



## CONFLICT RESOLUTION IN HOUSEHOLD DISPUTES ACCORDING TO THE MUSLIM WOMEN CONGREGATION OF MASJID AL-MURSYID, JEMBER, EAST JAVA

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### Abstrak

Penelitian ini mengeksplorasi solusi penyelesaian perselisihan rumah tangga yang diterapkan oleh Jamaah Muslimat Masjid Al-Mursyid di Jember, Jawa Timur. Melalui pendekatan kualitatif dengan metode survei, delapan Muslimah memberikan respon mereka melalui kuesioner yang mendetail. Hasilnya menunjukkan bahwa solusi yang ditemukan efektif meliputi: saling mengingat ajaran Allah dan tuntunan Nabi Muhammad, diskusi, bertaubat, dan kejujuran dalam mengungkapkan masalah serta kemauan untuk mengalah. Penelitian menunjukkan bahwa penerapan ajaran agama, diskusi terbuka, dan sikap kompromi berperan penting dalam mengurangi ketegangan dan menjaga keharmonisan rumah tangga. Temuan ini menekankan pentingnya integrasi prinsip-prinsip spiritual dan komunikasi efektif dalam penyelesaian konflik. Kesimpulan penelitian ini menyarankan bahwa model penyelesaian yang diterapkan oleh Jamaah Muslimat Masjid Al-Mursyid dapat dijadikan contoh bagi umat muslim lainnya dalam upaya mempertahankan keharmonisan rumah tangga.

**Kata kunci:** Perselisihan rumah tangga, solusi, mediasi, bimbingan agama.

### Abstract

This study explores the conflict resolution strategies employed by the Muslim women congregation of Masjid Al-Mursyid in Jember, East Java. Using a qualitative approach with survey methods, eight women provided their responses through detailed questionnaires. The results indicate that effective solutions include: mutual reminders of Allah's teachings and the guidance of Prophet Muhammad, discussions, repentance, honesty in expressing problems, and the willingness to compromise. The study shows that the application of religious teachings, open discussions, and a compromising attitude play vital roles in reducing tension and maintaining household harmony. These findings highlight the importance of integrating spiritual principles and effective communication in conflict resolution. The study concludes that the conflict resolution model applied by the Muslim women congregation of Masjid Al-Mursyid can serve as an example for other Muslim communities in their efforts to maintain household harmony.

**Keywords:** Household disputes, conflict resolution, mediation, religious guidance.

## A. INTRODUCTION

Household disputes are a common phenomenon in marital life. Differences in opinions, needs, and expectations between partners often become the primary triggers for conflict. Disputes can also arise from various other factors, such as differing viewpoints, jealousy, economic conditions, and external influences like third parties, parents, and the environment.<sup>39</sup>

While arguments and disagreements in a household are natural, failing to address these conflicts thoughtfully and with good communication can prolong the issues and potentially lead to divorce.<sup>40</sup> According to data from the Central Statistics Agency (BPS) released on February 28, 2024, the number of divorces in Indonesia in 2023 reached 463,654 cases.<sup>41</sup> The divorce rate in Jember remains relatively high. Each year, the Religious Court (PA) of Jember handles numerous divorce cases, including both talaq and contested divorces. In 2022 alone, the PA Jember settled 6,057 divorce cases involving 12,114 individuals.<sup>42</sup> In 2023, there were 5,348 divorces in Jember, compared to 18,635 marriages.<sup>43</sup> These figures highlight a significant divorce rate, drawing attention to the need for effective handling of household and family issues in the region.

Therefore, it is crucial for couples to find effective ways to resolve disputes to maintain harmony and stability in their relationships. In this context, the perspective and practices of conflict resolution from the viewpoint of Muslim women become an interesting aspect to study. Such conflicts not only affect the relationship between partners but can also impact the overall stability of the stability of the family. Hence, it is essential to understand various approaches to resolving these disputes, especially within religious communities that often play a key role in providing guidance and solutions.

The hypothesis of this study is that the approach adopted by the Muslim women congregation of Masjid Al-Mursyid in Jember, East Java, which focuses on religious principles, can provide effective solutions for resolving conflicts and improving relationships between partners. This research aims to

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<sup>39</sup> Gussevi, S. (2020). Manajemen Konflik dalam Rumah Tangga Isteri yang Bekerja. *Muttaqien Indonesian Journal of Multidisciplinary Islamic Studies*, 1(1), 56–73. <https://doi.org/10.52593/mtq.01.1.04>

<sup>40</sup> Kushardiyanti, D., Setianto, W. A., & Kardipah, S. (2022). Faktor – Faktor Pertengkaran antara Suami dan Istri di dalam Rumah Tangga Serta Pemicunya. *Communications*, 4(1), 17–40. <https://doi.org/10.21009/communications.4.1.2>

<sup>41</sup> Syahril, M. (2024, May 16). Jumlah Perceraian di Indonesia Tahun 2023 Capai 463.654 Kasus. *KOMPAS.com*. <https://bandung.kompas.com/read/2024/05/16/110741878/jumlah-perceraian-di-indonesia-tahun-2023-capai-463654->

[kasus#:~:text=KOMPAS.com%20%2D%20Menurut%20data%20Badan,sebelumnya%20yang%20mencapai%20516.344%20kasus.](https://bandung.kompas.com/read/2024/05/16/110741878/jumlah-perceraian-di-indonesia-tahun-2023-capai-463654-kasus#:~:text=KOMPAS.com%20%2D%20Menurut%20data%20Badan,sebelumnya%20yang%20mencapai%20516.344%20kasus.)

<sup>42</sup> Arifianto, H. (2023, January 9). Kasus Cerai di Jember Capai 9.160 pada 2022, Didominasi Faktor Ekonomi. *liputan6.com*. <https://www.liputan6.com/surabaya/read/5174987/kasus-cerai-di-jember-capai-9160-pada-2022-didominasi-faktor-ekonomi>

<sup>43</sup> Radar Digital. (2024, February 23). Angka Cerai di Jember Tinggi, Ada Apa? Radar Jember. <https://radarjember.jawapos.com/jember/794277647/angka-cerai-di-jember-tinggi-ada-apa#:~:text=KEBONDALEM%2C%20Radar%20Jember%20%E2%80%93%20Sepanjang%20tahun,Sementara%2C%20jumlah%20pernikahan%2018.635.>

confirm this hypothesis and provide insights into the contribution of religion-based approaches to household dispute resolution.

Previous studies have addressed household conflict resolution, such as Hayiatun Nufus's research on household conflicts and their solutions according to Buya Hamka in Tafsir Al-Azhar<sup>44</sup>, and Iwan Falahudin's study on the concept of a *sakinah* family as an alternative solution to household conflicts.<sup>45</sup> However, no research has specifically focused on women's perspectives on resolving household disputes. Therefore, this study is important to fill the gap in the existing literature by providing in-depth insights into practical and strategic solutions applied by women in this community.

The importance of this study lies in its effort to delve deeper into how this community applies religious teachings in daily life, particularly in the context of household conflict resolution. By understanding the methods and approaches they use, we hope to identify effective patterns that can be applied in broader contexts.

The main objective of this research is to identify and analyze the methods of resolving household disputes employed by the Muslim women congregation of Masjid Al-Mursyid. Using a qualitative approach with surveys, this study will explore the experiences and views of respondents regarding the practices they consider effective in resolving conflicts. The results of this research are expected to provide new insights into religion-based household dispute resolution approaches and contribute to the development of more effective conflict resolution strategies in Muslim households. These findings are not only expected to benefit other community groups but also provide recommendations for developing more effective conflict resolution methods.

## B. RESEARCH METHODOLOGY

This study employs a qualitative research design with a survey approach to collect data from respondents. This approach was chosen to gain an in-depth understanding of household dispute resolution solutions from the perspective of the Muslim women of Jamaah Muslimat Masjid Al-Mursyid. The population of this study consists of members of the Jamaah Muslimat Masjid Al-Mursyid in Jember, East Java. The research sample comprises eight women aged 46 and above.

The instrument used in this research is a structured questionnaire designed to gather qualitative data. The questionnaire consists of a series of open-ended questions, allowing respondents to provide detailed answers regarding the methods they practice for resolving household disputes. The data

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<sup>44</sup> Nufus, H. (2022). KONFLIK RUMAH TANGGA DAN SOLUSINYA MENURUT BUYA HAMKA (KAJIAN DALAM TAFSIR AL-AZHAR) [Universitas Islam Negeri Sultan Syarif Kasim Riau]. <https://repository.uin-suska.ac.id/64145/>

<sup>45</sup> Falahudin, I. (2021). KONSEP KELUARGA SAKINAH SEBAGAI SOLUSI ALTERNATIF KONFLIK RUMAH TANGGA. *Wawasan*, 2(1), 15–32. <https://doi.org/10.53800/wawasan.v2i1.41>

collection procedure began with the distribution of questionnaires to the eight women willing to participate. After the respondents completed the questionnaires, the data were collected for analysis. Data analysis was performed using descriptive analysis methods, where the responses from the questionnaires were identified, categorized, and synthesized to discover the main themes reflecting the approaches used by the Muslim women congregation of Masjid Al-Mursyid in resolving household disputes.

### C. RESULTS AND DISCUSSION

#### 1. Mutual Reminders of Allah's Teachings through the Guidance of Prophet Muhammad

The study results indicate that mutual reminders of Allah's teachings and following the guidance of Prophet Muhammad are the primary methods used by the respondents in resolving household disputes. The respondents emphasized that consistently remembering and applying religious principles plays a crucial role in conflict resolution. In practice, they often refer to the Quran and Hadith to seek guidance and solutions when facing disputes.

The respondents explained that by continuously remembering Allah's teachings, couples can align their behavior with the religious values underlying their relationship. Principles such as patience, tolerance, and empathy taught by Prophet Muhammad are considered essential guidelines for overcoming conflicts. For example, Hadiths emphasizing the importance of gentleness and forgiveness serve as the foundation for their approach. Thus, these religious reminders function to reduce tension and strengthen the couple's commitment to maintaining household harmony. Addressing problems by referring to the verses of the Quran and the Sunnah of the Prophet allows for resolving ongoing household conflicts.<sup>46</sup>

In this context, mutual reminders of religious teachings also include routine practices such as reading the Quran together, praying, and discussing Prophet Muhammad's teachings in daily life. Islamic family counseling recommends techniques like prayer, fasting, supplication, and remembrance of Allah as efforts to address problems.<sup>47</sup> These activities not only strengthen the spiritual bond between the couple but also help them better understand and appreciate religious principles in resolving disputes. By maintaining spiritual awareness, couples can more easily overcome challenges and conflicts in a way that aligns with religious values, rebuilding their relationship with love and understanding.

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<sup>46</sup> Safira, F. (2023). *Bimbingan Islami Dalam Membantu Resolusi Konflik Rumah Tangga di Bp4 Kota Pekalongan* [Thesis, UIN K.H. ABDURRAHMAN WAHID PEKALONGAN]. <http://etheses.uingusdur.ac.id/4236/>

<sup>47</sup> Na'imah, T. (2009). *Aplikasi Konseling Keluarga Islam untuk Mengatasi Masalah Psikososial Akibat Kemiskinan*. *Psycho Idea*, 9(2).

Overall, this method reflects how religious teachings can be practically applied in household life to facilitate conflict resolution and strengthen relationships between couples. This approach demonstrates that consistently practicing religious teachings can be a key factor in maintaining household harmony and resolving disputes constructively and lovingly.

## 2. Discussion as a Resolution Method

The study results show that open discussion is a highly valued method by the Jamaah Muslimat for resolving household disputes. The respondents believe that open communication is a very important first step in addressing issues. They explained that directly discussing the problems faced allows couples to express their feelings, concerns, and views without unnecessary tension.

In practice, discussions usually need to be conducted in a calm and attentive atmosphere where both parties can speak openly without interruption. Choosing the right time and place is considered very important to create a conducive environment for discussion. The aim of this approach is to ensure that the conversation takes place with full respect and to avoid additional tension. Discussions are advised to begin by identifying the main issue, followed by each party explaining their perspective.

Moreover, good communication skills are considered crucial in this open discussion process. The ability to listen actively, avoid interruptions, and ask clarifying questions is important. Expressing feelings honestly but in a considerate and empathetic manner helps reduce the likelihood of further conflict and facilitates better resolution.

Open discussion also allows couples to explore various solutions together. By listening to and considering each other's opinions, couples can find solutions that meet both parties' needs and expectations. Differences of opinion between spouses in household life are a form of problem, and couples should always work together to make the best decisions through deliberation.<sup>48</sup> This process often involves compromise and adjustments, where both parties strive to reach a fair agreement. The outcome of these discussions is expected to strengthen the couple's relationship and prevent similar issues in the future.

Overall, the open discussion method as a way of resolving household disputes shows that open and effective communication can be a powerful tool for overcoming conflicts. By discussing openly, families can address various issues effectively and make better decisions. When family members can

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<sup>48</sup> Musaitir, M. (2020). PROBLEMATICS OF HOUSEHOLD LIFE PAIR OF HUSBAND-WIFE FAMILY LAW ISLAMIC PERSPECTIVE. *AL-IHKAM: Jurnal Hukum Keluarga Islam Fakultas Syariah UIN Mataram* -. <https://doi.org/10.20414/alihkam.v12i2.3091>

talk about their feelings without fear of being judged, the family relationship becomes stronger and more harmonious.<sup>49</sup> By creating space for talking and listening with empathy, couples can resolve problems constructively and strengthen their bonds.

### 3. Repentance to Allah, Gaining Knowledge, and Returning to the Quran and Sunnah

The study reveals that repentance to Allah, gaining religious knowledge, and returning to the Quran and Sunnah are important elements in the approach to resolving household disputes practiced by the respondents. They believe that spiritual processes such as repentance and deepening religious understanding can have a significantly positive impact on addressing household conflicts.

Repentance to Allah is considered an important initial step in the conflict resolution process. Respondents explained that through repentance, individuals cleanse their hearts and intentions, helping them approach conflicts with a more honest and regretful attitude. This process involves not only asking Allah for forgiveness but also committing to self-improvement and enhancing the quality of the relationship. Repentance is seen as a way to restore inner peace and remove emotional burdens that may affect relationship dynamics. Studies on repentance as a problem-solving foundation conclude that repentance offers soul purification to eliminate misfortunes and issues.<sup>50</sup>

Furthermore, increasing religious knowledge by learning and understanding the teachings of the Quran and Sunnah is considered key to resolving disputes. Respondents noted that by deepening their knowledge of religious principles, couples can better understand the guidance provided by religion in facing conflicts. This knowledge offers practical guidance that helps couples make decisions aligned with religious values. For example, studying hadiths that teach good and fair behavior in relationships can motivate couples to act more wisely.

Returning to the teachings of the Quran and Sunnah is also regarded as an important aspect of conflict resolution. Islam does not just provide a systematic description of conflict; the Quran in the context of the book also has a resolution to the conflict that exists.<sup>51</sup> The respondents emphasized that referring to religious teachings when facing disputes helps them stay on the right path and avoid decisions based purely on emotions. The Quran and Sunnah provide clear guidelines on how Muslims

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<sup>49</sup> Rahmayanty, D., Simar, S., Thohiroh, N. S., & Permadi, K. (2023). Pentingnya komunikasi untuk mengatasi problematika yang ada dalam keluarga. *Deleted Journal*, 5(6), 28–35. <https://doi.org/10.31004/jpdk.v5i6.20180>

<sup>50</sup> Iim, E., Ismail, E., & Syuaib, I. (2022). Tobat sebagai Landasan Problem Solving: Studi Tafsir Tematik. *Jurnal Riset Agama*, 2(2), 1–21. <https://doi.org/10.15575/jra.v2i2.16861>

<sup>51</sup> Rifa'i, A. (2010). KONFLIK DAN RESOLUSINYA DALAM PERSPEKTIF ISLAM. *Millah Journal of Religious Studies*, ed(khus), 171–186. <https://doi.org/10.20885/millah.ed.khus.art10>

should behave in various situations, including in handling conflicts with their spouse. By following these teachings, couples can achieve more harmonious solutions aligned with religious principles.

Overall, the process of repentance, increasing religious knowledge, and returning to the Quran and Sunnah demonstrates that spiritual and religious approaches can provide a strong foundation for resolving household disputes. This approach helps couples address conflicts in a more constructive manner aligned with religious values, strengthening their relationship by prioritizing spiritual principles in every step of conflict resolution. This aligns with the findings of Mahyuni and Yudiana, which state that as Muslims, we should always adhere to conflict management based on the Quran and Hadith in resolving daily life conflicts.<sup>52</sup>

#### 4. Honesty in Addressing Issues and Willingness to Compromise

The questionnaire results indicate that honesty in addressing issues and the willingness to compromise are key elements in resolving household disputes. The respondents emphasized that openness and honesty in discussing problems are crucial aspects of achieving effective and fair solutions. Honesty allows each party to clearly express their feelings and concerns, facilitating a better understanding of the issues at hand. In this context, Aprilaa et al. (2023) noted that honesty plays a significant role in enhancing conflict resolution. With honesty, trust is built between each other, preventing miscommunication and misunderstandings, strengthening relationships, fostering mutual respect, and encouraging effective problem-solving.<sup>53</sup>

The respondents also noted that the willingness to compromise, often from one party, usually the wife, plays a significant role in the conflict resolution process. In many cases, compromising is considered a necessary form of sacrifice to maintain harmony in relationships and reach mutually beneficial agreements. This sacrifice does not mean self-harm but rather placing the relationship's interests above personal ego to achieve a resolution that benefits both parties.

In their research, Hermanto and Saleh revealed that honesty is an essential foundation for building trust between each other. It is difficult to understand a partner if there is no sense of trust between them.<sup>54</sup> Honesty in addressing issues helps reduce tension and prevent misunderstandings that can worsen the

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<sup>52</sup> Mahyuni, M., & Yudiana, D. (2017). Manajemen Konflik dalam Tinjauan Alquran. Mahyuni | Almufida: Jurnal Ilmu-Ilmu Keislaman. <https://doi.org/10.46576/almufida.v2i1.90>

<sup>53</sup> Aprilaa, L. D., Saputra, A. N., & Hakim, D. N. (2023). Peran Kejujuran dalam Meningkatkan Penyelesaian Konflik Interpersonal di Media Sosial. JKOMDIS Jurnal Ilmu Komunikasi Dan Media Sosial, 3(2), 504–512. <https://doi.org/10.47233/jkomdis.v3i2.890>

<sup>54</sup> Hermanto, & Saleh, M. (2022). Dinamika Pasangan Suami Istri dalam Menjaga Keutuhan Keluarga (Studi Kasus Keluarga Perantau Desa LambottoKecamatan Cenrana Kabupaten Bone. Macora. <https://journal.uin-alauddin.ac.id/index.php/macora/article/view/31556>

situation. By speaking openly about their feelings and expectations, couples can find more accurate and adequate solutions. The willingness to compromise, on the other hand, demonstrates flexibility and concern for the partner's needs, which can strengthen the emotional bond and prevent prolonged conflict.

Overall, honesty and the willingness to compromise are crucial foundations in the process of resolving household conflicts. By adopting these attitudes, couples can resolve disputes constructively, maintain relationship harmony, and reduce the likelihood of future conflicts. This approach reflects the importance of open communication and mutual respect in building a healthy and sustainable relationship.

#### D. CONCLUSION

This study identifies several key methods for resolving domestic conflicts implemented by the Jamaah Muslimat. Reminding each other of Allah's teachings and following the guidance of Prophet Muhammad proved to be a strong foundation for resolving conflicts. Religious principles, such as patience, tolerance, and empathy, serve as important guidelines in facing disputes. Open discussion also plays a crucial role by providing a space for honest and tension-free communication, allowing couples to express their feelings directly and seek solutions together effectively.

Additionally, repenting to Allah and increasing religious knowledge strengthen the conflict resolution approach by providing a solid spiritual and moral foundation. Honesty in discussing problems and willingness to compromise are also essential in achieving fair agreements and maintaining harmony in the relationship. Overall, the integration of spiritual principles, open communication, and a compromising attitude shows that these methods can strengthen the couple's relationship and provide a constructive way to address domestic conflicts.

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