



Mining Conflict Resolution in a Communication Perspective: A Literature Review

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ABSTRACT

This research aims to find out how communication patterns and how to resolve conflict from a communication perspective. This research uses a qualitative method with a literature review approach. The results of this study show that there are many companies that seek conflict resolution by looking at communication so that the communication patterns that occur in a conflict cannot be separated from how the case views communication itself. Furthermore, this research can conclude that communication cannot separate the conflict that occurs because in a communication process, there will be the potential for a communication failure to occur. Thus, communication will play an important role in how to resolve the conflict that occurs.

INTRODUCTION

As we know, mining activities can cause many impacts that can lead to changes or land use. These changes can have an effect on increasing land area and even on the process of resettlement and re-location of land. This happens a lot in areas that have abundant natural resources and areas where there are mining companies. The phenomenon of the emergence of mining areas in an area will be a phenomenon related to how space utilisation and management. Hamzah (in Munauwarah, 2016) explained that the granting of licences for mining concession areas often does not consider regional spatial plans, so the presence of mining areas in an area is vulnerable to land conflicts.

As reported on the Data.go.id website, the total number of social conflicts that occurred in Indonesia until 2023 was 218 conflicts (Datago, 2024). Therefore, the evidence and reality in the field cannot be denied. Conflict does not only occur verbally or physically but also occurs non-verbally where there are differences in interests and communication failures, therefore forms of conflict and interactions that use loud communication with high psychological and emotional pressure also indicate that conflict has occurred. The number of social conflicts that occur in reality is in line with Eisner's thinking (in Fajar, 2010) that all forms of opposition and contradiction that occur in physical and non-physical forms can be categorised as a form of conflict.

Conflict is an interaction when two actors have different perceptions (Winarni et al., 2023). Thus, Conflict describes an opposition due to differences in interests, therefore mining activities will often be faced with difficult situations because there are some parties who are disadvantaged and on the other hand there are those who benefit so that there will be environmental and social losses caused (Fauzi & Nulhaqim, 2024). Mining activities are very vulnerable to negative effects because these activities will be closely related to the surrounding community, therefore the standards and criteria for mining activities can be seen from how the feasibility results in managing the economic aspect, post-mining planning, and also the impact on the surrounding environment.

Explanations from several studies make sense of how various fields support the study of communication in conflict. Conflict in society or that occurs in a social group is a form of contradiction, one of which is caused by a form of failure in communication. Therefore, this is what causes a form of conflict that will affect the biological, psychological, and human condition. Conflict in a communication perspective is also explained by Fisher et al., (2013), that conflict is rooted in the basic needs of human beings themselves so that failure to communicate is due to their conflicting needs.

Thomas Steller dan David Sholle (in Littlejohn et al., 2017) explained that communication is a multidisciplinary branch of science, thus communication will need help from various other sciences such as sociology and psychology to be able to develop further. The form and failure of communication will play a major role in causing conflict, because simply put, communication will involve the process of exchanging messages from communicators and communicants. Spitzberg dan William R. Cupach (in Fajar, 2010) explains that the failure factor of a communication can come from individuals as communicators and

communicants who are in an aggressive state, so there will be unwanted communication that will affect the development of one's perception. The role of psychological aspects in communication is a big responsibility for the process of smoothness and development in a communication. Communication relationships and forms of social interaction in a conflict come with a variety of goals, so that the social interaction forms of all parties involved will be able to feel relationships and also positive and negative experiences in communication. Berger (in Fajar, 2010), explains how communication will play a role in a social interaction because it is a form of positive and negative experience that is interrelated with the cause of conflict. Communication is considered as a process of expression, interaction, and influence in which there will be other human behaviour that expresses a state, psychology, or interaction with other individuals that produces cognitive, emotive, and behavioural impacts (Karman, 2015).

De Matos research (in Fajar, 2010) mentioned that there are thirteen verbs in English that are related to conflict such as; abuse, antagonise, attack, belittle, blow ogg stream, to stigmatize. The language of conflict shows that any form of activity that uses words or social actions can be indicated as a form of conflict. The facts that occur in society also indicate a dispute or contradiction as a form of conflict behaviour. Thus, all forms of common activities that occur in conflict will provide an understanding of how the relationship between communication and conflict is closely interrelated.

Looking at data from the *Badan Pusat Statistik* (BPS), in 2022 the mining sector concretely contributed 12.22% to national economic growth in the country's gross domestic product (GDP) (BPS, 2023). Thus, this is of course a benchmark for companies in the mining sector to strengthen awareness and also corporate social responsibility towards the environment and communities around the mining area. Therefore, the existence of mining is beneficial for state revenue, but on the other hand, it will have an impact on various social problems around the mining area itself..

The existence of the area creates many contradictions from the surrounding people and communities which causes many forms of rejection actions taken by them. The existence of the area is a concern by the community because they feel that their natural resources will be threatened. The act of rejection that occurs is indicated as a conflict which is also in line with the opinion Fajar, (2010) about conflict which is a form of social interaction that has causes and implications. Conflicts that occur due to differences in understanding between people, communities, and also actors in the mining area which can ultimately lead to social conflict in society. Thus there is a psychological state of both parties that affects the success or failure of the communication process.

Simply put, the two elements are interconnected so that the failure of communication is caused by conflicting social interactions. Conflict is inseparable from the role and influence of communication, it shows that communication becomes an absolute for conflict to show its existence in life and all forms of activity or social interaction. This research will examine how land conflict resolution in communication perspective. The aim is to find out that

conflict resolution can be seen from the perspective and field of communication science as a form of social activity, including conflict.

LITERATURE REVIEW

An organization is a collection or system of individuals who go through a hierarchy or level and division of labor in an effort to achieve a predetermined goal. In communication, organizations will continuously create and shape events. Thus, the process can be interpreted as a combination of process, people, message, meaning, and purpose. In an organizational environment, there will be great potential and encounters with various conflicts both between individuals and groups (Anwar, 2015).

Communication that creates a wrong perspective which then becomes the cause of social conflict develops in various environments, agencies, and others. Individual ambitions in its development other individuals so that the formation of group ambitions that have similarities confronts the ambitions of opposing groups. R.D Nye (in Amin, 2017) also mentions five sources of conflict causes, namely 1). Competition, 2). Domination, 3). Failure, 4). Provocation, 5). Value differences. Thus, it can be seen that the delivery of messages from communicants to communicators can be judged based on personal motives so it will potentially cause conflict.

Conflict in Communication Perspective

As we know, conflict is a situation that is inherent in human life. Conflict can occur between two or more parties who have conflicting interests or goals. Furthermore, Stephen P Robbins (in Littlejohn et al., 2017) also describes conflict as a process that begins when one party has the perception that the other party will negatively affect something that is in the interest of the other party. Thus, Raffel (in Fajar, 2010) describes that the presence of miscommunication and other forms of communication failures are at the heart of all causes of conflict to varying degrees. Failure in communication acts as a cause of conflict because it is still related to how two individuals exchange messages. Thus, the process of exchanging messages is a process in which all the elements of communication are available. (Fajar, 2010). Simply put, if the preparation of communication fails to convey a message, then the communication process cannot take place properly, so it can be said to be a form of failure of communication.

Many communication experts classify and view conflict from various perspectives. One of them is according to Martin and Nakayama (in Fajar, 2016) which basically provides a very relative view of how communication science divides conflict into certain parts based on the goals and interests of the parties involved in the conflict itself. Therefore, this makes communication science look equal to other social sciences in how communication is explained. In the context of communication, social conflict will develop when effective communication is disrupted as a result of a communication failure due to a misunderstanding between the communicant and the communicator.

In social conflict, communication can be a source of tension or can even be used as a tool to resolve the conflict itself. Putnam (in Fajar, 2016) explains that conflict can be described as communication carried out by two people or a group of people who give each other a message in a certain form, but the recipient of the message misinterprets the message that has been received. Simply put, the situation that occurs will potentially become a conflict when a misinterpretation of the message conveyed occurs. Thus, conflict occurs over the imbalance and disruption of the delivery of the communication process from communicants and communicators.

Conflict in the perspective of communication will always be tied to the discipline of sociology, psychology that describes how differences in human interests arise will be one of the causes of conflict. A conflict then develops over the occurrence of conflicting interests between two parties due to differences in message interpretation and meaning in a communication. In the process of communication, the community will have its own meaning, which is also in line with Shaman's communication theory (in Fisher et al., 2013) that communication will include all procedures through which one's thoughts will influence others. Simply put, communication can be defined as a concept that can articulate and control the mind.

Thus from the point of view of communication, Putnam (in Fajar, 2016) explained that conflict by definition is not much different from the definition of conflict presented by various sociologists, namely the process when interactions between people involve a conflict due to misunderstanding, then differences in ways of responding, to the form of differences in goals. Simply put, in general, conflict occurs when there is a failure of communication in an interaction between communicants and communicators.

Causes of Conflict in a Communication Perspective

In the various definitions of conflict from a communication perspective, conflict ultimately brings a view of how social interaction has causes and implications. Like most other social phenomena, conflict also has critical stages that are the initial causes of the situation. Communication science also pays attention to the beginnings and causes of conflict. Therefore, the process of conflict can be studied and also understood based on its causes.

Conflict from a communication point of view is the result of an imbalance and disturbance in the communication process in conveying a message from the source to the recipient of the message. In Dewanto Putra Fajar's research (2010) Conflict resolution on social phenomena states that, one of the causes of conflict is due to forms of misunderstanding and misunderstanding of information and failure of the communication process from one party to another. Many experts identify the causes of conflict, generally the conflict can occur due to the emergence of group differences and the wrong understanding and communication of a message that causes misunderstanding.

An interaction carried out by one party to another will form patterns that will build a communication. These patterns are closely related to the forms of messages conveyed by communicators to communicants. The explanation presented by Putnam (in Fajar, 2016) It can be concluded that the existence of

interaction patterns is still closely related to conflict. Simply put, conflict is related to communication as a form of delivering messages from one party to another so that there will be potential for failure in understanding the form of the message. Effectiveness in a communication can be achieved if the actors have the same point of view.

Conflict can be analogized to communication as two people or a group of people giving each other a message in a certain form. However, a misinterpreted message will form the beginnings of a contradiction. Simply put, the situation can be minimized when corrected immediately but will remain potential when the misinterpretation persists. Therefore, interference in communication will be a serious problem in receiving messages.

Relational Dialectic Theory

Relational Dialectic Theory is a theory developed by Leslie Baxter and Barbara Montgomery. It is a communication theory that seeks to explain that a relationship will be characterized by tensions between individuals that occur when one person tries to impose his or her will on the other. Baxter (in Littlejohn et al., 2017) explains that the communication dialectics approach will highlight the processual, relational, and contradictory nature of interaction to minimize the tension or conflict that occurs between communicants and communicators. This theory defines several communication patterns formed between individuals that are the result of dialectical relationships. Relational dialectics theory is a communication theory that states that life is an interrelated condition that shows tension or conflict between individuals and groups (Kamil et al., 2020). Simply put, conflict occurs when in an interaction, one party has different desires and imposes their desires on the other party, resulting in contradictions.

The relational dialectic approach in a communication perspective will highlight how contradictory a communication interaction is. Simply put, this approach will try to understand the dynamics in a relationship, interaction patterns, and how to overcome conflict and tension in an interaction or relationship created by communicators and communicants. The dialectical perspective examines conflict and contradiction as a result of different perspectives (Kamil et al., 2020). Therefore, differences in views are interpreted as one of the obstacles to effective communication. Baxter (in Littlejohn et al., 2017) explains that relational dialectics assumes about 4 things, namely; 1). Relationships that are not linear, 2). Relationships that are characterised by change, 3). Contradiction which is a fundamental fact of relational life, and 4). Communication which is the main factor in organising and negotiating relational contradictions (Littlejohn et al., 2017).

Based on Kamil's research (2020), Communication dialectics is considered as an interaction and dependency in a process to get a response. Simply put, communication dialectics will discuss the process of message delivery. The process of message delivery can be achieved through conflict resolution, mediation, and negotiation as a process of interaction in communication. This is also in line with Lasswell's opinion (in Northrop & Hingley, 2015) that communication can be effective and can be achieved if the factors in communication such as communicators, information, communicants,

communication channels, and effects go well. Therefore, the contradiction or conflict that occurs between two opposing things will create ineffective communication.

Conflict Resolution in Perspective Communication

Susane Buckley-Ziestel (in Fajar, 2016) distinguishes the concept of conflict settlement from conflict resolution. In his research, he explains that conflict settlement refers to ending the conflict with a win-win solution. Meanwhile, conflict resolution refers to how the efforts of both parties to find a way out of the problem based on an understanding of the source of the problem being faced. Simply put, these two things only differ conceptually while the biggest difference is about how the understanding and depth of how to end the conflict.

In line with the book "Theories of Conflict Communication" written by Fajar (2016) explains that various social sciences also have their own ways of developing and ending conflict. Simply put, conflict is a social process that cannot be separated from communication, therefore all efforts to end conflict will require communication. In social science, there are seven recognised forms of conflict resolution including the role of communication.

The first form of conflict resolution is known as **Avoidance**. This first form usually occurs when two parties who have the ability to initiate conflict arise. It occurs when the parties avoid conflict and put themselves in a position where they will compromise to suppress all conflicts that occur (Fisher et al., 2013). Thus, this effort will occur because the parties involved and initiating the conflict consciously stop their actions and limit all interactions that occur so that the harmful conflict can be canceled. It is a form of self-awareness to suppress conflict and create avoidance so that the communication process involved in this effort is focused on one goal, namely canceling all forms of conflict that will occur.

The second form of conflict resolution is called **coercion**. This is a unilateral form of action that serves to address all grievances related to suffering, but it emphasizes how to stop a conflict by using coercion from other person (Fisher et al., 2013). In simple terms, the communication process in the concept of coercion will lead more to efforts to force hostile parties to comply with the wishes of a third party. The third party intended in this coercion effort is a communicator who will later provide messages to communicants involved in the conflict.

The role of third parties in conflict resolution efforts will again occur in **arbitration**. It differs from coercion, in that arbitration is a more egalitarian and lenient third-party intervention to stop the conflict. Deutsch (in Fajar, 2016) explained that arbitration is usually used as a last resort when the parties in conflict cannot find a solution on their own. Simply put, the communication process in arbitration will be dominated by the role of the arbitrator who will bridge the communication process of the parties in conflict to achieve peace. Thus the communicator must understand the root causes and causes of the conflict that occurs.

Furthermore, **Mediation** is a form of conflict resolution from the previous arbitration. Many social science experts give great similarities to these two efforts, which are both included in conflict resolution. Communication in mediation is not only done by a third party, but all parties involved are also looking for solutions and ways out of the conflict. Mediators in the mediation process usually provide messages and suggestions to all parties in conflict such as organising interactions, making conclusions or providing emotional support (Fajar, 2010).

Other forms of conflict resolution extend beyond the role of a third party to legal proceedings. These conflict resolution efforts are usually known as **Adjudication**. The concept of adjudication occurs when a form of conflict is already difficult to resolve through previous means. The communication process in adjudication is not as easy as the communication process of other conflict resolutions, because this effort requires consideration and decision of the case through the court. This is in line with the opinion of Fisher et al (2013) which explains that adjudicative conflict resolution efforts can be taken over when conventional conflict resolution has been unable to stop the conflict.

Negotiation, is a conflict resolution effort that usually involves only two parties who are essentially involved in the dispute (Fisher et al., 2013). The concept of negotiation requires the role of communication between two parties in order to reach a mutual decision. Jacqueline Nolan-Haley (in Fajar, 2010), explains that negotiations usually express forms of self-disclosure that occur between the two parties involved. Simply put, the negotiation process is a process of exchanging information and messages, especially about the conflict issues that are happening. Thus, negotiation shows that communication between the parties involved is an absolute requirement for the success of the negotiation process.

The last form of conflict resolution is **Dialogue**. This concept is similar to negotiation, but dialogue is essentially a form of conflict resolution that is imbued with a relatively large role for communication. Therefore, the concept of dialogue as a conflict resolution effort has more to do with the field of communication and sociology. Cuff (in Fajar, 2010) explains that the role of communication in dialogue is shown by the fact that dialogue and debate between the parties involved are basically able to emphasize changes in communication about ideas and rationality to become more intersubjective. Thus, the role of communication in conflict resolution efforts can provide an understanding that the communication process almost always plays an important role in preventing and stopping conflict. This is a social process that requires a communication process as a means of supporting the social interactions that exist in it so that conflicts that occur cannot be separated from communication.

METHODOLOGY

In this study, researchers used a qualitative approach, namely a meta-analysis study to make a literature review obtained from several previously conducted studies (Çoğaltay & Karadağ, 2015). Literature study is data obtained from various library sources such as journals, articles, and so on. According to Creswell (2017), Literature review has several purposes. First, to convey to the

reader the results of related research related to the research being conducted. Second, to connect research with existing literature. Third, to fill the gaps that exist in previous research. In a literature review, there are reviews, summaries, and thoughts of the author regarding various library sources such as articles, books, information from the internet, and graphics, as well as other sources. Thus, data and information collection is carried out based on several sources that are relevant to the object of research..

RESEARCH RESULT

Communication process in conflict

As we know that, Nowadays, communication plays an important role and influences all aspects of the mining conflict process. In this conflict, the role of communication is to convey an important message that the communities around the mining area involved in the conflict will continue to fight for their land rights and the effects caused by mining activities and also demand compensation that has been promised by the mining company. This makes communication in the conflict appear different from what happened so that the communication pattern that occurs places the community as communicants while the company and government as communicators.

The communication process in conflicts that occur between companies and neighbouring communities shows the opposite situation. In the conflict that occurred, related to complaints and effects caused by mining activities, the affected neighbouring communities acted as **communicators**. As communicators, the community demands several certain messages that are explicitly shown to the company and the government involved. This message serves to pressure the company and local government to immediately provide alternative solutions due to the negative impacts caused by their activities. In addition, the community also demanded a mining area that had encroached on local community land. Thus, the demonstrations and protests were carried out by blocking access to the mining area.

In the conflict situation that occurred, the company and the local government became communicants who deciphered several messages conveyed by the surrounding community. All messages conveyed can be understood as hard pressure that can actually make the Company can take certain decisions to respond to all incoming messages, because basically the Company has realised the impact caused by their activities. Furthermore, the response and feedback given by the Company is a calm attitude by providing responses and explanations that outline so that the Community can understand their position, or at least the local government also provides understanding regarding the use of land areas that are state assets but are claimed as Community property.

In line with the fact that the community lacks knowledge about this matter, it causes a contradiction between the company and the community. This is what makes the company long before carrying out mining activities has thought about and has a plan related to the solution of the problem so that the company has found a solution. Communicators, messages, communicants and responses have actually shown that the communication process really occurs in the process of

disputes between the Community and the Company regarding mining land and the negative effects of mining activities.

Thus, the pattern of communication that occurs makes the communication process that occurs between the Community and the Company, a process that shows that the conflict and contradictions that occur between the two parties are at a breaking point. Negotiation and dialogue are used by the surrounding community to get a calmer but still complex conflict output. Therefore, the communication process that occurs basically has a relatively high level of violence.

Conflict Resolution Efforts

In social life, there are two modes of human existence that will cause a conflict. Therefore, communication and conflict resolution efforts are needed to convey information or desires from efforts to end a conflict. Successful communication requires a clear channel of transmission, and also a shared code (Nisa, 2015). Communication is an important factor that can bridge differences of opinion and conflicting desires between the community and the company. If communication can run well, it can result in a negotiation process between the community and the company that produces a mutual agreement that does not harm each other. This is an important goal of communication in the negotiation process so that it does not burden each other.

The efforts of each party to find a solution provide at least two important indications that are interconnected with all conflict resolution efforts. **Firstly**, conflict resolution efforts must utilise good communication processes. Mediation, arbitration, adjudication and negotiation, which are forms of conflict resolution, will use communication as a condition for reaching an agreement. However, the absence of communication in any of these processes will make the process lame and potentially fail.

Second, the resolution process must be driven by the goodwill of all parties, not by force or coercion from a third party. Conflict resolution has been widely studied in the fields of communication studies, psychology, and sociology. Although all studies pay special attention to conflict resolution, all branches of science have different perspectives. The discussion of conflict resolution in this research emphasises the field of communication studies, Buckley Ziestel (in Fajar, 2016) explains that "conflict resolution" as a form of conflict termination that refers to creating a win-win situation while "conflict resolution" focuses more on how to orientate under the cause of the conflict. Thus, the process of conflict resolution can only be done with good communication between all parties to the conflict, even if it is done through demonstrations. So the conflict resolution process has the potential to fail when there is a failed communication process as well.

In line with the existing facts that, Communities living near mining areas make demands by carrying out blockades and demonstrations to demand various forms of responsibility that must be carried out by the mining company. In addition, it is often found that the mediation and negotiation process is the route taken by many mining companies by offering compensation and a form of

responsibility that is usually referred to as corporate social responsibility as an effort to form the company's responsibility (Abuya, 2016).

The effectiveness of the mediation and negotiation process is determined by the interaction and communication processes involved. Kresel (in Fajar, 2016) It also discusses the level of commitment of all parties to conflict resolution efforts such as mediation and negotiation, which generally require a lot of communication aspects. Therefore, the mediation process will usually provide many messages to all parties (Kemp, 2010). In addition, negotiation is a process that involves more interaction between the parties involved in the conflict, so negotiation will be closely tied to communication because it will go through the process of making decisions and determination for all parties involved. Thus, communication will play an important role and contribute greatly to negotiation and mediation as a conflict resolution process.

From all the explanations above and the data obtained in previous research, it can be used to answer the question of whether conflict resolution can be seen from a communication perspective? So, basically, many communities reject and even want the company to leave the location close to their residential area (Qurbani, 2020). However, the Company and the local government tried to communicate again regarding the demands made by the Community by providing an understanding of how they could solve this problem without having to fight longer, let alone using violence. In other words, the Company applies open dialogue, mediation and negotiation to reach the best solution to the problem (Fauzi & Nulhaqim, 2024).

DISCUSSION

Communication is a process that allows one party to give messages to another party in the form of a social interaction (Fajar, 2010). In mining land conflicts that occur between local communities and companies, it is actually a form of communication that involves sending codes, receiving, and interpreting certain messages given by the communicator, as well as responses given by communicants as feedback on the messages conveyed. In mining land conflicts that occur in Indonesia, all parties involved can actually be communicators and communicants at the same time, so that each party can send a number of messages and also receive messages, especially those related to the conflict.

In a conflict that occurs between the community and the company, it will definitely reach the peak point of tension from the conflict itself. So that communication in conflict resolution efforts that occur in this case, can simply be explained by the dialogical perspective developed by Krauss and Morsella (in Littlejohn et al., 2017) explaining that the dialogical perspective is a form of perspective that prioritizes a communication activity in it, so that the dialogical perspective will prioritize the communication aspects carried out by two parties to achieve certain goals.

In line with the facts that have been found in previous studies, the communication efforts made by the surrounding community to the company are clearly a positive form of a dialogical perspective that is in line with that described by Krauss and Morsella. This dialogical perspective views that conflict and efforts to achieve conflict resolution involve forms and aspects of dialogue

that occur between two parties. In this case, the first party provides a message, while the second party responds and provides feedback from the message. This is in line with the opinion of Baxter & Scharp (2015) that, Dialogical perspectives most likely inevitably involve communication in dialogue which is indicated by the fact that dialogue and debate between certain parties are essentially capable of emphasising changes in communication about how ideas and rationality become more intersubjective.

The position of communication in a conflict is important in conflict resolution efforts. Previous journals that explain the many conflicts that occur in communities and mining companies provide important clues about how the communication process occurs in an effort to find a problem point. Communication patterns can be seen from **the role of communicators** who seek to find alternative conflict resolution. Meanwhile, the communicator also continues to strive for communication that has feedback for resolving the conflict. Based on the analysis of approximately 20 literature, it can simply be concluded that if all communication elements are summarised from various existing facts and combined, there will be a clear communication process between the community and the company involved. This also applies in the context of conflict resolution efforts themselves.

All forms of conflict resolution such as, mediation, negotiation, arbitration, and adjudication, are at the same part of how both parties can acceptance. Therefore, all forms and processes of conflict resolution require effective communication between all parties. Simply, this condition is in line with the explanation of Furlong et al (2018) On acceptance, it shows that the communication efforts made by both parties indirectly provide an understanding that communication is important to start acceptance to seek conflict resolution. Thus, the role of communication can be useful if all elements can be carried out so that it has an impact on how changes in conflict resolution efforts themselves.

In line with Meierová (2020) explain that, conflict resolution using communication methods will seem unrealistic (Meierová, 2020). Furthermore, social conflicts that occur in the field will be difficult to resolve and there may still be contradictions and friction between the two parties because basically, the concept of dialogue will produce an unfinal output. This is also emphasized by Baxter and Bakhtin who see dialogical and dialectical simultaneously, simply put in a negotiation or dialogue process will be tensions that arise in the process of creating these relationships that can be managed through conversations (communication) that can be coordinated by both parties (Em Griffin, Andrew Ledbetter, 2015).

Thus, the dialogic communication perspective involves communication which is demonstrated by factual data related to how communication is able to emphasize changes in the interaction of the two parties. Furthermore, communication in conflict resolution efforts has a role in communicating the goals of both parties while resolving the problems that occur. So, analyzing the data and facts presented by several literatures, it can be concluded that the communication that occurs becomes a bridge for both parties because of their

interdependence on each other and also through this communication both parties can convey messages through various channels.

CONCLUSIONS AND RECOMMENDATIONS

There are several things that can be found from all the findings of literature data and facts in this study. This research provides an understanding that the mining conflict that occurred can be said to be a social conflict in which there is a mismatch or contradiction between two parties, caused by differences in interests and conflicting needs between the community and the company. Social conflicts that occur involve many aspects of communication and psychological aspects. The conflict is caused by misperceptions and communication failures on both sides. This fact is corroborated by several literatures that discuss the causes of communication failure.

Conflicts that occur in the mining area show an increase in conflict escalation because some literature mentions the existence of several demonstrations carried out so that it can be concluded that, the communication involved in the conflict culmination process is monitored by the community as a **communicator** whose role is to voice the unrest and conflicting desires of the **communicants**, namely the mining company.

Furthermore, the conflict resolution efforts of the two conflicting parties both act and strive for communication that will later reach a mutual agreement and appropriate conflict resolution that does not harm both parties. This makes the perspective of dialogical communication carried out by the community and the company. However, because it is still vulnerable to contradictory friction, the communication efforts have not been effective. Thus, the communication process in the cause of conflict brings a description of how the communication pattern occurs, so that both communicators and communicants give each other responses and messages. This is also corroborated that the actual communication that occurs is indeed an important and inseparable part of a social conflict.

Thus, based on the explanations and explanations obtained, it can be concluded that both communicators and communicators in the communication process are indicated to convey messages that are explicitly harsh and suppressive, so these traits make tensions occur in a conflict. Therefore, the communication efforts made are only one way to seek conflict resolution even though some literature has not reached an effective peak toward resolution from the communication perspective.

ADVANCED RESEARCH

The suggestions for further research are to find the causes of communication failures in every effort to resolve conflict, especially in mining conflict. For example, on the perspective of how to problem solving bt women and men in the mining world. Thus, will be make it easier to elaborate in the next research for make it the problems that have occured in Indonesia that have never been resolved.

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