



**THE ROLE OF ISLAMIC COMMUNICATION IN RESOLVING SOCIAL CONFLICTS
IN THE MULTICULTURAL COMMUNITY OF SURO BALI VILLAGE,
KEPAHIANG REGENCY**

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Abstrak: This study explores the role of Islamic communication in resolving social conflicts within the multicultural community of Suro Bali Village, Kepahiang Regency. Study aims to understand how Islamic communication practices contribute to the peaceful resolution of disputes in a community characterized by diverse cultural and religious backgrounds. A qualitative research method was employed, utilizing observations and document analysis to gather data and deep explanation. The results indicate that Islamic communication plays a significant role in fostering mutual understanding and promoting dialogue among the village's different cultural and religious groups. The study finds that key Islamic communication values, such as tolerance, empathy, and respect for diversity, are instrumental in mitigating tensions and resolving conflicts. Furthermore, the involvement of religious leaders and community-based initiatives has proven effective in reinforcing social cohesion and creating a harmonious environment. This research highlights the importance of Islamic communication strategies in conflict resolution and provides insights for strengthening interfaith and intercultural relationships in multicultural communities.

Kata kunci: Islamic Communication; Conflict Resolution; Multicultural Society; Tolerance.



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INTRODUCTION

Indonesia as a multicultural country faces great challenges in maintaining social harmony amidst ethnic, religious, racial, and cultural diversity. Social conflicts are often triggered by differences in perception, prejudice, and lack of understanding of other people's cultures and beliefs (Hidayat, 2020; Kementerian Agama RI, 2020). In this context, Islam offers communication principles that prioritize the values of peace, tolerance, and compassion as a solution to resolving conflicts. Islamic communication strategy, which is based on the Qur'an and Sunnah, provides ethical guidance in building harmonious relationships in society. This concept involves conveying clear messages, respecting differences, and prioritizing fairness in

every interaction (Zulkifli, 2019; Abdullah, 2019). This article analyzes how Islamic communication strategies can be applied to social conflict resolution in multicultural societies. Social conflict is a major challenge facing multicultural societies. Conflict-causing factors are often related to differences in culture, religion, and economic interests (Zulkifli, 2019; Hidayat, 2020). In this context, Islamic communication offers a unique approach to conflict resolution by prioritizing universal values such as justice, tolerance, and deliberation. Communication aims to explore how Islamic communication strategies can be applied as a tool to defuse social conflicts in pluralistic societies.

The complexity of multicultural societies often raises the potential for social conflicts that can disrupt social harmony (Rahim, 2013). This article discusses the role of Islamic communication strategies in resolving conflicts in multicultural societies. This approach emphasizes the values of justice, equality, and humanity that are at the core of Islamic teachings. Using a literature-based qualitative analysis method, this article reveals that effective communication based on Islamic values can reduce social conflict through dialogue, mediation, and empathic approaches. This study contributes to the understanding of the importance of communication-based on Islamic ethics in managing diversity and conflict. One of the main factors that cause social conflict is the lack of effective communication strategies for building harmony and tolerance among citizens. Islamic communication as part of Islamic teachings teaches the values of dialogue, tolerance, and peaceful conflict resolution. The principles of communication in Islam such as hikmah (wisdom), *mau'idzah hasanah* (good advice), and *mujadalah* (polite dialogue) can be an approach in reducing social tension in a heterogeneous society. (Majelis Ulama Indonesia, 2018; Alwi, 2018; Mubarak, 2016). However, the application of Islamic communication strategies in resolving social conflicts is still less than optimal. Many people do not understand the importance of Islamic values-based communication in building harmony. In addition, the lack of role of religious leaders and stakeholders in implementing Islamic-based communication often exacerbates the escalation of conflicts (Kementerian Agama RI, 2020; Rahmat, 2021).

Bengkulu is a province with complex ethnic, cultural and religious diversity. This diversity is often a social wealth, but on the other hand, it also has the potential to trigger conflict if not managed properly. Suro Bali Village, located in Kepahiang Regency, Bengkulu, is one example of a multicultural community inhabited by various groups with different social and religious backgrounds. In recent years, the social dynamics in this village have shown the potential for conflict triggered by differences in religious understanding, social inequality, and the lack of effective communication between residents.

This research will analyze how the Islamic communication approach can be effectively applied to build harmonious relationships amidst the diversity of a multicultural society. The results of this research are expected to contribute to the development of communication models based on Islamic values to create a more peaceful and tolerant social life. The urgency of this study lies in the increasing complexity of social dynamics in multicultural communities, where social conflicts often arise due to cultural, religious, and ethnic differences. In regions like Suro Bali Village, where diverse cultural and religious groups coexist, it is crucial to explore effective strategies for conflict resolution that can foster peace and social cohesion. Islamic communication, rooted in values of tolerance, empathy, and respect, offers a unique and culturally relevant approach to addressing these conflicts. This study is timely as it provides

insights into how Islamic communication can serve as a tool for resolving tensions and promoting unity in a society that faces growing challenges related to social diversity. The findings are significant not only for the local community but also for broader applications in other multicultural settings, helping to develop conflict resolution frameworks that leverage cultural and religious strengths to create peaceful, harmonious environments.

RESEARCH METHODS

This study uses a qualitative research design with a case study approach to examine the role of Islamic communication in resolving social conflicts within the multicultural community of Suro Bali Village, Kepahiang Regency. Data collection was carried out through in-depth interviews, participant observation, and document analysis. In-depth interviews were conducted with key informants such as local religious leaders, community elders, and representatives from various cultural and religious groups to gain insights into how Islamic communication is used for conflict resolution. Participant observation was used to observe the application of communication practices in community events, religious gatherings, and conflict-resolution processes. Additionally, relevant documents, such as religious teachings, community records, and local government policies, were analysed to understand the broader context of conflict management and cultural diversity. The data were analysed through thematic analysis, allowing the identification of key themes and patterns related to Islamic communication strategies and their effectiveness in resolving conflicts. This method provided a comprehensive understanding of how Islamic communication fosters social harmony and peace in a multicultural setting.

RESULTS

Social conflict in multicultural societies is a phenomenon that often occurs due to differences in culture, religion, and certain interests (UNESCO, 2017; Mulyana, 2021). In Suro Bali Village, social conflicts often arise in various forms, both small-scale disputes between individuals and conflicts involving community groups. Resolving these conflicts is a challenge for the community and stakeholders. Therefore, this research highlights the role of Islamic communication strategies in reducing conflict and building social harmony. The Islamic communication strategy applied in conflict resolution in Suro Bali Village is based on the principles of hikmah (wisdom), *mau'idzah hasanah* (good advice), and *mujadalah* (polite dialogue). These principles are applied by religious leaders, community leaders, and village heads in dealing with various problems that arise. In addition, Islamic communication applied in this social context also includes the principles of shura (deliberation), *tabligh* (conveying the right message), and *tasamuh* (tolerance), which contribute to building peace in society. The research found that the Islamic communication-based approach was not only successful in overcoming conflict, but also in creating a more harmonious social environment. In various cases of conflict that occurred in Suro Bali Village, the application of Islamic communication proved effective in easing tensions, strengthening social cohesion, and building trust among residents. The following are the main findings obtained from this research:

HIKMAH (WISDOM) APPROACH

The wisdom approach in Islamic communication, as applied in Suro Bali Village, aligns with the broader principles of Islamic communication that emphasize truth, harmony, and the pleasure of Allah, as outlined in the Quran and Hadith. This approach is characterized by honesty, trustworthiness, justice, wisdom, and moderation, which are essential for effective da'wah communication aimed at resolving conflicts and fostering social harmony (Tanjung & Abdullah, 2025). In Suro Bali, religious leaders employ a moderate and inclusive approach, adjusting their message delivery to the community's psychological and social conditions, which is crucial in conflict situations to prevent exacerbating tensions (Tanjung & Abdullah, 2025). This method resonates with the ethical communication principles found in counselling, where speaking wisely or remaining silent is emphasized to maintain a respectful and supportive environment (Maslahah et al., 2025). The integration of local wisdom into Islamic practices, as seen in the *ma'balla* tradition of the Kaluppini community, further exemplifies how cultural practices can embody Islamic educational values, promoting social cohesion and moral education. Moreover, the adaptation of Islamic discourse to modern contexts, as suggested by ethical leadership principles, can enhance global communication and cooperation, fostering a more inclusive and compassionate society (Gilani et al., 2024). Community-based Islamic education also plays a role in democratizing learning and integrating local wisdom, which is essential for maintaining cultural identity and social harmony in diverse societies. The integration of Islamic law with local cultural values supports social harmony and strengthens community coherence, demonstrating the flexibility and inclusivity of Islamic teachings (Insani et al., 2024). These strategies, including the preservation of local wisdom and the promotion of religious moderation, are vital for addressing the challenges of pluralistic societies and ensuring that Islamic teachings remain relevant and effective in contemporary settings (Muharom Albantani & Madkur, 2018).

MAU'IDZAH HASANAH (GOOD ADVICE)

The strategy of *mau'idzah hasanah*, which emphasizes gentle and non-coercive advice, is effectively applied in various religious forums such as recitations, Friday lectures, and public discussions to resolve conflicts and promote unity among Muslim communities. This approach is particularly useful in multicultural settings where differences in religious practices can lead to conflicts, as observed in a case involving two families with different religious affiliations. Local religious leaders successfully employed *mau'idzah hasanah* by citing arguments that emphasize the unity of Muslims and providing personal advice to highlight that differences in worship practices should not lead to hostility (Kamal & Misra, 2023). This method aligns with broader da'wah strategies that aim to foster harmony and understanding in diverse communities, as seen in the efforts to build cross-faith dialogue and promote social harmony through recitation and *taklim* strategies (Faqih, 2023). Additionally, the use of role models and the Qudwah Hasanah approach, which draws on the exemplary conduct of Prophets as depicted in the Al-Quran, further supports the nurturing of ideal morals and personalities within the community. The integration of these strategies in educational and religious settings, such as the use of politeness and *akhlak* learning in pesantren, underscores the importance of maintaining

social harmony and moral development (Rohmansyah et al., 2023). Moreover, the emphasis on Islamic education to instill values of tolerance and mutual respect in multicultural societies further reinforces the effectiveness of these strategies in promoting a cohesive and harmonious social fabric (Yuniarti, 2023). Overall, the application of *mau'idzah hasanah* and related strategies demonstrates a comprehensive approach to addressing conflicts and fostering unity within diverse Muslim communities.

MUJADALAH (POLITE DIALOGUE)

Mujadalah, or polite dialogue, is a significant method of conflict resolution in Suro Bali Village, reflecting broader practices observed in various Indonesian communities. This approach aligns with the customary mediation practices that prioritize communal values, sacrifice, and justice, aiming to maintain harmony and balance within indigenous communities (Gayo, 2024). The method of deliberation and consensus is commonly employed in land dispute resolutions across villages in Indonesia, emphasizing efficiency in terms of time, cost, and mechanism, and requiring mutual agreement from all parties involved. The role of religious leaders in facilitating interfaith dialogue is crucial in fostering tolerance and harmony in multicultural societies, as seen in Lumajang Regency, where interfaith dialogue activities are implemented to build religious tolerance (Malau, 2023). Facilitation methods, which focus on cooperation, trust, and respect, are also effective in community conflict resolution, promoting joint decision-making and adapting to the specific needs of the community. Deliberative dialogue, a two-way communication process, is essential in managing intercultural conflicts, and ensuring social harmony by addressing potential communication barriers. The Dalihan na Tolu indigenous community employs a multi-dimensional model of social conflict prevention based on local wisdom, emphasizing negotiation and consensus to prevent conflicts (Harahap & Hasibuan, 2018). Effective mediation techniques, as outlined by Beverly A. Potter, highlight the importance of creative solutions and maintaining a problem-solving tone to control disputes and avoid outbursts. In the context of village governance, reconceptualizing dispute resolution models to ensure fairness and transparency is recommended to prevent prolonged conflicts and strengthen local democracy (Zainudin et al., 2025). Collectively, these practices underscore the importance of dialogue, consensus, and community involvement in resolving conflicts peacefully and equitably in Suro Bali Village and beyond.

PRINCIPLES OF ISLAMIC COMMUNICATION IN CONFLICT RESOLUTION

The principles of Shura (Deliberation), *Tabligh* (Correct Message Delivery), and *Tasamuh* (Tolerance) are integral to conflict resolution and community governance, as demonstrated in various contexts. Shura, or deliberation, is a foundational principle in both Islamic governance and local community decision-making, emphasizing consensus to prevent decisions detrimental to public interest. This principle is evident in the conflict resolution practices of Indonesian indigenous communities, where deliberation for consensus is a common approach, particularly in resolving disputes related to village governance and elections. Similarly, in urban settings, deliberative democracy is crucial for resolving conflicts, as seen in the city of Surgut, where local communities act as key deliberative actors (Ashidiq & Rohmah, 2023). *Tabligh*, focusing

on clear and honest communication, is essential in maintaining social harmony and preventing misinformation, a role often undertaken by religious and community leaders. This aligns with the broader need for effective community participation in public decision-making, which enhances governance and policy effectiveness (Damanik et al., 2024). *Tasamuh*, or tolerance, is vital in multicultural societies like Indonesia, where joint activities among different religious communities foster social cohesion. This principle is supported by participatory methods that encourage dialogue and reflection, promoting understanding and cooperation among diverse groups (Fuqoha et al., 2024). Overall, these principles collectively contribute to a more harmonious and effective community governance framework, emphasizing the importance of inclusive and participatory approaches in conflict resolution and decision-making processes (Gunawan et al., 2023).

IMPACT OF ISLAMIC COMMUNICATION STRATEGY IMPLEMENTATION

The application of Islamic communication strategies in conflict resolution in Suro Bali Village has demonstrated significant positive impacts, aligning with findings from various studies on Islamic conflict management. Increased awareness of tolerance among villagers reflects the principles of pluralism and interfaith dialogue emphasized by Malik Fadjar, which are crucial in fostering mutual respect and reducing potential conflicts in multicultural societies (Asrori & Sunarto, 2021). Better communication between villagers through deliberation and open dialogue is supported by the *syura* (consultation) approach, which has been effective in resolving interpersonal and group conflicts in educational settings, as seen in Pesantren Darul Ihsan (Farihin, 2024). The respected role of religious leaders as mediators aligns with the Islamic leadership characterized by *shiddiq* (integrity) and *amanah* (trustworthiness), which are essential in fostering social harmony. The emergence of stronger social agreements through Islamic communication strategies mirrors the *wasathiyyah* da'wah strategy, which promotes religious moderation and balance in multicultural environments (Estuningtyas, 2024). Islamic principles such as hikmah, *mau'idzah hasanah*, and *mujadalah* have proven effective in reducing tensions and building a harmonious social life, like the *gawe rapah* tradition in Lombok, which mitigates violence through dialogue and tolerance education (Kamar & Sa'adah, 2024). These strategies are further reinforced by the application of *tabayun*, deliberation, *tahkim*, and *islah* in educational institutions, which enhance understanding and reconciliation (Fidori et al., 2024). Overall, the integration of Islamic communication strategies in conflict resolution not only addresses immediate disputes but also contributes to long-term peacebuilding and social cohesion, as evidenced by community-based ADR programs that promote dialogue and mutual understanding (Akintayo et al., 2024).

DISCUSSION

Analysis of the Role of Islamic Communication Strategy in Conflict Resolution

Islamic communication strategies play a crucial role in resolving social conflicts, as evidenced by their application in various contexts, including Suro Bali Village. These strategies are deeply rooted in principles such as *shura* (deliberation), *tabligh* (conveying the right message), and

tasamuh (tolerance), which are essential for fostering harmonious interactions in multicultural societies. The effectiveness of these strategies is highlighted by the increased trust in religious and village leaders in managing social conflicts (Rasyid et al., 2023). The principles of *qaulan*, such as *qaulan sadida* (truthful speech) and *qaulan baligha* (effective communication), are employed to ensure that communication is respectful and constructive, thereby preventing embarrassment and fostering mutual respect (Rangkuti & Rubino, 2023). Additionally, the concept of *islah*, which emphasizes reconciliation and understanding, is instrumental in addressing inter-ethnic and inter-religious conflicts, as seen in regions like Surabaya and Bali (Rasyid et al., 2023). The integration of local wisdom and religious teachings, such as those found in Surat Al-Hujurat, further supports the establishment of social stability by promoting unity and understanding among diverse groups. Moreover, the Fiqh of Balancing, which aims to maintain equilibrium between interests and disadvantages, contributes to achieving social peace by aligning actions with the broader goals of Islamic law. These strategies not only address immediate conflicts but also aim to rebuild stronger, more sustainable social relationships, demonstrating the comprehensive nature of Islamic communication in conflict resolution (Tahir et al., 2022). Overall, the application of these strategies underscores the potential of Islamic communication to transform conflicts into opportunities for deeper understanding and lasting peace.

The Effectiveness of the Islamic Communication Approach in the Context of Multicultural Society

The success of Islamic communication strategies in resolving conflicts in Suro Bali Village highlights the effectiveness of such approaches in multicultural societies. The hikmah approach, which emphasizes wise and context-sensitive communication, has been instrumental in easing tensions by allowing religious and community leaders to deliver messages that resonate with all parties involved in conflicts (Thahir, 2023). This approach aligns with the broader principles of Islamic conflict resolution, which advocate for nonviolence, patience, and dialogue to foster peace and understanding. The use of *mau'idzah hasanah*, or good advice, further supports conflict resolution by shaping community perceptions and promoting peaceful coexistence through religious and social forums (Firdous et al., 2023). This method is complemented by *mujadalah*, which facilitates open and respectful dialogue, enabling conflicting parties to express their views and find common ground without resorting to confrontation. The integration of local wisdom and religious teachings, as seen in the practices of *islah* and interfaith dialogue, underscores the importance of cultural sensitivity and the role of religious leaders in mediating peace (Rasyid et al., 2023). These strategies are supported by socio-religious education, which fosters collective awareness and acceptance of diversity, as demonstrated in other multicultural contexts like Pegayaman Village (Suwendra, 2023). Overall, the Islamic communication strategy in Suro Bali Village exemplifies how religious principles, when applied thoughtfully, can effectively address and resolve conflicts in diverse communities (Setiawan & Hasanah, 2022).

Implications of the Application of Islamic Communication Strategies in Conflict Resolution

The study's implications for managing social conflict in multicultural societies are multifaceted, emphasizing the roles of religious leaders, collective awareness of tolerance, and democratic conflict resolution models. Religious leaders play a crucial role in conflict resolution by employing Islamic communication strategies, which can be enhanced through support from various stakeholders to guide communities toward harmony (Firdous et al., 2023). This aligns with the findings that religious leaders, such as Kyai Ahmad Masduki, effectively use local wisdom and social piety to foster multicultural understanding and peace (Pomalingo & Tangahu, 2023). Building collective awareness of tolerance is essential, as demonstrated by the principle of *tasamuh* in Islamic communication, which advocates for active and productive *social* interaction to promote tolerance. This is supported by the Quranic perspective that emphasizes tolerance and understanding between different faiths to prevent conflicts (Usman et al., 2023). Furthermore, the concept of *shura*, or collective deliberation, is highlighted as a democratic model for conflict resolution, where decisions made collectively are more widely accepted, reducing the potential for further conflict (Suwarno & Mawardi, 2023). This approach is evident in the use of local wisdom and interfaith dialogue in conflict resolution, as seen in Surabaya and Bali, where community leaders and religious figures collaborate to address disputes. Additionally, socio-religious education and cultural preaching approaches, as practiced by organizations like Nahdlatul Ulama and Muhammadiyah, further reinforce the importance of tolerance and cooperation in multicultural settings (Jufri & Ode Ismail Ahmad, 2023). These strategies collectively underscore the need for a comprehensive approach to conflict resolution that integrates religious, cultural, and democratic principles to foster peace and unity in diverse societies.

Challenges in Implementing Islamic Communication Strategies

Islamic communication strategies have been effective in resolving conflicts in Suro Bali Village, yet several challenges persist in their implementation. A significant challenge is the lack of public understanding of Islamic communication principles, which can lead to emotional conflict resolutions rather than those based on Islamic values. This issue is compounded by the diverse interpretations of Islamic teachings, which necessitate an inclusive approach to ensure that Islamic values are applied universally without causing division (Rangkuti & Rubino, 2023). The principles of Islamic communication, such as *qaulan sadida* (truthful speech) and *qaulan baligha* (effective communication), are crucial in fostering harmony and understanding, as demonstrated in various community settings (Nadila & Ritonga, 2023). However, external influences, particularly from social media and inaccurate reporting, often skew public perceptions of conflicts. This underscores the need for religious and community leaders to actively provide accurate clarifications and prevent misinformation that could exacerbate conflicts. The role of religious leaders is pivotal in peacebuilding efforts, as they can harness the positive potential of religion to promote sustainable peace (Putrawan, 2022). Additionally, the ethical and technical foundations of conflict resolution, such as dialogue, negotiation, and mediation, are essential in managing interfaith conflicts and promoting coexistence (Tahir et

al., 2022). To address these challenges, it is crucial to enhance public education on Islamic communication principles and foster a more unified interpretation of Islamic values, while also leveraging the influence of religious leaders to guide communities toward peaceful conflict resolution (Mahfud et al., 2022).

CONCLUSION

The application of Islamic communication strategies in conflict resolution proves to be a powerful tool in fostering peace and harmony, particularly in multicultural societies. Through principles such as *shura*, *tabligh*, *tasamuh*, and *islah*, Islamic communication not only addresses immediate conflicts but also strengthens social relationships by promoting tolerance, mutual respect, and understanding. The success of these strategies in communities like Suro Bali Village highlights the crucial role of religious leaders, local wisdom, and interfaith dialogue in bridging divides and resolving tensions. However, challenges such as misconceptions of Islamic principles and external influences need to be addressed through better public education and unified interpretations of Islamic teachings. By continuing to integrate religious, cultural, and democratic values, Islamic communication strategies can provide a sustainable foundation for conflict resolution and contribute to building a more inclusive and peaceful society.

It is recommended that efforts be made to enhance public understanding of Islamic communication principles through educational programs, workshops, and community outreach. Religious and community leaders should actively engage in promoting the core values of Islamic communication, ensuring that these principles are interpreted inclusively and applied in a manner that fosters unity rather than division. Furthermore, increasing collaboration between religious, cultural, and governmental institutions is essential in creating a more comprehensive and effective conflict resolution framework. Finally, leveraging modern communication platforms and media can help correct misconceptions and disseminate accurate information about Islamic conflict resolution methods, thereby preventing the escalation of conflicts and promoting peaceful coexistence in multicultural societies.

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