

**CONFLICT RESOLUTION BETWEEN *CV. MAJU KEMBALI* AND THE
EMPLOYEES TO MEET THE DEMAND OF THE FURNITURE
INTERNATIONAL MARKET**

By: Robeth Dedy Triyanto

Supervised by: Eko Murdiyanto, and Nanik Dara Senjawati

ABSTRACT

This study aims to (1) analyze the existence of conflict between the company and elderly employees, (2) recognize the attitude of the company, and (3) formulate the conflict resolution. This research is a qualitative study with a case study approach. The informant determination technique is purposive. The informants are the company owners, managers, elderly and young employees. The techniques for collecting data are interviews, observation, and documentation. The the data validity testing uses the triangulation of sources, techniques, and time. The data analysis techniques are data reduction, data presentation, and conclusion. The results of the study are (1) there is a conflict between managers and old-age employees in *CV. Maju Kembali*, due to the differences in product quality grade, namely products with grade A and B qualities. (2) the owner of the company responds to the conflicts that occur between managers and old-age employees explicitly through a persuasive approach to elderly employees so that conflicts can be muted. (3) the conflict resolution uses negotiations between managers and elderly employees through an intensive socialization of all employees of old age.

Keywords: *CV. Maju Kembali*, Conflict Resolution