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# Conflict Management in the Operation of Trans Padang Corridor VI

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**Abstract:** Padang Mayor Regulation Number 127 of 2021 sets minimum service standards for the management, implementation, and service of Trans Padang public transportation. This research uses a qualitative research method with a descriptive method to find out how the Padang City government handles the demo conflict that occurred between Padang angkot drivers and Trans Padang drivers on the Trans Padang travel route in Corridor VI. This research uses a descriptive method because the research describes, tells, and interprets a situation or event as it is. The study investigated the location of the conflict, Corridor VI of Trans Padang, and asked the government and the Padang City Transportation Office about the people directly involved in the conflict between Trans Padang and Padang angkot drivers. The results show that conflict management in Trans Padang corridor 6 is not going well. The government and stakeholders should communicate more and work together to resolve this conflict. In addition, the government should consider the interests of the angkot drivers and find a solution that benefits all parties.

**Keywords:** Conflict Management, Trans Padang, Corridor VI

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## Introduction

In today's modern era, moving from one place to another is an important thing for humans, not only that, this movement has become a necessity for the community, especially for humans who have a high level of time mobility, starting from the distance of schools, offices, shopping centers and others (Ali et al., 2018; Aprizal & Samin, 2021). Therefore, easy access to human transportation is very important for today's society. Transportation is a major component in the life and living system, government system, and community system (Kristianto, 2021). The socio-demographic conditions of the region have an influence on the performance of transportation in the region.

Every city is required to have a transportation system that is able to accommodate transportation as a necessity for the community (Husna & Asri, 2022; Manik & Novio, 2019). The reality today is the high level of congestion in cities, especially big cities, this happens because of the high use of private transportation by the community. Data shows that in 2022 the number of private vehicles was 2,421,822 units, where in 2023 the number of private vehicles was 2,536,335 units (Nasmirayanti, 2017).

Based on Padang Mayor Regulation Number 127 of 2021, it becomes a basis for the management, implementation and minimum service standards of Trans Padang public transportation (Roza et al., 2023). Through this Perwako, it becomes a benchmark in providing and meeting the needs of the community for Trans Padang public transportation services, the implementation of Trans Padang operations must meet the minimum service standards as stipulated in the regulation.

Along with passenger needs, the Padang City government targets all Trans Padang bus corridors to operate this year. Because there are already four Trans Padang bus corridors operating, namely corridors I, IV, V and VI (Susanty et al., 2014). Based on news in rri.co.id on July 4, 2023, which conducted an interview with the Mayor of Padang, said "A total of six Trans Padang bus corridors continue to be active throughout 2023. Given that only two corridors remain that are not yet active," said Padang Mayor Hendri Septa.

The conflict between TransPadang and Padang's angkot began in February 2023, when TransPadang began operating in corridor VI which covers the Pasar Raya - Unand Campus route (Zayu, 2017). The route was previously served by angkot. At the beginning of its operation, Trans Padang experienced technical problems, so it could not operate optimally. This was utilized by angkot drivers to attract passengers. On February 14, 2023, dozens of angkot drivers held a demonstration in front of the Padang City DPRD building (Andreoni, 2019). They demanded that TransPadang not operate on their routes, because they felt disadvantaged. The Padang City Government then held a meeting with angkot drivers and TransPadang (Shaffer, 2019).

During the meeting, it was agreed that TransPadang would operate in corridor VI with several conditions, namely:

1. Trans Padang cannot enter the Pasar Raya area
2. Trans Padang should not add bus stops along the route
3. Trans Padang fares must be lower than angkot fares 4.

However, the agreement did not go as expected. Angkot drivers still often protest, because they feel that the agreed provisions are not being obeyed by TransPadang. On March 21, 2023, dozens of angkot drivers again held a demonstration in front of the Padang City DPRD building (Karakose, 2021). They demanded that the agreed provisions be enforced. The angkot drivers' demonstration continued until April 2023. During this action, angkot drivers even went on strike. The Padang City Government then attempted to mediate with the angkot drivers (Caputo, 2019; Wang, 2019). However, these efforts have not been fruitful.

The driver's complaint arose because they complained that their daily income had decreased. Where the existence of corridor VI makes people or consumers prefer to ride transpadang compared to city transportation. During this time they were the first choice for the community after the existence of transpadang people prefer to take the transpadang bus for reasons of convenience (Fisher, 2020). In a broader context, it is important to consider that the existence of Trans Padang buses is the result of deep consideration and careful planning in addition to the physical vehicle. Research centered on the relationship between current stopping points and original planning has a significant scientific basis (Kay, 2020).

## Methodology

This research is a qualitative approach with descriptive methods, because the research describes, tells, and interprets a situation or event as it is. The research was conducted in Padang City by examining the location that caused the conflict, namely Corridor VI Trans Padang and conducting research to the Padang City Government and the Padang City Transportation Office as informants who were directly involved in the conflict between Trans Padang and Padang angkot drivers.

## Result and Discussion

### A. Conflict Management in the Operation of Trans Padang Corridor VI in Public Transportation Operations in Padang City

The Padang City Government has implemented a number of measures to improve the quality of public transportation in the region. One of the significant steps taken is the operation of Trans Padang Bus Rapid Transit (BRT), which was first launched in 2014 with operations on 5 corridors. Trans Padang BRT is expected to provide a solution to improve

the public transportation system in Padang City, given the need for an efficient and comfortable mode of transportation for the community (Curcija, 2019).

The Trans Padang corridor 6 route change is also a focal point in resolving conflicts of interest between angkot drivers and the government. This step was taken in order to create harmony between the desire of angkot drivers to maintain their routes and the government's agenda to improve the quality of public transportation (Gilman, 2019). The involvement of various parties in the review process shows the government's determination to ensure that policies and their implementation reflect the needs and aspirations of the community and stakeholders involved.

The conflict that occurred in the operation of Trans Padang Corridor VI reflects a tension between public transport drivers, especially those who are members of angkot 06, and the Padang City Government. The root of this conflict can be found in the government's policy of introducing Trans Padang corridor 6 with a route to Unand (Qaseem, 2019). This policy is considered the main trigger of the conflict, as it is recognized by angkot drivers that the addition of the corridor has had a detrimental impact on their business.

The decline in passenger numbers that occurred along with the implementation of Trans Padang corridor 6, especially towards Andalas University (Unand), became the central issue in this conflict. The angkot drivers perceived that the policy led to a change in passenger travel patterns, causing a significant decrease in their income (Tabassi, 2019). This understanding provided the basis for the discontent and protests that occurred among angkot drivers, who felt that the government policy had compromised their economic interests.

Based on Galtung's Conflict Triangle theory, this conflict can be analyzed as follows:

1. Contradiction

The conflict that occurs in the operation of Corridor VI Trans Padang has a root conflict that can be identified through the contradiction dimension. The different interests underlying this conflict are between angkot drivers who are trying to get as many passengers as possible and the city government which has an interest in providing convenient and affordable public transportation services for the community. The angkot drivers, as economic actors in the public transport sector, have a strong financial interest in maximizing the number of passengers carried to increase their income (Valente, 2020). In contrast, the city government has the responsibility to provide an efficient and adequate public transportation system as part of its efforts to improve mobility and the overall welfare of the community.

Resolving this conflict requires dialog and cooperation between the parties involved. Finding an agreement that takes into account the economic interests of angkot drivers while still meeting the government's goal of providing effective public transportation can be a constructive step towards resolving this conflict in a sustainable manner.

## 2. Attitude

In the context of the conflict over the operation of Trans Padang Corridor VI, the attitude dimension of the parties involved plays a role in complicating the dynamics of the conflict (Cronin, 2019). The angkot drivers show a negative attitude towards Trans Padang, considering it a competitor that harms them economically. In the view of the angkot drivers, the presence of Trans Padang has led to a decline in the number of passengers who previously used angkot, with a direct impact on their income.

In involving attitudes as a conflict factor, it should be emphasized that understanding and effective communication can help overcome disagreements. Opening up better communication channels between angkot drivers and the city government can help detail the concerns and interests of each party (Mirzaei, 2021). In this way, conflicting attitudes can be overcome through constructive dialogue, which in turn can open the door to reaching better and balanced solutions in this context of transportation conflict.

## 3. Behavior

In the context of the conflict over the operation of Trans Padang Corridor VI, the behavior dimension is an important aspect that complicates the dynamics of the conflict. The angkot drivers, in protest against the city government's policies, have organized various demonstrations and attacks on Trans Padang buses. These actions have created a tense atmosphere of conflict and, more seriously, have expressed themselves in the form of violence (Mianabadi, 2020). On the other hand, the city government has attempted to defuse the conflict and respond to the angkot drivers' protests with various non-violent measures. One such effort is through active dialog with the angkot drivers to listen to their grievances and find solutions together.

The conflicting behaviors between angkot drivers and the city government reflect the complexity of this conflict (Kreuder-Sonnen, 2020). To resolve the conflict, a holistic approach that includes tension management, effective dialogue, and solutions that take into account the interests of all parties is required. Thus, further efforts need to be made to balance and understand the sources of conflict and develop strategies that can create harmony between the sustainability of the angkot drivers' business and the community's need for an effective public transportation system.

## **B. Obstacles that occur in resolving conflicts in the implementation of Trans Padang Corridor VI in the implementation of public transportation**

### 1. Differences of Interest

The difference in interests between angkot drivers and Trans Padang drivers is a central obstacle in resolving conflicts involving these two groups. Angkot drivers, as those who have been operating in Padang City for a long time, have strong economic interests related to the sustainability of their income (Schillinger, 2020). On the other hand, Trans

Padang drivers and public transportation managers have an interest in improving the quality and efficiency of public transportation services in Padang City. In order to achieve this goal, they see the need to provide more modern, convenient and affordable transportation options for the community (Darbandsari, 2020). This interest reflects the aspiration to provide better services and provide better alternatives for people who seek comfort and safety in their travel.

The government's role as a mediator in resolving these conflicts has become increasingly important given the strong differences in interests. The government needs to find a balanced solution, considering the economic, social and structural aspects of the conflict. An in-depth understanding of these different interests can help formulate policies and strategies that are fair and sustainable, while taking into account the welfare of all parties involved (Atef, 2019). Thus, resolving this conflict will not only have a positive impact on certain groups, but will also strengthen the overall public transportation system in Padang City.

## 2. Miscommunication between Angkot Drivers and Trans Padang Drivers

Miscommunication is a key factor that makes it difficult to resolve conflicts between angkot drivers and Trans Padang drivers. At first glance, there may be a tendency to dismiss miscommunication as a trivial issue, but in the context of this transportation conflict, it has a significant impact (Primadia, 2023). One aspect of miscommunication is the lack of involvement of angkot entrepreneurs in the planning and implementation of the Trans Padang program.

The angkot may not feel fully accommodated or involved in the change process, while the government may believe that they have provided enough information. This creates disagreement and suspicion, muddying the waters and making constructive dialog difficult to achieve (Henmaidi, 2020).

In addition, miscommunication can be related to different perceptions of the benefits and impacts of the Trans Padang program. Angkot drivers may feel that the presence of Trans Padang is only detrimental to them, without fully understanding the government's goal to improve the quality of public transportation. Effective communication can help explain the benefits and objectives of the program, and open up space for more open discussions.

Measures to address miscommunication need to focus on improving access to information, both for angkot drivers, government and the general public. Open and transparent planning, which includes affected parties, can help reduce miscommunication. Intensive outreach and socialization programs can also improve public understanding of the Trans Padang program and its benefits.



### 3. Multi-Party Involvement

This conflict not only involves the two warring parties, namely angkot drivers and Trans Padang drivers, but also the government and the community as related parties. Government involvement creates additional challenges as they must act as mediators and fair decision-makers to resolve disputes. In this situation, different interests and views between parties need to be carefully coordinated so that the resulting solution is acceptable to all parties.

In addition, involving multiple parties in conflict resolution complicates the process of dialogue and negotiation. Each party has its own interests and demands, which need to be accommodated to reach mutual agreement. The government as a mediator must understand the perspectives and concerns of both parties thoroughly, so that the proposed solution can be a sustainable solution and acceptable to all parties.

The existence of various parties involved in the conflict also creates challenges in terms of coordination and information management. In many cases, each side has different perceptions and knowledge of the conflict and the desired solution. Therefore, managing information and communication between parties is key in carrying out the conflict resolution process properly.

In addition, the involvement of many parties also has implications for the time and resources needed to resolve conflicts. Resolution processes involving multiple parties tend to take longer because each party needs to be given the opportunity to express their views and input. Therefore, commitment and rigor are needed in designing and implementing conflict resolution strategies involving various stakeholders.

Overall, the involvement of many parties in the conflict between angkot drivers and Trans Padang drivers creates complex challenges and requires a holistic approach. The government as a mediator must be able to manage conflict dynamics involving various stakeholders, carry out the dialogue process wisely, and direct resolution efforts towards a solution that is acceptable to all parties. Through this approach, it is expected to create sustainable conflict resolution and bring positive benefits to all parties involved.

### 4. Lack of trust between angkot entrepreneurs and the government

The lack of trust between angkot entrepreneurs and the government is one of the main obstacles in resolving conflicts between angkot drivers and Trans Padang drivers. This phenomenon creates uncertainty and discontent on both sides, which can complicate efforts to resolve conflicts. At a basic level, this lack of trust is related to the perception that angkot entrepreneurs feel that they are not properly involved in the planning and implementation process of the Trans Padang program.

This lack of transparency in the process creates information gaps, causing uncertainty about the program's implications for their business. In interviews, several angkot entrepreneurs expressed a lack of trust in the government's intentions, considering this

policy as a form of neglect for the sustainability of their business. This lack of trust is also exacerbated by inequalities in tariff policies and lane allocation.

This creates inequality in the distribution of benefits and casts doubt on governments' commitment to engage them fairly in decision-making processes. This mistrust is not only personal, but also structural. Angkot entrepreneurs feel that they do not have enough power and platform to voice their aspirations effectively to the government.

#### 5. Lack of Communication and Dialogue between both parties (Angkot and Trans Padang drivers)

The lack of communication and dialogue between the two parties, namely angkot drivers and Trans Padang drivers, is the main obstacle in resolving transportation conflicts in Padang City. This conflict is rooted in differences in views and interests between these two groups. First of all, the lack of communication resulted in unclear information related to the Trans Padang program. Angkot drivers feel excluded from the planning and implementation process of the program.

Second, the lack of dialogue between the two sides hinders efforts to find a solution that is acceptable to all parties. Angkot drivers object to Trans Padang's presence as it hurts their income, while the government wants to improve the quality of public transportation services. Without opening a space for dialogue, it is impossible to emerge an understanding or agreement that can reduce conflict. Third, the lack of communication also raises a sense of mistrust and suspicion between angkot drivers and the government. Angkot entrepreneurs feel that they are not heard or included in the decision-making process related to public transportation.

### C. Efforts and Solutions in Resolving the Trans Padang Conflict with Padang Angkot in Corridor VI

#### 1. Conduct hearings with representatives of angkot drivers and Trans Padang drivers.

Holding an audience with representatives of angkot drivers and Trans Padang drivers is a strategic step in efforts to resolve conflicts between the two parties. These hearings provided a space for representatives from each group to convey their aspirations, concerns and views directly.

In addition, the audience can also be a forum for mediation and negotiation between angkot drivers and Trans Padang drivers. In conflict situations, it is important to find common ground that is fair and acceptable to both parties. Through hearings, the government can serve as an objective mediator, helping to find solutions that can meet common interests.

The importance of hearings also lies in providing space for participation to the public in decision-making related to transportation policy. By involving representatives of angkot



drivers and Trans Padang drivers in the audience, the government demonstrated its commitment to a participatory approach in tackling conflicts.

Re-reviewing the Trans Padang corridor 6 route is a strategic step taken by the Padang City Government to respond to conflicts that occur between angkot drivers and Trans Padang drivers. The main considerations in this study involve important aspects such as changes in community mobility patterns, traffic density levels, and the sustainability of Trans Padang operations. The government is trying to find a meeting point that accommodates the interests of both parties, namely maintaining part of the angkot route that has become an established transportation network while providing room for improved services from Trans Padang.

Involving the community, including angkot drivers and public transportation users, in the study process is a strategy to listen to various perspectives and obtain varied inputs. Thus, it is expected that the resulting solution will not only meet operational technical needs, but also reflect the real aspirations and needs of the community.

Thorough data collection and analysis become the basis for making accurate and sustainable decisions. In addition, route change mapping allows the government to communicate change plans more effectively to the public, thus preventing uncertainty or resistance from arising. By conducting a review of the Trans Padang corridor VI route, the government seeks to create solutions that not only address current conflicts but also design a solid foundation for the development of a better transportation system in the future.

## Conclusion

The Padang City Government has committed to improving the quality of public transportation in its area, especially with the operation of the Trans Padang Bus Rapid Transit (BRT) in 2014. This effort reflects awareness of the need for efficient and convenient modes of transportation for the community. In 2023, the government will conduct a review of the Trans Padang corridor VI route as a serious step to seek understanding between angkot drivers and the government.

Obstacles in resolving conflicts in the implementation of Trans Padang Corridor VI in public transportation reflect the complexity of the dynamics that occur between angkot drivers and the government. Differences in interests are one of the main obstacles, where angkot drivers want to maintain their routes while the government aims to improve the quality of public transportation. Miscommunication between angkot drivers and Trans Padang drivers contributed to the conflict, creating uncertainty and tension that could be detrimental to both sides. The involvement of many parties in the conflict, such as angkot drivers, Trans Padang drivers, and the government, creates complex dynamics and increases the difficulty in reaching an agreement that satisfies all parties.

Efforts and solutions in resolving the conflict between Trans Padang and Angkot Padang in Corridor VI, it can be concluded that there are concrete steps that have been taken to ease tensions between the two parties. One of the efforts made was to involve representatives of angkot drivers and Trans Padang drivers in the hearing. Through this hearing, it is hoped that direct dialogue can be established between the parties involved, allowing them to express their views, concerns, and needs. In conclusion, the efforts and solutions taken by the Padang City government show a commitment to seek a fair and sustainable solution in handling conflicts in Corridor VI Trans Padang with Padang Angkot.

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