

ABSTRACT

Control of street vendors is a common issue faced in urban areas, including the city of Bandung. The street vendors usually occupy areas that have high consumer potential, such as Telkom University. If the campus environment can be clean and orderly, it will give a better impact to Telkom University. Thus, on March 10, 2016, carried out the curbing of street vendors in the area of Telkom University. However, several months after the curbing, the street vendors returned to the street and took pedestrian sidewalks. With the return of street vendors who made sales complaints by the University of Telkom. After the arrests were made that caused some people from NGOs GMBI and PKL to conduct a demonstration.

The purpose of this research is to know the position of each party in conflict. This study also aims to determine the current state of conflict and result in conflict resolution.

This research will analyze the best scenario that can handle the problem of street vendors. The scope of his research is limited only to street vendors in Telecommunication Road in front of Telkom University campus. This research belongs to the type of explanatory research with qualitative method. Data collection is obtained through documentation and interviews to resource persons. Data analysis techniques use the Graph Model for Conflict Resolution (GMCR) method to describe and analyze and generate solutions to conflicts. The discussions are an explanation of the options that each player can take, as well as possible scenarios. Then it will be analyzed the best scenario that could be the resolution of the existing conflict.

Based on the analysis results, it can be seen that the acceptable solution in phase one is the condition where the Government does not need to give soft warnings, the warning letters, nor do hard warning in the form of demolition, the street vendors will move, Telkom University provides areas for relocation, and GMBI NGOs do not need to conduct demonstrations of speeches. Then, from the results of the Phase 2 GMCR analysis, note that win-win conditions exist in scenario 3, where Telkom University does not need to use legal channels and is expected to provide an area for relocation, street vendors do not return to roadside, and NGO GMBI is not expected to do demonstration action.

Based on the results of the research, resolving the conflict with the happy ending is with the University of Telkom provides an area for relocation so that street vendors moved, the government and NGO GMBI do not need to do anything.

Keywords: Conflict Resolution, Graph Model for Conflict Resolution(GMCR), Street Vendors, Telkom University