The Role of the Subdistrict Head in Conflict Settlement
(Study Case: The Conflict Between the Community and the Police in Tabir Subdistrict in 2016)

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Abstract

This research aims to explore the factors that influence conflict, the resolution of disputes from subdistrict head, as well as the impact caused by the conflicts between the community and the Police in Tabir district. To collect data, this study used a descriptive qualitative method such as observation, interview, and documentation. The result of this study explained that several factors influence conflict including empathy, differences in interests and demands from conflicting members, accumulation of resentment from society toward the Police, and misunderstanding due to lack of communication between them due to bad relations. Furthermore, knowing the role of the subdistrict head and the Police in resolving conflicts is a solution so that conflict resolution occurs so that the conflict will not be repeated.

Keywords: role, resolving conflict, police, society

Introduction

Indonesia is a plural country, which means that Indonesian society consists of various tribes, races, religions, and groups as well as their heterogeneity and uniqueness. But there is a concern in multiculturalism in Indonesia. With the diversity of Indonesian people, of course, each group has their views and interests. According to Susan, "Humans are creatures of the conflict (Homo conflictus), namely beings who are always involved in differences, contradictions, and competition".

This difference in views and interests will cause social friction. Not infrequently social scales occur on a scale small conflicts occur between citizens and large-scale groups such as SARA conflict. Because the community feels empathy for the people or group members, even though this is contrary to law. As a result of one of his group members who "seemed to be disturbed" by other groups, the community will defend the group members. Empathy plays a big role. Empathy itself means to feel a burden and feeling on someone. The term "empathy" comes from the word Einfuhlung is used by a German psychologist; means "feel involved".Goleman explains "the initial introduction of empathy in English from the Greek word empatheia, "join in feeling" (Goleman, 2002) .

The community feels empathy for citizens or group members, even though this is against the law. Even though only one member of his group "seems to be disturbed" by another group, the community will defend the group members who "seem to be disturbed". The feeling of empathy plays a big role. Empathy means to feel the burden and feeling in someone. The term "empathy" comes from the word *Einfuhlung* usedby a German psychologist; means "feeling involved". Goleman explains "the initial introduction of empathy in English from the Greek word empatheia, "feel it"(Goleman, 2002).

As a result of the sense of empathy that exists in the community groups, they feel that they have experienced and are involved in what has been felt by their disturbed members and are trying to defend them, no matter if they are wrong or right, even if it is against the law. The consequences of empathy can lead to conflict.

In mid-2016, precisely on August 27, there was the destruction and burning of the office of the Tabir Police Station, Merangin Regency (KM), precisely in Tabir District (KT). The destruction and burning itself were carried out by residents which resulted in the office being damaged and burned. This conflict began with a member of the community at KT being arrested by the police on suspicion of selling gold from illegal mining. After that, a group of residents came to the Tabir police station to question the arrest of one of their members, even though the arrested residents were processed at the Merangin Police Station located in Bangko city. When one of the residents gave a speech where he still did not receive definite news about his citizens being arrested, then due to provocation from individuals inside the community group, there was finally an act of destruction and burning of the Tabir police station. The police in the office were outnumbered by residents who acted as anarchists who preferred to save themselves from the tantrums of the people of Tabir.

Conflicts can arise at different scales such as inter-people conflict, intergroup conflict, the conflict between groups with the state (vertical conflict), interstate conflict. Each scale has its background and direction of development.

In the explanation above, the scale of this conflict is in vertical conflict. The community is a group and the police here are part of the government in the sense that they are also part of the country.

The preliminary study shows that KT is very thick with traditional customs and culture. It is proven by the people that they still carry out traditional activities and still preserve the cultural values of their ancestors. The KT community itself is known as the Batin tribe, which is a descendant of old Malay. It is ironic to see people who are rich in culture and noble values take actions that are not following the noble values that teach goodness. It can also be interpreted as the low level of public trust in the police as law enforcers and loss of authority as the protector of the community.

The police who function to protect the community are the cause of conflict with this community. as one of the conflict actors dealing with the community, although the police at the scene of the riots prefer not to fight and save themselves.

The actions of citizens who demanded that one of their members were arrested by the police to be released without prior legal proceedings, proves the existence of blind support from the community towards members of their group not caring even though the members of the group are wrong in the sense of breaking the law.

Previous research on conflict resolution from the Government Science department conducted by Rizqi Husniyah, in the form of a Thesis in 2016, entitled "The Solution of Regional Government Against Social Conflict in Taman Asri Village, Purbolinggo District, and Raman Aji Village, North Raman District, East Lampung Regency"(Husniah, 2016).

This study aims to determine the causes of the Regional Government in solving the social conflict in Taman Asri Village, Purbolinggo Subdistrict and the social conflict of Raman Aji Village, to find out the impact of the conflict, and find out the solutions from the Regional Government in solving the social conflict in Taman Asri Village, Purbolinggo Subdistrict and social Confik Raman Aji Village, North Raman District, East Lampung Regency.

The similarity of research with what will be examined is the efforts to resolve conflicts carried out by the Regional Government. This research also wants to see the impact of the conflict and the solutions given by subdistrict head as mediators in conflicts that occur in the community. The government needs to take measures to find ways to reconcile the parties in conflict. Besides, the method used in this study both uses a qualitative descriptive approach based on data collection techniques ranging from observation, in-depth interviews, and documentation. The difference from Rizqi Huniyah's research is

the focus and location of the research. The focus of his research is the resolution of conflicts from the Regional Government, precisely from the East Lampung Regency Government. While the focus of the research that the researchers will do is an effort to resolve the conflict bysubdistrict head as the leader of the District. The conflict in this study is a type of horizontal conflict and the type of conflict that researchers examine is a type of vertical conflict. From the cases of conflict above and from similar studies that only focus on resolving conflicts and solutions from the District Government, researchers want to see the role of the Regional Government, especially the subdistrict head as the mediator. The researcher wanted to know the impact of the conflict, the efforts to resolve and resolve the conflict carried out bysubdistrict head. The subdistrict head himself has the task, namely, to coordinate efforts to organize peace and public order within his sub-district. Then, the subdistrict head is also a local government whose position is quite close to the community, so that it can deal directly with the community intensely. Conflicts can be managed effectively through combinations of the initiatives and actions of government institutions that are related and also the response of the community informally. Based on the explanation above, the researcher was interested in conducting a study entitled: The Role of subdistrict head in Conflict Resolution Between Communities and Police in KT-KM in 2016.

Method

The research at KT, KM Jambi, with the consideration of the conflict, began because of a misunderstanding between the community and the police of the Tabir police station. Herdiansyah explained that "a research location is a place that will be used in the data collection process." Based on this, the research was conducted at KT-KM (Herdiansyah, 2012). The type of research used is descriptive qualitative. Descriptive is not intended to test certain hypotheses, but only describes what it is about a situation. This is used because it can analyze in greater depth and detail in explaining the role of the subdistrict headin resolving community and police conflicts at KT. This research is field research in which researchers direct the field to make observations about certain phenomenarelated to the role of the subdistrict head in resolving community and police conflicts at KT.

In a scientific study, data is the most important component there must be because the success of a study is determined by the existence of supporting data, given the importance of the data, it mustthere are special ways to determine data or collect data, so thatLiteracy conducted following scientific rules, and can be insuredanswer. Techniquesused to collect data by conducting in-depth interviews. This research is field research where researchers go to the field to make observations about certain phenomena related to the role of the subdistrict head in resolving community conflicts and police in Tabir District. According to Sugiyono in Andi Prastowo the interview is "a meeting of two people to exchange information and ideas through question and answer so that meaning can be constructed in a particular topic." In this study, informants werechosen are sub-district heads and parties directly related to the conflict.

In selecting informants, researchers used two informant selection techniques, namely:
a. *Purposive sampling*, namely the technique of selecting samples or informantsby setting specific criteria that are following the research.
b. *Snowball Sampling*, which is a technique for selecting samples or informants based on previous informants without specifying specific criteria and digging information related to research topics.

Besides that, data collection techniques are carried out by:
a. Observation; The technique of collecting data through observations was carried out by observing directly at the research location through interviews with informants and paying attention to the related phenomena.
b. Documentation; We can understand the document like a written record based on an event or event.

Data that has been collected is classified and then moves in the directionforming conclusions. In this study, researchers used techniquesinteractive data analysis from Miles and Huberman, said:"The process of analyzing data is based on simplification and interpretationdata carried out before, during, and after the process of collecting data" (Miles & A, 2009). This process consists of three interrelated sub-processes, namely data reduction,data display, and conclusion drawing/verification. The explanation of threethe interactive data analysis sub-process as follows:

  a. Data reduction, namely the selection process, clarification, according to the characteristics of qualitative research in the form of case studies
  b. Data display, namely a group of informants and data that gives the possibility of drawing conclusions and taking action. The presentation can be in the form of a description.
  c. Conclusions, namely the final analysis obtained based on the results of data reduction and data presentation

Results and Discussion

  1. Forms of Conflict Resolution Conducted by the Sub-District HeadAccording to Soekanto, conflict is a difference or oppositionbetween individuals or social groups that occur because of differences interests, as well as efforts to fulfill the objectives by roadoppose opposing parties, accompanied by threats or violence. Based on the research that has been done, conflicts between communitiesand the police at KT is a form of conflict on a vertical scale, which iswhere vertical conflict is the conflict between groups and the state.The community is a group and the police arepart of the country (Soekanto, 2006).
  2. Factors Causing Conflict between Community and Police at KT
     a) Internal Factors Causes of Conflict between Community and Police

Issues of Empathy; Empathy also plays a big role in this conflict. Own empathymeans to feel the burden and feeling in someone. subdistrict headTabir said "the principle of the Tabir community is a humanist society, well. But if the justice feels touched then it can happen ".As a result of the sense of empathy that exists in the community group, the community feels that they are experiencing and feeling involved from what one of their members feels is bothering and trying to defend it, no matter if it is wrong or right, even if it violates the law. Unfortunately, community empathy seems to be blind, so they are caught in violation of the law.In this conflict, it proved during the Tabir communitysuing its citizens who were arrested by the police to be released,even to the extent of damaging and burning the Office of the Tabir Police Station.

Different interests of each party; Different interests can cause conflict between them. That is also the cause of the conflict that occurred betweencommunity and police in this Tabir District. Following the theoryLewis Coser, He described: "conflict as a dispute concerning values or demands regarding status, power, andsources of wealth whose supplies are insufficient. The parties those who are in dispute do not only intend to obtain goodsSend feedbackdesired, but also cornering, harming or destroyingtheir opponents ".

Both parties in conflict have different interests and demands. The public wants to get the desired "goods" and corners them to the detriment of the police. As said by a resident of Tabir District, Mr. Ridwan, namely: "During the night of the week, we residents came to the Police OfficeThe curtain to prosecute the arrested residents were released. Yes because we know,the gold sold is not an illegal result, but the results of stirring. Gold sold also 2beans, not illegal. That can be the occurrence of combustion. No people's demandsare ignored, plus residents feel there is no justice ".

In Ridwan's explanation, it can be seen that the community in this conflict has the interests and demands of their citizensarrested by the Police to be released. Besides, the police also have different interests in the community. As explained by the former Head of the Tabir, Mr. Akmal Zen said: "The police cannot act arbitrarily, the police also have rules ifcatch people. Maybe the information that reaches the community is half-half. The police also only want to carry out their duties, right?".

Accumulation of Community Disappointment Against PoliceThis conflict is usually non-physical but can develop informs of the physical collision, violence, and destruction of property. According to Uthman: "The real conflict if managed properly will make a positive opportunity, but on the contrary, if it is left unchecked it will become dangerous and not something that will not be an act of violence, acts of amok, Criminal actions which of course harm the parties involved."

The conflict between the community and the Police in Tabir Subdistrict was a form of amok and criminal acts due to property damage. This is a result of omitting the issuesgrowing amid society late muted. This is as said by the Secretary of the Tabir District, Mr. Raju as follows: "That is an accumulated form of public frustration over the years. Ioriginal citizen Tabir, born in Tabir. That's what I caught from this incident. I know how the Tabir community is. There is no smoke if there is no fire.

The community has been upset so far, why is that? Yes, so far the impression is that law enforcers have been selective, why is it that only the small people are dealt with, the PETI uses heavy equipment, the dompeng is left alone. Not to mention the act of the police officers playing around, right, he arrested the perpetrators of PETI, but he also played PETI. The resentment of the people who accumulate are buried, just wait for the lighters to explode. Finally, it exploded that night. "

From what Raju said, people can see Tabir feelingthere is injustice from law enforcement authorities, because there are people The police, according to the community, carry out disciplinary actions, namelyby participating in illegal activities.

The emotional trigger of the Tabir community until the destruction and burning of the Police Office was, at the time of arrest of the residents of Tabir who were suspected of being perpetrators of PETI by the Police, police officers who were considered by the Tabir community were in trouble. said a resident of Tabir, Ridwan as follows: "The police officers seemed hypocritical because the person was also a PETI player, the person supplied oil for PETI heavy equipment and also residents had long known that. Yes, it was angry that the citizens of Bang. Incidentally, he was the person who was "86" that night, right? The people saw him as the catcher, making the people more emotional."

Hatir's resentment and resentment towards the partiesPolice officers who according to the community carry out disciplinary actions, namely by participating in illegal activities. This matterindicates a lack of public trust in the enforcerlaw. It also signifies that the relationship between the people of Tabir and the police have not been well established.

b) External Factors Cause of Conflict between Communities and Police

The external factor of this conflict is the result of the relationshipbad between the two parties, this can lead to misunderstandings. This conflict in the pattern is called conflict on the surface. "Surface conflicts have shallow roots and only misunderstandings arise about targets, which can be overcome by improving communication" (Fisher, 2001). 21 Based on observations conducted by researchers, the act of public tantrums at the Tabir Police Station was a misdirected action. Police officers who make residents hate and resent do not work at the Tabir Police Station, but at the Merangin Regional Police Station. But living in Tabir District. This was reinforced by the explanation of the former Tabir Head, Akmal Zen: "There were miscommunications, members of the Sector Police who had movedto Merangin police station. People don't know that this person has moved to the police station. Those arrested earlier were taken to the police station, butthe people know the members of the police station."

3. Settlement and Conflict Resolution Efforts
a) Head of District Coordinates with related parties to condonethe situation with Regent Merangin and Kapolres to suppresscommunity action and hear people's aspirations, what isbecome their demand for a conducive situation again.Subsequent efforts, the Head of Tabir held a meeting

with the LeaderYouth, Community Leaders, LA, Police, Polsek,Danramil and several members of the National Police Headquarters.

b) Police security of suspected parties,either as a provocateur or directly involved in the actiondestruction and burning of the Office of the Tabir Police Station. Akmal Zensaid "the first attempt is to make security frompeople suspected of being directly involved. That's the realm of the enforcerlaw, then we the government cannot interfere ".At the stage of the investigation, it was known that there were several students involved,Akmal Zen said "I mediate students, some are junior high school students and high school because there are students involved. The legal processhas proceeded to court, when the investigation, there were fingerprintsstudents and throw-in stones at the Police Office ". The Head of Tabir District requested assistance from the Merangin Regency Child Protection Agency. He did this because the students were underage.

c) Organizing meetings with the Tabir Sub-district community groups involving community representatives and Community Leaders and Customary Community Leaders. Head of Tabir said: "I gathered representatives of the good Tabir community in Merangin for meetings and deliberations. What are the efforts to resolve them traditionally? The point is to apologize for this incident with a family settlement. The third, if law enforcement does not selectively choose, both from the community and from the Police ".

Submitted by Head of District: the result of the meeting is a proposal for the public to submit to the police so thatcan be considered settlement in a family manner.As Ridwan said, namely: "The incident happened, the Head of Subdistrict went to the Village, to the Villages that I saw. When it was busy going back and forth, from the community side was called, maybe for the meeting. The subdistrict head also instructed residents through the RT, the Village Head, the village head to consult, sit down and look for ways to be peaceful. There is a result of deliberation, the Tabir community wants to be resolved through kinship, without legal process. "

So a meeting or deliberation produces an agreement. The first is an apology from the public to all parties, especially to the police who have been harmed. Secondly, asking for this conflict to be resolved through kinship without any state legal process, but will be fined by customary law. Third, if you still have to implement the legal process, the Police are required to act fairly.

d) Indigenous Institution Engagement (LA). In exegesis As Ridwan said, namely: "It happened, the Head of Subdistrict went to the Village, to the VillageVillage. He also instructed residents through RT, ChiefVillage, village head to consult, with ninek-Mamak, find ways to be peaceful. There is a result of deliberation, the Tabir community wants to be resolved through kinship, without legal process. "

Deliberation produces an agreement. First, an apology from the public to all parties, especially to the police who have been harmed. Second, requesting that the conflict be resolved in a family manner without any state legal process, but will be fined by customary law. Third, if it still has to carry out the legal process, the police are required to act fairly. The subdistrict head also involved the LA-Melayu KT.

The function of LA is to enforce customary law and resolve community disputes. In this conflict, the community has violated customary norms for carrying out anarchic actionsconflict with the Police. So this is an obligation from LA to solve the problems faced by its people. The Head of Tabir said, LA in its efforts, bridged the community and the Regent of Merangin. LA helped bring the community to the Regent so that the Regent could help convey the demands of the community to the Jambi Regional Police Chief and the Merangin Regional Police Chief. However, these efforts still have not met a meeting point, because the Police still want to take legal proceedings.

e) Hold Mediation. After several efforts made by the Head of the Tabir Sub-district assisted by LA, it still has not produced results. The Head of Tabir Sub-District tries to mediate.The Head of the Tabir Sub-district still presents Community Leaders, LA, District Government, and its equipment, and the Police.Proposals submitted include apologies, conflict resolution through family paths without state legal processes, and law enforcement based on the principle of justice.

"In meditating with the Police, the proposal was rejected. The reason is this is a legal state. We are a law-conscious, law-abiding society. So we accept.

In the dialogue with the Chief of Regional Police, we are Tabir people, the police must be more populist. If it is a legal process, do not select it. "

f) Resolution of Conflict. Conflict resolution is a condition in which the conflicting parties make an agreement that can solve the main incompatibility between them, accept the existence and stop the conflict with each other. If the conflict has preached the word of peace, then it tries to maintain it. Fisher et al. Explained that "conflict resolution is an attempt to deal with the causes of conflict and try to build new relationships that can last long between rival groups".

Based on observations, it is known that the Head of Tabir has carried out four conflict resolution strategies, namely rational, traditional, cultural and territorial strategies.The rational strategy carried out is to keep arresting provocateurs and perpetrators of arson for legal proceedings.

Following the peace agreement, the subdistrict head carried out a traditional strategy by providing legal counseling to all Tabir communities including junior high school students to high school students. At the time of counseling, he also included Community Leaders and LA to approach the community.

The cultural strategy carried out by the Police was to establish a new relationship between the community and the Police in KT, the Police in charge of the Tabir Police Station began to get closer to the community by increasing interaction with the community. Like visiting community events, taking part in cooperation with citizens and being more open. The Head of Tabir Sub-district took the initiative to invite the new Tabir Police Chief to go directly to the Community. Mr. Akmal zen said, "with the new Chief of Police, Mr. Adri Kardono, we always took to the field, from mosques to mosques, doing joint Friday safaris, shared Ramadhan safaris".

In the evening, the Head of Tabir Sub-district, he held a patrol schedule involving the Police, Danramil, LA and Community Leaders. It was a program launched by the Head of Tabir called GERPPMAS. (Community Protection and Protection Movement). With the GERPPMAS Program, the Tabir Sub-District Head indirectly carried out territorial strategy, because he conducted counseling involving the security forces.

Conclusions

1. Internal factors causing conflict between the community and the community towards the members, differences in interests, and the last factor, which was caused by community resentment towards the police who had accumulated. The external factors that were experienced by the community were misunderstanding, which occurred amid public relations and the Police.
2. As a result: the positive and negative impacts as follows:
    a. The positive impact of this conflict in the community group, raising awareness of all parties concerned that there are a problem and a relationship between conflict and conflict.
    b. The negative impact is resulting in material lossesfrom the Police where the Police Station was set on fireby the community. this conflict also had a devastating effecton its social values and norms amid the KT communitythe result of anarchist action.
3. Efforts to resolve and resolve conflicts are carried out by the Head of Tabir
    a. Coordinating and cooperating with relevant parties and institutions.
    b. Facilitating peace efforts by initiating mediation steps between the two parties in conflict.
    c. Conduct conflict resolution by forming the GERPPMAS program and the integrated team to maintain the peace agreement and maintain relations between the community and the Police.
    d. Perform traditional strategies by conducting counseling on state law and customs law, as well as noble values of customs.
    e. Strengthening territorial supervision in conflict areas.

Suggestions

1. The parties must be open to each other. There must also be a third party who always facilitates, supervises and mediates the relationship between the two. As has been done by Head of KT.
2. The government must play an active role in digging up information that develops from the community, not to be "missed" as before.
3. The LA function must be optimized. As for the socialization of state law, the government must also socialize about customary law and customs and values that apply at KT and also for students at KT.

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Undang-undang Nomor 23 Tahun 2014 Tentang Pemerintah Daerah.