

## THE ROLE OF THE SPN TRADE UNION LEADER IN RESOLVING AN CONFLICT BETWEEN WORKERS AND THE LEADER OF PT. PARKLAND WORLD INDONESIA

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### ABSTRACT

The company or employer is part of the ring of the wheels of the country's economy. Labor is a vital asset in the company in addition to money. Workers or laborers are human beings who use their labor and ability to get retribution in the form of income, either in the form of money or other forms from employers or employees. The industrial era can potentially cause increasing and complex industrial relations problems. The working relationship between workers and employers is not always harmonious. The maintenance of relations between workers, trade unions and management within the scope of industrial relations is essential to prevent conflicts in the world of work, if not resolved immediately, it can lead to industrial relations disputes due to the disharmony of relations between these parties. This research uses a qualitative approach with a case study methodology in the field of various existing case studies with a perception of taking material from several sources. Qualitative case studies as research that uses empirical evidence from one or more organizations and researchers seek to study the problem in context—trade union PT. Parkland World Indonesia uses conflict approach and management techniques in dealing with conflicts between individual workers and personal leaders, to facilitate SPN in mediation and assistance in conflict resolution.

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## 1. INTRODUCTION

The company or employer is part of the ring of the *wheels of the country's* economy (Mantili, 2021). Human resources is a vital asset in companies other than money (Laksana & Fajarwati, 2021). Workers or laborers are humans who use their energy and ability to get retribution in the form of income, either in the form of money or other forms from employers or entrepreneurs (Abidin & Agus, 2017). Therefore, workers are the most essential part that must be maintained for their survival and well-being in the company where they work. The welfare of workers is the return of complementary services (material and non-material) provided at the company's discretion (Faricha & Prabawani, 2019).

The industrial era can potentially cause increasing and complex industrial relations problems (Yuniar, 2013). The working relationship between workers and employers is not always harmonious (Robingu, 2006). The maintenance of relations between workers, trade unions and management within the scope of industrial relations is essential to prevent conflicts in the world of work, if not resolved immediately, it can lead to cases of industrial relations disputes due to the disharmony of relations between these parties (Faricha & Prabawani, 2019).

PT. Parkland World Indonesia is one of the companies located in the Serang Regency area, an executive order located in PT. Parkland World Indonesia has a national trade union where an organization becomes an association of workers and employees in appreciating complaints (Laksana & Fajarwati, 2021). For this reason, as a form of legal protection provided by the government for workers / workers is the guarantee of freedom of association and assembly in a trade union / labor forum (Abidin & Agus, 2017).

Conflict is common in any organization because the individuals present in it have different opinions among them (Siregar & Usriyah, 2021). Conflicts of interest between workers in trade unions and companies occur due to differences in perceptions and meeting conflicting needs (Faricha & Prabawani, 2019). Disputes occur because workers and employers have different points of view on employment contracts or regulations in the company (Mantili, 2021). This can happen because the two have their

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interests and goals, and are supported by a relatively large amount of egoism (Nugraha, 2015). Workers and leaders have a conflict, because of the differences in views. So that each other becomes having unsupportive thoughts in between

## 2. METHOD

This research uses a qualitative approach with a case study methodology in the field of various existing case studies with a perception of taking material from several sources. Qualitative case studies as research that uses empirical evidence from one or more organizations and researchers seek to study problems in their context (Laksana & Fajarwati, 2021). Qualitative research becomes a multi-method study in one particular focus, because this research is controlled by the object of the problem being studied (Fitrianti & Laksana, 2022).

This research was conducted at the National Workers' Union PT. Parkland World Indonesia, where many case studies exist. So that the research taken can be focused on the role of SPN in handling and resolving conflicts in PT. Parkland World Indonesia. Some sources are taken from informants who reference research materials as accurate data. The determination of informants in this study is based on the criteria of people who are considered capable of providing precise and accurate information related to the study so that the results of the research can be recognized for their validity (Kenedi et al, 2022)

## 3. RESULT AND DISCUSSION

Conflict is common in any organization because the individuals in it have different opinions among them, some people cannot accept the opinions of others among them (Siregar & Usriyah, 2021). Amember of the National Trade Union who works in PT. Parkland World Indonesia is very numerous and is a concern for the union to be able to serve the members of the SPN union workers in the company, along with data on workers working at PT. Parkland World Indonesia. Parkland World Indonesia as follows:

Table 1. Union Data PT. Parkland World Indonesia in 2022

No.	Union Name	Sum Member
1.	PT. Parkland World New Zealand National Trade Unions (SPN)	8430 Members

Source: National Workers Union (SPN) PT. PWI, 2022

Problems or conflicts that occur in PT. Parkland World Indonesia according to reports in the field of PSP advocacy programs. SPN PT. PWI as follows:

Table 2 Data Advokasi SPN PT. PWI 1

No	Advocacy	Recapitulation of Cases Per Year				Sumcase
		2019	2020	2021	2022	
1	Abuse (Harrasment)	34	37	43	48	162
2	Verbal Violence (Bullying)	50	58	53	57	218

Various cases and problems occur in PT. Parkland World Indonesia is a priority for National Trade Unions in dealing with several conflicts and cases experienced by workers that occur in the company, the data is taken from the accumulated reports per year in the advocacy field of the National Trade Union (SPN) from conflicts that occur in companies about verbal violence. Conflicts in the organization are viewed from the flow of communication that occurs in organizational management, because all perceptions and assumptions will be able to cause a conflict between individuals and individuals (Saepulloh & Laksana, 2022).

The National Trade Union has a field of organization mainly in advocacy and mentoring workers. The field program that the SPN prioritises for each Head of Trade Union (PSP) spn company is emphasized (Saepulloh & Laksana, 2022). In general, from conflicts or problems that occur in PT. Parkland World Indonesia has always existed and is the most important for management in handling and resolving complications. Therefore, the existence of an SPN in the company helps the existing problems by conducting mediation and settlement which is a program of the SPN.

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### **The role of the National Trade Union**

Role has a meaning, namely a set of levels expected to be possessed by people in the community, roles are part of the main task that must be carried out (Abidin & Agus, 2017). A trade union is an organization that negotiates for employees which is a negotiating organization for workers (Larasati, 2011). Unions are an essential part that cannot be separated, it should be between workers, unions and employers synergizing with each other to advance the company (Shelmy & Nugroho, 2013). Trade unions are a legal umbrella for active workers in industrial companies (Saepulloh & Laksana, 2022). Trade unions are essential for workers, especially members who work in the PT. Parkland World Indonesia, in order to feel protected in doing their job.

The roles and functions of the workers' kat series are as follows: 1) Accommodating the aspirations and grievances of workers, both members and non-members of the worker group concerned; 2) Channeling these aspirations and complaints to management or entrepreneurs either directly or exclusively bipatrit institutions; 3) Representing workers in Bipatrit institutions; 4) Representing workers in the negotiating team to negotiate a Collective Labor Agreement; 5) Representing workers in labor cooperation institutions at their level such as Tripatrite institutions, the Occupational Safety and Health Council; 6) Fight for the rights and interests of members both directly to employers and through labor institutions; 7) Helping to resolve industrial strife, 8) Improving the discipline and morale of members; 9) Actively strive to create or realize safe and harmonious industrial relationships; 10) Conveying advice to management both for resolving workers' complaints and for improving the work system and increasing company productivity (Simanjuntak, 2003).

The role of trade unions in voicing aspirations and participation in development includes the right to development (Podungge et al., 2021). Trade unions / trade unions have the following roles: a) Accommodating the aspirations and grievances of workers, both members and non-members of the Serikat Workers of the workers concerned; b) Channeling such aspirations and complaints to management or employers either directly or through Bipatrit; c) Assist in resolving industrial relations disputes; d) Submit suggestions to management both for resolving workers' complaints and for improving the work system and improving (Ahmad, 2019).

### **The Role of Unions in Conflict Resolution**

Law Number 21 of 2000 concerning Trade Unions explains that workers / workers as citizens have equal position in law, the right to get a decent job and livelihood, issue opinions, gather in one organization, and educate and become members of trade unions (Utami, 2013). This weak position of workers requires a container to be strong (Nugraha, 2015). Workers become part of the union because they need a place or place to complain about all complaints from conflicts or disputes with the leadership as well as personal settlement with management and get assistance for the benefit of their workers. Trade Unions play a role in accommodating the aspirations of workers in fighting for the rights and interests of their members to be heard by the company's management (Faricha & Prabawani, 2019). Pekerja PT. Parkland World Indonesia feels accompanied by all existing conflicts for a solution accompanied by the National Workers Union (SPN).

### **Conflict Resolution by Mediation**

Indonesian society has long had its ways of dealing with problems of opinion or disputes, but in principle the Indonesian people use a deliberative system to reach consensus (Mantili, 2021). Workers in having disputes in conflicts always feel confused in solving them, because the problems that workers have will decrease work performance and productivity because of the problems that still plague them. The leadership of the National Trade Union in resolving conflicts always prioritizes an interpersonal approach with mediation, where counseling methods are carried out between individuals and individuals in conflict. Interpersonal conflict resolution counseling can be interpreted as a counseling process that uses a counseling and conflict resolution framework in helping to resolve conflicts with interpersonal communication (Azizah & Purwoko, 2019). An approach oriented to the conflict management process points to the communication patterns of the actors and how they influence the interests and interpretation of conflicts (Ruliana, 2016).

### **Spn Conflict Resolution Strategy**

Trade union PT. Parkland World Indonesia uses conflict approach and management techniques in dealing with conflicts between individual workers and personal leaders, to facilitate SPN in mediation and assistance in conflict resolution. Conflict resolution strategies can be carried out with techniques, as follows: 1) Avoidance, by avoiding issues or problems that can cause conflicts to occur; 2) Accommodating,

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the act of allowing others to make an agreement aimed at solving the problem that occurred; 3) Competition, a method carried out by a person by having more information and superior expertise when compared to his confrontation opponent; 4) Compromise or Negotiation, carried out with each confronting party giving or offering something to allow mutual giving and receiving between the confronting parties; 5) Collaboration, how to resolve conflicts by prioritizing the creation of equal cooperation between the parties to the confrontation (Siregar & Usriyah, 2021). Conflict resolution efforts can be carried out through communication using negotiations (Amin, 2017)

#### 4. CONCLUSION

Every individual cannot solve all problems that occur in the organization. Trade unions are a place and forum for workers to express complaints and can be used as a companion for workers in providing advocacy assistance. The role of the SPN Trade Union Leader always provides maximum service for members and workers who need it. SPN workers' union PT. Parkland World Indonesia is always ready for members of any conditions and circumstances, in addition to mediation to resolve problems or conflicts that exist in members and workers. National Trade Union PT. Parkland World Indonesia is the most essential part of company management in the second option for workers, if management cannot provide solutions for workers in resolving conflicts or problems between leaders and workers

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