Conflict Management Of National Unity Board And Regional Politics Of North Sulawesi Province (Case Study Of Handling Conflict Between Community Organizations) In Bitung City, North Sulawesi Province)

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Article Info	ABSTRACT
Keywords: Conflict management, conflict between community organizations.	This thesis is the result of research on Conflict Management of the North Sulawesi Provincial Kesbangpolda Agency with a case study of conflict handling between community organizations of the Muslim Solidarity Agency (BSM) and the Manguni Makasiouw traditional forces in Bitung City, North Sulawesi Province. The research method used is qualitative descriptive with data collection techniques through interviews, observations, and documentation. Data analysis method with data reduction, data presentation and conclusion drawn.From the results of research and discussion, it can be concluded that the conflict management carried out is adequate. The causes of conflict can be known to be individual differences due to underage members who have unstable emotions, provocateurs who use diversity to pit people against each other, external influences (conflict between Israel and Palestine), and the use of social media that is not balanced with an understanding of the issues from outside. Then it can be seen that the obstacles are budget, human resources and science and technology, while the supporters are infrastructure, science and technology, regulations, political conditions, and a safe and controlled situation.Thus, the advice that can be given by the author is that the North Sulawesi Provincial Government, in this case the Kesbangpolda Agency of North Sulawesi Province, must be ready to maintain harmony between religious communities and between mass organizations by paying attention to the North Sulawesi motto "Sitou Timou Tumou Tou" by being able to utilize current science and technology in an effort to implement consensus through technology, sufficient budgeting to facilitate public understanding of the forms and impacts of conflict, prepare adequate human resources in preventing and handling conflicts, and pay attention to the membership of mass organizations that are still underage.
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INTRODUCTION

The development and progress of the current era, allows this nation not to be free from threats and potential conflicts. The issue of state and regional security towards public order

Conflict Management Of National Unity Board And Regional Politics Of North Sulawesi Province (Case Study Of Handling Conflict Between Community Organizations) In Bitung City, North Sulawesi Province)—Strawinsky Christian Jakson Pantow et.al

1367 | P a g e

is a challenge in itself in the midst of the democratic process in this reform era. Moreover, various conflicts such as agrarian conflicts, SARA, and so on that occur are problems that must be attempted so that they can be resolved into positive peace. Therefore, proper conflict management is very necessary in responding to every conflict that arises in society.

Management is very important for human life because management can facilitate human work with job specialization and the development of the scale of operations that exist in the current era. There are three main reasons why management is needed, namely to achieve goals, to maintain balance between conflicting goals, and to achieve efficiency and effectiveness. The success of an activity or work depends on its management. The work will be successful if the management is good and orderly, where management itself is a device by carrying out certain processes in related functions. What is meant is a series of stages of activities from the beginning of carrying out activities or work until the end of achieving the goals of the activity or work.

In line with the development of community and state life and the existence of quite strategic changes in recent years, the growth of community organizations is increasing. This shows that elements of society are increasingly having the opportunity to create groups, organizations or institutions that are oriented towards collecting existing potential to become a real force. But of course, with different characters, patterns and goals in their formation will enrich the treasury of thought to jointly build the nation and state. With the above things it can be seen that the factors that can cause a conflict to arise in interaction are getting bigger. With the right conflict management, it is hoped that the government will be able to prevent and manage conflicts in order to create a constructive atmosphere for the community and the government. In North Sulawesi Province itself, according to the Head of the National Unity and Regional Politics Agency of North Sulawesi Province, Ferry Sangian through the Sulutreview.com site said that there were 116 Community Organizations that had been identified, 108 of which had legal entities and 8 others had not.

As a form of effort to respond to the Minister of Home Affairs Regulation for the prevention and handling of Conflict, the Regional Government of North Sulawesi Province immediately formed an integrated team for handling social conflict through the Decree of the Governor of North Sulawesi Number 93 of 2021 and the Decree of the Governor of North Sulawesi Number 25 of 2023 concerning the formation of the Forkopimda of North Sulawesi Province.

Handling of social conflicts by the local government must of course be carried out optimally. The handling carried out so far is still considered inadequate, on the one hand the root of the problem of social conflict has received little attention from the local government. The lack of attention to the roots of the conflict can be caused by a lack of resources, both human resources, funding sources (Budget), inadequate Facilities and Infrastructure and even related to the absence of clear Standard Operating Procedures (SOP) for the government as a guide to action. In the concept of handling the conflict, the government recognizes the existence of existing customary institutions and social institutions, and empowers them to take steps to handle the conflict together with the government. That in

Conflict Management Of National Unity Board And Regional Politics Of North Sulawesi Province (Case Study Of Handling Conflict Between Community Organizations) In Bitung City, North Sulawesi Province)—Strawinsky Christian Jakson Pantow et.al

1368 | P a g e

handling social conflicts, and to protect and provide a more optimal sense of security for the community, handling social conflicts is carried out comprehensively, coordinated, and integrated.

Considering the current situation in North Sulawesi Province, several strategic issues related to the main tasks and functions of the National Unity and Regional Politics Agency of North Sulawesi Province in terms of conflict management can be put forward, namely:

a. There are still many political, social and cultural issues, SARA and territorial boundaries that could become potential conflicts in society and there is still a lack of handling in preventing and early detection of potential conflicts in society.
b. The emergence of liberal ideologies and the lack of community participation in preventing threats, challenges, obstacles and disturbances to political, economic, social and cultural security and defense.
c. The implementation of the 4 pillars consensus in social and national life has not been maximized.

These emerging problems, if not handled properly, can result in prolonged conflict and will have an impact on society and also the Regional Government. Seeing from several cases of conflict caused by SARA elements that have occurred previously in Indonesia on a large scale and have a major impact on the stability of the Indonesian nation where "ethnicity" and "religion" are the 2 factors that most easily trigger conflict, the author considers the conflict between mass organizations that occurred in Bitung to be very important to conduct research considering the impact of the conflict which is very broad. Therefore, the National Unity and Regional Politics Agency of North Sulawesi Province must of course have its own way of understanding conflict and how to manage the conflict. The above is what underlies the author to research and write about conflict management by the National Unity and Regional Politics Agency of North Sulawesi Province(Case Study of Conflict between Mass Organizations in Bitung City, North Sulawesi Province).Based on the research objectives above, the objectives to be achieved in this research are to:

1. Analyze and describe how Conflict management is carried out by the National Unity and Regional Politics Agency of North Sulawesi Province in handling the Conflict that occurred in Bitung City, North Sulawesi Province (between the BSM Mass Organization and the Manguni Makasiouw Mass Organization).
2. Analyze and describe the factors that caused the conflict that occurred in Bitung (between the BSM mass organization and the Manguni Makasiouw mass organization).
3. Analyze and describe the inhibiting and supporting factors in Conflict Management by the National Unity and Regional Politics Agency of North Sulawesi Province.

The results of this study are expected to provide a positive contribution in efforts to contribute concepts and theories of regional government administration and management science, especially those related to Conflict Management by the National Unity and Regional Politics Agency of North Sulawesi Province.

Conflict Management Of National Unity Board And Regional Politics Of North Sulawesi Province (Case Study Of Handling Conflict Between Community Organizations) In Bitung City, North Sulawesi Province)—Strawinsky Christian Jakson Pantow et.al

1369 | P a g e

METHODOLOGY

Research Design

Research Design is one of the important processes in building a scientific work to understand a phenomenon and then be able to describe the phenomenon into a Scientific Writing. According to Sugiyono (2018:213) qualitative research methods are research methods based on philosophy that are used to research in scientific conditions (experiments) where researchers as instruments, data collection techniques and qualitative analysis emphasize more on meaning. Moleong (2016:6) states that qualitative research is research that intends to understand the phenomenon of what is experienced by research subjects such as behavior, perception, motivation, actions, etc., holistically, and by means of description in the form of words and language, in a specific natural context and by utilizing various natural methods.

In this study, the author uses the Descriptive Qualitative Research Method to describe the phenomenon of problems related to Conflict Management by the National Unity and Regional Politics Agency of North Sulawesi Province.

Required Data

Through data sources in the form of person, place and paper, data will be obtained which is classified into two types as explained by Sugiyono, namely:

1. Primary data
   Primary data sources are sources that directly provide data to data collectors. Primary data in this study were obtained from interviews with informants.
2. Secondary data
   Secondary data sources are data sources that provide data indirectly to data collectors. This is because the previous data has been processed and presented by someone else.

   Secondary data in this study were obtained from a review of reading materials and other literature related to the research focus in the form of books, regulations, reports, and documents related to Conflict Management, and so on.

Informants/Respondents and How to Determine Them

Related to this research, the researcher determined the key person using purposive sampling technique. According to Silalahi (2010) purposive sample selection, or what is called judgment sampling, is the selection of the subject who is in the best position to provide the information needed. Therefore, the researcher used purposive sampling technique with the consideration of choosing informants who are considered to be able to provide initial information about what the author expects.

Based on the definition of informants above, the author determines that the informants in this study include:

1. Leadership (Head of Agency) : 1 Person
2. Secretary of the Agency   : 1 Person
3. Head of Division   : 3 People
4. Head of Sub Division   : 2 persons

Conflict Management Of National Unity Board And Regional Politics Of North Sulawesi Province (Case Study Of Handling Conflict Between Community Organizations) In Bitung City, North Sulawesi Province)—Strawinsky Christian Jakson Pantow et.al

1370 | P a g e

5. Staff   : 2 persons
6. Member of Mass Organization: 11 People

The determination of informants will be carried out when the researcher enters the field during the research, until it is felt that sufficient information has been provided in this research in the manner mentioned in Sugiyono, namely by selecting certain people who are considered to provide the necessary data.

Data collection technique

In qualitative research, data collection is done in natural settings, primary data sources, and data collection techniques are more on participant observation, in-depth interviews and documentation. According to Nazir, data collection is "a systematic and standard procedure for obtaining the necessary data".

Data Collection Instruments

In this study, the author used the interview, observation and documentation methods, so the instruments were interview guidelines, observation guidelines and documentation guidelines so that the author conducted interviews, direct observations and recorded the necessary data related to Conflict Management by the National Unity and Regional Politics Agency of North Sulawesi Province (Case Study of Handling Conflict between Mass Organizations in Bitung, North Sulawesi Province).

Data Analysis Techniques

Sugiyono stated that data analysis in qualitative research is carried out before entering the field, during the field and after finishing in the field. The steps of data analysis techniques in this study are by using an interactive model as stated by Miles in Sugiyono, data analysis techniques, namely data reduction, data display and conclusion/verification.

1. Data Reduction
   Data reduction is collecting, selecting, focusing, and then separating it from the unnecessary. Reduced data will provide a clearer picture, making the research process easier.

2. Data Presentation
   Through data presentation, the data will be neatly arranged so that it will be easier to understand. Data presentation in qualitative research usually uses narrative text. By displaying data, it will be easier to understand what is happening, and can plan further work based on what has been understood. In displaying data, in addition to narrative text, it can also be in the form of graphs, matrices, networks and charts.

3. Drawing Conclusions
   The next step in qualitative data analysis according to Miles and Huberman is drawing conclusions and verification. The initial conclusions put forward are still temporary and will change if no strong supporting evidence is found in the next data collection stage. If the conclusions put forward in the initial stage are supported by valid and consistent evidence when the researcher returns to the field to collect data, then a credible conclusion will be obtained.

Conflict Management Of National Unity Board And Regional Politics Of North Sulawesi Province (Case Study Of Handling Conflict Between Community Organizations) In Bitung City, North Sulawesi Province)—Strawinsky Christian Jakson Pantow et.al

1371 | P a g e

Based on the 3 (three) analysis techniques explained above, the researcher then concluded that the work steps to be taken in this research are as follows:

1. Conducting data collection through preliminary research, observation and interviews as well as seeking other supporting secondary data related to Conflict Management by the National Unity and Regional Politics Agency of North Sulawesi Province (Case Study of Conflict Handling between Mass Organizations in Bitung, North Sulawesi Province).
2. Summarize the data that has been collected and select the main points from the results of interviews, documentation and field observations to obtain a clearer picture of the research object.
3. Display existing data in the form of charts, tables, narratives or graphs to make it easier to understand the data to answer problems.
4. Drawing conclusions from the results of problem-solving analysis by paying attention to the real picture in the field.

RESEARCH RESULTS AND DISCUSSION

The following are the results of the research as well as the discussion and analysis that have been carried out by the researcher through data and fact collection based on the results of interviews and going directly to the field which were carried out at the research location on Conflict Management of the National Unity and Regional Politics Agency of North Sulawesi Province (Case Study between the Muslim Solidarity Agency (BSM) and Manguni Makasiouw Mass Organizations in Bitung City, North Sulawesi Province. Based on research in the field, it is known that there is a term used by the National Unity and Regional Politics Agency of North Sulawesi Province in obtaining information in the field through informants called "field intelligence". Field intelligence is a local loan term used by the National Unity and Regional Politics Agency of North Sulawesi Province which interprets someone who provides important information related to issues that will cause conflict or can also be called an informant.

Conflict Management carried out by the National Unity and Regional Politics Agency of North Sulawesi Province in handling the conflict that occurred in Bitung City (between the BSM mass organization and the Manguni Makasiouw mass organization)

With the various understandings and understandings put forward by experts related to conflict management, in this study, the first variable/concept the author uses the Conflict Management dimension put forward by Wirawan (2010) to analyze the conflict management process, namely the existence of a third party as a mediator, conflict handling strategies, attitudes and actions in handling conflicts and conflict resolution. Furthermore, the author can describe the conditions of each dimension in the following sub-chapters:

The Existence of a Third Party as a Mediator in Conflict Handling

Based on the explanation above, it can be concluded that in handling the conflict between mass organizations in Bitung, the one who acts as a mediator/third party in this case as a mediator of the conflict that occurred in Bitung in order to reconcile the two

Conflict Management Of National Unity Board And Regional Politics Of North Sulawesi Province (Case Study Of Handling Conflict Between Community Organizations) In Bitung City, North Sulawesi Province)—Strawinsky Christian Jakson Pantow et.al

1372 | P a g e

parties so that the conflict does not develop further is the National Unity and Regional Politics Agency of North Sulawesi Province together with the Bitung City government and assisted by the Forkopimda elements. In accordance with the duties and functions of the National Unity and Regional Politics Agency of North Sulawesi Province itself, namely carrying out the function of coordination in terms of handling conflicts, it can be concluded that as a mediator/third party in mediating the conflict between mass organizations, it has carried out its functions adequately in accordance with its duties and functions.

Conflict Management Strategies Applied

With the strategy carried out by the National Unity and Regional Politics Agency of North Sulawesi Province, it is hoped that it will be able to anticipate the incident, but there was still a clash between the two mass organizations. Based on the results of documentation obtained in the field, it is known that the clash occurred between 16.54 and 17.00 WITA which was marked by the dispersal of the masses by the Bitung City Police. After the dispersal, the National Unity and Regional Politics Agency of North Sulawesi Province immediately coordinated with the Bakesbangpolda of Bitung City to cooperate with the Bitung Police, FKUB, BKSAUA and other Forkopimda to immediately carry out a peace declaration as soon as possible to anticipate the impact of the ongoing conflict, and the peace declaration was carried out on the same day at exactly 23.00 WITA.

From the explanation above, it can be seen that the strategies used in handling the conflict are as follows:

a. Expanding and increasing informants to obtain as much information as possible from the community to be able to anticipate things that can cause conflict in every activity involving the community. This can be said as one way to avoid conflict.

b. Coordination with Kesbangpol of Bitung City to carry out a joint peace declaration with Forkopimda, FKUB, BKSAUA, figures from mass organizations involved, and Muslim figures in Bitung City.

Based on the facts that the author found in the field, it is known that the National Unity and Regional Politics Agency of North Sulawesi Province implemented a conflict management strategy by avoiding conflict and negotiating.

In conclusion, although conflict can be anticipated to be prevented, it does not rule out the possibility that conflict will still occur and cannot be avoided. Therefore, a quick and appropriate attitude is needed to determine the next step, namely negotiating as discussed above to create a conducive atmosphere again and religious issues do not develop by making a peace declaration as soon as possible. The National Unity and Regional Politics Agency of North Sulawesi Province, which in this case is the subject of the study, has implemented an adequate conflict management strategy.

Attitudes and Actions in Handling Conflict

The National Unity and Regional Politics Agency of North Sulawesi Province through the national alert sector has established relations at all times through their members called intel (informants), where every weekend they communicate and establish good relations by

Conflict Management Of National Unity Board And Regional Politics Of North Sulawesi Province (Case Study Of Handling Conflict Between Community Organizations) In Bitung City, North Sulawesi Province)—Strawinsky Christian Jakson Pantow et.al

1373 | P a g e

inviting people who are members of mass organizations or religious organizations in turns by inviting them to a meeting place "coffee house" and exchanging information there.

Based on the facts found by the author in the field, the author can conclude that the attitude and actions in conflict control by the National Unity and Regional Politics Agency of North Sulawesi Province have been carried out well by being able to act constructively, communicate openly and be fair.

Conflict Resolution applied

Based on the results of interviews and documentation as well as indirect observations through the media above, the author can conclude that the resolution in conflict management carried out by the National Unity and Regional Politics Agency of North Sulawesi Province together with the Forkopimda elements as a third party (mediator) in handling the conflict has been good by implementing peaceful deliberations and creating a good relationship between the two conflicting mass organizations and between mass organizations and the government. As a form of the peace process, the Joint Secretariat of North Sulawesi Mass Organizations (Sekber Ormas) was formed. In implementing the resolution, the Kesbangpolda Agency cannot use the compromise or confrontation method because both of these are known to be incompatible with the atmosphere of the conflict that occurred in Bitung, North Sulawesi.

Factors Causing the Conflict that Occurred in Bitung City (between the BSM Mass Organization and the Manguni Makasiouw Mass Organization)

In its description, conflict has many classifications that can determine how to handle it. Based on its nature, conflict is divided into three, namely the first is vertical conflict where the conflict occurs in the same structure and has a hierarchy, for example superiors and subordinates in an organization. Second, horizontal conflict is a conflict that occurs between individuals or groups that have the same position, for example between mass organizations. Third, diagonal conflict is a conflict of differences in resource allocation in an organization that causes conflict, for example the Aceh conflict. Furthermore, an explanation of the conditions of each dimension is described in the following sub-chapters:

Individual Differences

Based on data published by Febry Kodongan via the websitewww.kumparan.comregarding the arrest of 7 suspects in the inter-mass organization case in Bitung, namely GK (20), FL (19), BI (15), MP (20), RA, RP, and HP. It can be seen from the age category that has been made a suspect with an age range of 15-20 years where at that young age it is still the hottest period. In conclusion, individual differences involving a person's emotions and stance when they are unstable (youth) are very easily provoked and can cause conflict to arise.

Cultural Background

Cultural background in a group is one of the factors that can cause conflict in an organization or in a social environment. Soekanto (2006) said that differences in background can form different personalities and form different patterns of thought and stance, where these differences can trigger conflict.

Conflict Management Of National Unity Board And Regional Politics Of North Sulawesi Province (Case Study Of Handling Conflict Between Community Organizations) In Bitung City, North Sulawesi Province)—Strawinsky Christian Jakson Pantow et.al

1374 | P a g e

The National Unity and Regional Politics Agency of North Sulawesi Province, which has a role as one of the organizers of secretarial administration affairs, ideological development, national insight, national alertness, facilitation of arts, culture, economy, religion, society and domestic politics and the implementation of other tasks given by the Governor must be able to manage social conflicts that occur in society, especially large-scale conflicts such as those in Bitung which can affect regional stability and even throughout Indonesia, and of course by understanding the causes of each conflict that arises in society as an effort to anticipate and manage conflicts so that they do not develop worse. The results of interviews with the Head of the National Alertness Division of the National Unity and Regional Politics Agency of North Sulawesi Province and the Head of the Sub-Head of the Sub-Division of Conflict Handling related to the cause of the conflict between the BSM and Manguni Makasiouw mass organizations in Bitung were due to the unwise use of social media and a lack of understanding of the situation outside so that they are easily influenced by the social media situation, especially those concerning religion.

Based on the explanation above, the conclusion is that differences in cultural background (Religion, Tribe, Race and Customs) can be the cause of conflict, but religious and tribal elements are the two things that most easily trigger conflict in society, especially when combined with the influence of the use of social media information that is not responded to wisely.

Interests between Individuals or Groups

Based on the results of interviews conducted with the National Unity and Regional Politics Agency of North Sulawesi Province regarding the causes of conflict between mass organizations in Bitung City caused by individual or group interests, information was obtained that there was no element of interest that caused the conflict. This was also emphasized by interviews with representatives of both mass organizations where the results of the interviews obtained information that their movements in carrying out activities until the conflict occurred were not accommodated by the interests of an individual or group.

In accordance with the explanation above, the author found other facts through the statement of M. Bhurhanuddin, a Muslim activist in North Sulawesi in online media.www.indoartnews.comDuring a meeting between the Kesbangpolda of North Sulawesi Province and figures from traditional and religious mass organizations on November 28, 2023, he said that the root of the conflict between mass organizations in Bitung City was purely criminality, and that the community should ensure that the issue of the problem does not spread nationally and become biased.

Social Values

In this discussion, the external influence that triggered the conflict in Bitung is related to the Israel-Palestine case, where the emergence of movements or activities as a form of solidarity of religious communities in Bitung towards the victims of the Israeli attack on Palestine where the news that was widely exposed through social media was misinterpreted by the public as a religious conflict, thus triggering a sense of solidarity

Conflict Management Of National Unity Board And Regional Politics Of North Sulawesi Province (Case Study Of Handling Conflict Between Community Organizations) In Bitung City, North Sulawesi Province)—Strawinsky Christian Jakson Pantow et.al

1375 | P a g e

between both parties but was manifested in the wrong way, causing conflict between mass organizations and victims from both parties. Furthermore, the cause of the conflict caused by local influence (from within) is the emergence of provocateurs who use the name of religion by issuing statements of hatred and provocation between Christians and Muslims.

Based on the results of interviews with the Head of National Alertness, Head of Economic, Social, Cultural and Community Organization Resilience, Head of Domestic Politics, Head of Conflict Handling Sub-Division, Head of Ideology and National Insight Sub-Division and two staff related to the conflict between mass organizations in Bitung, it was found that external influences (Israel-Palestine conflict) with religious nuances very quickly influence people's mindsets through social media which is currently developing very quickly and also coupled with local influences (from within) as provocateurs that carry religious elements, making conflicts easier to trigger.

Inhibiting and supporting factors in Conflict Management by the National Unity and Regional Politics Agency of North Sulawesi Province

According to Siti Asiah (2017), there are several internal and external factors that can affect conflict management where these factors can be obstacles and can also be supporters in the implementation of conflict management. These internal factors are resources (budget, human, infrastructure), while external factors are the development of Science and Technology, government regulations and policies, political conditions, and security. Furthermore, an explanation of the conditions of each dimension is described in the following sub-chapters:

Internal Factors

a. Budget

Based on the explanation above, it can be concluded that the budget related to conflict management at the National Unity and Regional Politics Agency of North Sulawesi Province is inadequate. This is due to the existence of socialization activities related to national insight and conflict for mass organizations and communities that could not be implemented in the last 3 years as well as technical guidance for developing the capacity of civil servants for ASN related to national insight and conflict management which also could not be implemented in that period. Collecting information in the field also has obstacles because with limited budget, the National Unity and Regional Politics Agency of North Sulawesi Province must be ready to go to the field to obtain information even though it uses a personal budget.

b. Human Resources

From the explanation above regarding the human resources owned by the National Unity and Regional Politics Agency of North Sulawesi Province, it can be concluded that the number of intelligence (informants) owned by the Kesbangpolda Agency of North Sulawesi Province is sufficient, but the availability of employees, especially those related to conflict management, is still lacking.

Conflict Management Of National Unity Board And Regional Politics Of North Sulawesi Province (Case Study Of Handling Conflict Between Community Organizations) In Bitung City, North Sulawesi Province)—Strawinsky Christian Jakson Pantow et.al

1376 | P a g e

c. Facilities and infrastructure

From the explanation above, the researcher concludes that the facilities and infrastructure as supporting elements for activities at the National Unity and Regional Politics Agency of North Sulawesi Province, both vehicles and online media, are quite adequate, although there are still some shortcomings, but this does not become an obstacle in implementing activities.

External Factors

a. Development of science and technology

Based on the explanation above, the author concludes that technology and information can support the implementation of the duties and functions of the National Unity and Regional Politics Agency of North Sulawesi Province in terms of conflict management effectively and efficiently, but this must also be balanced with adequate knowledge and understanding of national insight, both from the National Unity and Regional Politics Agency itself and the community so that they can wisely manage information about issues that develop in society, especially those of a religious, customary, cultural or regional nature.The development of issues circulating through social media and websites can be both an obstacle and a supporter. On the one hand, science and technology can also be an obstacle because with social media, people can receive information faster about developing issues and are easily provoked. On the other hand, social media and websites also provide good support because the government can monitor the situation of issues through social media and websites and can handle negative issues with positive issues.

b. Government regulations/policies

In terms of handling the conflict, based on the Minister of Home Affairs Regulation Number 42 of 2015 concerning the Implementation of Coordination for Handling Social Conflicts, it is known that each region is required to form a conflict handling team. In accordance with this, the North Sulawesi Provincial Government has formed a conflict handling team by issuing a Decree. Governor of North Sulawesi Number 93 of 2021 dated February 25, 2021 concerning an integrated team for handling social conflicts. To strengthen the element of coordination between leaders in the region, the Forkopimda Decree Number 25 of 2023 dated January 4, 2023 was issued, after the conflict that occurred in Bitung in November 2023 last year, currently the National Unity and Regional Politics Agency of North Sulawesi Province is renewing the Decree.

c. Political situation

According to the documentation that the author found in the field and through online media, no political issues were found in the conflict case in Bitung.From the explanation above, the author concludes that a good political situation between the provincial government and the Bitung city government and other Forkopimda elements can support the conflict management process optimally and can reduce the conflict so that it does not become even bigger.

Conflict Management Of National Unity Board And Regional Politics Of North Sulawesi Province (Case Study Of Handling Conflict Between Community Organizations) In Bitung City, North Sulawesi Province)—Strawinsky Christian Jakson Pantow et.al

1377 | P a g e

d. Conditions of situation and security

From this explanation, the author concludes that a conflict situation that has been resolved quickly and under control and guarantees security can be a supporter in conflict management in order to make the right decision so that the conflict issue does not develop and spread further.

CONCLUSION

Based on the discussion in the previous chapter, the following conclusions can be drawn: Conflict management carried out by the National Unity and Regional Politics Agency of North Sulawesi Province in handling the conflict between the BSM and Manguni Makasiouw mass organizations is quite good. This can be seen from the explanation of each dimension below: The existence of a third party as a mediator; The National Unity and Regional Politics Agency of North Sulawesi Province itself has carried out its functions well in accordance with its duties and functions. Conflict handling strategies used; The strategies carried out by the National Unity and Regional Politics Agency of North Sulawesi Province are adequate. Attitudes and actions in controlling conflict; The attitudes and actions taken by the National Unity and Regional Politics Agency of North Sulawesi Province are good because they are able to reduce the conflict so that it does not get bigger. Conflict resolution used; The National Unity and Regional Politics Agency of North Sulawesi Province has carried out its duties and functions in managing the conflict as a form of conflict resolution well. Factors causing conflict (between the BSM and Manguni Makasiouw mass organizations). The existence of individual differences such as differences in emotional conditions due to the young age factor which can easily be provoked into anger, thus triggering clashes between the mass organizations. Religious and customary elements became provocative tools that triggered the conflict between the BSM and Manguni Makasiouw mass organizations in Bitung, North Sulawesi. There was an external influence, namely the conflict between Israel and Palestine which was considered a religious conflict, then the emergence of provocateurs (local influences) who used the conditions that occurred between Israel and Palestine to cause conflict in Bitung, North Sulawesi. The use of social media that is not balanced with an understanding of what is happening between Israel and Palestine so that people can be easily and quickly influenced by negative issues. Inhibiting and supporting factors in conflict management by the National Unity and Regional Politics Agency of North Sulawesi Province. Internal factors; Inadequate budget. This is due to the reduction and diversion of the post-covid budget related to mass organizations and conflict management. Inadequate human resources. This is due to the lack of ASN at the National Unity and Regional Politics Agency of North Sulawesi Province. Facilities and infrastructure are adequate. Although there are not enough official vehicles, it is not a problem for carrying out tasks because they can use private vehicles. Information facilities through the website have not yet existed, but the National Unity and Regional Politics Agency of North Sulawesi Province uses other alternatives to provide information to the public, namely through Facebook. External factors; The development of science and technology itself can be said to

Conflict Management Of National Unity Board And Regional Politics Of North Sulawesi Province (Case Study Of Handling Conflict Between Community Organizations) In Bitung City, North Sulawesi Province)—Strawinsky Christian Jakson Pantow et.al

1378 | P a g e

be balanced because science and technology can be both an obstacle and a supporter in conflict management. The existence of SK.Governor of North Sulawesi number 93 of 2021 dated February 25, 2021 concerning the integrated team for handling social conflicts and SK. Forkopimda number 25 of 2023 dated January 4, 2023 as supporting factors in carrying out tasks. The existence of good political conditions between the provincial government and the Bitung City government and the Bitung Forkopimda is a support that can facilitate the process of handling the conflict at that time. The controlled situation after the conflict and security guaranteed by the police and TNI.

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Conflict Management Of National Unity Board And Regional Politics Of North Sulawesi Province (Case Study Of Handling Conflict Between Community Organizations) In Bitung City, North Sulawesi Province)—Strawinsky Christian Jakson Pantow et.al

1379 | P a g e

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1380 | P a g e