The Role of Village Government in Addressing Cultural Conflicts in Fadoro Fulolo Village, Lotu District, North Nias Regency

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A R T I C L E   I N F O

ABSTRACT

The research aims to explore the formulation of the issues mentioned above. To achieve this goal, data collection techniques such as interviews, observations, and documentation were employed, targeting both village officials and community members of Fadoro Fulolo Village. This thesis adopts a qualitative research approach, utilizing interviews as the primary method of data analysis to ensure the accuracy of the obtained data. The findings of this study reveal the efforts of the Village Government in addressing cultural conflicts in Fadoro Fulolo Village, Lotu District, North Nias Regency, as follows: Improving and enhancing the quality of management within the Fadoro Fulolo Village Government. Empowering the community. Collaborating with external parties to assist in resolving cultural conflicts or other conflicts that occur in Fadoro Fulolo Village. The Bhabinkamtimbmas (Police Officers as Community Security and Order Facilitators) conduct house-to-house visits, assist in problem-solving or conflict resolution, take action in criminal conflicts, provide temporary protection to the community, and offer guidance to the community or village government regarding issues related to security and police services. Additionally, the Babinsa (Non-Commissioned Officers as Village Developers) play a role in addressing cultural conflicts by Ensuring equal and fair service distribution to the community.

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1. INTRODUCTION

In formulating strategies, attention should be paid to the goals and objectives to be achieved in the future or in the long term (Burgos-Calvillo et al., 2024). Additionally, organizations should always interact with the surrounding community environment where the strategies will be implemented, ensuring that the strategies created are not in conflict with the environmental conditions or are in line with the target environment of the strategy, and also considering the internal and external capabilities, including the strengths and weaknesses of the organization (Kangas et al., 2022).

In general, strategy is defined as the process of determining plans by top leaders focusing on the long-term goals of the organization, accompanied by the development of a way or effort on how to achieve those goals (Davaei et al., 2022). So, strategy is a unified, comprehensive, and integrated plan that connects the strategic advantages of the organization with environmental challenges, designed to ensure that the organization's main objectives can be achieved through appropriate implementation by the organization (Gómez et al., 2021).

In every social life, social conflicts often occur; conflicts are inherent in everyone (Schwartz et al., 2022). Therefore, conflicts always happen, both on a small and simple scale such as within families, neighbors, playmates, organizational or institutional groups, and on a larger scale such as within every community, society, state, to international relations. The issue of conflict in the village is a familiar phenomenon and attracts attention from the community because conflicts are generally caused by differences in opinions, thoughts, expressions, actions, and even differences in behavior from their respective cultures (Schirpke et al., 2020).

According to Gunkel et al., (2016), conflict is defined as quarrel, dispute, or contention. Sociologically, conflict is defined as a phenomenon that occurs when individuals or groups have opposing interests, beliefs, or values, leading to tension and hostility. Social process in which each party attempts to eliminate the other party in order to achieve its goals by providing resistance accompanied by threats and violence (Tabassi et al., 2017). Conflict is something that often occurs in community life, arising from interpersonal or intergroup misunderstandings based on personal or group interests. Conflict cannot be avoided in human life because fundamentally humans always have conflicts based on differing interests among individuals (Guerrero-Peral et al., 2022). Humans are conflictual beings (homo conflictus), always involved in differences, conflicts, and competition whether voluntarily or involuntarily. Conflict or disputes in community life are unavoidable.

Meanwhile, conflict according to Wang & Li, (2014) is "an inner state that contains anxiety and conflict between two or more motives that drive a person to engage in two or more conflicting activities, if not controlled properly, will have negative impacts that ultimately lead to division within the organization." Based on the aforementioned views, it can be concluded that conflict is a condition where there are differences in interests, leading one party to oppose or hinder the actions of another party, which if not well controlled will result in division (Stefenel, 2014).

Fadoro Fulolo Village is located in Lotu District, North Nias Regency, North Sumatra, Indonesia. This village is known for its cultural diversity and diverse organizations, such as customary groups, community groups, and non-governmental organizations entering the village to provide assistance (Mohsin, 2014). However, this diversity can also cause cultural conflicts in the village, where these groups have differences in values, customs, and ways of life. These cultural conflicts can worsen the situation and threaten harmony in the village. Cultural conflict is a conflict that arises due to differences in cultural interests between conflicting parties. Inter-cultural conflict can be defined as conflicts caused by differences in perceptions and interpretations of the identity of one group supporting a particular culture towards supporters of another culture and the distribution system of certain resources (Makkar et al., 2024).

Several other studies on Village Government Strategies in Addressing Cultural Conflicts have been conducted and have contributed as academic references to those studies. Among these researchers are studies conducted by Badiani et al., (2023) titled: "Village Government Strategies in Improving Public Service Quality at Massamaturu Village Office, North Polongbangkeng Subdistrict, Takalar Regency." The results of the study showed that some facts in government bureaucracy, especially governance in the regions, that public services have not yet achieved effective results. This is assumed to be a result of suboptimal service performance, especially in terms of behavior and attitude of government officials who pay little attention to moral principles in carrying out their duties. Government officials as public servants still view bureaucratic ethics issues, namely morality issues as elements less related to the public service world. Another study was conducted by (Fabris et al., 2023) titled: "Problem-solving Strategies for Social Conflict Due to the Construction of Jatigede Reservoir." The results of the study showed that the Jatigede reservoir construction project is a central government project, everything from planning to handling conflicts arising from the project is the responsibility of the central government, because in central development projects, the central government is the main motor (Martínez-Santiago et al., 2023). However, what happened was the

opposite, the central government tended to ignore emerging conflicts and was not responsive in resolving them (Harper et al., 2023).

From these various studies, it can be seen that research on Village Government Strategies in Addressing Cultural Conflicts has not been conducted before (Galan-Lominchar et al., 2024). However, the concepts from previous research analyzing Improving Service Quality and Social Conflict Resolution Strategies are expected to serve as references for the researcher in completing research on Village Government Strategies in Addressing Cultural Conflicts in Fadoro Fulolo Village, Lotu District, North Nias Regency so that later the researcher can see the results from different perspectives (Zheng & Stewart, 2024).

Based on the initial observation results, several problems related to cultural conflicts in Fadoro Fulolo Village that need to be addressed by the village government in efforts to build harmony in organizational diversity can be identified as follows (Zhang et al., 2024). The first is differences in values and norms; Fadoro Fulolo Village consists of various ethnicities and nationalities with differing values and norms. This can cause tension and conflict between groups with different views and principles in various aspects of life such as religion, justice, and social issues. Differences in values and norms can be a source of misunderstanding and conflict among community members. The second is resource competition; cultural conflicts resulting from competition for the limited resources in the village (Beauchamp et al., 2024). For example, competition in land use, water, or public infrastructure can lead to tension and disputes between groups with different interests related to village community issues. The third is ineffective communication; language differences and ineffective communication can be barriers to understanding and solving problems. Lack of understanding and misunderstanding in communication between groups can exacerbate cultural conflicts in the village. Effective strategies are needed to improve understanding and effective communication between different groups.

The fourth is discrimination and injustice; there is discrimination and injustice against certain groups in the context of cultural conflict. Culture-based discrimination such as unfair treatment, oppression, or suppression of minority group rights can worsen cultural conflicts and hinder harmony-building in diversity (Ayalew & Walea Wanke, 2024). The fifth is lack of awareness and education; ignorance and lack of awareness about cultural diversity can be driving factors for cultural conflicts. Lack of education and understanding about the values of diversity, tolerance, and respect for cultural differences can widen gaps and trigger conflicts in the village. And the sixth is government resource limitations; village governments face limitations in resources to address cultural conflicts. Limited budgets, manpower, and infrastructure required to facilitate dialogue, training, or reconciliation activities can be obstacles to achieving harmony in diversity. Issues related to Village governance (Supanichwatana & Laeheem, 2024).

In addressing these problems, the village government needs to develop strategies involving active participation from all involved parties. These strategies need to consider dialogical approaches, education, increasing awareness, and building effective communication channels to strengthen relationships between different groups and address emerging cultural conflicts.Fadoro Fulolo Village government plays an important role and has methods in addressing cultural conflicts and building harmony in organizational diversity. However, the right strategy in addressing cultural conflicts in the village remains a challenge, so based on the above exposition, the researcher is interested in addressing the title "Village Government Strategies in Addressing Cultural Conflicts in Fadoro Fulolo Village, Lotu District, North Nias Regency." With the aim of assisting the Fadoro Fulolo Village government in improving harmony and cooperation among different groups in village communities, and ensuring that Fadoro Fulolo Village can continue to develop sustainably and harmoniously.

2. RESEARCH METHOD

The research method used in this study is qualitative method. Qualitative research is a type of research that is descriptive in nature and tends to use analysis in its process. The meaning or perspective of the research subjects is prioritized (Polkinghorne et al., 2024). Qualitative research is used to gather information, insights, and knowledge in-depth about a problem, which will then be used to obtain solutions and new ideas or concepts. This research was conducted at the Fadoro

Fulolo Village Office, Lotu District, North Nias Regency, at Jl. Gowezalawa No. 1, Fadoro Fulolo Village. The data collection techniques used are observation, interviews, and documentation. The data analysis techniques include data reduction, presentation, and conclusion drawing (Pillsworth et al., 2023).

3. RESULTS AND DISCUSSIONS
The research findings depict the complex dynamics of cultural conflicts occurring in Fadoro Fulolo Village. One of the main findings is that these conflicts are often triggered by various factors, including communication errors, differences in goals, assessments or perceptions, interdependence of work activities, and inefficiencies (Polkinghorne et al., 2024). For example, misunderstandings in communication, especially due to a lack of proper understanding of the Indonesian language, often lead to tensions between the community and the village government (Ayalew & Walea Wanke, 2024). Additionally, there are differences in assessments or perceptions, resulting in conflicts between indigenous residents and newcomers. The interdependence of work activities such as setting neighborhood watch schedules and communal work also serves as a source of conflict, especially when not evenly distributed. Furthermore, differences in cultural backgrounds, such as differences in attire, can also trigger tensions among residents. This indicates that cultural conflicts in Fadoro Fulolo Village are highly complex and require a holistic approach in handling them (Zhang et al., 2024).

The Village Government plays a crucial role in addressing cultural conflicts in Fadoro Fulolo Village. In the context of communication errors, the Village Government needs to enhance Indonesian language proficiency among their staff and conduct communication training to ensure information is conveyed clearly and understood correctly by the community (Harper et al., 2023). Moreover, the Village Government needs to organize dialogue forums involving all relevant parties to discuss differences in goals and reach a consensus on village development priorities. This can help reduce tension and increase community participation in the development process. Regarding differences in assessments or perceptions, the Village Government can facilitate dialogue among residents to promote mutual understanding and appreciation of cultural diversity. Additionally, participatory policies in scheduling work activities can help reduce conflicts caused by uneven task distribution (Makkar et al., 2024). Lastly, the Village Government needs to act as a mediator in resolving conflicts arising from inefficiencies. They should facilitate dialogue among residents to achieve a shared understanding of diverse cultural values and promote tolerance and appreciation of differences. Overall, addressing cultural conflicts requires a holistic approach involving various stakeholders including the village government, community, and other relevant parties. Through collaborative efforts and a deep understanding of the root causes, cultural conflicts can be overcome, and village communities can live in peace and harmony (Harper et al., 2023).

4. CONCLUSION
The Fadoro Fulolo Village Government has taken various steps to address cultural conflicts within the community. Firstly, they have improved communication by providing written information in two languages, Nias and Indonesian, and involving village heads in disseminating information. Secondly, the village government listens to community aspirations fairly to address differences in goals. Thirdly, they actively engage in community meetings to resolve conflicts arising from differing perceptions or assessments. Fourthly, by supporting environmental security programs, they play a role in reducing conflicts arising from work interdependencies, such as neighborhood watch programs. Fifthly, the village government acts as a mediator in conflict resolution with quick responses and cooperation with external parties such as the TNI (Indonesian National Armed Forces) and POLRI (Indonesian National Police). Additionally, factors contributing to cultural conflicts are identified, including misunderstanding, differences in goals, competition, authority issues, and differing interpretations. The efforts of the village government in addressing cultural conflicts include improving management, empowering the community, fostering external cooperation with entities such as Bhabinkamtimbmas (Community Security and Order Officer), and providing equitable services to the community.

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