Collaborative Management of Conflict Resolution in Urban Residents Fights:
Palmeriam and Berland

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ABSTRACT

This research aimed to discuss and analyze the factors that cause violent conflict in the form of fights between citizens in urban areas, disclose and analyze the resolutions that have been done through either litigation process or non-litigation process, and establish a collaborative management model of conflict resolution to resolve and control violent conflict in urban areas. This research directed at the creation of a complete holistic picture formed on the basis of detail informant views and arranged in a natural setting. This research shows that violent conflict in the form of fights between citizens is caused by structural factors in which the position of the conflicting group has dominant and non-dominant solidarity, and there is a dynamic change of solidarity associated with the position of the group's strength; resolution of violent conflict between citizens is done through two ways: (a) litigation and (b) non-litigation or alternative dispute resolution (ADR) such as negotiation, mediation, and conciliation.

1. INTRODUCTION

The case study between the residents of Palmeriam and Berland in East Jakarta is aimed to assess the violent, horizontal, and urban-based conflicts as well as the resolutions completion. Thus, it builds a conflict resolution model with a collaborative management between the parties who are related to the problem. A fight broke out between Palmeriam and Berland residents in Matraman, East Jakarta. For the citizens of Jakarta, Jalan Matraman in East Jakarta, this area is certainly well known for fights between residents, this incident is clearly disturbing and even detrimental to the lives of Jakarta citizens in general. Even though Jalan Matraman is the main road that connects Kampung Melayu and Jatinegara with Scouts, Salemba and Senen.

In Indonesia, violent conflicts have existed since pre-colonial times. During the first fifty years after the struggle for independence, Indonesia experienced such violent conflicts which are related to separatism, power and resource sharing as well as emerging conflicts such as communal conflicts, ethnic conflicts, social conflicts, political conflicts, and religious conflicts. (Smith dab Bouvier, 2005:1). The social conflicts in Indonesia are preceded by certain symptoms. The phenomenon is characterized by a multidimensional pluralistic society structure that allows horizontal and vertical social conflicts to happen (Nasikun, 1974: 61).

The phenomenon of violent conflict in Indonesia was increased along with the collapse of the New Order government followed by conflicts in several areas, including the separatist conflict in Aceh and Papua and between groups in Kalimantan, Central Sulawesi, and Maluku (Smith dab Bouvier, 2005:1). The violence that occurred since the Riots of May 1997 was related to various political contexts. Violence and riots spread into a phenomenon that happens everywhere. As for an example, a record from Republika Research & Development (*Litbang Republika*) showed that there are at least 64 cases of violence. 49 cases (76%) occurred in the midst of the political atmosphere and the election campaign in 1997. The remaining 14 cases (2.1%) occurred outside the election procession. Violence, in any kind of forms, is a multidimensional reality that cannot be separated from the rage to one another. (Dom Helder Camara; 2000; xi). According to Galtung (2003: 90-103), violence can be done directly (direct violence) and indirectly, that is through the structural process (structural violence) and cultural process (cultural violence).

Thung (2005: 82) believed that the research of conflict focuses on (1) the chronology of any violent conflict, focusing on pre-conflict, conflict, and post-conflict stages; (2) analyzing the roots of the conflict, including government policy bias, economic and political disparities, or in particular context is often called social jealousy; and (3) a research that its starting point is saying that a conflict is an integral part of social life in every society and is often a necessary prerequisite for social change.

2. LITERATURE REVIEW

Jakarta is the capital city of the country filled with various types and levels of conflicts. Almost all the conflicts in Jakarta is rooted in economic problems that include the rich and poor disparities, competition in the informal sector employment, or the lack of public facilities. The trigger of the conflict itself is not very clear, but there is only one link to the whole set of conflicts. These conflicts can cause trauma and destroy social relations. Residents will usually leave the conflicted area to a new residence. Relevant research results that provide knowledge and understanding of the causes of violent conflict both in Jakarta in particular and several cities outside Jakarta.

First, Ida Bagus Gede Yudha Triguna's research, 1997. Dissertation in Social Sciences (Unpad). Research conducted is: Class Mobility, Conflict, and Interpretation of Symbolism of Hindu Communities in Bali. The object examined in this study is on the symbolism dimension of Hindu society in Bali, especially in the context of social and religious symbols. The influence of social mobility and conflict on the interpretation of the symbolism of the Hindu community in Bali, while this research method uses a qualitative-subjective approach with the Verstehen technique, through content analysis techniques and observation by participating, and in-depth interviews. Then this study uses quantitative data obtained through surveys and functions to support qualitative statements. The assumptions used by researchers in this study are the social, cultural, and religious meaning of an object which is a social product that is formed, institutionalized, and legitimized through a process of interaction and socialization.

The findings of this study are the dynamics of Hindu culture and society in Bali driven by the interaction of external forces. Interaction with foreign cultures, the emergence of conflicts of interest between the quarterly groups and the Javanese nation which was influenced by the Dutch power through the politics of "indirect rule" and group friction that defended Balinese Hinduism with Indian Hinduism had led to friction and conflict between groups. The criticism given in this study is that this study further explains the history of the occurrence of social classes in Bali, but does not deeply explore how the influence of social mobility and conflict that occurred when Bali has become an area of international tourism on religious symbolism in Bali. The difference between this research and the researcher's is the object being studied in the study, the methods and assumptions used, and the place or location of the study. The contribution of this research to the research of researchers, is that it can provide understanding and knowledge about the effect of conflict on cultural symbolism in an area.

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