

# Mediation in Traditional Medicine Conflicts in Indonesia

Yuniariana Pertiwi<sup>1</sup>, Kintoko<sup>2</sup>, Suliyanto<sup>3</sup>, Edy Nuryanto<sup>4</sup>, Muhammad Farros Abid Nuryanto<sup>5</sup>

<sup>1,4</sup>Universitas Al Irsyad, Cilacap, Indonesia

<sup>2</sup>Ahmad Dahlan, Yogyakarta, Indonesia

<sup>3,5</sup>Universitas Jenderal Soedirman, Purwokerto, Indonesia

Email: [yuni4riana@gmail.com](mailto:yuni4riana@gmail.com)

## Abstract

Conflict is considered an inevitable aspect and occurrence in human social relationships across all organizations. Conflict is a situation where differences in opinions, goals, or interests arise between two or more parties, potentially leading to tension, disputes, or disagreements. Conflicts can occur in various contexts, such as within families, organizations, societies, or even at the international level, and require proper resolution to prevent escalation into larger problems. Conflict can be understood as a disagreement arising between what someone expects from themselves, others, organizations, and what they experience in reality. If left unresolved, conflict can negatively impact a company or organization. However, conflict can also have positive impacts, such as increasing motivation, reducing stress, alerting leaders to unresolved issues, and encouraging both parties to engage in self-reflection. Addressing conflict effectively can ensure similar events do not recur and foster mutual respect among conflicting parties, leading to improved collaboration and productivity. This analysis focuses on describing mediation in traditional medicine conflicts in Indonesia using bibliometric literature analysis from 1973 to 2023 and examining scientific trends. The researchers used Scopus as a search engine, utilizing the keywords: Conflict OR Conflict Factors AND Traditional Medicine. Articles were selected from journals written in English and Indonesian. A total of 980 documents were retrieved for the period of 1979-2023. Vosviewer analysis revealed that research related to conflict and mediation in the pharmaceutical field is still lacking, highlighting the importance of conducting studies on mediation in conflict management within the traditional medicine sector. Although the number of publications has steadily increased, it remains below 40 per year. Interventions in topics such as experimental studies or compliance remain limited. Several countries experiencing increased conflicts have shown significant growth in the number of publications and collaborative studies over the past decade. The modest number of studies indicates that researchers still have numerous opportunities to develop better and more productive techniques to reduce and manage conflicts effectively.

**Keywords:** *Conflict Factors, Conflict, Pharmacy.*



## A. INTRODUCTION

Conflict originates from the Latin verb *conficere*, which means "to strike one another" (Mahyuni et al., 2017). Conflict exists wherever and whenever there is a mismatch in cognition or emotions within individuals or between individuals (Condliffe, 2012; Pickering, 2006). Sociologically, conflict is defined as a social process between two or more people (or groups) in which one party seeks to eliminate the other, destroy them, or render them powerless (Mahyuni et al., 2017; Fisher et al., 2001; Suporaharjo, 2000; Kriesberg, 1998). Wirawan (2009) defines conflict as a process of opposition expressed between two or more interdependent parties regarding the object of conflict, employing patterns of conflict behavior and interaction that produce

conflict outcomes. The types of conflict can be categorized based on various aspects and references, as follows:

1. Vertical Conflict, which refers to conflicts that occur between employees holding unequal positions within an organization. For example, between superiors and subordinates.
2. Horizontal Conflict, which refers to conflicts that occur between individuals holding equal or similar positions within an organization. For instance, conflicts between employees or departments at the same level.
3. Line-Staff Conflict, which refers to conflicts that occur between line employees, who typically hold command positions, and staff officials, who generally serve as advisors within the organization.
4. Role Conflict, which refers to conflicts that arise when an individual is assigned multiple roles that contradict each other.
5. Self-Conflict, which refers to emotional disturbances within an individual caused by the demands to complete tasks and meet expectations, while their experiences, interests, goals, and values are unable to fulfill those demands.
6. Interpersonal Conflict, which refers to conflicts that occur between two individuals, where each has four basic psychological needs that, if unmet, can trigger conflict.
7. Intragroup Conflict, which refers to conflicts that occur between individuals within a group (team, department, company, etc.), while intergroup conflict involves more than one group.

- a. Constructive Conflict

Constructive conflict is a type of conflict where the process leads to finding solutions to the core issues of the conflict

- b. Destructive Conflict

Destructive conflict is a type of conflict that causes harm to individuals and organizations, where each party focuses their energy, thoughts, and organizational resources not on enhancing productivity but on undermining or even destroying their opposing party (Winardi 1994:174, Mulyasa, 2003, Pickering 2006:12-17, Stoner dan Freeman, 1989, Wirawan, 2009:59-62).

Robbins & Judge (2008:175) conflicts can be divided into two types: functional conflict and dysfunctional conflict. The concept of conflict, as discussed by Robbins & Judge (2008:174-175) and Robbins (1974:11-25) in Winardi (2008:163), includes three perspectives:

- a. The Traditional View

- b. This perspective states that all conflicts are bad. Conflict is seen as something negative and is often synonymous with violence, destructiveness, and irrationality that conflict is a natural occurrence in all groups and organizations (*The Human Relations View*).

- c. This perspective emphasizes that conflict is essential for fostering innovation and effectiveness, arguing that a certain level of conflict is necessary to keep groups dynamic, self-critical, and creative (*The Interactionist View*).

This perspective advocates for conflict on the grounds that harmonious, cooperative, calm, and peaceful groups tend to become static, apathetic, and non-innovative.

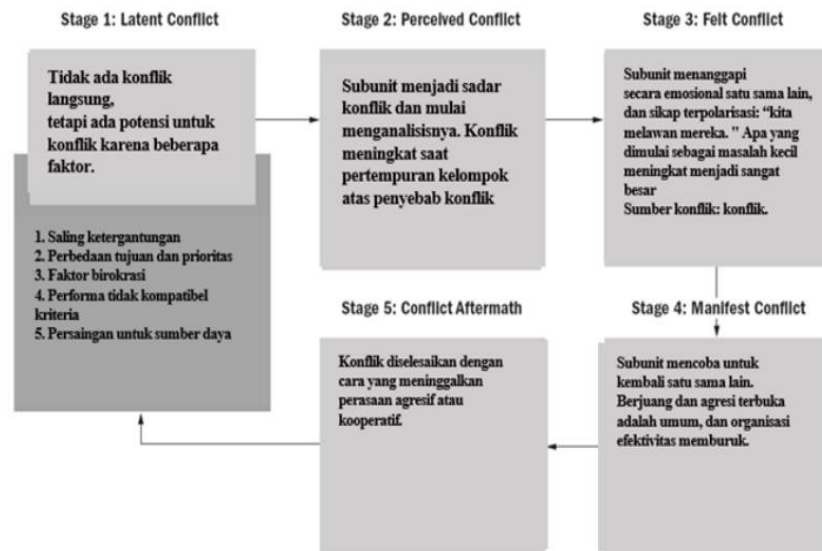
Characteristics of conflict are:

1. There are at least two parties, either individuals or groups, involved in conflicting interactions.
2. At least a disagreement arises between two parties, either individuals or groups, in achieving goals, playing roles, or pursuing ambitions, or due to opposing values or norms.
3. The interaction often exhibits behavioral symptoms designed to nullify, diminish, or suppress the opposing party to gain advantages such as status, position, responsibilities, or the fulfillment of various physical needs (e.g., clothing, food, material wealth, or specific benefits like cars, houses, bonuses) or socio-psychological needs (e.g., security, self-confidence, love, respect, and self-actualization).
4. The emergence of confrontational actions as a result of prolonged disagreements.
5. The appearance of imbalances caused by the efforts of each party related to position, social status, rank, class, authority, power, self-esteem, prestige, and so on (Sudarmanto, 2021).

Stages of Conflict According to Pondy (1967):

1. *Latent Conflict (Conditions)*  
In the first stage of Pondy's model, latent conflict (Figure 3.2), there is no direct conflict; however, the potential for conflict begins to emerge.
2. *Perceived Conflict (Cognition)*  
The second stage of Pondy's model, perceived conflict, begins when subunits or stakeholder groups feel that their goals are being thwarted by the actions of another group.
3. *Felt Conflict*  
In the stage of felt conflict, subunits in conflict quickly develop emotional responses toward each other. As the conflict escalates, cooperation between subunits decreases, and so does organizational effectiveness.
4. *Manifest Conflict*  
In the manifest conflict stage of Pondy's model, one subunit retaliates against another by attempting to thwart its goals. Open aggression between individuals and groups is common. There are numerous anecdotes and myths within organizations about boardroom disputes where managers physically fight as they attempt to promote their interests.
5. *Conflict Aftermath*  
Sooner or later, organizational conflict is resolved in some manner, often

through the decisions of senior managers. However, if the source of the conflict remains unresolved, disputes and issues that caused the conflict will eventually resurface in another context.



**Figure 1. Stages of Conflict Development**

Source: Pondy (1967)

To analyze the factors causing conflict, several systematic reviews have been conducted (Kausar et al., 2023; Astri, 2012; Alfitra, 2017; Anwar, 2015; Sudarmanto, 2021; Nasrudin, 2021; Sumartias, 2013). These studies provide evidence that the causes of conflict are highly diverse, including factors such as ineffective communication, resources, inadequate rewards, differences of opinion, resource limitations, unmet needs, difficulty in obtaining employment, differing interests between individuals and groups, individual differences (including differences in viewpoints and emotions), cultural background differences, personality differences, stress, decreased productivity, social identity, socioeconomic factors, credibility of key figures, motives, and personality traits. Among these, communication is identified as the most frequent cause of conflict in numerous studies.

Bibliometric methods are used to quantitatively assess the productivity of scientific outputs (Dervis, 2019). Furthermore, bibliometric analysis can evaluate research quality, analyze main study topics, and predict future research directions. However, to date, no bibliometric studies on conflict-causing factors have been published. There is an urgent need for bibliometric studies because conflict remains poorly managed in organizations, whether large or small companies, or even within families. If these conflicts are not properly addressed, they may have negative impacts or escalate into more significant conflicts. Additional information must be gathered from these references. Therefore, our study aims to provide a comprehensive understanding of the analysis of conflict-causing factors as an initial step toward conflict management and to identify future research prospects.

## B. METHOD

Bibliometric analysis was employed to review the literature that outlines established knowledge and other informational trends regarding global publications (e.g., information on keyword co-occurrence, citations, year of publication, and authorship). R Studio (Biblioshiny) was utilized to identify the most productive authors, countries, and organizations based on publications and citations. Meanwhile, VOSviewer (version 1.6.18) was used to visualize co-authorship and co-occurrence. Biblioshiny and VOSviewer have already been applied in previous bibliometric studies. (Dervis, 2019; Gautam et al., 2020; Maula et al., 2018; Perwitasari et al., 2022; Yu et al., 2020).

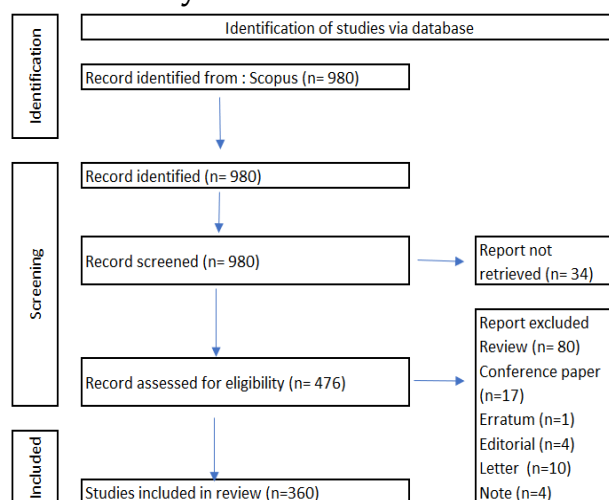
Information was retrieved from the Scopus database on May 29, 2023. The years covered in Scopus range from the earliest, 1973, to the latest, 2023. Scopus is the most comprehensive citation and abstract database for peer-reviewed literature across various themes (Ali et al., 2021; Khudzari et al., 2018). Alongside Web of Science (WoS), PubMed, and Google Scholar, Scopus is a leading database for conducting bibliometric analysis. Scopus was chosen because certain topics may not be available in WoS, PubMed, or Google Scholar (Ali et al., 2021).

A broad global literature search on Conflict OR Conflict-Causing Factors AND Pharmacy published between 1955 and 2022 was conducted in the Scopus database. These terms were used as keywords in the Scopus search page. Information from the documents, including authors, titles, affiliations, keywords, citations, journal types, languages, and publication years, was extracted and exported to CSV. Document types (articles), language (English), and source type (journals) were filtered from the Scopus database.

The inclusion criteria for the database search method were all studies on conflict-causing factors from 1973 to 2023. Review articles (systematic reviews and meta-analyses), books, conference papers, errata, editorials, letters, and notes were excluded. A total of 980 journal articles from the Scopus database were analyzed to examine the number of publications per year, publication year, keyword trends, authorship, citations, organizations, and countries (Figure 2). The article screening technique was independently performed by two authors of this study to verify the reliability and consistency of the results. They then compared their findings to check for agreement (Huang et al., 2022). Descriptive statistical analysis was conducted to present the timeline and distribution of publications.

## C. RESULTS

### 1. Results of Metadata Analysis



**Figure 2. Bibliometric Screening Strategy**

The results from the Scopus database identified 980 articles matching the specified keywords. Out of 456,793 articles, 456,066 were excluded, leaving 980 articles as the final dataset. The first paper appeared in Scopus in 1955, with one article. Figure 2 displays a fluctuating trend in the number of papers published in Scopus from 1973 to 2023. There has been an increase in articles over the past ten years, from 2011 to the present. The highest number of articles published during this period was in 2022, with more than 60 articles. The average number of publications per year was less than 40 articles. Bibliometric analysis indicates that the number of articles published on conflict remains low, despite a noticeable increase over the past decade. This condition highlights a significant opportunity to conduct further research on conflict studies in the field of pharmacy.

Researchers play a vital role in evaluating the development of academic disciplines, as reflected in the articles published across various databases (Guo et al., 2021; Xu et al., 2020). Therefore, in this study, not only the authors but also co-authorship networks were analyzed to identify authors with strong publication capabilities and significant contributions in this field. The total number of articles and citations was examined to assess the contributions of authors to specific scientific topics.

**Table 1 Top 10 Most Productive Authors**

No	Authors	Year	Source Title	Cited by
1	Alhazzani W.; Møller M.H.; Arabi Y.M.; Loeb M.; Gong M.N.; Fan E.; Oczkowski S.; Levy M.M.; Derde L.; Dzierba A.; Du B.; Aboodi M.; Wunsch H.; Cecconi M.; Koh Y.; Chertow D.S.; Maitland K.; Alshamsi F.; Belley-Cote E.; Greco M.; Laundry M.; Morgan J.S.; Kesecioglu J.; McGeer A.; Mermel L.; Mammen M.J.; Alexander P.E.;	2020	Intensive Care Medicine	1291

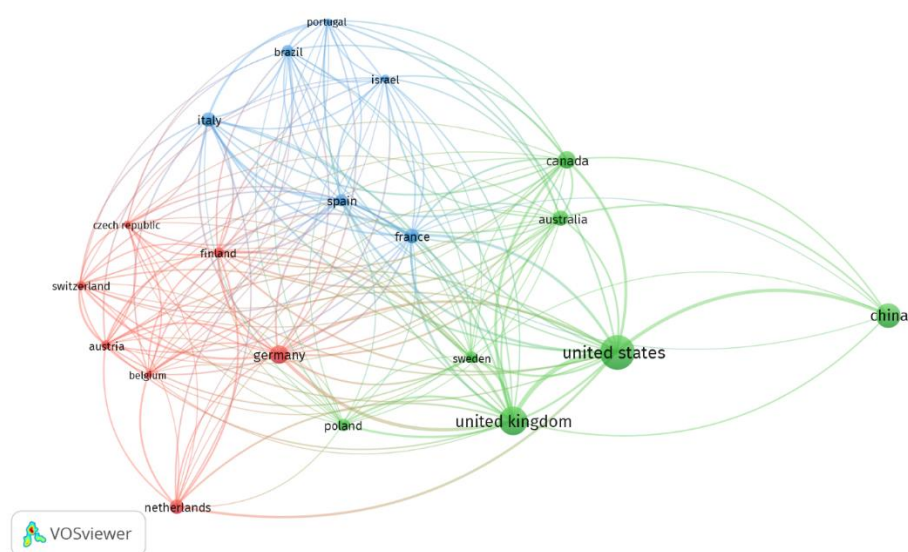
	Arrington A.; Centofanti J.E.; Citerio G.; Baw B.; Memish Z.A.; Hammond N.; Hayden F.G.; Evans L.; Rhodes A.			
2	Brown S.; Inskip H.; Barraclough B.	2000	British Journal of Psychiatry	939
3	Moore J.E.	2000	MIS Quarterly: Management Information Systems	613
4	Conte M.S.; Bradbury A.W.; Kolh P.; White J.V.; Dick F.; Fitridge R.; Mills J.L.; Ricco J.-B.; Suresh K.R.; Murad M.H.; Aboyans V.; Aksoy M.; Alexandrescu V.-A.; Armstrong D.; Azuma N.; Belch J.; Bergoeing M.; Bjorck M.; Chakfé N.; Cheng S.; Dawson J.; Debus E.S.; Dueck A.; Duval S.; Eckstein H.H.; Ferraresi R.; Gambhir R.; Garguilo M.; Geraghty P.; Goode S.; Gray B.; Guo W.; Gupta P.C.; Hinchliffe R.; Jetty P.; Komori K.; Lavery L.; Liang W.; Lookstein R.; Menard M.; Misra S.; Miyata T.; Moneta G.; Munoa Prado J.A.; Munoz A.; Paolini J.E.; Patel M.; Pomposelli F.; Powell R.; Robless P.; Rogers L.; Schanzer A.; Schneider P.; Taylor S.; De Ceniga M.V.; Veller M.; Vermassen F.; Wang J.; Wang S.	2019	European Journal of Vascular and Endovascular Surgery	610
5	Struhsaker T.T.	1997	Ecology of an African rain forest: logging in Kibale and the conflict between conservation and exploitation	598
6	Paap K.R.; Johnson H.A.; Sawi O.	2015	Cortex	504
7	Gleick P.H.	2014	Weather, Climate, and Society	469
8	Farrington D.P.; Welsh B.C.	2012	Saving	447

			Children from a Life of Crime: Early Risk Factors and Effective Interventions	
9	Bower J.E.; Bak K.; Berger A.; Breitbart W.; Escalante C.P.; Ganz P.A.; Schnipper H.H.; Lacchetti C.; Ligibel J.A.; Lyman G.H.; Ogaily M.S.; Pirl W.F.; Jacobsen P.B.	2014	Journal of Clinical Oncology	431
10	Castles S.	2004	Ethnic and Racial Studies	427

**Table 1** highlights the remarkable work of Alhazzani W. and Møller M.H., whose 2020 publication received 1,291 citations, followed by Brown S., Inskip H., and Barraclough B., with their 2000 publication garnering 939 citations. Meanwhile, Moore J.E.’s 2000 publication achieved 613 citations.

The distribution of authors indicates contributions from countries across the globe, reflecting the fact that conflict is a global issue. Two countries worldwide have actively participated in conflict studies. However, the number of publications in each country remains relatively low. Based on author data, several productive authors have limited publications, with most having fewer than ten articles. It is crucial for every country to engage in this research as conflict significantly affects both industrialized and developing nations.

**Figure 3** presents a global collaboration map illustrating patterns of collaboration in these fields. The United States has the highest number of collaborations with other countries, followed by the United Kingdom and China.

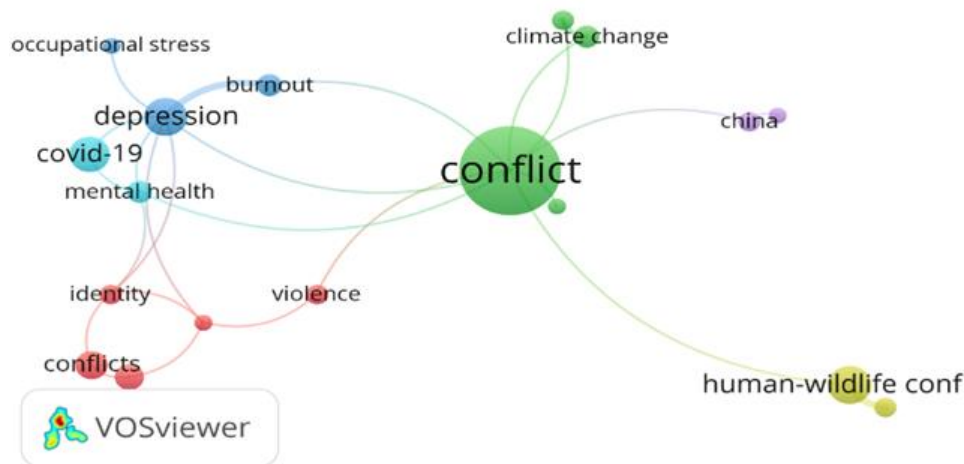


**Figure 3 Visualization of the Distribution of 20 Countries Based on the Number of Publications**

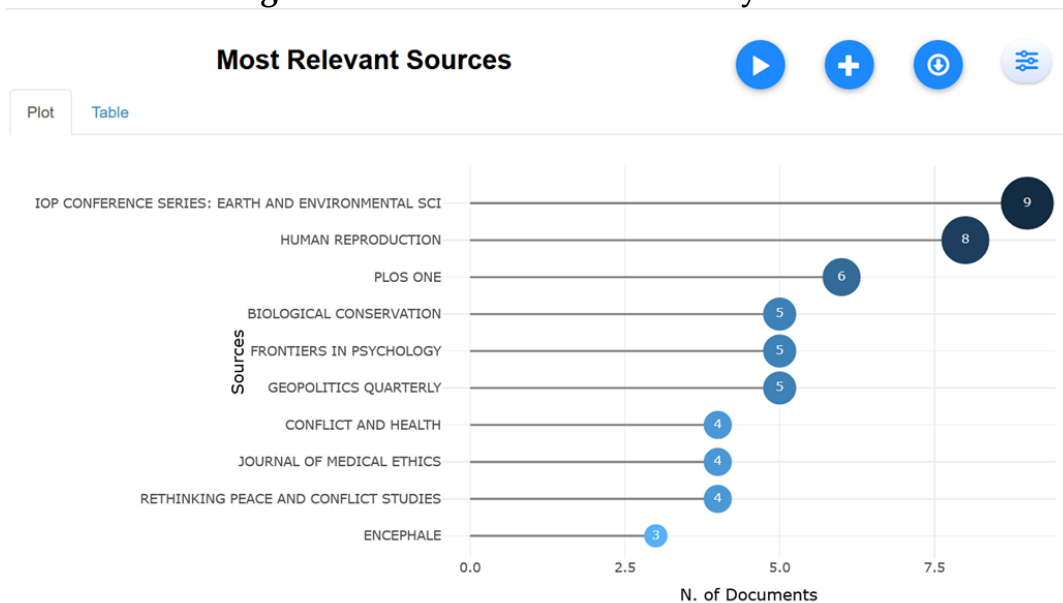
## 2. Bibliometric Analysis of Themes and Topic Trends

**Figure 4** illustrates the results of a visual analysis conducted using VOSviewer on the keywords used by authors and indexed in Scopus. In the analysis and visualization, keywords appear at least five times across the literature. The size of the keyword indicates its frequency of occurrence; when a keyword appears multiple times in the same manuscript, it is counted as one occurrence. Meanwhile, the color shading of the bubbles represents the average annual citation rate of the term. Figure 4 shows that the trending keyword used by authors is "conflict."

Additionally, red bubbles highlight keywords related to conflict, identity, and violence, while green bubbles depict keywords related to climate change. Figure 4 reveals that conflict is associated with identity and violence. However, there is still a lack of keywords that explicitly mention conflict-causing factors. The trends visualized using Biblioshiny align with the results when analyzed using the VOSviewer tool.



**Figure 4 Distribution of Author Keywords**



**Figure 5 Most Relevant Sources**

### 3. Bibliometric Analysis of Sources

**Figure 5** highlights the 10 most relevant sources globally related to this topic trend. The highest-ranking source for relevant publications is Ion Conference Series: Earth and Environmental SCI, with 9 articles, followed by Human Reproduction and PLOS ONE, with 8 and 6 articles, respectively. Meanwhile, the fourth, fifth, and sixth ranks each contain 5 articles.

In general, the investigation identified key authors, the most cited documents, trending topics, conflict-related keywords, the most productive countries and organizations, global collaboration patterns, relevant journals, and other statistics that contribute to a comprehensive overview of the literature. Various studies on conflict-causing factors in the current data analysis include top authors, countries, organizations, and source publications. Reviewing trends and progress across different fields and research areas has increasingly been conducted using bibliometric analysis (Farooq et al., 2021). This study demonstrates significant growth in conflict studies by authors worldwide. Language barriers pose a challenge to comprehensiveness, as it is possible that other articles using these keywords, published in Indonesian, could not be detected. However, when researchers attempted to locate local articles from Indonesia, the Google Scholar database proved useful. Bibliometric studies can be effectively analyzed using the Google Scholar database in English or Indonesian.

### D. CONSLUSION

The number of publications has increased each year; however, it remains below 40 publications annually. Keywords such as conflict, depression, and violence continue to be the most frequently used. Intervention studies or experimental research remain limited, emphasizing the need for future intervention programs or experimental studies to reduce ongoing conflicts. The data identifies several countries with a high percentage of conflicts. Over the past decade, conflict has remained a significant issue, as evidenced by the high number of publications and collaborative studies. The value of new programs aimed at improving compliance is demonstrated through the methodologies developed. The straightforward figures suggest that researchers still have ample opportunities to develop better and more productive techniques. This study was conducted by extracting data exclusively from the Scopus database. However, other databases may yield different results. Therefore, the authors recommend conducting additional bibliometric studies using WoS, PubMed, and other databases.

### REFERENCES

1. Ali, J., Jusoh, A., Abbas, A. F., & Nor, K. M. (2021). Global trends of service quality in healthcare: A bibliometric analysis of Scopus database. *The journal of contemporary issues in business and government*, 27(1), 2917-2930.
2. Anwar, C. (2015). Manajemen konflik untuk menciptakan komunikasi yang efektif (Studi kasus di Departemen Purchasing Pt. Sumi Rubber

- Indonesia). *Interaksi: Jurnal ilmu komunikasi*, 4(2), 148-157.
3. Astri, H. (2012). *Penyelesaian Konflik Sosial Melalui Penguatan Kearifan Lokal*. Pusat Pengkajian Pengolahan Data dan Informasi Sekretariat Jenderal DPR RI.
  4. Condliffe, P. (2012). *Conflict Management: A Practical Guide*. Lexis Nexis Butterworths.
  5. Derviş, H. (2019). Bibliometric analysis using bibliometrix an R package. *Journal of scientometric research*, 8(3), 156-160.
  6. Farooq, R. K., Rehman, S. U., Ashiq, M., Siddique, N., & Ahmad, S. (2021). Bibliometric analysis of coronavirus disease (COVID-19) literature published in Web of Science 2019–2020. *Journal of family and community medicine*, 28(1), 1-7.
  7. Fisher, S., Abdi, I. D., Smith, R., Ludin, J., Williams, S., & Williams, S. (2001). *Mengelola Konflik Keterampilan dan Strategi Untuk Bertindak*. Jakarta: Gramedia.
  8. Gautam, P., Maheshwari, S., Kaushal-Deep, S. M., Bhat, A. R., & Jaggi, K. K. (2020). COVID-19: Analisis dan wawasan bibliometrik. *Jurnal Internasional Ilmu Matematika, Teknik dan Manajemen*, 5(6), 1156.
  9. Guo, Y. M., Huang, Z. L., Guo, J., Guo, X. R., Li, H., Liu, M. Y., ... & Nkeli, M. J. (2021). A bibliometric analysis and visualization of blockchain. *Future Generation Computer Systems*, 116, 316-332.
  10. Huang, J., Mao, L. X., Liu, H. C., & Song, M. S. (2022). Quality function deployment improvement: A bibliometric analysis and literature review. *quality & quantity*, 56(3), 1347-1366.
  11. Khudzari, J. M., Kurian, J., Tartakovsky, B., & Raghavan, G. V. (2018). Bibliometric analysis of global research trends on microbial fuel cells using Scopus database. *Biochemical engineering journal*, 136, 51-60.
  12. Mahyuni, M., & Yudiana, D. (2017). Manajemen Konflik dalam Tinjauan Alquran. *Almufida: Jurnal Ilmu-Ilmu Keislaman*, 2(1).
  13. Maula, A. W., Fuad, A., & Utarini, A. (2018). Ten-years trend of dengue research in Indonesia and South-east Asian countries: a bibliometric analysis. *Global Health Action*, 11(1), 1504398.
  14. Nawawi, H., & Martini, H. (2006). *Kepemimpinan Yang Efektif*. Yogyakarta: Gadjah Mada University Press.
  15. Perwitasari, D. A., Candradewi, S. F., Irham, L. M., & Purba, F. D. (2022). Analisis bibliometrik pada kualitas hidup pasien kanker payudara menggunakan eortc: 1993-2021: Bibliometric analysis of quality of life in breast cancer patients using eortc: From 1993-2021. *Medical Sains: Jurnal Ilmiah Kefarmasian*, 7(1), 29-38.
  16. Pickering, P. (2006). *How to Manage Conflict (Kiat Menangkan Konflik)*. Jakarta: Erlangga.
  17. Sudarmanto, E., Sari, D. P., Tjahjana, D., Wibowo, E. S., Ardiana, S. S., Purba, B., Purba, S., Irdawati, Tjiptadi, D. D., Syafrizal, Kato, I., Rosdiana, Manalu, N. V., Arfandi, S. N. (2021). *Manajemen Konflik*. Bandung: Yayasan Kita Menulis.
  18. Suporahardjo. (2000). *Inovasi Penyelesaian Sengketa Pengelolaan Sumber Daya Hutan*. Bogor: Pustaka LATIN.
  19. Tualeka, M. W. N. (2017). Teori Konflik Sosiologi Klasik dan Modern. *Al-Hikmah*,

- 3(1), 32–48. <http://journal.um-surabaya.ac.id/index.php/Ah/article/view/409>.
20. Wirawan. (2009). *Konflik dan Manajemen Konflik (Teori, Aplikasi, dan Penelitian)*. Jakarta: Salemba Humanika.
21. Winardi. (2008). *Motivasi dan Pemotivasian*. Jakarta: RajaGrafindo Persada.
22. Winardi. (1994). *Manajemen Konflik (Konflik Perubahan dan Pengembangan)*. Bandung: Mandarmaju.
23. Xu, S., Zhang, X., Feng, L., & Yang, W. (2020). Disruption risks in supply chain management: a literature review based on bibliometric analysis. *International Journal of Production Research*, 58(11), 3508-3526.
24. Yu, Y., Li, Y., Zhang, Z., Gu, Z., Zhong, H., Zha, Q., ... & Chen, E. (2020). A bibliometric analysis using VOSviewer of publications on COVID-19. *Annals of translational medicine*, 8(13).