

## ABSTRACT

### **CONFLICT MANAGEMENT IN HUSBAND-WIFE DURING THE COVID-19 PANDEMIC (Descriptive Qualitative Study on "Go-Massage" Online Massage Service Provider Partners)**

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*During the Covid-19 pandemic, Gojek closed the GoMassage service in the midst of an ongoing pandemic, this had a considerable impact on workers who lost their jobs and their income. the divorce rate in Indonesia increased by 5%. Due to the Covid-19 pandemic, the economic changes that occur are not acceptable to all families. There are families who don't have enough savings for emergencies and suddenly like this pandemic. In the end, this led to a conflict. This study aims to find out how the husband and wife conflict management of Go Massage workers during the pandemic. This study uses a lose-lose, win-win, win-lose, lose-win, give-take conflict management orientation. This study uses qualitative research methods with data collection techniques carried out in this study using the interview method. the researcher managed to get results and some findings in research related to conjugal conflict management during a pandemic, where each of the four informants could find out what kind of conflict management was used by GoMassage workers in solving interpersonal problems between husband and wife. This means that everyone with this conflict orientation assumes that there is a way to resolve a problem/conflict and all those involved in the conflict will benefit. In contrast to informants who use a win-lose or competing conflict orientation, which means that an individual has the point of view that conflict is victory and defeat.*

**Keywords:** Gojek, GoMassage, Conflict management, online massage.

Libraries : 52

Publication Years : 2013-2022