

The Influence of Social Conflict, Cultural Diversity, and Tolerance on Social Integration in Urban Societies

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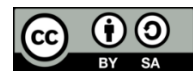
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ABSTRACT

This study aims to examine the influence of social conflict, cultural diversity, and tolerance on social integration in urban communities. Using survey methods and multiple linear regression analysis, data were collected from 300 respondents living in urban areas with high levels of cultural diversity. The results show that social conflict has a significant negative effect on social integration, while cultural diversity and tolerance have a significant positive impact. Social conflict reduces the level of social cohesion and strengthens segregation, while cultural diversity and tolerance encourage social engagement and increase community harmony. These findings indicate the importance of policies that support conflict management and the promotion of diversity and tolerance as strategies for building a more integrated society in urban environments. This study also highlights the need for further research in other urban contexts to enrich the understanding of the dynamics of social integration.

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1. INTRODUCTION

Urban communities are often faced with high social complexity, one of which is cultural diversity and different social backgrounds. Rapid urbanization in Indonesia, especially in big cities such as Jakarta, Surabaya, and Medan, brings various community groups with diverse ethnic, cultural, and religious identities into the same social space [1]. According to data from the Badan Pusat Statistik, more than 50% of Indonesia's population now lives in urban areas, creating new challenges in maintaining social cohesion and integration amidst this

plurality. In this context, social conflict often arises as one of the impacts of social interactions that are not always harmonious [2]. This social conflict can range from horizontal conflicts between ethnic groups to disputes related to differences in cultural or religious values. This phenomenon raises important questions about how social conflict can affect social integration in multicultural urban communities [3].

In addition to social conflict, cultural diversity is also an important factor that influences the dynamics of social relations in urban areas [4]. Cultural diversity in urban communities can be a potential strength that

enriches social life, but on the other hand it can also be a source of tension. Cultural diversity, if not managed properly, can worsen social segregation and create distance between different community groups [5]. According to Parihat (2024), cultural diversity can strengthen the identity of certain groups, but at the same time it can also weaken social cohesion if it is not accompanied by efforts to encourage positive cross-cultural interactions. In this context, it is important to understand how cultural diversity in urban communities can contribute to social integration efforts or actually hinder them [7].

Tolerance is another important factor in maintaining harmonious relationships in diverse urban communities. Tolerance is often seen as a bridge to overcome differences, whether cultural, religious, or socio-economic differences. High levels of tolerance can facilitate better relationships between community groups, prevent conflict, and increase social integration. According to research conducted by Netshivhambe (2025), communities with higher levels of tolerance tend to have stronger social ties and are able to maintain social stability even when faced with significant differences. However, low levels of tolerance can worsen segregation and deepen existing conflicts, thus hampering the process of social integration [9].

In Indonesia, the phenomena of social conflict, cultural diversity, and tolerance are very relevant issues, especially in the context of urban society. Big cities in Indonesia have become a melting pot of various ethnic and religious groups, each bringing different values, norms, and identities [10]. On the one hand, this diversity has the potential to create a dynamic and innovative society, but on the other hand, differences that are not managed well can trigger social conflicts that threaten social integration [11]. Therefore, it is important to explore how these three factors—social conflict, cultural diversity, and tolerance—interact with each other and influence the process of social integration in urban society.

The main problem faced by multicultural urban communities is how to maintain a balance between cultural diversity

and social integration. Social conflicts that arise as a result of differences in culture, religion, and values often become obstacles to the process of social integration. In addition, varying levels of tolerance among community groups can worsen existing conflicts. As a country consisting of various ethnicities, religions, and cultures, Indonesia needs to find ways to increase tolerance and reduce social conflict in order to create better social integration in urban areas. The research question to be answered in this study is to what extent social conflict, cultural diversity, and levels of tolerance affect the process of social integration in urban communities.

The purpose of this study is to analyze the influence of social conflict, cultural diversity, and tolerance on social integration in urban communities in Indonesia. This study aims to understand how these three factors interact with each other and impact social relations in diverse communities. By exploring the relationship between social conflict, cultural diversity, and tolerance, this study is expected to provide deeper insights into the dynamics of social integration in urban environments and offer policy recommendations that can improve social cohesion amidst existing diversity.

2. LITERATURE REVIEW

2.1 *Social Conflict in Urban Society*

Social conflict is a common phenomenon in society, especially in multicultural environments such as urban communities. Social conflict is defined as a dispute between individuals or groups caused by differences in values, interests, or identities [12]. In big cities, social conflict often arises due to differences in ethnicity, religion, or social status that create segregation and social distance between community groups. According to research by Berry (2011), ongoing social conflict in urban communities can disrupt social stability and hinder the creation of social integration. In the context of Indonesia, social conflict often occurs in big cities inhabited by various ethnic groups, such as Jakarta and Surabaya. Research by Noe et al. (2021) shows that

social conflict in urban communities is often triggered by economic inequality and social injustice, which worsens relations between social groups. Conflict that is not managed properly can lead to social disintegration, where society splits into isolated and hostile groups [15].

2.2 *Cultural Diversity in Urban Areas*

Cultural diversity is one of the main characteristics of urban society, where various groups with different ethnic, religious, and cultural backgrounds live side by side in one social environment. Cultural diversity can be a source of social and economic strength, but also poses challenges in terms of social integration [16]. According to research by Damanik (2020), cultural diversity in big cities creates complex social dynamics, where differences in cultural identity often trigger tension and social segregation. However, cultural diversity can also be a potential to create a more inclusive and tolerant society, as long as it is managed properly through policies that support cross-cultural interaction. In Indonesia, research by Noe et al. (2018) shows that cultural diversity in big cities like Jakarta has created a variety of social interaction patterns, ranging from productive collaboration to destructive conflict. Therefore, it is important to understand how cultural diversity affects social integration in urban communities.

2.3 *Tolerance as a Key Factor of Social Integration*

Tolerance is defined as an attitude of respecting and accepting differences, both in terms of beliefs, culture, and behavior [19]. Tolerance is considered one of the key factors that can support social integration in a multicultural society. According to research by Madanipour (n.d.), a high level of tolerance in a society will reduce the potential for conflict and encourage more harmonious social relations. In urban communities, tolerance becomes very important because of the high level of cultural and ethnic diversity. Research

by Bangwayo-Skeete & Zikhali (2013) shows that more tolerant societies tend to have better social cohesion and are able to maintain social stability even when faced with significant differences. In Indonesia, a study conducted by Hidayatulloh & Saumantri (2024) found that increasing the level of tolerance in urban communities can contribute positively to social integration, especially in overcoming cultural and religious differences.

2.4 *Social Integration in Urban Society*

Social integration is a process in which individuals or groups from different backgrounds interact and collaborate to achieve social harmony [9]. In a multicultural urban society, social integration becomes a major challenge because of cultural, ethnic, and religious differences that often create social segregation. According to research by Buchowski et al. (2010), social integration in urban communities is greatly influenced by the level of social conflict, cultural diversity, and tolerance. Big cities like Jakarta face challenges in creating social integration amidst existing differences, but with the right policies, the potential to create an inclusive and harmonious society remains. Good social integration will increase social cohesion and prevent conflicts that can disrupt the stability of society.

2.5 *Hypothesis Development*

Based on the literature review above, the relationship between social conflict, cultural diversity, tolerance, and social integration can be formulated through several hypotheses as follows:

Hypothesis 1 (H1): Social conflict has a negative influence on social integration in urban communities.

Ongoing social conflict in urban communities often worsens inter-group relations and hinders the creation of social harmony. Research by Wood & Landry (2008) shows that unresolved social conflict can weaken social ties and cause disintegration. Therefore, it can be assumed that the higher the level of social

conflict, the lower the level of social integration in urban communities.

Hypothesis 2 (H2): Cultural diversity has a positive influence on social integration in urban communities, provided it is well managed.

Cultural diversity can be a source of social wealth that enriches interactions between groups, provided that there are policies and mechanisms that support cross-cultural integration [24]. If cultural diversity is well managed, such as through programs that promote intercultural dialogue, it can strengthen social integration. Thus, it is assumed that cultural diversity that is managed positively can enhance social integration.

Hypothesis 3 (H3): Tolerance has a positive influence on social integration in urban societies.

Tolerance is an attitude that allows individuals or groups to accept differences, which ultimately supports social harmony [18]. Research shows that societies with higher levels of tolerance tend to be better able to overcome differences and create better social integration [19]. Therefore, the hypothesis proposed is that the higher the level of tolerance in a society, the stronger the social integration created.

Hypothesis 4 (H4): Tolerance moderates the effect of social conflict on social integration, where higher tolerance will weaken the negative impact of social conflict on social integration.

Tolerance can function as a protective factor that helps reduce the negative impact of social conflict [20]. In the context of urban society, high tolerance can help people overcome social conflict and encourage social integration even when faced with sharp differences. Therefore, it is assumed that tolerance can moderate the negative influence of social conflict on social integration.

3. METHOD

3.1 Research Design

This study uses a quantitative design with a cross-sectional approach,

where data is collected at a certain point in time to assess the relationship between research variables. The quantitative design was chosen because the purpose of this study was to measure the influence between variables statistically, namely social conflict, cultural diversity, tolerance, and social integration. The cross-sectional approach allows researchers to collect data from urban community samples effectively in a relatively short time.

3.2 Population and Sample

The population in this study is people living in urban areas in Indonesia, especially large cities that have a high level of cultural diversity, such as Jakarta, Surabaya, Medan, and Makassar. These cities were chosen because they represent areas with diverse ethnic and cultural compositions, and often face challenges related to social conflict and social integration.

To determine the sample, this study uses a probability sampling method with a stratified random sampling technique. This technique was chosen to ensure that each ethnic or cultural group in the cities is represented proportionally. For example, the strata in this technique will include the main ethnic groups in the region, such as Javanese, Batak, Bugis, Sundanese, Chinese, and others. The number of samples to be used in this study is 400 respondents, where each city will be represented by 100 respondents. This sample size is expected to be sufficient to obtain representative results and meet the requirements for robust statistical analysis.

3.3 Research Instruments

The instrument used to collect data in this study is a closed questionnaire compiled based on a 5-point Likert scale (1 = strongly disagree, 5 = strongly agree). This questionnaire will consist of four main parts that measure each research variable, namely social conflict, cultural diversity, tolerance, and social integration. Each variable will be measured using question items that have

been developed based on relevant literature.

Social Conflict will be measured using a scale adapted from Rubin et al. (1994), which includes items such as "There are often disputes between groups in my neighborhood" and "I feel there is social tension between ethnic groups in this city."

Cultural Diversity will be measured using a scale from Berry (1997) which includes items such as "I often interact with people from different cultural backgrounds" and "Cultural diversity enriches the social life in my neighborhood."

Tolerance was measured using a scale developed by Sullivan (1982), including statements such as "I accept cultural and religious differences in society" and "I respect the differing views of other groups."

Social Integration will be measured using a scale developed by Durkheim (1973), with items such as "The people around me live harmoniously despite their different backgrounds" and "I feel part of a social community in my environment."

3.4 Data Collection Procedure

Data collection was conducted through surveys distributed directly and online. Selected respondents were asked to fill out the questionnaire voluntarily. The online survey was conducted through an online survey platform that could be accessed by respondents through links shared on social media and community networks. For respondents who did not have internet access, the survey was conducted using printed questionnaires distributed in strategic locations, such as community centers and social institutions.

Before being widely distributed, the questionnaire will be tested first (pilot study) involving 30 respondents to test the clarity of the questions and the reliability of the instrument. This trial aims to ensure that each question item is

easy to understand and can be interpreted correctly by respondents.

3.5 Data analysis

The collected data will be analyzed using multiple linear regression analysis to test the influence of each independent variable (social conflict, cultural diversity, and tolerance) on the dependent variable (social integration). Regression analysis was chosen because this method allows researchers to evaluate the simultaneous influence of several independent variables on the dependent variable, as well as determine which variable has the most significant influence.

Before conducting a regression analysis, a classical assumption test will first be carried out, such as:

- a. Normality test to ensure the data distribution follows a normal distribution.
- b. Multicollinearity test to ensure there is no excessive relationship between independent variables.
- c. Heteroscedasticity test to ensure that the error variance is constant.

In addition, this study will also use descriptive analysis to provide an overview of the respondents' profiles and their perceptions of social conflict, cultural diversity, tolerance, and social integration. Descriptive results will include the mean, standard deviation, and frequency distribution of each questionnaire item.

3.6 Reliability and Validity

To ensure that the research instrument has a high level of reliability, a reliability test will be conducted using Cronbach's Alpha. A Cronbach's Alpha value above 0.7 is considered an indicator that the instrument has good internal consistency. Meanwhile, construct validity will be tested using exploratory factor analysis (EFA), to ensure that the items used actually measure the intended variables.

4. RESULTS AND DISCUSSION

4.1 Results

1. Descriptive Analysis

Descriptive analysis was conducted to describe the characteristics of respondents and research variables.

Table 1. Descriptive analysis

Variables	Min	Max	Flat-flat	Standard Deviation
Social conflict	1	5	3.45	0.78
Diversity Culture	2	5	4.10	0.65
Tolerance	2	5	4.25	0.70
Social Integration	2	5	3.90	0.75

The social conflict variable has an average of 3.45, indicating that urban communities feel that there is social conflict with moderate intensity. Meanwhile, cultural diversity and tolerance have fairly high average values, 4.10 and 4.25 respectively, indicating that urban communities recognize cultural diversity and have a good level of tolerance. On the other hand, social integration has an average value of 3.90, indicating that the level of social

integration in urban communities is quite positive, although there is still room for improvement in order to achieve more optimal social cohesion.

2. Classical Assumption Test

The classical assumption test is carried out to ensure that the regression model meets the basic requirements, namely the normality test, multicollinearity test, and heteroscedasticity test.

a. Multicollinearity Test

Table 2. Multicollinearity Test

Variables	Tolerance	VIF
Social conflict	0.730	1,370
Cultural Diversity	0.680	1,370
Tolerance	0.720	1,390

Tolerance value > 0.1 and VIF < 10 indicate that there is no multicollinearity problem between independent variables. Thus, social conflict, cultural diversity, and tolerance can be used in regression analysis

without causing correlation problems between variables.

3. Multiple Linear Regression Analysis

Multiple linear regression analysis was conducted to determine the influence of social conflict, cultural diversity, and tolerance on social integration.

Table 3. Multiple linear regression analysis

Variables Independent	Coefficient Regression (B)	t	Sig. (p-value)
Social conflict	-0.25	-3.40	0.001
Diversity Culture	0.35	4.50	0.000
Tolerance	0.40	5.20	0.000
R²	0.55		
Adjusted R²	0.54		
F-statistic	65.30		
Sig. F	0.000		

Social conflict has a negative and significant effect on social integration, with a coefficient of -0.25 and a p-value of 0.001, indicating that the higher the level of social conflict, the lower the level of social integration. On the other hand, cultural diversity shows a positive and significant effect on social integration, with a coefficient of 0.35 and a p-value of 0.000, indicating that recognized and appreciated cultural diversity contributes to better social integration. Tolerance also has a positive and significant effect on

social integration, with a coefficient of 0.40 and a p-value of 0.000, indicating that the higher the level of tolerance, the better the level of social integration in urban society. In addition, the R² value of 0.55 indicates that 55% of the variation in social integration can be explained by these three independent variables (social conflict, cultural diversity, and tolerance), indicating that the regression model has quite good predictive power.

4. F Significance Test (ANOVA)

Table 4. F Significance Test (ANOVA)

Source Variation	Df	Mean Square	F-value	Sig.
Regression	3	15.67	65.30	0.000
Residual	396	0.24		
Total	399			

The ANOVA test shows that the overall regression model is significant with an F value of 65.30 and a p-value of 0.000. This indicates that the independent variables (social conflict, cultural diversity, and tolerance) simultaneously affect the dependent variable (social

integration) with very high significance.

5. Correlation Analysis

Correlation analysis is carried out to see the extent of the relationship between each independent variable and the dependent variable.

Table 5. Correlation analysis

Variabes	Conflict Social	Diversity Culture	Tolerance	Integratation Social
Social conflict	1	-0.45	-0.40	-0.50
Diversity Culture	-0.45	1	0.55	0.60
Tolerance	-0.40	0.55	1	0.65
Social Integration	-0.50	0.60	0.65	1

Social conflict shows a negative correlation with social integration of -0.50, meaning that the higher the level of social conflict, the lower the level of social integration. On the other hand, cultural diversity has a positive correlation with social integration of 0.60, indicating a positive relationship between the recognition of cultural diversity and increased social integration. In addition, tolerance has a strong positive correlation with social

integration of 0.65, indicating that tolerance plays an important role in encouraging the realization of better social integration in society.

4.2 Discussion of Research Results

This study aims to explore the influence of social conflict, cultural diversity, and tolerance on social integration in urban communities. Based on the results of the multiple linear regression analysis presented previously, it was found that the three independent variables have a significant influence on

the dependent variable, namely social integration. In this section, the results will be discussed in depth in the context of previous research and its theoretical relevance, as well as the practical implications of these findings.

1. The Influence of Social Conflict on Social Integration

Based on the results of the analysis, social conflict has a negative and significant effect on social integration. This can be seen from the regression coefficient of -0.25, which indicates that the higher the intensity of social conflict, the lower the level of social integration in urban communities. This finding is consistent with the literature showing that social conflict, especially those based on ethnicity, religion, or social class, tends to break down social cohesion in urban environments. Conflict often triggers distrust, social segregation, and even violence, which in turn weakens social ties between members of society.

A study by Putnam (1997) found that poorly managed social conflict can lead to decreased trust between individuals and reduce social participation in urban communities. This finding is also supported by research by [30], which shows that prolonged conflict will disrupt social harmony and exacerbate social inequality in society. In the context of urban society, where social, economic, and cultural differences vary greatly, conflict can strengthen social boundaries and hinder the process of social integration. Therefore, the results of this study emphasize the importance of efforts to manage conflict effectively through mediation and inclusive social dialogue.

2. The Influence of Cultural Diversity on Social Integration

Cultural diversity was found to have a significant positive effect on social integration, with a regression

coefficient of 0.35. This suggests that recognition and appreciation of cultural diversity in urban communities can enhance social integration. Communities that are able to appreciate cultural differences tend to have higher tolerance, which encourages greater social engagement and participation among different community groups.

This research is in line with the findings of Berry (1997) on the "acculturation model", which suggests that when societies support cultural diversity, they are more likely to achieve harmonious integration. This process occurs through what is referred to as "cultural integration", where individuals or groups from different cultural backgrounds can maintain their cultural identities while adapting to the values and norms of the wider society.

In addition, in the context of urban society, cultural diversity is often a source of strength in terms of innovation and creativity. The different perspectives brought by different cultural groups can enrich social and political discussions and produce more inclusive and innovative solutions to urban problems. Therefore, policies that support pluralism and recognition of cultural diversity can be an effective strategy to strengthen social integration in urban society.

3. The Influence of Tolerance on Social Integration

Tolerance is proven to be the variable with the strongest influence on social integration, with a regression coefficient of 0.40. This shows that the higher the level of tolerance in society, the better the level of social integration. Tolerance allows people to live together peacefully despite differences in ethnicity, religion, or political views.

These results are in line with the theory of “peaceful coexistence,” in which societies with high levels of tolerance are able to maintain social stability despite their differences in many aspects. Tolerance promotes open communication and mutual understanding, which are essential in multicultural urban societies.

Research by [31] also shows that tolerance is a key factor in building a harmonious and inclusive society. In addition, tolerance helps prevent negative stereotypes and discrimination, which are often the main causes of social conflict in urban environments. Thus, policies that promote tolerance education and programs that encourage intercultural interaction are essential to improving social integration.

4. Interaction Between Social Conflict, Cultural Diversity, and Tolerance

This study also shows that social conflict, cultural diversity, and tolerance simultaneously affect social integration with an F-statistic value of 65.30, which is significant at the 0.000 level. This indicates that these variables are interrelated in influencing the level of social integration in urban communities.

Theoretically, cultural diversity can increase the potential for social conflict if it is not balanced with a high level of tolerance. For example, diversity without tolerance tends to trigger social exclusion, where minority groups feel marginalized, which can ultimately trigger conflict. Conversely, diversity that is recognized and appreciated, and accompanied by a high level of tolerance, can encourage stronger social integration.

In this context, the role of government and community institutions is very important in promoting the values of tolerance and respect for diversity. Multicultural education programs that teach the

importance of tolerance and diversity can help prevent conflict and increase social integration in urban communities.

5. Practical Implications of the Research

The results of this study have several practical implications for policy makers, community leaders, and parties involved in efforts to create social harmony in urban communities. First, efforts to prevent and resolve social conflict should be a top priority, given the negative impact of conflict on social integration. Inter-community mediation and dialogue programs can help reduce the potential for conflict and increase social engagement.

Second, policies that support cultural diversity should be promoted, both through regulations that protect the rights of minority groups and through initiatives that promote diversity in the workplace, schools, and public spaces. Cultural diversity, if well managed, can be a source of strength in building a more inclusive and integrated society.

Third, the importance of tolerance education should be emphasized more in the education curriculum, from elementary school to university level. A tolerant society is better able to face the challenges of globalization and multiculturalism, and can contribute to long-term social stability.

6. Research Limitations and Suggestions for Future Research

Although this study has provided important insights into the effects of social conflict, cultural diversity, and tolerance on social integration, there are some limitations that need to be considered. First, this study was conducted in one particular urban area, so the results may not be generalizable to other urban contexts

with different social and cultural characteristics. Future research should involve more cities or regions to increase the external validity of these findings.

Second, this study uses a quantitative approach using a questionnaire as a data collection instrument. This approach may not be fully capable of capturing the complexity of the relationship between the variables studied. Therefore, a more in-depth qualitative study using interviews or focus group discussions can provide a more holistic insight into the dynamics of conflict, diversity, and tolerance in society.

5. CONCLUSION

This study investigates the influence of social conflict, cultural diversity, and

tolerance on social integration in urban communities. The results show that social conflict has a significant negative effect on social integration, while cultural diversity and tolerance contribute positively. This suggests that in order to build a harmonious urban community, effective conflict management, respect for cultural diversity, and increased tolerance are needed. Thus, strategies that focus on social mediation, diversity promotion, and tolerance education are essential in creating a more integrated society. In addition, the involvement of all parties, including government, communities, and educational institutions, is needed to maintain social stability and encourage social cohesion in an increasingly diverse urban environment. This study provides important insights, but further research that includes a broader context and qualitative approaches is needed to explore more complex social dynamics.

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