

The Role of Quality of Communication, Conflict Resolution and New Value Creation in Family Firms: An Indonesia Perspective

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Abstract

This study aims to examine the role of quality of communication, conflict resolution, and new value creation in family businesses to make recommendations to prevent the decline in value creation. This paper discusses the quality of communication that is proven to create conflict resolution in the management of family companies. This paper uses a quantitative research approach with the structural equation modelling-partial least square (SEM-PLS). The quality of communication in family firms has significant consequences for conflict resolution and Family Business Value Creation. This research has shown how the quality of communication can support the creation of family business values in the Indonesian context. This research can be used as a reference for managing the quality of communication in family companies to improve conflict resolution and family business value creation in the Indonesian context. This paper has practical implications for family business practices. This paper offers the impact of quality of communication and conflict resolution on family business value creation that enables the prevention and management of relationships between managers of family businesses. The scientific literature is thoroughly reviewed and empirically studied in the context of family companies in the east Indonesian region

Keywords: Family Business, Quality of Communication, Family Business Value Creation, Conflict Resolution