



## **Dialogic Communication of the Government of Bandung in Resolving the Evicting Conflict of Tamansari**

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### **ABSTRACT**

Conflicts between the government and society in Indonesia are often found in various regions with various problems. The conflicts that occur cause multiple kinds of disadvantages, both materially and physically. The conflict between government and society is connoted as the authorities' oppression of society. The guilty party is always the authority, as well as the conflict between Bandung's government and the residents of RW 11 Tamansari. This study aims to find out how the government of Bandung dialogical communication resolves the Tamansari eviction conflict. This study focuses on dialogue efforts carried out by the conflicting parties from the point of view of the parties considered guilty and responsible for the conflict, namely the government of Bandung, where the residents of RW 11 Tamansari are the victims. This research uses a qualitative study with a case study approach because researchers need specific research objects to obtain a specific description. The study results show that the Bandung government has not fully resolved the conflict because several Tamansari residents have survived. The dialogue carried out by the government does not take a collaborative approach that aims to build consensus with the community. This collaborative approach must be dialogical to understand the conflicting parties to produce an agreement and reach the desired resolution.

**Keywords :** *Dialogic communication, conflict, Tamansari*



## **INTRODUCTION**

Conflict is a social phenomenon that naturally occurs in societies undergoing social and cultural change. Conflict causes people in a community to be unstable, leading to positive or negative things. In the social structure of society, several elements have differences based on motivation, interests and goals, and these differences cause conflict in society. Differences in society which are the source of conflict, will lead to disintegration and changes in the social structure.

Social conflicts that occur in society can occur vertically and horizontally. Vertical conflicts arise between the government or society power holders, while horizontal conflicts are between communities. The conflict that occurred in Bandung is a vertical conflict where there are differences in views and interests between the government of Bandung the society of RW 11 Tamansari

Through the Dinas Perumahan dan Kawasan Permukiman, Pertamanan dan Pertanian, the Bandung City Government is making efforts to realize Bandung as a city without slums or KOTAKU program (kota tanpa kumuh). This program was started in 2017 in collaboration with Badan Keswadayaan Masyarakat, which targets various areas in Bandung considered slum areas (Miftah, 2017).

According to the government of Bandung, the area categorized as a slum is the area of RW 11 Tamansari. In June 2017, the government carried out the first socialization by inviting all Tamansari residents to Bandung City Hall and the socialization was carried out by the then-mayor of Bandung, Ridwan Kamil. The government socializes the meaning of row house construction as a slum area arrangement, a residential program without eviction. This program will transform the crowded RW 11 Tamansari into a row house or flat.

Residents then judged the program as eviction without any commensurate compensation. The community considers the government of Bandung to provide unreasonable conditions where the destroyed society houses will be replaced with new houses but as tenants. In addition to compensation issues, there are different views between the government of Bandung and the society regarding land ownership. The conflict occurs because of the two problems above, first is the issue of land ownership and then compensation which is considered unreasonable.



The government of Bandung considers that the land now occupied by Tamansari residents has belonged to the government since 1933, which is a legacy of the Dutch East Indies Government. According to UU Pokok Agraria, all land belonging to the Netherlands becomes land controlled by the State. Tamansari residents refused because, based on PP no. 24 of 1997 states that a person who has had physical control of the land for more than 20 years continuously can register himself as the holder of the title of the land he occupies. Based on information from Tamansari residents, they have inhabited the area for more than 50 years since. (Leo, 2018)

The claims of Tamansari residents regarding land ownership are not proven. The only land ownership documents they have are tax documents and proof of sale and purchase documents. So, in this case, the government of Bandung considers that the land in the RW 11 Tamansari area belongs to the government of Bandung. Therefore, the land occupied by the Tamansari residents is legally owned by the government, so the compensation is only 20% of the NJOP Value. The lease financing is Rp. 250,000 during construction, free of rent for five years after construction is completed. However, society did not accept it because it was deemed that it would not be sufficient to meet the needs for renting their temporary house. Therefore, some people did not receive the compensation, so they negotiated with the government to increase the NJOP reimbursement to 70%, but it was not agreed. (Ar-Ridho & Ishartono, 2019).

Tamansari residents finally took legal action by filing a lawsuit to PTUN of Bandung in 2019 regarding the SK for the construction of row houses, SK DPKP3 No. 538.2/1325A/DPKP3/2017 regarding the determination of building compensation, relocation mechanism and implementation of row house construction. However, the lawsuit from the Tamansari residents was not granted by PTUN and was won by the the government of Bandung. (Sari, 2022)

On December 12, 2019 there was chaos between the society and the combined Satpol PP, Police, and Kodim officers. This is because the government controls the buildings that are still standing because many people do not obey the warnings given, so the authorities intervene to control them.

The communication process between the government and Tamansari residents lasted quite a long time. Indeed, there are still some residents who do not agree and are still resisting. However, in general, the majority of people agreed and chose to move. The



government of Bandung said that the majority of Tamansari residents agreed on the development process and agreed to move, out of a total of 198 residents, 176 of them had agreed. (Halida, 2019).

The long communication process carried out by the government of Bandung has been carried out since the row house program was planned. Socialization was even carried out in various places, such as the Bandung mayor's pavilion, Tamansari mosque and others. Over time, when conflicts occurred due to residents' refusal to be relocated, the efforts of the government of Bandung to accommodate the wishes of the society have been attempted several times.

This study discusses how the government of Bandung's communication efforts in resolving conflicts and analyzed with dialogic communication theory. The researchers are interested in seeing the causation from the perspective of the government of Bandung as the party to blame, where little media attention or research has seen it. The case study method was used in this research, with interviews and documentation as data collection techniques.

## **LITERATURE REVIEW**

This study was conducted based on previous studies that discussed the same theme in terms of phenomena, theories and places where the events occurred. The following are previous studies that have become a reference for researchers conducting this research.

First, research titled "Dialogic Communication in the Context of Conflict Resolution between Industry Actors and the Community". The results of this study reveal that the conflicts that have occurred have yet to find a resolution, the involvement of various stakeholders has not been maximized, and there is a dominant group that has not received a solution to the problem, namely industry players. This research found that there has not been a collaborative dialogue between stakeholders, so the conflict continues. (Hastjarjo, 2022)

Second, the research entitled "Analysis of Land Dispute Conflict in the Tamansari Urban Village Area, Bandung City Using Conflict Trees". This study reveals that a land ownership dispute causes conflict between the government of Bandung and Tamansari residents, so the conflict has a broad impact. The impacts are violations of law, human rights, and violence that cause trauma to the community. (Fahira & Fedryansyah, 2021).



Third, "Conflict of Land Interests of Residents of RW 11 Tamansari with the Bandung City Government in the Case of the Realization of the Row House Program". The results of this study reveal that conflicts occur because of government programs that have been well-planned are not properly socialized. This is what then triggers a prolonged conflict between the government. The more basic thing is the government's superiority factor, which thinks they know better move, so they forget the consequences that are felt directly by the affected people. In this case, it can be concluded that a good program will not necessarily run well if socialization is not carried out properly

The fourth is research entitled "Juridical Review of Compensation for Illegal Land Ownership and Legal Efforts for Citizens and the Government of Bandung City. Based on UU Number 51 PRP 1960 (Case Study of RW 11 Tamansari Village, Bandung City)". The results of this study reveal that the residents of Tamansari are not entitled to compensation, the government of Bandung, which acts as the regional authority mentioned in UU Number 51 1960 is not required to provide residents fees to move from the land or compensation.(Kusumawardani & Pandamdari, 2019)

Based on the previous research above, the researcher argues that conflicts that occur vertically or between the authorities and the society are dominated by one point of view where the researchers are interested in revealing the facts of the people suspected of being victims. On the other hand, another point of view is how legally the government is right, but it must not be defeated on the grounds of public welfare. On this basis, the researcher wants to reveal on the alleged cause of the conflict, the methods used for communication, and the solutions offered.

## **METHOD**

According to Myers, the researchers analyzed this phenomenon by applying the case study methodology. Myers defines a qualitative case study as research that uses empirical evidence from one or more organizations. The data comes from various sources, with most of the data obtained from interviews and documents. This study will analyze the communication efforts of the government of Bandung in resolving conflicts with residents of RW 11 Tamansari with the theory of dialogic communication (Moleong, 2000)

Data collection techniques include three ways: interviews, observation and literature study. The research was conducted within the scope of the Bandung City



Government. Interviews were conducted using a purposive sampling technique to determine the informants in this study. The informants selected in this study were the Kasubid Penanganan Konflik Sosial, Pejabat Pembuat Komitmen DPKP3 Kota Bandung, Staf Pengawasan and Pengendalian DPKP3 Kota Bandung and Staf Perencanaan DPKP3 Kota Bandung.

## **RESULT AND DISCUSSION**

Dialectics in a relationship cannot be avoided but can be managed through dialogue. Based on Mikhail Bakhtin's research results, Baxter found dialectical and dialogic processes to be important ideas in a relational relationship. Baxter discovered how people in relationships use communication to regulate the opposing forces that arise in their relationships. Baxter wanted to see the dialogical pattern that Bakhtin said was a way to understand the flow better and flow in a relationship. Baxter then referred to the term dialogical theory of relationship. Baxter also characterizes his theory as dialectical, meaning that relations are a place where contradictions are managed. (Em et al., 2019)

For Baxter, dialectics refers to the tension between opposing forces in a system of relationships. These contradictions may not be resolved but can be managed using various means. Baxter describes the process of dialogue in the notion of dialectics. Dialogue is different sounds that appear together in a conversation. Baxter sees dialogue as conversations that define and reinterpret relationships as they emerge in actual situations from time to time.

### **Dialogue as Constitutive – Relationship in Communication**

Baxter states that the constitutive approach to communication asks how communication defines or shapes social life, including the individual's personality and personal relationships. This dialogical idea is related to the main idea of symbolic interaction and coordinated management of meaning.

Dialectics are things that are contradicted and need to be discussed in depth so that they can find common ground from various sources to form a proper understanding. In the past, people emphasized a relationship more on what they had in common in terms of thoughts, backgrounds, and preferences to keep a relationship going. And for the connection to be established, it goes back to self-disclosure (self-disclosure), which is an indispensable core in this form of communication because they can find comfort that



already exists. But in the dialogic view, differences are as important as comfort, which is created and evaluated when two people engage in dialogue. (Littlejohn et al., 2017).

The urgency of resolving conflicts between the government and the residents of Tamansari is more important than the construction of the house itself. The community and the government must resolve all prohibitions that conflicts occur. Mediation carried out by various parties. Conflict resolution is very important, so it must pay attention to various aspects of the wishes of both parties.

### **Dialogue as Utterance Chain – Building Block of Meaning**

The utterance is what someone says in a conversation. The Utterance Chain is a building of meaning. On the other hand, an expression is something that someone says unilaterally. The utterances is from the destruction of expressions. Its manifestations include what has been heard and the responses obtained from other people, the closest people, third parties, and even people who will appear in the future. Therefore, Baxter states that the clash of expressions is a building block of meaning in creating meaning through dialogue.

For example, in viewing the ideal communication mechanism for the conflicting parties, namely cultural ideology, the interested parties consulted and conveyed their aspirations to each other. In this case, the government of Bandung consulted with various elements of society and institutions to accommodate the society's wishes after the conflict occurred. In addition, residents also held deliberations with various institutions such as LBH and Komnasham to convey their aspirations so that later efforts were made to resolve them.

### **Dialogue as Dialectical Flux – Complexity of Close Relationship**

According to Bakhtin and Baxter all human social life is the result of conflict, the pressure on unity which is a combination of two opposites. This shows an unpredictable, uncertain relationship that cannot be ended. Because relationships are built through dialogue that flows through ongoing conversations, the structure is irregular. Irregularities in personal relationships detract from closeness, understanding, and increasing certainty.

Baxter and Montgomey identified two types of conversational strategies to respond to relational dialectics, namely spiralling inversion and segmentation. Spiralling inversion is a conflict between two different thought processes. Concerning the limited government funds for the community and the results of the lawsuit that was won, the government of





Bandung still maintains the initial condition where compensation is 20% of the NJOP. However, the government granted the community's request for a temporary relocation place before moving to a new building.

### **Dialogue as an Aesthetic Moment**

Dialogue as an aesthetic moment is a fleeting feeling of unity followed by a deep respect for differences of opinion in a dialogue. Each party is very aware of the existing differences and tries to get out of them by creating something new.

This kind of dialogue occurs when the community voluntarily transfers their goods and buildings to a predetermined relocation area. This is because they realize they will not win against the government because of data on legal land ownership. Apart from that, residents have also been granted their demands to be given a temporary relocation place.

### **Dialogue as Critical Sensibility - A critique of Dominant Voices**

This dialogue is the obligation to criticize dominant opinions, especially those that emphasize opposing points of view. The dominant opinion causes or is caused by unequal power, hierarchical relationships, and considerations that are sidelined or set aside.

Dialogue is very important to control various parties to make decisions or policies, especially those related to many people's lives. Furthermore, it is Included in conflict resolution between Tamansari residents and the government of Bandung, where the government has the dominant opinion due to unequal power and hierarchical relationships. Policies taken at the beginning of program realization regarding compensation were never discussed with the society but only within the government.

## **CONCLUSION**

The dialogue that took place between the government of Bandung and the Tamansari residents could be concluded that the conflict that was resolved was not based on mutual agreement. People accept what the government proposes not because they agree but because they have gone through failed attempts, so they have no other choice but to accept. Based on the data from interviews, observations and documents, the researcher found that there is no good dialogue approach between stakeholders. In this case, the involvement of various stakeholders has not been maximized.





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