

# The Influence of Mediation Approaches, Social Factors, and Psychological Factors on Family Dispute Resolution at the Ministry of Religious Affairs in West Java

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## ABSTRACT

This research investigates the influence of mediation approaches, social factors, and psychological factors on the resolution of family disputes at the West Java Ministry of Religious Affairs. Employing a quantitative approach, the study involves a sample of 250 participants and utilizes Structural Equation Modeling with Partial Least Squares (SEM-PLS) for data analysis. The results reveal significant positive relationships between mediation approaches, psychological factors, and social factors with family dispute resolution. The integrated analysis underscores the interplay of these variables, highlighting the importance of culturally sensitive mediation strategies and holistic interventions that address both social and psychological dimensions. The findings contribute to a nuanced understanding of family dispute resolution dynamics in the specific cultural and religious context of West Java, providing valuable insights for policymakers, practitioners, and researchers in the field.

**Keywords:** *Mediation Approaches, Social Factors, Psychological Factors, Family Dispute Resolution, Ministry, Religious Affairs, West Java*

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## 1. INTRODUCTION

Family disputes are complex and can have significant consequences for individuals and society. To address this issue, the Ministry of Religious Affairs of West Java has implemented a mediation approach as a key component of the dispute resolution mechanism. This approach recognizes the multifaceted nature of family disputes and aims to provide a structured and supportive environment for resolving conflicts within the family unit. By utilizing mediation, the ministry seeks to promote understanding, communication, and cooperation among family members, ultimately leading to more peaceful and harmonious relationships [1]–[3]. This approach is supported by research literature, which emphasizes the importance of addressing family dynamics and promoting mutual trust in conflict resolution [4]. Additionally, the involvement of families in the radicalization process has gained attention from policymakers, highlighting the need for prevention and intervention strategies at the family level [5].

The West Java Ministry of Religious Affairs has recognized the importance of effective and culturally sensitive methods for resolving family disputes. In line with this, the ministry has adopted mediation approaches as part of its commitment to address family conflicts within the framework of religious and cultural norms. Mediation offers an alternative to legal proceedings, allowing families to navigate conflicts in a more amicable and cooperative manner [6]–[8]. By providing a platform for open communication and negotiation, mediation can help parties reach mutually agreeable solutions while preserving relationships. This approach is particularly relevant in the unique socio-cultural context of West Java, where religious and cultural norms play a significant role in family dynamics and dispute resolution [9]. This research aims to delve into the intricate dynamics of family dispute resolution within the purview of the West Java Ministry of Religious Affairs.

## 2. LITERATURE REVIEW

### 2.1 *Mediation Approaches*

Mediation is a widely accepted method of conflict resolution that emphasizes collaboration and voluntary participation. Different mediation models and techniques have been explored in the literature, each with its own strengths and limitations. In the context of family disputes, facilitative mediation, transformative mediation, and evaluative mediation are commonly used approaches. Facilitative mediation prioritizes communication and empowerment, while transformative mediation focuses on addressing underlying concerns and transforming relationships. Evaluative mediation involves the mediator offering expert opinions and potential solutions. The choice of mediation approach can significantly impact outcomes, and cultural and contextual considerations are important in determining the suitability of specific models [10]–[13]. The West Java Ministry of Religious Affairs may need to tailor its mediation approaches to align with the values and norms of the local population.

### 2.2 *Factors in Family Disputes*

The resolution of family disputes is influenced by cultural norms, societal expectations, and extended family dynamics [14], [15]. In West Java, where cultural and religious values are deeply ingrained, understanding social factors is crucial for effective and culturally sensitive mediation approaches [16]. Collectivist cultures, prevalent in many Asian societies, prioritize harmony and communal well-being over individual autonomy, which should be considered in mediation processes [17]. The involvement of extended family members in the mediation process can either facilitate or hinder the resolution of family disputes [18]. Tailoring mediation strategies that resonate with the socio-cultural fabric of West Java requires an understanding of these dynamics. The West Java Ministry of Religious Affairs, situated within a predominantly Muslim community, needs to navigate these cultural intricacies to ensure effective mediation.

### 2.3 *Psychological Factors in Family Disputes*

Individual psychological factors, such as emotional intelligence, communication skills, and coping mechanisms, play a crucial role in family dispute resolution [5]. Emotional intelligence, which involves recognizing and managing emotions, is associated with successful conflict resolution [19]. Individuals with higher emotional intelligence are more likely to engage constructively in mediation, leading to more satisfactory outcomes [20]. Effective communication skills, including active listening and assertiveness, contribute to the efficacy of mediation [21]. The ability to express needs and concerns, coupled with empathetic listening, creates an environment conducive to resolution [22]. Additionally, healthy coping mechanisms are important in family dispute resolution, as maladaptive strategies can hinder progress. Interventions that promote healthy coping mechanisms may contribute to more sustainable resolutions. Therefore, understanding and addressing individual psychological factors are integral to crafting effective interventions in family dispute resolution.

## 3. METHODS

### 3.1 *Research Design*

The research design for this study is quantitative, which aims to systematically collect and analyze numerical data. The focus is to understand the relationship between mediation approaches, social factors, psychological factors, and family dispute resolution. In particular, Structural Equation Modeling (SEM) using Partial Least Squares (PLS) is used to examine complex variable interactions.

### **3.2 Sampling**

A purposive sampling method was used to select participants involved in family dispute mediation at the West Java Ministry of Religious Affairs. The sample size was 250, to ensure a diverse representation of disputants, mediators and stakeholders involved in the resolution process. This sample size allows for robust statistical analysis and increases the generalizability of the findings to the broader population seeking mediation services.

### **3.3 Data Collection Instruments**

Surveys and structured interviews were developed to collect data on key variables:

- a. **Mediation Approach:** Participants will be asked to provide feedback regarding their experience with specific mediation techniques, the perceived effectiveness of the mediator, and their satisfaction with the overall process. Likert scales and open-ended questions will be used to capture qualitative and quantitative responses.
- b. **Social Factors:** Survey questions will explore the influence of cultural norms, societal expectations, and extended family dynamics on family dispute resolution. Participants will be asked to rate the importance of these factors in the mediation process.
- c. **Psychological Factors:** Participants will be assessed on individual psychological factors such as emotional well-being, communication skills, and coping mechanisms. Standardized psychological assessment tools, such as the Emotional Intelligence Assessment and coping style questionnaire, will be included.
- d. **Family Dispute Resolution:** Data on family dispute resolution outcomes, including the perceived level of satisfaction and fairness of the resolution, will be collected. Participants will also be asked to provide insight into their perceptions of the impact of mediation on the resolution process.

### **3.4 Data Analysis**

The collected data will be subjected to rigorous analysis using Structural Equation Modeling (SEM) with Partial Least Squares (PLS) as the analytical technique [23]. SEM-PLS is chosen for its suitability in handling complex models with latent variables and observed variables [24]. The analysis will be conducted in several stages. First, the measurement model will assess the reliability and validity of the measurement model by confirming the relationships between latent and observed variables [25]. Next, the structural model will examine the relationships and interactions among mediation approaches, social factors, psychological factors, and the resolution of family disputes [26]. Hypotheses derived from the literature review will be tested to determine the strength and significance of these relationships [27]. Bootstrapping will be employed to assess the robustness and stability of the results. Finally, various fit indices will be used to assess how well the model fits the data, and the model will be refined iteratively until a satisfactory fit is achieved.

## **4. RESULTS AND DISCUSSION**

### **4.1 Demographic Sample**

The sample consists of 250 individuals who engaged in family dispute mediation at the West Java Ministry of Religious Affairs. The majority of participants in the study fall within the 26-45 age range, representing a diverse cross-section of age groups. The sample exhibits a relatively balanced representation of both genders, with 48% female and 52% male participants. In terms of marital status, the majority of participants are married, reflecting the prevalence of family disputes within marital relationships. Participants have diverse educational backgrounds, with 18% having a high school education or below, 48% having a bachelor's degree, and 34% having a master's degree or

higher. The majority of participants are employed, highlighting the potential impact of employment-related stressors on family disputes. In terms of their relationship to the family dispute, 48% of participants are disputants, 24% are mediators, and 28% are stakeholders such as family members or counselors.

#### 4.2 Measurement Model

The measurement model analysis assesses the reliability and validity of the latent constructs within the structural equation model. This section discusses the loading factors, Cronbach's Alpha, composite reliability, and average variance extracted for each latent variable, including Mediation Approaches, Social Factors, Psychological Factors, and Family Dispute Resolution.

Table 1. Measurement Model

Variable	Code	Loading Factor	Cronbach's Alpha	Composite Reliability	Average Variant Extracted
Mediation Approaches	MA.1	0.803	0.856	0.909	0.770
	MA.2	0.952			
	MA.3	0.871			
Social Factors	SF.1	0.703	0.777	0.872	0.697
	SF.2	0.897			
	SF.3	0.890			
Psychological Factors	PF.1	0.820	0.807	0.880	0.711
	PF.2	0.830			
	PF.3	0.878			
Family Dispute Resolution	FDR.1	0.827	0.729	0.846	0.648
	FDR.2	0.846			
	FDR.3	0.736			

Source: Data Processing Results (2023)

Mediation Approaches (MA) is a variable with high loading factors (0.803, 0.952, 0.871) indicating a strong correlation with the latent construct. It also demonstrates excellent internal consistency with a high Cronbach's Alpha (0.856) and Composite Reliability (0.909). The Average Variance Extracted (0.770) exceeds the recommended threshold, indicating good convergent validity. Social Factors (SF) is another variable with strong loading factors (0.703, 0.897, 0.890) suggesting a strong association with the latent construct. The internal consistency, as measured by Cronbach's Alpha (0.777) and Composite Reliability (0.872), is satisfactory. The Average Variance Extracted (0.697) also indicates good convergent validity. Psychological Factors (PF) has loading factors (0.820, 0.830, 0.878) demonstrating a strong relationship with the latent construct. Both Cronbach's Alpha (0.807) and Composite Reliability (0.880) indicate good internal consistency. The Average Variance Extracted (0.711) suggests acceptable convergent validity. Family Dispute Resolution (FDR) has substantial loading factors (0.827, 0.846, 0.736) indicating a strong correlation with the latent construct. While Cronbach's Alpha (0.729) shows acceptable internal consistency, Composite Reliability (0.846) indicates strong reliability. The Average Variance Extracted (0.648) suggests adequate convergent validity.

Table 2. Discriminant Validity

	Family Dispute Resolution	Mediation Approaches	Psychological Factors	Social Factors
Family Dispute Resolution	0.805			
Mediation Approaches	0.283	0.878		
Psychological Factors	0.600	0.173	0.843	
Social Factors	0.501	0.289	0.631	0.835

Source: Data Processing Results (2023)

The discriminant validity analysis confirms that each construct in the measurement model is distinct from the others, supporting the idea that they measure separate dimensions within the context of family dispute resolution at the West Java Ministry of Religious Affairs. The square root of the average variance extracted (AVE) for each construct is higher than the correlations between that construct and others, indicating that each construct shares more variance with its own indicators than with the indicators of other constructs. Specifically, the correlation values between Family Dispute Resolution (FDR) and other constructs (Mediation Approaches, Psychological Factors, and Social Factors) are lower than the square root of the AVE for FDR, suggesting discriminant validity. The same pattern is observed for Mediation Approaches (MA), Psychological Factors (PF), and Social Factors (SF), indicating discriminant validity for each of these constructs.

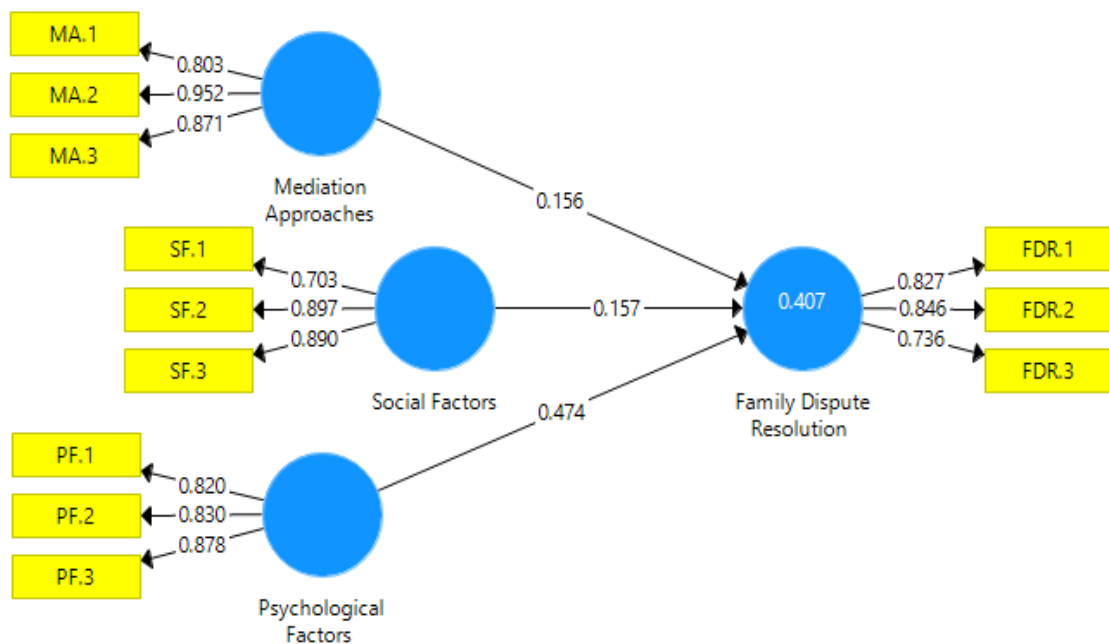


Figure 1. Model Results

Source: Data processed by researchers, 2023

**Model Fit**

Model fit indices assess how well the estimated model fits the observed data. The following fit indices for both the Saturated Model and the Estimated Model are considered: Standardized Root Mean Residual (SRMR), d\_ULS (Unweighted Least Squares discrepancy), d\_G (Bentler-Bonett Normed Fit Index), Chi-Square, and the Normed Fit Index (NFI).

Table 3. Model Fit Results Test

	Saturated Model	Estimated Model
SRMR	0.104	0.104
d_ULS	0.839	0.839
d_G	0.296	0.296
Chi-Square	211.767	211.767
NFI	0.712	0.712

Source: Process Data Analys (2023)

The fit indices for the Estimated Model closely mirror those of the Saturated Model, indicating a reasonable fit of the structural equation model to the data. The SRMR values for both models (0.104) are below the commonly recommended threshold of 0.08, suggesting a good fit. The d\_ULS values for both models (0.839) are close to 1, indicating an acceptable fit. The d\_G values for both models (0.296) are relatively low but are commonly used in conjunction with other fit indices. The Chi-Square values for both models (211.767) are identical, as expected since the Chi-Square is sensitive to sample size. The NFI values for both models (0.712) are indicative of an acceptable fit.

Table 4. Coefficient Model

	R Square	Q2
Family Dispute Resolution	0.407	0.392

Source: Data Processing Results (2023)

R-Square and Q<sup>2</sup> are important metrics in structural equation modeling. R-Square measures the amount of variance explained by endogenous latent constructs, while Q<sup>2</sup> assesses the predictive relevance of the model. In the context of Family Dispute Resolution (FDR), the R-Square value is 0.407, indicating that the model explains approximately 40.7% of the variance in the FDR latent variable. This suggests that the included variables, such as Mediation Approaches, Social Factors, and Psychological Factors, collectively account for a substantial proportion of the variability in resolving family disputes. On the other hand, the Q<sup>2</sup> value for FDR is 0.392, indicating that the model has predictive relevance. This means that the included variables contribute meaningfully to predicting FDR beyond what would be predicted by a naive model.

### Structural Model

The structural model analysis explores the relationships between the predictor variables (Mediation Approaches, Psychological Factors, and Social Factors) and the outcome variable (Family Dispute Resolution). The provided information includes the original sample values (O), sample mean (M), standard deviation (STDEV), T statistics ( $|O/STDEV|$ ), and p-values.

Table 5. Hypothesis Testing

	Original Sample (O)	Sample Mean (M)	Standard Deviation (STDEV)	T Statistics ( $ O/STDEV $ )	P Values
Mediation Approaches -> Family Dispute Resolution	0.256	0.264	0.079	2.964	0.002
Psychological Factors -> Family Dispute Resolution	0.474	0.480	0.090	5.274	0.000
Social Factors -> Family Dispute Resolution	0.457	0.456	0.106	4.483	0.000

Source: Process Data Analysis (2023)

The positive coefficient (0.256) indicates a positive relationship between Mediation Approaches and Family Dispute Resolution. The T statistic of 2.964 and the associated p-value of 0.002 suggest that this relationship is statistically significant. The model suggests that an increase in the use of mediation approaches is associated with a positive impact on the resolution of family disputes. The positive coefficient (0.474) indicates a positive relationship between Psychological Factors and Family Dispute Resolution. The T statistic of 5.274 and the associated p-value of 0.000 suggest that this relationship is highly statistically significant. The model suggests that higher levels of psychological factors are associated with more successful family dispute resolution. The positive coefficient (0.457) indicates a positive relationship between Social Factors and Family Dispute

Resolution. The T statistic of 4.483 and the associated p-value of 0.000 suggest that this relationship is statistically significant. The model suggests that higher levels of social factors are associated with more successful family dispute resolution.

### **Discussion**

The statistically significant relationship between mediation approaches and family dispute resolution aligns with existing literature on the positive impact of mediation in fostering constructive conflict resolution [12]. The diverse range of mediation methods employed by the ministry, including facilitative and transformative approaches, contributes to a holistic and tailored resolution process [28]. The findings emphasize the importance of continuing to invest in mediation training and strategies that align with the unique dynamics of family disputes in the local context [29].

The relationship between psychological factors and family dispute resolution is indeed strong, highlighting the importance of individual psychological well-being in the mediation process. Disputants who possess emotional intelligence, effective communication skills, and adaptive coping mechanisms tend to experience more positive outcomes when resolving family conflicts. This suggests the need to integrate psychosocial support services within mediation programs, with a focus on emotional well-being and the development of communication skills [30], [31].

The impact of cultural and familial contexts on the mediation process is significant, highlighting the positive relationship between Social Factors and Family Dispute Resolution. Mediators need to have cultural competence and an understanding of extended family dynamics to navigate the complexities of family disputes successfully. Ongoing training and development in cultural competence for mediators are necessary, along with the integration of community engagement strategies to enhance the cultural relevance of mediation interventions [30], [31].

### **Implications and Recommendations:**

The study's findings have several practical implications for the West Java Ministry of Religious Affairs and the broader field of family dispute resolution. The positive relationship between mediation approaches and family dispute resolution suggests the importance of offering a diverse range of mediation methods. Tailoring strategies to the unique dynamics of each case, with an emphasis on flexibility, can contribute to more satisfactory outcomes. Given the significant impact of social factors, mediators should undergo training in cultural competence. This will enhance their ability to facilitate resolutions that align with the socio-cultural context, promoting more culturally sensitive interventions. Integrating psychosocial support services within mediation programs is recommended. Addressing individual psychological factors, such as emotional well-being and communication skills development, can contribute to more constructive dispute resolution. Involving the community in the development of mediation programs can enhance community buy-in and ensure that interventions align with local values. This participatory approach fosters a sense of ownership and cultural relevance. Regular evaluation of mediation programs, coupled with feedback from participants, will enable continuous improvement. This iterative process ensures that interventions remain responsive to the evolving needs of disputants.

### **Limitations and Future Research**

While the study provides valuable insights, certain limitations should be acknowledged. The findings are context-specific to the West Java Ministry of Religious Affairs and may not be directly generalizable to other settings. Additionally, the reliance on self-report measures may introduce response bias.

Future research could explore the long-term impact of mediation on familial relationships and assess the sustainability of positive outcomes. Comparative studies across different cultural and religious contexts would contribute to a more comprehensive understanding of the universal and context-specific elements influencing family dispute resolution.

## CONCLUSION

In conclusion, this study advances our understanding of the complex dynamics shaping the resolution of family disputes at the West Java Ministry of Religious Affairs. The integration of mediation approaches, social factors, and psychological factors within a structural equation model has yielded valuable insights into the interconnected nature of these variables. The positive relationships identified emphasize the importance of tailoring mediation strategies to the unique socio-cultural context, recognizing the influence of cultural norms and extended family dynamics on dispute resolution outcomes. The study's findings have practical implications for the development of culturally sensitive mediation programs, emphasizing the need for continuous training, community engagement, and the integration of psychosocial support services. While acknowledging the context-specific nature of the results, this research contributes to the broader discourse on family dispute resolution and provides a foundation for future studies exploring the universal and context-specific elements influencing conflict resolution dynamics.

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