

Effect of Synergizing Intergenerational Conflict Resolution and Family Business Sustainability Moderated by Integrational Relationship Quality and Decision-Making Quality

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Abstract

Purpose: Conflicts in family businesses have become the concern of many researchers, which explains that managing conflicts that occur in family businesses is a challenge that must be faced. This paper aims to examine the relationship between Synergizing intergenerational conflict resolution and Family Business Sustainability moderated by Integrational relationship quality and Decision-Making Quality in the context of family businesses in Indonesia.

Design/methodology/approach: Using a sample of 565 family business owners with business licenses in Indonesia and content analysis based on their performance reports, evidence is gathered to test the hypothesis through structural equation modeling – partial least squares.

Findings: The results reveal that Synergizing intergenerational conflict resolution affects Family Business Sustainability but Integrational relationship quality and Decision-Making Quality do not moderate this relationship.

Originality/value: This research provides insight into how Synergizing intergenerational conflict resolution affects Family Business Sustainability in the context of family businesses in Indonesia

Keyword: Family Business, Synergizing Intergenerational Conflict Resolution, Family Business Sustainability, Integrational Relationship Quality, Decision Making Quality