurawan, M.Si., M.Ed. (Indonesia)  
Prof. Dr. Jas Laile Suzana Binti Jafar (Malaysia)  
Sherry N. McCarthy, Ph.D. (USA)  
Prof Viren Swami (UK)



***Important Note:***

Scientific Committee did not edit or correct the paper accepted for proceeding. It was assumed that submitting the paper with no grammar and spelling errors was the author's responsibility.

## ACKNOWLEDGMENT

Welcome to proceeding of the 6th Asian Psychological Association Convention provides an overview of the current status of research in psychology in Asia, with a specific focus on theme “save our generation for a better world” It was pleasure to edit the convention proceeding which contain all accepted abstracts that preented and considered for publication at the 6th APsyA Convention, held in Malang, Indonesia, at 21st-23rd April 2017. The convention was mainly organized by Faculty of Psychology Universitas Negeri Malang in collaboration with Asian Psychological Association (ApsyA) and Konsorsium Psikologi Ilmiah Nusantara. The presenters and participants of the convention came from Indonesia, Australia, New Zealand, Thailand, Canada, France, Malaysia, China, Philipines, South Africa, Australia with total about 250 persons.

The 6th APsyA Convention received a great number of abstracts for persentation. We are highly grateful to the author for their enthusiassm, and some of the accepted papers were selected for publishing by cambridge scholar publishing. The theme in this book are seen from social psychology, political psychology, cultural psychology, developmental psychology, educational psychology, industrial and organizational psychology, clinical psychology, health psychology, and positive psychology perspectives. We hope that this proceeding book can develop more about APsyA vision and mission that is to advance psychology and the application of its scientific findings throughout Asia.

The convention began with workshops organised by 1). Professor Fathali Moghadam (Georgetown University, USA), with the theme “tackling social problem through appropriate psychology”. 2). Professor Jas Laile Suzana Jaafar (University of Malaya, Malaysia), with the theme “how to write a good scientific international article for master and Ph.D students”. 3). Roseline D. Davido (Association Internationale du Davido – CHAD Assesment. Test, France), with the theme “childhood hand that disturbs (CHAD) for advanced” The keynote speakers of the 6th Asian Psychological Association Covention were: 1). Prof. Fathali Moghadam (Georgetown University, USA) with a theme “globalization, multiculturalism, and omniculturalism; 2). Prof. Stuart C. Carr (Masey University, New Zealand) with a theme “how can living wages save our generation for a better world”; 3). Roseline D. Davido (Association Internationale du Davido – CHAD Assesment. Test, France) with a theme “through the looking glass with the Davido-ChaD; 4). Dr. Seto Mulyadi (Indonesia) with a theme “save our world for a better generation” and 5). Prof. Buxin Han with a theme “mental health studies and services in China”.

In the context of this proceeding publication we would like to say thank you to some people and institutions. They are follows:

1. Asian Psychological Association Board. We hope the Asian Psychological Association will continue to develop Asian psychology that can solving to Asian indigenou and cultural needs.
2. The convention comitee. The comitee helps well in organizing this convention.
3. Universitas Negeri Malang, Indonesia, specifically Faculty of Psychology.



4. Late Prof. Sarlito Wirawan Sarwono as one of the founder of Asian Psychological Association. This convention can be seen as a legacy of his initiative to sustain Asian psychology, He has passed away before this convention.
5. Late Sherri McCarthy. This publication can be seen as one of her important legacies to Asia psychology development. She has passed away when this proceeding being prepared.

We hope this convention and proceeding will contribute to meaningful paradigm shift in psychological research, in general, and the delegates' career development, in particular. Finally, we would like everybody who contributed in many ways to the success of the convention. We Wish to see you all in 6th APsyA convention 2019 in Malaysia.

Oktober, 2017

**Editors:**

Dr. Tutut Chusniyah, M.Si

Nur Eva, Spsi. MSi

dr. Syeda Tazkia Noor, SKed

**Reviewers:**

Prof. Dr. Fattah Hanurawan, M.Si., M.Ed.

**(Psychology Educational Faculty, Universitas Negeri Malang, Indonesia)**

Prof. Dr. Jas Laile Suzana Binti Jafar **(Department of Educational Psychology and  
Counselling, Faculty of Education, Malaya University, Malaysia)**

Sherry N. McCarthy, Ph.D. **(Educational Psychology at North Arizona University, USA)**

Prof Viren Swami **(Anglia Ruskin University, UK)**

## Individual State when Faced a Conflict

**Setyani Alfinuha**  
**Hennira Rohyatin**  
**Fathul Lubabin Nuqul**  
**Faculty of Psychology**  
**Maulana Malik Ibrahim State Islamic University**  
**setyanialfinuha@gmail.com**

### Abstract

Conflict can occur due to difference vision, mission, objective, interest, and paradigm. Conflict can occur due to the tendency of a party which either foes to claim that the party is the right one or sets out the party's interest. Conflict cannot be avoided by Indonesia citizen. Conflict tends to trigger negative effects such as grudge, anger, debasement. However, conflict can also trigger positive effects such as shining up the group cohesiveness. Positive and negative feelings caused by conflict need to be further investigated so that it can be obtained full information of the conflict itself. This study investigated individual state or feelings occurred from Indonesia citizen when faced conflict seen from the age point of view. The number of subject of this is 924 respondents. Based on the study done, it is known that from the three age categories, teenagers have the most negative emotions which are 81.48%. This is due to their unstable mind which cause them easily get emotional due to conflict. Get along in years; people get matured so that the negative feelings which occur due to conflict get lesser.

**Keywords:** Conflict, intra-individual process, age

Conflict is something which always occurs in people's life. Conflict can be started due to the differences of vision, mission, objective, interest, and paradigm. Conflict can occur due to the tendency of a party which either foes to claim that the party is the right one or sets out the party's interest (Kolb, 1992). Conflict occurs due to various reasons, such as extreme lack of rainfall which has positive correlation with all kinds of political conflicts, even though the strongest relationship is due to violence, which is more responsive than rare rainfall as reported by *Social Conflict Africa Database* (Hendrix & Salehyan, 2012). Besides the lack of sources, conflict can also occur due to identity (Dalton, 2003). Moreover, competition can also trigger conflict in the context of interpersonal (Jonhson & Johnson, 1999).

Another factor which causes conflict is the lack of individual's moral state which causes violence practice in solving conflict because it can trigger grudge in form of accumulated hatred from other group of citizen who feels the concerned violence practice. The unstable governmental state can also be the gap which causes conflict (Kurniawan & Syani, 2012).

Indonesia citizen who consists of various tribes, races, and religions is susceptible of facing conflict. The incompetency in translating message which causes the loss of orientation or instability and even disconsolate can cause conflict. Other causes of conflict can be in form of political factor, economical discrepancy, cultural discrepancy, biased ethnic and religion. However, only economic and political factor which are commonly pointed as the most dominant causes of conflict compared to the last mentioned two (Aisyah, 2014).

There are a lot of factors which can trigger conflict, thus Raffael (2008) states that a person can run or hide from conflict, but he cannot avoid it. Conflict cannot be avoided in the diversity of citizen.

Conflict has the potential to trigger positive or negative effects. Those effects can be in form of physical, psychological, social, economic, and cultural forms. Conflict will bring change in society which causes a difference from the previous life. If the effect occurred is positive, thus there will be improvement of good relationship among the citizen, but if it is negative effect, the existed society will become worse. This negative effect can also make the conflict cannot be solved, but also can make it worse in the future. (Kurniawan & Syani, 2012).

In reality, people who avoid conflict are often found but not few of them create conflict. In general, conflict is considered as a representative of a destruction of an organization control system. In opposite, conflict can also be considered as a positive strength in an organization if it is coped well. This is proven by various conflicts among groups in Indonesia which is recorded as conflicts which reinforce fears in society. Data show that there are 18,910 people in Indonesia died due to conflicts in Aceh, Poso, Sampit, Papua and Maluku since October 1998 until September 2001 (Malik, 2003)

If conflict is not coped well, it tends to trigger negative effects such as grudge, anger, debasement. On the contrary, a well coped conflict triggers positive things such as group cohesiveness and many others. Therefore, a review on conflict in which feelings felt during conflict need to be investigated. This study is needed so that a proper way or strategy to cope the conflict can be found so that the conflict can trigger positive effect instead of the negative one. This study explained the process of intra-individual or feelings occurred when facing conflict seen from age point of view.

## LITERATURE REVIEW

Conflict, in consensus, is defined by the experts as a form of disagreement, discord, and friction that occur when the actions or beliefs of one or more members of the group are unacceptable to and resisted by one or more of the other group members. (Forshyt, 2010; Aisyah, 2014). Factors which trigger conflict can be classified in three groups, which are communication, structure, and personal. Communication factor includes the existence of inadequate information exchange and the existence of noises in channel of communication. Structure factor includes the size and the degree of specialization in task given to each part or member of group; different objectives among groups; leadership styles of leader/manager in charge; retained/compensation system given; the degree of dependency among groups/parts in company. Personal factor includes individual values; or characteristic of someone's personality (Indriyatni, 2010).

Conflict can also triggered by the lack of social control which is not followed by action by the law enforcer so that the scofflaws do not have the fear by the violation made by them because they are aware that they will not get any punishment as how it is supposed to be in law (Kurniawan & Syani, 2012). The main factor which triggers conflict is the lack of individual moral stat. They commonly use violence in solving the problem which triggers grudge in form of accumulated hatred from other society group who feels the violence. Unstable governmental state can also be the gap which triggers conflict.

Conflict will cause various effects. One of the effects of conflict is psychological effect. Conflict can create trauma, uneasiness, even the loss of confidence from an individual in the

society. Actually, individual has different needs from one another. Those needs need to be fulfilling according to their degree (Kurniawan & Syani, 2012).

A conflict always created effects either positive or negative. Positive and negative conflicts will bring changes in society life which causes different life style than the previous one. If the occurred effect is the positive one, thus there will be an improvement of good relationship among the society. However, if the occurred effect is negative one, it will only make the current life becomes worse. This negative effect can also make the current conflict becomes unsolved and getting bigger and threaten the life in the future.

When conflict cannot be avoided, the best solution is reconciliation. An open reconciliation which is agreed by both parties is a win-win solution which becomes the best way to avoid the upcoming conflict. This open reconciliation means that after the concerned conflict, there will be not any other unsolved conflicts and secret closed. Understanding and forgiveness among people becomes the main key to solve the conflict openly (Kurniawan & Syani, 2012).

Previous studies on conflict have been done. However, not many of them which focus on individuals conflict psychologically. Previous studies on conflict mainly focus on the study of inter-group (Dhami & Olsson, 2008; Kurniawan & Syani, 2012), and conflict on individual state (Hanselmann, & Tanner, 2008; Robinson, Wilkowski, & Meier, 2008)). Individual's reaction on something is highly related to the current culture (Ember, & Ember, 2000) the same goes to conflict. This study is taken place in Indonesia which has collectivity culture. It means that this study is expected to be different with the previous study conducted in Western countries which have individualistic culture.

## METHODS

In accordance with the title of this study, this study used mixed method by using open-ended questionnaire as the main instrument to obtain the data. The question given in the open-ended questionnaires is "Please explain how your feeling is during experiencing the concerned incidents?" This study tried to analyze and describe the process of intra-individual when the subject faced conflict.

The variable of this study is the feeling felt by the subject when faced conflict. This study used descriptive approach because it enables the researchers to analyze and present the data systematically so that it will be easy to be understood and concluded. The tabulation of data was done based on the percentage analysis.

Intra-individual process in this study is interpreted as feelings occurred during the conflict such as sadness, happiness, anger, disappointment, et cetera. The subject of this study is 924 respondents which are divided into three categories which are 243 teenagers, 562 young adults, and 119 adults.

## RESULTS

The result of this study is in form of percentage of intra-individual process from those 924 subjects which then categorized into three categories which are teenagers, young adults, and adults. The following is the percentage of intra-individual process felt by the subject when faced

conflict. In general, the common responds occurs during the conflict is negative feeling, positive feeling, and no expression. The following is the finding in each age category.

Based on the data, it can be obtained that percentage of feelings during conflict in teenagers are negative feeling (81,48%), no expression (9.05%), and positive feeling (9.47%). It is also known that feeling felt by the subject when faced conflict in the young adult (18-25 years old) category are no expression (14.41%); negative feeling (79.89%); and positive feeling (5.69%). Based on table 3, it is known that feeling felt during conflict in adult can be described as no expression (21.61%); negative feeling (76.47%); positive feeling (1.68%).

Based on the data, it is known that subjects categorized as no expression is those who do not answer, neutral, or give irrelevant answer from the question given in the open-ended questionnaire. It is also known that feeling included as positive feelings (14 – 17 years old) are excited (3.7%) and happy (5.76%).

**Table 1. Feeling when faced conflict in teenager category, negative feeling (14 – 17 years old)**

<b>Individual State</b>	<b>Indicator</b>	<b>∑</b>	<b>%</b>
Confused		9	3.70%
	Anxious	2	0.82%
	Middle	5	2.06%
	Confusion	2	0.82%
Worried		2	0.82%
	Disturbed	2	0.82%
Annoyed		108	44.44%
	Annoyed	30	12.35%
	Anger	58	23.87%
	Bad blood	2	0.82%
	Hurt feeling	18	7.41%
		79	32.51%
Uncomfortable	Bad mood	2	0.82%
	Have a bee in bonnet	2	0.82%
	Disappointed	11	4.53%
	Apprehensive	4	1.65%
	Regret	4	1.65%
	Sad	20	8.23%
	Afraid	4	1.65%
	Tense	6	2.47%
	Offended	2	0.82%
	Uncomfortable	20	8.23%
	Uneasy	4	1.65%
	<b>Total</b>		<b>198</b>

Based on table 1 above, it is known that subjects with negative feelings feel confused, worried, annoyed, and uncomfortable. In teenager category, they are in general give no expression, negative feeling and positive feeling. The percentage of those four categories

included in the negative process are the feeling of confused (3.70%), worried (0.82%), annoyed (44.44%), and uncomfortable (32.51). feeling confused consists of some sub categories which are anxious, middle, and confusion. Feeling worried consists of the feeling of disturbed. Feeling annoyed consists of the feeling of annoyed, anger, bad blood, and hurt. Feeling uncomfortable consists of the feeling of bad mood, have a bee in bonnet, disappointed, apprehensive, regret, sad, afraid, tense, offended, uncomfortable, and uneasy.

Positive feeling consists of the feeling of excited and happy. The percentage of the positive feeling is excited (3.70%) and happy (5.76%). The sub category of excited is excited and fun while the sub category of happy is happy itself.

No expression category consists of blank, others, and neutral. The subjects categorized as blank are 3.29%. This subjects categorized as *blank* are those who answer the questions from the researchers. Subjects from *others* category are 4.94% while subjects who answer with irrelevant answers are 9.43%. Subjects included in neutral category are those who answer “neutral”. There are 0.82% of them.

Based on the data, it is obtained that subjects categorized as no expression are subjects who give no respond /blank (1.07%), feel so-so/neutral (3.91%), and answer other things which are not related with the question/others (9.43%). It is also known that responds categorized as positive feeling are the feeling of excited (2.85%) and happy (2.85%).

**Table 2. Percentage of responds with negative feeling category in young adult group**

Individual State	Indicator	Σ	%
Right	Right	5	0.89%
	Right	5	0.89%
Confused	Confused	12	2.14%
	Confused	12	2.14%
Middle	Middle	4	0.71%
	Middle	4	0.71%
Annoyed	Annoyed	90	16.01%
	Annoyed	90	16.01%
Disappointed	Disappointed	19	3.38%
	Disappointed	19	3.38%
Anger	Anger	135	24.02%
	Hatred	3	0.53%
Uncomfortable	Anger	132	23.49%
	Guilt	5	0.89%
	Tired	2	0.36%
	Worried	7	1.25%
	Nervous	11	1.96%
	Panicky	4	0.71%
	Disarray	2	0.36%
	Shocked	3	0.53%
	Apprehensive	2	0.36%
	Embarrassed	3	0.53%
	Regret	8	1.42%

Panic	2	0.36%
Hurt Feeling	9	1.60%
Sad	68	12.10%
Afraid	6	1.07%
Tense	5	0.89%
Uncomfortable	34	6.05%
Unsteady	13	2.31%
<b>Total</b>	<b>449</b>	<b>79.89%</b>

Based on table 2, it is known that responds categorized as negative feeling are feeling right, confused, middle, annoyed, disappointed, angry, and uncomfortable. Intra-individual process felt by young adult group when faced conflict was divided into three categories. Those three categories are no expression (14.41%), negative feeling (79.89%), and positive feeling (5.69%). Subjects who are categorized with no expressions are those who are categorized as blank are those who do not answer researcher’s question; neutral is for those who answers “neutral”; and others is for those who give irrelevant answer.

Subjects categorized as having negative feeling are subjects who answer that they are feeling right (0,89%), confused (2,.14%), middle (0.71%), annoyed (16.01%), disappointed (3.38%), angry (24.02%), and uncomfortable which is guilty, tired, worried, panicky, disarray, shocked, apprehensive, embarrassed, regret, panic, hurt, sad, afraid, tense, uncomfortable, and unsteady. Subjects categorized as having positive feeling feel excited (2.85%) and happy (2.85%).

Based on the data, it is known that subjects categorized as no expression shows *blank* (5,04%), neutral (4,20%), and other responds (12,61%). It is also known that those who are categorized as having positive feeling feel excited (ie feeling motivated to be better) is about 1,68%. And based on table 5 below, it is known that responds categorized as negative feeling are the feeling of annoyed and uncomfortable.

**Table 5. Percentage of responds with negative feeling category in adult group**

<b>Individual State</b>	<b>Indicator</b>	<b>Σ</b>	<b>%</b>
Annoyed	Annoyed	17	14,29%
	Anger	23	19,33%
Uncomfortable	Confusion	3	2,52%
	Disappointed	14	11,76%
	Regret	2	1,68%
	Concerned	3	2,52%
	Hurt feeling	3	2,52%
	Sad	14	11,76%
	Uncomfortable	12	10,08%
<b>Total</b>		<b>91</b>	<b>76,47%</b>

Intra-individual process felt by adult subjects when faced conflict can be categorized into three categories which are no expression, negative expression, and positive expression. No expression category consists of 5.04% blank; 4.20% neutral who only answers neutral or so-so; and 12.61% others who gave irrelevant answers. There are 76.47% shows negative feeling which consists of annoyed (33.61%) and uncomfortable (42.86%). The subcategories of annoyed are annoyed and anger. The subcategories of uncomfortable are confusion, disappointed, regret, concerned, hurt, sad, and uncomfortable. Positive feeling category is 1.68%. Positive feeling category consists of 1.68% feeling of excited.

In general, all subjects in the age of 14 till 25 years old when faced conflict can be categorized into three categories which are no expression (13.96%), negative feeling (79.87%), and positive feeling (6.17%). Subcategory of no expressions are blank in which subjects did not answer the questions given; neutral in which subjects feel “neutral” when faced conflict; and other in which the subjects answered with irrelevant answer. Subcategories of negative feeling are the feeling of being right (0.54%), confused (2.27%), middle (0.43%), worried (0.22%), annoyed (25.76%), disappointed (2.06%), angry (14.61%), uncomfortable (33.98%). Subcategories of positive feeling are the feeling of being excited (2.92%) and happy (3.25%).

## **DISCUSSION**

The result of this study shows that conflict is often described in negative form. The expression of emotion, sadness, anger, and confusion are dominated. That fact in line with the common reaction found when faced conflict and considered as harmful condition.

Based on the result of data analysis in this study, it is obtained that from the three age categories, the most dominant category which shows negative feelings is teenagers. Growth during teens involves interaction among genetically, biological, and social factors. Teenagers relationship with their parents can be in the form which is way more different than before, while the interactions with their peers getting better. Nowadays, dating and sexual exploration may give them the chance to do sexual intercourse. Teenagers’ way of thinking is more abstract and idealistic (Santrock, 2012).

Based on the analysis done, it is found that in the age of 14-17 years old, it is highly found that negative feeling occurs when faced conflict around 81.48%, followed by positive feelings which is 9.47%. In the last position is no expression category which is 9.05%. Teen is the age which full of conflict and mood change so that teenagers are easily getting emotional due to conflict (Santrock, 2012).

If conflict is left and not well coped, it does not close the possibility that the conflict will trigger negative feeling which can give effect negative attitude. Teen is the age in which mood changes is susceptible so that teenagers are easily faced conflict. Therefore well coped of conflicts is needed to minimalize the negative effect of conflict.

In the group of young adult, the highest feeling is negative feeling which is 79.89%, followed by no expression which is 14.41%, and the last one is positive feeling which is 5.69%. Compared to the percentage of the result of A category which is 81.48%, thus negative feeling in this category (B category) is lesser, which is 79.89%. Being young adult and adult is a period which needs long transition. In searching of identity and role adaptation are still dominated. In

the conflict stage they tend to be more able to refrain more than teenagers do. In adult category, even though it is similar with the expression described in the other age categories, there is tendency of the adults to refrain.

This study shows that negative expression still dominate people when faced conflict. That statement in line with the general theory that stated that during conflict, expression which occurs commonly is negative emotion such as angry, hate, dejected, et cetera. These negative emotions expressed through the act of complaining, hitting, screaming, and other negative actions (Falentina & Yulianti, 2012). It is supported by the study which explains that general emotion of an individual during conflict is negative feeling (Baqi, 2015).

Different age category shows that teenagers tend to be more expressive when faced conflict compared to young adult and adult. Human emotion involves the feeling of afraid, anger, sadness, and happiness (Baqi, 2015). Many people start from children, teenagers, and even adults find it difficult to express their negative feeling felt. The older people, the harder it is for them to express their feeling or emotion.

People most common emotion when faced conflict is negative emotion such as anger. Individual with anxiety in expressing their anger can be identify from the way he or she feels tense, heartbeat, numb tongue, asphyxia, and tremble. The expression of anger can be identified from the act of snapping, screaming, using bad language, and physical acts (Cahyani, Alsa, & Helmi, 1999). Even though conflict is dominated with negative expression, conflict can also be expressed with positively by some people. Based on the result of this study, it is shown that there are small subjects who feel positive emotion when faced conflict. That positive emotion involves the feeling of happiness contended, joyful, et cetera.

Unique responds in facing the conflicts in this study is when an individual express his or her chose to not to express their emotion. For some people, it is hard for them to express their feeling when faced conflict. Many people start from children, teenagers, and even adults hard to express their negative expression felt (Baqi, 2015). In Javanese culture, the expression of negative emotion is considered as improper (Kurniawan & Hasanat, 2010). Javanese society also has some normative regulations regarding the act of social and psychological. The concerned normative regulations regulate the society in doing social interaction with others such as manner, attitude, and the proper way in the daily interaction.

The ability to refrain their emotional expression is considered as part of the ability to refrain. That act is taken to maintain the harmony of life (Kurniawan & Hasanat, 2010). This study shows that there is tendency that the older people, the more difficult for them to express their emotion. In other word, the younger people, the easier for them to be expressive in facing conflict.

The implication which has the potential to be happened in this study is that the open and destructive conflict has more possibility to be happened on teenagers, in opposite adults tend to be more elegant in express their unsatisfied. In other way, this condition tends to make the adults' conflict tends to last longer. The result of this study explains that the ability in facing conflict needs to be balanced in each age category. In teenagers, the ability to refrain needs to be improved while in adults the ability to express their feeling of uncomfortable becomes the key in interacting with others is more needed. This study will be better if it is expanded the range of age level of the subjects. The additional older age category needs to be added and analyzed. This

study also has some weaknesses such as the use of single item which means there is no other alternatives.

### CONCLUSION

Based on the study conducted, it is known that from the three age categories, which are teenagers, young adults, and adults, the most negative feeling is 81.48%. It is caused by the finding that in the age of 14 – 17 years old, their emotion is still unstable so that it is easy for them to face conflict. The older people, the better their way of thinking so that their negative feeling which occurs due to conflict becomes lesser. This is shown by the percentage data that the negative feeling in young adult and adult is 79.89% and 76.47%. The decrease of negative feeling percentage is caused by the better way of thinking possessed so that they are able to wisely making decision and formed tolerance value. Suggested based on the result of this study is that the need of education given to teenagers to improve their attitude so that they are able to avoid the negative effect of conflict. Things which need to be trained are the ability to make decision, to improve their tolerance, and other ability which is able to lesser the negative effects of the conflict. The researchers then is suggested to add the main subject with age category of people who are older or seen to be old or wise by the society (around 60 years old). This is important so that the more in depth data is obtained and comprehensible.

### REFERENCES

- Aisyah. (2014). Konflik Sosial dalam Hubungan antar Umat Beragama, *Jurnal Dakwah Tabligh*, 15 (2), 189 - 208.
- Baqi, S. A. (2015). Ekspresi Emosi Marah, *Buletin Psikologi*, 23, 22 – 30.
- Cahyani, P., Alsa, A., & Helmi, A. F. (1999). Gaya Kelekatan dan Kemarahan, *Jurnal Psikologi*, 2, 65 – 77.
- Dalton, M, A (2003). Social Identity Conflict, *Management Review*. 45, 7 – 8.
- Dhami M, K & Olsson, H (2008) Evolution of the interpersonal conflict paradigm *Judgment and Decision Making*, 3 (7), 547 – 569.
- Ember, M., & Ember, C.R. (2000). Testing theory and why the unit of analysis problem is not a problem. *Ethnology*, 39 (4), 349 – 363.
- Falentina, F. O. & Yulianti, A. (2012). Asertivitas terhadap Pengungkapan Emosi Marah pada Remaja, *Jurnal Psikologi*, 8, 9 – 14.
- Forsyth, D. (2010). *Group Dynamic*. Wadsworth, Cengage Learnin.
- Hanselmann, M & Tanner, C. (2008). Taboos and conflicts in decision making: Sacred values, decision difficulty, and emotions, *Judgment and Decision Making*, 3 (1), 51 – 63.
- Hendrix, S.C. & Saleyan, I. (2012). Climate Change, Rainfall, and Social Conflict in Afrika, *Journal of Peace Research*, 49 (1), 35 – 50.
- Indriyatni, L. (2010). *Pengaruh Konflik terhadap Kinerja Organisasi / Perusahaan*, *Fokus Ekonomi*, 5 (1), 36 – 42.
- Johnson, D.W. & Johnson. F.P. (1999). *Joining Together: Group Theory And Group Skill*. London: Prentice Hall International Inc.

- Kolb, D. M. & Putnam, L. L. (1992). The Multiple Faces of Conflict in Organizations, *Journal of Organizational Behavioral*, 3 (3), 311 – 324.
- Kurniawan, D. & Syani, A. (2012). Faktor Penyebab, Dampak dan Strategi Penyelesaian Konflik antar Warga di Kecamatan Way Panji Kabupaten Lampung Selatan, *Jurnal Sosiologi*, 15 (1), 1 – 12.
- Malik, I. (2003). *Bakubae: Gerakan Dari Akar Rumput Untuk Penghentian Kekerasan di Maliki*. Jakarta: Yayasan TIFA.
- Raffel, L, A (2008) *I Hate Conflict; Seven Steps To Resolving Differences With Anyone In Your Life*. New York: McGraw Hill.
- Robinson, M.D., Wilkowski, B.M, & Meier, B.P. (2008). Approach, avoidance, and self-regulatory conflict: An individual differences perspective. *Journal of Experimental Social Psychology*, 44, 65 – 79.
- Santrock, J. W. (2012). *Life-Span Development; Perkembangan Masa-Hidup Edisi Ketigabelas Jilid 1*. Jakarta: Erlangga.
- Santrock, J. W. (2012). *Life-Span Development; Perkembangan Masa-Hidup Edisi Ketigabelas Jilid 2*. Jakarta: Erlangga.