

THE ROLE OF THE NATIONAL UNITY AND POLITICAL AGENCY OF SURABAYA CITY IN HANDLING DEMONSTRATION CONFLICTS IN SURABAYA CITY

Dina Naimahtus Sholikhah^{1)*}, Agus Widiyarta¹⁾
UPN “Veteran” Jawa Timur, Indonesia¹⁾
*Email: 22041010051@student.upnjatim.ac.id**

Article History

Received: 15 January 2025

Accepted: 29 January 2025

Published: 30 April 2025

Abstract

Demonstrations are one form of democratic expression frequently occurring in Surabaya, a hub for economic, social, and political activities in East Java. However, the dynamics of demonstrations often carry the potential for conflicts that may disrupt stability and public order. In this context, the Agency for National Unity and Politics of Surabaya City plays a strategic role as a mediator, facilitator, and conflict controller. This study aims to analyze the role of the Agency for National Unity and Politics of Surabaya City in managing conflicts during demonstrations through a descriptive qualitative approach. The results show that the Agency for National Unity and Politics of Surabaya City plays a crucial role in balancing respect for the public's right to express opinions and efforts to maintain social stability. Through an approach based on early detection and collaboration, the Agency for National Unity and Politics of Surabaya City can prevent and manage arising conflicts, although it still faces other challenges.

Keywords: Agency for National Unity and Politics, Conflict Management, Demonstrations

A. INTRODUCTION

Indonesia, as a country with a democratic system of government, upholds the principles of freedom that are put forward, human rights, and active involvement of the community in the decision-making process. Democracy in Indonesia provides space for every citizen to voice their opinions either through formal channels such as elections, or through demonstrations which are a form of expression of dissatisfaction or demands towards government policies (Pranadji, 2008). As part of constitutional rights, demonstrations are a means for people to convey their aspirations, criticisms, or protests, which are in line with the principles of democracy that prioritize freedom of expression. Demonstrations are one way for people to convey their aspirations, which are recognized and protected by law in Indonesia. As a democratic country, Indonesia guarantees freedom of expression, including through demonstrations as regulated in Law Number 9 of 1998 concerning Freedom of Expression in Public. In addition, freedom of expression is guaranteed in the 1945 Constitution of the Republic of Indonesia Article 28E Paragraph (3), which states that everyone has the right to freedom of association, assembly, and expression. Demonstrations are an important means for people to convey their aspirations, criticisms, or demands to the government or other parties. However, these actions often lead to conflicts that can disrupt the stability of security and public order.

Among the various regions in Indonesia, Surabaya City is the capital of East Java Province. With a population that continues to grow until now Surabaya is home to more than 3 million people (BPS, 2024). The city of Surabaya occupies a strategic position as a center

for the economy, education, and politics in East Java Province. With a large population and a high level of heterogeneity of society, it creates an active democratic dynamic, including in terms of conveying aspirations through demonstrations. In the city of Surabaya, demonstrations are often a phenomenon that often occurs, both on a large and small scale. This action involves various community groups, ranging from students, workers, to community organizations that fight for certain interests. In this case, the Regulation of the Mayor of Surabaya Number 93 of 2021 (*Salinan Peraturan Walikota Surabaya*, 2021) on the Position, Organizational Structure, Job Description, and Functions and Work Procedures for regional governments, including the Surabaya City National Unity and Politics Agency (Bakesbangpol), in its role in conflict management. This demonstration is a form of community participation in voicing opinions and aspirations on various social, political, economic, and cultural issues. (Rahman, 2016). Strategic locations, such as Surabaya City Hall, DPRD Office, and other public areas that often become the concentration points of demonstrations. In this case, the Implementing Regulation of Law Number 7 of 2012 concerning Handling of Social Conflict (Undang-Undang (UU) Nomor 7 Tahun 2012 Tentang Penanganan Konflik Sosial, 2012) become a reference for local governments, including the National Unity and Politics Agency (Bakesbangpol) of Surabaya City in its role in handling social conflicts. Conflicts that are not managed properly can disrupt social stability and public order, so appropriate handling efforts are needed. This condition shows the importance of managing demonstrations that not only respect the rights of the community to express their opinions, but also maintain social stability and prevent larger conflicts. This makes handling conflicts in demonstrations one of the priorities of local governments, especially the National Unity and Politics Agency (Bakesbangpol) of Surabaya City.

In Surabaya City, the National Unity and Politics Agency (Bakesbangpol) of Surabaya City plays an important role in handling conflicts that arise during demonstrations. This role includes identifying potential conflicts, bridging communication between related parties, coordinating with the TNI or Polri, coordinating with the action coordinator, and making evaluation reports that serve as references to prevent similar conflicts from occurring in the future. Each demonstration has different characteristics, both in terms of the number of people, the type of demands, and the potential for conflict that may arise (Irwadi, 2021). This condition requires the National Unity and Politics Agency (Bakesbangpol) of Surabaya City to have a more efficient monitoring and response system in order to prevent riots (Fachrudin, 2019).

The National Unity and Politics Agency (Bakesbangpol) of Surabaya City, in order to optimize its role in handling demonstrations, has built an early detection network in every sub-district in Surabaya City. This network aims to monitor the potential for unplanned or spontaneous demonstrations, which are often not accompanied by official notification to the authorities (Fitrianang & Soeling, 2024). Early detection carried out at the sub-district level allows the National Unity and Politics Agency (Bakesbangpol) of Surabaya City to obtain earlier information regarding issues that are developing in the community and have the potential to trigger demonstrations (Poespitohadi et al., 2024). However, even though the early detection network already exists, challenges still arise, especially in terms of the accuracy of the information received, as well as the speed of response from related parties. Some spontaneous demonstrations are often difficult to predict or manage properly if there is no prior report or coordination (Spillane, 2021).

The main focus of this study is to identify the role of the National Unity and Politics Agency (Bakesbangpol) of Surabaya City in handling conflicts arising from demonstrations, both at the prevention, trial, and resolution stages. This study also aims to understand how the National Unity and Politics Agency (Bakesbangpol) of Surabaya City maintains a balance

between respecting the rights of the community to express opinions peacefully and efforts to maintain social stability and public order. This study is expected to provide a broad picture of the role of the National Unity and Politics Agency (Bakesbangpol) of Surabaya City in handling conflicts resulting from demonstrations in Surabaya City. This will support the creation of more harmonious and safe conditions for the community, as well as strengthen the role of local governments in responding to community demands and aspirations constructively.

B. LITERATURE REVIEW

Social Conflict in Urban Society

Social conflict is a common symptom in a pluralistic society, especially in urban areas such as Surabaya City which has complex social, economic, and political dynamics. As a large city with a high population density and diverse socio-cultural backgrounds, Surabaya is a place where various interests and aspirations of the community interact, even clash. Social inequality, economic disparities, uneven development, and weak communication between the government and the community are the main triggers for the emergence of various forms of social conflict (Ihsan & Nuhayati, 2020). In urban communities, conflict does not only arise from individual differences, but also from conflicts between social groups who feel their rights are not being fulfilled. If not managed properly, this condition can create social instability that has an impact on security and public order (Fuadi, 2020).

Demonstrations are a manifestation of social conflict that most often occurs in public spaces. This action is usually carried out as a form of protest against government decisions or policies that are considered unfair or detrimental to certain groups. In many cases, demonstrations can be a legitimate means of expressing opinions, but they also have the potential to cause horizontal or vertical conflicts if they are not responded to quickly and appropriately. Local governments, in this case, have a vital role in creating a healthy and democratic participation space, so that people's aspirations can be channeled without causing security disturbances (Susanto, 2019). Handling demonstrations must consider the principles of human rights, freedom of expression, and preventive efforts to prevent mass actions from turning into riots or violence. Therefore, the presence of institutions is needed that are able to map potential conflicts, bridge communication between the government and the community, and build collective awareness to resolve differences peacefully (Anggoro, 2023).

Demonstration as an Expression of Democracy

Demonstrations as a form of political participation are a real expression of freedom of speech guaranteed by the constitution. In a democratic system, public involvement in monitoring and criticizing government policies is one indicator of healthy governance. Demonstrations not only reflect public aspirations but also serve as a means of correcting power so that it remains in the interests of the people (Arianto, 2021).

However, if not handled wisely and professionally, demonstrations can develop into conflicts that damage social order. Tensions can occur both between community groups (horizontal conflict) and between the community and the authorities or government (vertical conflict). For this reason, the presence of institutions such as the National and Political Unity Agency is very important as a mediator and stabilizer of the situation, to ensure that the process of conveying aspirations runs peacefully and does not cause social disintegration (Yakobus & Th, 2023).

The Role of Local Government in Conflict Management

The local government as the spearhead of governance has an obligation to create a safe, orderly, and conducive environment. In dealing with potential conflicts from demonstrations, the government cannot only rely on a repressive approach through security forces. In fact,

what is needed more are preventive measures that prioritize early detection of social unrest, as well as a quick response to issues that develop in society (Ardiansyah, 2022).

In addition, a solution-oriented approach involving open dialogue and mediation is essential in reducing conflict. The government needs to build a two-way communication mechanism between the community and government institutions so that aspirations can be accommodated and followed up fairly. Community empowerment is also key so that citizens have legitimate and productive channels to voice their opinions, so that the potential for conflict can be suppressed early on and does not develop into broader social tensions (Chrisnandi, 2019).

Fungsi dan Wewenang Badan Kesatuan Bangsa dan Politik (Kesbangpol) Functions and Authorities of the National Unity and Politics Agency (KESBANGPOL)

As an institution directly under the coordination of the regional government, Bakesbangpol has a strategic position in responding to socio-political dynamics in society. Its main task is not only limited to monitoring ideology and national resilience, but also includes fostering the community to remain within the corridor of healthy democracy. In dealing with potential demonstrations, Bakesbangpol plays an important role in mapping conflict-prone areas, analyzing triggering factors, and establishing initial communication with community groups that voice their aspirations (Yayat, 2024).

In addition to its supervisory function, Bakesbangpol also plays an educative and mediative role. Through coaching for community organizations, this institution ensures that community political activities are carried out in accordance with applicable legal regulations. In heated situations, Bakesbangpol can be present as a mediator who channels community aspirations to the government without having to go through disturbing channels. In this way, Bakesbangpol is not only a protector of regional stability, but also a servant of healthy local democracy.

C. RESEARCH METHODOLOGY

This study uses a descriptive qualitative research method to deeply understand the role of the Surabaya City National Unity and Politics Agency (Bakesbangpol) in handling conflicts arising from demonstrations in Surabaya City. The descriptive qualitative method was chosen because it allows research to explore social phenomena broadly and provide a detailed picture of the dynamics that occur in the field. In this study, data was collected through document analysis followed by interviews (Handoko et al., 2024). Meanwhile, the data analysis method used in this study is the data analysis method put forward by Noeng Muhadjir in Ahmad Rijali (2018), namely an effort to collect and structured notes from observations, interviews, and other sources that aim to deepen the researcher's understanding of the case being studied and present it as information that can be used by others. To strengthen this understanding, the analysis needs to be continued with the process of extracting meaning from the data obtained. Data analysis consists of several parts, namely: data collection, data compression, data presentation and inference.

This study also uses a literature review. Literature review is a theory, findings, and other research articles obtained from reference materials and used as a basis for research activities. The theoretical basis in this study refers to Karl Marx's conflict theory (Raya et al., 2024), through his social conflict theory, emphasizing that conflict between social classes is the main factor driving change in the history of society. According to Marx, inequality in the distribution of power, especially in the economic sector, is the main source of tension between social groups with different interests (Zuldin, 2019). In the context of an organization, this theory helps understand how institutions such as the Surabaya City National Unity and Politics Agency (Bakesbangpol) play their role in dealing with

developing conflicts. In addition, this study also refers to the theory of organizational roles from Husni (Husni, 2016), in his journal the role of the organization functions to formulate predetermined rules and guidelines. Thus, a well-developed and well-maintained organizational culture can encourage organizational progress in a more positive direction. The purpose of this study is to understand in depth the role of the National Unity and Politics Agency (Bakesbangpol) of Surabaya City in handling conflicts arising from demonstrations. This study is expected to provide a broad picture of the role of the National Unity and Politics Agency (Bakesbangpol) of Surabaya City in handling conflicts resulting from demonstrations in Surabaya City.

D. HASIL DAN PEMBAHASAN

The results of the internship activities carried out at the National Unity and Politics Agency (Bakesbangpol) of Surabaya City from September 16, 2024 to January 16, 2025 provided a significant contribution to research on demonstrations in Surabaya City. During the internship period, this study successfully identified that demonstrations in Surabaya not only reflect social and political dynamics, but also become a form of active community participation in overseeing government policies. As a city that is the center of the economy, society, and politics in East Java, Surabaya is often the center of mass action that reflects the community's response to both local and national issues.

The demonstration in Surabaya shows how important democratic space is for the people to express their aspirations. In this context, the implementation of freedom of expression as regulated in the constitution is the main basis for the people to voice their opinions through demonstrations. However, in its implementation, various challenges are often encountered, such as the potential for disruption of public order, damage to public facilities, and the risk of clashes between protesters and security forces. Therefore, the role of the National Unity and Politics Agency (Bakesbangpol) of Surabaya City is very important in ensuring that demonstrations remain in accordance with the principles of controlled democracy and do not disrupt public order.

Patterns and Characteristics of Demonstrations in Surabaya

The demonstrations in Surabaya not only reflect the intense socio-political dynamics, but also show how people in big cities use democratic space to voice their aspirations. The pattern of these actions shows the diversity of demands and goals, reflecting the complex needs and concerns of society. These actions involve various community groups, such as NGOs/mass organizations, employees/laborers, students/pupils, the general public, and political parties. Each group has a different focus and issues, depending on their interests and needs.

The characteristics of the demonstrations in Surabaya also reflect the distribution of attention to specific issues, ranging from socio-cultural, political, economic and ideological issues. In addition, these actions have various goals, ranging from encouraging policy changes, demanding social justice, to expressing dissatisfaction with government performance. Through Karl Marx's conflict theory (Raya et al., 2024), this phenomenon can be understood as a real form of tension between social groups with different interests. Marx emphasized that social class conflict is the main driving force in the history of society, where inequality in the distribution of power and resources, especially in the economic sector, is the main cause of conflict. In the context of the demonstrations in Surabaya, this inequality can be seen from demands related to social justice, economic distribution, and policy improvements. This theory provides an analytical framework to understand that these actions are not only a means of expressing dissatisfaction, but also an effort by society to demand fairer structural changes. In terms of patterns, the demonstrations in Surabaya also showed

fluctuating intensity throughout the year. This can be seen from the following table, which summarizes the turmoil of demonstrations in Surabaya in one year:

REKAPITULASI GEJOLAK IPOLEKSOSBUD
DI KOTA SURABAYA TAHUN 2024

NO	BULAN	KELOMPOK UNJUK RASA					JUMLAH UNRAS
		LSM/ ORMAS	PARTAI POLITIK	KARYAWAN/ BURUH	MAHASISWA/ PELAJAR	MASYARAKAT	
1.	JANUARI	20	4	8	2	3	37
2.	FEBRUARI	29	8	3	3	2	45
3.	MARET	31	9	6	1	2	49
4.	APRIL	7	0	9	1	5	22
5.	MEI	17	0	8	8	9	42
6.	JUNI	16	0	9	1	3	29
7.	JULI	25	0	7	7	4	43
8.	AGUSTUS	20	6	5	12	8	51
9.	SEPTEMBER	24	0	2	1	2	29
10.	OKTOBER	25	0	15	1	3	44
11.	NOVEMBER	34	1	3	2	1	41
12.	DESEMBER	33	0	5	4	4	46
JUMLAH		281	28	80	43	46	478

Figure 1. Recapitulation of IPOLSEKSOSBUD Turmoil
Source: Surabaya City National and Political Unity Agency

Based on the data in the table, the pattern of demonstrations in Surabaya throughout 2024 showed the involvement of various community groups, with a total number of demonstrations reaching 478 demonstrations. The most dominant group was NGOs/CBOs, which were involved in 281 demonstrations. This shows that NGOs/CBOs have a significant role in mobilizing the masses to voice various issues of public concern. This group usually focuses on social issues and government policies that are considered to need improvement. The employee/labor group is in second place with 80 demonstrations, reflecting their consistency in fighting for workers' rights, then the student/pupil group was involved in 43 demonstrations, often raising national issues or education policies. The general public is also quite active, involved in 46 demonstrations usually related to local issues or public services. Political parties, although their contribution is smaller, are still involved in 28 demonstrations, generally to convey criticism of government policies or fight for issues that are relevant to their political agenda.

In terms of time, the intensity of demonstrations fluctuated throughout the year. The months with the highest number of demonstrations were August with 51 demonstrations and December with 46 demonstrations. The increase in demonstrations in these months may have been influenced by significant political, economic, or socio-cultural momentum. Conversely, the month with the lowest number of demonstrations was April with 22 demonstrations, which usually reflects more stable socio-political conditions during that period. In general, this pattern shows that demonstrations in Surabaya have dynamic characteristics and involve various groups with different focus issues.

Next is the pattern and characteristics of demonstrations in Surabaya involving various community groups when linked to the classification of problems raised in these actions.

NO	BULAN	KLASIFIKASI MASALAH				JUMLAH UNRAS
		IDEOLOGI	POLITIK	EKONOMI	SOSBUD	
1.	JANUARI	0	13	5	17	37
2.	FEBRUARI	0	27	5	13	45
3.	MARET	0	24	11	14	49
4.	APRIL	0	4	9	9	22
5.	MEI	0	8	6	28	42
6.	JUNI	0	4	3	22	29
7.	JULI	0	9	6	28	43
8.	AGUSTUS	0	23	6	23	51
9.	SEPTEMBER	0	9	3	17	29
10.	OKTOBER	0	9	17	18	44
11.	NOVEMBER	0	10	3	28	41
12.	DESEMBER	0	4	4	38	46
JUMLAH		0	144	77	257	478

Figure 2. Classification of Problems

Source: National Unity and Politics Agency of Surabaya City

Based on the table, the total number of demonstrations was 478 actions, which were divided into four main problem classifications: politics 144 actions, economy 77 actions, socio-culture 257 actions, with ideology 0 actions. This characteristic shows that socio-cultural issues were the most dominant issues raised in the demonstrations. This identifies the high sensitivity of the people of Surabaya to issues related to social welfare, public services, and government policies that affect daily life. The involvement of NGO/CSO groups that dominated the demonstrations with 281 actions supports this main focus, considering their role which is often related to policy advocacy and issues of the wider community. Political issues are in second place with 144 actions, which usually involve groups such as political parties and students/pupils or others.

These actions often appear in the context of strategic decision-making or policies that have a broad impact. In the economic classification, as many as 77 actions reflect more specific demands for improvements in working conditions, worker welfare, and minimum wages. Most of these actions were driven by employees/laborers, who were also actively involved in demonstrations throughout the year. Certain months such as October, which recorded 17 actions with economic issues, indicate a connection to the regional minimum wage setting process or the evaluation of local economic policies.

In addition, the trend of the time of the demonstration shows that August and December recorded the highest number of actions (51 and 46 actions respectively). This spike was not only influenced by the higher intensity of socio-cultural problems during that period, but also the involvement of various community groups, who raised different issues according to their needs. For example, in December 38 out of 46 actions focused on socio-cultural issues, indicating the community's drive to resolve various issues towards the end of the year. Overall, the pattern of demonstrations in Surabaya shows a close relationship between the groups of protesters, the classification of problems, and the time of the action. By understanding this pattern, the Surabaya City National Unity and Politics Agency can understand its role in handling demonstrations in Surabaya.

Next is the pattern and characteristics of the demonstration in Surabaya which became the target of the problems in the implementation of the demonstration.

NO	BULAN	TUJUAN PERMASALAHAN			JUMLAH UNRAS
		KOTA	PROVINSI	NASIONAL	
1.	JANUARI	13	13	11	37
2.	FEBRUARI	14	14	17	45
3.	MARET	7	17	25	49
4.	APRIL	5	13	4	22
5.	MEI	9	18	15	42
6.	JUNI	6	14	9	29
7.	JULI	10	20	13	43
8.	AGUSTUS	17	17	17	51
9.	SEPTEMBER	7	15	7	29
10.	OKTOBER	10	30	4	44
11.	NOVEMBER	16	14	11	41
12.	DESEMBER	5	29	12	46
JUMLAH		119	214	145	478

Figure 3. Objective of the Problem

Source: National Unity and Politics Agency of Surabaya City

The figure shows data on the number of demonstrations by month and region (City, Province, National) throughout the year. Where the table presents data related to the objectives of the demands in the demonstrations which are grouped based on the destination area. Overall, there were 478 objectives of the demands spread throughout the year, with details of 119 objectives at the city level, 214 objectives at the provincial level, and 145 objectives at the national level. This data provides an overview of the pattern of conveying aspirations by the community or certain groups, as well as preferences for destination locations based on the scale or scope of the problem.

1. City Level: Cities were a significant destination for claims with a total of 119 cases, peaking in August with 17 destinations. This suggests that local issues directly related to city government were raised more this month, perhaps related to specific events or controversial local policies. As a local destination, cities are a prime place to voice immediate issues, such as public services, infrastructure, or addressing community-level social issues.
2. Provincial Level: As the link between local and central government, provinces are often the primary target for issues that require broader coordination. Provinces were the primary target for submission of demands with a total of 214 cases. The highest number was reached in October with 30 targets. This large number indicates that many issues require intervention or decisions at the provincial level, such as regional policy issues, governance, or greater budget distribution.
3. National Level: National Objectives are usually related to major issues that require the attention of the central government. The national region recorded 145 cases with the highest number in March of 25 objectives. This shows that strategic issues that require central attention, such as national policies, laws, or macroeconomic issues, are more dominantly raised this month.

Overall, these data show the dynamics of delivering community demands, with goal preferences that are adjusted to the scale of the problem. The provincial area is the dominant destination, showing the importance of the role of provincial governments in responding to community problems.

Next is the pattern and characteristics of anarchic incidents during demonstrations in Surabaya throughout 2024. Where according to Fadli Yasser, Asrullah and Andi Dewi (Juanda & Andi, 2020) Handling anarchic demonstrations requires intensive coordination between local governments to prevent and control violence.

NO	BULAN	ANARKIS
1.	JANUARI	1
2.	FEBRUARI	0
3.	MARET	0
4.	APRIL	0
5.	MEI	1
6.	JUNI	1
7.	JULI	0
8.	AGUSTUS	0
9.	SEPTEMBER	1
10.	OKTOBER	1
11.	NOVEMBER	0
12.	DESEMBER	0
	JUMLAH	5

Source: Bakesbangpol Surabaya City

The table shows data on anarchic incidents that occurred in a year, with a total of five incidents. According to Ryan Syahbana (Syahbana, 2013) in his journal, this Protap functions as a systematic operational guide for the police in handling demonstrations, especially those that have the potential to turn anarchic. Anarchic incidents that are limited to certain months show the importance of the existence of police protap.

Where the distribution of these incidents is uneven throughout the year, only occurring in January, May, June, September, and October once each. Meanwhile, in February, March, April, July, August, November, and December there were no recorded anarchic incidents. Therefore, a fixed procedure and approach are needed that prioritize the principles of law and human rights, as explained by (Syahbana, 2013), in handling demonstrations so as not to disturb public order and tranquility..

This data illustrates a sporadic pattern of events without any particular consistency throughout the year. In this case, it can be used as evaluation material for related parties, especially the National Unity and Politics Agency (Bakesbangpol) of Surabaya City to understand the factors that fulfill the occurrence of anarchic events in certain months. In addition, an in-depth analysis of the patterns, causes, and characteristics of these events can help in designing more effective preventive measures. Thus, efforts to create more conducive conditions in society can continue to be improved, especially in periods that tend to be swampy.

The Role of the Surabaya City National Unity and Politics Agency (Bakesbangpol) in Handling Demonstrations

Demonstrations are one form of democratic expression guaranteed by law. In this context, it is important for each party to ensure that the implementation of democracy not only runs smoothly, but also complies with applicable regulations in order to maintain public order and avoid potential conflicts. The city of Surabaya, as one of the big cities with

complex socio-political dynamics, is often the venue for various demonstrations that reflect the diversity of community aspirations.

In conditions like this, the active role of the government is needed to be a mediator capable of accommodating the interests of various parties. This is where the Surabaya City National and Political Unity Agency (Bakesbangpol) plays an important role. As an institution responsible for social and political harmonization, the Surabaya City National and Political Unity Agency (Bakesbangpol) has a strategic function to create rules or guidelines for thinking and acting in order to achieve predetermined goals, such as maintaining public order and minimizing conflict. This is in line with the theory that states that the role of an organization is to form structures, values, and guidelines that support the achievement of common goals. (Husni, 2016).

In the theory of organizational roles from Husni (Husni, 2016), in his journal emphasizes that a good organizational culture in an institution will be the main key in supporting the effectiveness of the implementation of tasks and responsibilities. When the National Unity and Politics Agency (Bakesbangpol) of Surabaya City is able to carry out its role optimally, the organizational culture that grows within it not only spurs the organization towards better development, but also has a positive impact on the wider community, especially in preventing and handling potential conflicts arising from demonstrations. The National Unity and Politics Agency (Bakesbangpol) of Surabaya City also not only functions as an observer, but also as a facilitator and mediator in maintaining the balance between freedom of opinion and public order. A strong organizational culture, as reflected in its strategic steps and also with an early detection and collaboration-based approach, the National Unity and Politics Agency (Bakesbangpol) of Surabaya City is able to encourage the creation of conducive conditions in handling demonstrations.

The following are the strategic roles played by Bakesbangpol in handling demonstrations, starting from identifying potential conflicts to post-action evaluations to prevent future conflicts:

Identify Potential Conflicts

The National Unity and Politics Agency (Bakesbangpol) of Surabaya City actively conducts early detection of potential conflicts that may arise from planned demonstrations. Through monitoring in every sub-district throughout Surabaya City regarding the socio-political situation and information collection, and data analysis, the National Unity and Politics Agency (Bakesbangpol) of Surabaya City can anticipate the risk of escalation that could disrupt public order. This step allows the government to take appropriate preventive measures before the conflict develops further.

Bridging Communication Between Parties

As a mediator, Bakesbangpol plays a role in bridging communication between protesters, related parties, and government agencies. By coordinating directly with the action field coordinator (korlap), the Surabaya City National and Political Unity Agency (Bakesbangpol) ensures that demands or aspirations can be conveyed effectively and accepted by the authorities. This approach also helps reduce the possibility of misunderstandings or tension during the action.

Coordination with TNI and Polri

To handle conflicts that have the potential to threaten public security, the Surabaya City National Unity and Politics Agency (Bakesbangpol) actively coordinates with security forces such as the TNI and Polri. This cooperation includes security planning, division of roles in handling conflicts, and rapid response in the event of an escalation of the situation. Security forces are responsible for the physical security aspect, while the Surabaya City National Unity and Politics Agency (Bakesbangpol) focuses on non-violent approaches and mediation.

Coordination with Field Coordinator (Korlap)

In every demonstration, the presence of a field coordinator (korlap) is very important as a liaison between the protesters and the government or security forces. The Surabaya City National and Political Unity Agency (Bakesbangpol) ensures good communication with the field coordinator to understand the demands, convey the legal regulations that must be obeyed, and encourage the field coordinator to maintain order. A good relationship with the organizers can help prevent conflict and ensure peaceful protests.

Evaluation Report

After the demonstration was over, the Surabaya City National Unity and Politics Agency (Bakesbangpol) prepared an evaluation report. This report includes a classification of the action based on the problem areas, the actors or communities involved, strategic locations, and demands submitted by the protesters. This evaluation focused on three main categories based on the problem areas, namely economic, political, socio-cultural, and ideological. After the report was completed, this document was then sent to the Mayor of Surabaya as a form of accountability and administrative evidence.

E. CONCLUSION

The National Unity and Politics Agency (Bakesbangpol) of Surabaya City played an important role in ensuring that the demonstration took place in an orderly, safe manner, and in accordance with democratic principles. As a mediator and facilitator, the National Unity and Politics Agency (Bakesbangpol) of Surabaya City took various strategic steps, such as early detection of potential conflicts, bridging communication between related parties, and coordinating with security forces and field coordinators. In addition, post-action evaluation reports were used as a reference to improve conflict management in the future.

Through a collaborative and data-based approach, the National Unity and Politics Agency (Bakesbangpol) of Surabaya City succeeded in encouraging orderly and constructive demonstrations. Despite facing various challenges, such as cross-agency coordination and information management, the efforts made have demonstrated the commitment of the Surabaya City government to creating a safe, peaceful, and inclusive democratic environment. This makes the National Unity and Politics Agency (Bakesbangpol) of Surabaya City a key element in efforts to create social harmony and be responsive to community aspirations.

REFERENCE

- Anggoro, P. W., Khudzaifah Dimyati, S. H., Absori, S. H., & Kelik Wardiono, S. H. (2023). *Hukum Dan Kekerasan Massa: Penanggulangan Tindak Pidana Kekerasan Massa Berbasis Transendental di Kepolisian* (Doctoral dissertation, Universitas Muhammadiyah Surakarta).
- Ardiansyah, A. (2022). *Hukum Administrasi Negara*. Deepublish.
- Arianto, B. (2021). Media sosial sebagai saluran aspirasi kewargaan: Studi pembahasan RUU Cipta Kerja. *Jurnal PIKMA: Publikasi Ilmu Komunikasi Media Dan Cinema*, 3(2), 107-127.
- BPS. (2024). *Kota Surabaya Dalam Angka Tahun 2024* (Vol. 36).
- Chrisnandi, Y. (2019). Perpustakaan Nasional Ri Katalog Dalam Terbitan.
- Husni. (2016). Peranan Organisasi Dalam Meningkatkan Motivasi Terhadap Kinerja Karyawan. *Jurnal Warta*, 224, 1–16.
- Fachrudin, A. (2019). Paradoks Pemilu Serentak 2019 Catatan Dari Luar Bilik Suara.
- Fitrianang, V. G., & Soeling, P. D. (2024). Analisis Implementasi Kebijakan Pembinaan Teritorial Tni Ad Untuk Pencegahan Konflik Sosial Di Kodim 0618/Kota

- Bandung. *Jurnal Administrasi Dan Kebijakan Publik*, 9(1), 69-86.
- Fuadi, A. (2020). *Keragaman Dalam Dinamika Sosial Budaya Kompetensi Sosial Kultural Perekat Bangsa*. Deepublish.
- Handoko, Y., Wijaya, H. A., & Lestari, A. (2024). *Metode Penelitian Kualitatif Panduan Praktis untuk Penelitian Administrasi Pendidikan*. PT. Sonpedia Publishing Indonesia.
- Ihsan, A. B., & Nurhayati, C. (2020). *Agama, Negara Dan Masyarakat: Tokoh Agama Ditengah Politik Identitas Warga Kota*.
- Irwadi, B. (2021). Penegakan Hukum Terhadap Aksi Unjuk Rasa Mahasiswa Yang Berujung Anarkis Di Kota Samarinda. *Journal Of Law (Jurnal Ilmu Hukum)*, 7(1), 560-572.
- Juanda, Y. A., & Andi, A. (2020). *Sulawesi Selatan Dan Barat The Police ' S Role To Handle The Anarchistic Demonstrator In Jurisdiction Of Regional Police Of South And West Sulawesi Bagian Hukum Pidana Universitas Sulawesi Barat 2 Bagian Hukum Pidana Universitas Sulawesi Barat 3 Bagian Hu*.
- Pranadji, T. (2008). Aksi Unjuk Rasa (Dan Radikalisme) Serta Penanganannya Dalam Alam "Demokrasi" Di Indonesia. *Forum Penelitian Agro Ekonomi*, 26(2), 132–143.
- Poespitoahadi, W., Susilo, S., Wiyani, W., Dinata, C., & Dwinugraha, A. P. (2024). Implementasi Kebijakan Komunikasi Sosial Tni Untuk Mengatasi Paham Radikalisme Di Wilayah Kodam. *Journal Publicuho*, 7(2), 539-556.
- Rahman, M. G. (2016). Unjuk Rasa Versus Menghujat (Analisis Deskriptif Melalui Pendekatan Hukum Islam. *Hunafa: Jurnal Studia Islamika*, 12(2), 331.
- Raya, D., Rizky, R., Robiatul, C., Az-Zahra, J., Azizah, W., & Rafa, M. (2024). *Sumber Kekuasaan Dalam Negara: Analisis Berdasarkan Teori Konflik Karl Marx*. 3(2). *Salinan Peraturan Walikota Surabaya*. (2021). 1965, 1–7.
- Spillane, J. J. (2021). *Managing Quality Customer Service: Pelayanan Yang Berkualitas*. Sanata Dharma University Press.
- Susanto, M. I. (2019). Kedudukan Hukum People Power Dan Relevansinya Dengan Hak Kebebasan Berpendapat Di Indonesia. *Volksgeist: Jurnal Ilmu Hukum Dan Konstitusi*, 225-237.
- Syahbana, M. R. (2013). *Penerapan Prosedur Tetap Polri Dalam Penanggulangan Unjuk Rasa Anarki*. 1, 1–9.
- Undang-Undang (Uu) Nomor 7 Tahun 2012 Tentang Penanganan Konflik Sosial, Pub. L. No. 7 (2012).
- Yakobus, I. K., & Th, S. (2023). *Budaya Sintuwu Maroso Dan Rekonsiliasi Konflik Poso*. Feniks Muda Sejahtera.
- Yayat, H. (2024). *Efektivitas Diklat Kepemimpinan Dalam Meningkatkan Kinerja Aparatur Sipil Negara Pada Bakesbangpol Kabupaten Ciamis* (Doctoral Dissertation).
- Zuldin, M. (2019). Ketimpangan sebagai penyebab konflik: kajian atas teori sosial kontemporer. *TEMALI: Jurnal Pembangunan Sosial*, 2(1), 157-183.