

Transforming Urban Social Conflict through the Reconciliation and Peace Village Program: A Quantitative Peacebuilding-Based Analysis in Manggarai Urban VillageRulinawaty¹; Lukman Samboteng²

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Abstract

Urban social conflict does not merely emerge as a security disturbance, but also as a multidimensional problem involving physical space, digital space, social relations, and the psychological condition of residents. This study aims to analyze the dynamics of social conflict in Manggarai Urban Village and formulate intervention priorities for the Reconciliation and Peace Village Program based on peacebuilding and conflict transformation approaches. The study uses a descriptive quantitative approach supported by quantified thematic analysis. Data were obtained from a survey of 84 residents of Manggarai Urban Village. Open-ended responses were coded into binary variables and then analyzed through frequency distributions, percentages, cross-tabulation by area, triangulation with mapping reports, and the construction of a risk or intervention priority index. The results show that the most dominant theme was trauma, fear, and anxiety at 90.5%, followed by social media or content at 84.5%, damage, injury, or victims at 77.4%, and provocation at 72.6%. These findings indicate that conflict in Manggarai cannot be reduced to physical brawls alone, but reflects social conflict shaped by digital provocation, economic pressure, weak family supervision, and the need for psychosocial recovery. Risk mapping shows that RW 012, RW 003, RW 004, and RW 005 are priority areas for intervention. This study concludes that the Reconciliation and Peace Village Program should be developed as an integrated intervention that combines environmental security, cyber patrols, mediation, youth empowerment, alternative education, family strengthening, and psychosocial recovery. The implication is that urban social conflict prevention models must be data-driven, collaborative, and oriented toward positive peace.

Keywords: *urban social conflict, Reconciliation and Peace Village Program, peacebuilding, conflict transformation, social media and brawls.*

Abstrak

Konflik sosial perkotaan tidak hanya muncul sebagai gangguan keamanan, tetapi juga sebagai masalah multidimensi yang melibatkan ruang fisik, ruang digital, relasi sosial, dan kondisi psikologis warga. Penelitian ini bertujuan menganalisis dinamika konflik sosial di Kelurahan Manggarai dan merumuskan prioritas intervensi Program Kampung Redam berdasarkan pendekatan peacebuilding dan transformasi konflik. Penelitian ini menggunakan pendekatan kuantitatif deskriptif yang didukung oleh analisis tematik terkuantifikasi. Data diperoleh melalui survei terhadap 84 warga Kelurahan Manggarai. Jawaban terbuka dikodekan ke dalam variabel biner, kemudian dianalisis melalui distribusi frekuensi, persentase, tabulasi silang berdasarkan wilayah, triangulasi dengan laporan pemetaan, serta penyusunan indeks risiko atau prioritas intervensi. Hasil penelitian menunjukkan bahwa tema paling dominan adalah trauma, ketakutan, dan kecemasan sebesar 90,5%, diikuti media sosial atau konten sebesar 84,5%, kerusakan, cedera, atau korban sebesar 77,4%, dan provokasi sebesar 72,6%. Temuan ini menunjukkan bahwa konflik di Manggarai tidak dapat direduksi hanya sebagai tawuran fisik, melainkan mencerminkan konflik sosial yang dibentuk oleh provokasi digital, tekanan ekonomi, lemahnya pengawasan keluarga, dan kebutuhan pemulihan psikososial. Pemetaan risiko menunjukkan bahwa RW 012, RW 003, RW 004, dan RW 005 merupakan wilayah prioritas intervensi. Penelitian ini menyimpulkan bahwa Program Kampung Redam perlu dikembangkan sebagai intervensi terpadu yang memadukan keamanan lingkungan, patroli siber, mediasi, pemberdayaan pemuda, pendidikan alternatif, penguatan keluarga, dan pemulihan psikososial.

Implikasinya, model pencegahan konflik sosial perkotaan harus berbasis data, kolaboratif, dan berorientasi pada perdamaian positif.

Kata Kunci : konflik sosial perkotaan, Program Kampung Redam, peacebuilding, transformasi konflik, media sosial dan tawuran.

INTRODUCTION

Social conflict in urban areas is a problem that cannot be understood merely as a security disturbance because it is related to population density, social inequality, limited living space, intergroup relations, and changing patterns of community communication. In peace studies, conflict is visible not only when physical violence occurs, but also when communities live in fear, social relations weaken, and social structures fail to provide a sense of security. Galtung (1969) distinguishes negative peace as the absence of direct violence and positive peace as a condition in which society is free from structural violence and has sustainable security. This perspective is relevant for understanding urban conflict because the cessation of brawls does not necessarily indicate the recovery of social relations among residents.

Recent studies show that conflict and youth violence are increasingly influenced by digital spaces. Social media is not merely a means of communication; it can also accelerate provocation, construct group identities, expand audiences for violence, and move conflict from online spaces into physical spaces. However, recent literature also emphasizes that social media is not always destructive, as it can be used for informal social control, information clarification, and conflict de-escalation when managed properly (Moore & Stuart, 2022). At the same time, reviews of digital interventions for youth violence prevention show that technology has potential, but its effectiveness depends greatly on program design, community involvement, and a clear evaluation framework (Ranney et al., 2023).

The main research problem is based on the fact that social conflict in Manggarai Urban Village does not stand as a single incident, but appears as a series of layered problems. Preliminary data indicate that conflict is related to residents' trauma, social media, provocation, physical damage, intergroup communication, economic pressure, weak family supervision, and the need for positive youth activities. Thus, conflict cannot be sufficiently explained as deviant youth behavior or merely a public order problem. It needs to be read as a social phenomenon that brings together psychological, digital, economic, family, and environmental governance factors.

The general solution required is a community-based peacebuilding approach. Lederach (1997) emphasizes that conflict transformation must move beyond short-term settlement toward relationship recovery, trust building, strengthening local actors, and establishing sustainable peace infrastructure. This framework is consistent with the youth, peace, and security approach, which positions young people not only as a risk group but also as important actors in conflict prevention and peacebuilding. United Nations Security Council Resolution 2250 emphasizes the importance of youth participation in decision-making related to peace and security (United Nations Security Council, 2015).

Previous literature offers several specific solutions. First, place-based interventions are considered important because youth violence is often concentrated in particular locations, relationships, and mobility patterns. This approach requires the mapping of hotspots, the involvement of local actors, and the integration of prevention, rapid response, and social recovery. Second, youth activity programs, job training, and strengthened economic access are considered relevant because the absence of productive activities can increase vulnerability to violence. Third, environmental security strategies such as patrols, lighting, watch posts, and community-based supervision can help reduce opportunities for conflict when connected to dialogue mechanisms and retaliation prevention (Youth Endowment Fund).

In addition, literature on routine activity theory shows that violence is more likely to occur when motivated offenders, suitable targets, and weak social guardianship are present (Cohen & Felson, 1979). In the context of digital conflict, this pattern appears when provocation spreads rapidly, youth groups are easily mobilized, and community responses lack effective clarification mechanisms. Merton's (1938) strain theory also helps explain why unemployment, school dropout, and limited economic access can strengthen social frustration. Meanwhile, Bronfenbrenner's (1979) ecological

systems theory emphasizes that adolescent behavior is shaped by the family, peer groups, schools, community, and broader social environment. Therefore, conflict resolution needs to connect security, family, education, economic, and digital-space dimensions.

Several studies have discussed peacebuilding, youth violence prevention, the role of social media, and community-based interventions. However, a research gap remains in how to combine resident survey data, territorial mapping, and intervention priority indices within a human rights-based conflict transformation framework. Many studies discuss conflict qualitatively or normatively, whereas local policy needs require a more measurable tool for determining priority areas, forms of intervention, and output indicators. In this context, the Reconciliation and Peace Village Program, or Kampung Redam, provides an important analytical space because it connects conflict mapping, citizen participation, mediation, the recovery of a sense of security, and cross-sector coordination.

This study aims to analyze the dynamics of social conflict in Manggarai Urban Village through a descriptive quantitative approach supported by quantified thematic analysis. The novelty of the study lies in the use of peacebuilding and conflict transformation theory as the main framework for interpreting the survey results of 84 respondents, coding open-ended responses into binary variables, cross-tabulation by RW, and constructing a risk or intervention priority index. The scope of the study focuses on identifying conflict patterns, causal factors, physical and psychological impacts, the role of social media, variations in risk across RWs, and data-based recommendations for the Kampung Redam program. Thus, this study is expected to provide empirical and practical contributions to the development of a measurable, collaborative, and positive peace-oriented urban social conflict prevention model.

RESEARCH METHOD

This study uses a descriptive quantitative approach supported by quantified thematic analysis. The quantitative approach was chosen because this study seeks to process field data in the form of numbers, frequencies, percentages, and priority indices so that emerging social patterns can be explained systematically. In social research, a quantitative approach is relevant when researchers seek to describe general tendencies within a population or respondent group through data that can be calculated and compared (Creswell & Creswell, 2018). Meanwhile, the descriptive design was used because this study is not directed at testing causal relationships among variables, but rather at mapping patterns of social conflict, causal factors, impacts felt by residents, and intervention priorities for the Reconciliation and Peace Village Program, or Kampung Redam, in Manggarai Urban Village. A descriptive design enables researchers to present an empirical picture of a social phenomenon based on data distribution, categories, and patterns of tendency found in the field (Babbie, 2020).

The selection of this method is also consistent with the principles of public administration research, which positions method as an instrument for systematically understanding public problems and addressing problem-solving needs. Rulinawaty emphasizes that public administration research needs to clearly distinguish methodology, method, and research design so that the research process can appropriately answer public issues at both local and national scales (Rulinawaty, n.d.). On this basis, this study not only calculates respondent data but also places the results of those calculations as the basis for formulating policy recommendations and territory-based interventions.

The main data were obtained from a survey of residents of Manggarai Urban Village involving 84 respondents. These data were supplemented by a problem-mapping report and monitoring reports on residents' commitment outcomes in priority RWs, namely RW 002, RW 003, RW 004, RW 005, and RW 012. The use of more than one data source was intended to strengthen the interpretation of survey results, especially because the number of respondents varied across RWs. In social research, the use of multiple data sources can increase interpretive depth because researchers do not rely on only one type of information (Creswell & Plano Clark, 2018). Therefore, results from RWs with fewer than five respondents were treated as preliminary indications that should be interpreted cautiously, rather than as final generalizations.

The units of analysis in this study were resident respondents and RW areas. Research variables were developed from themes appearing in respondents' answers and mapping documents. Open-ended answers were coded into binary variables, with a value of 1 assigned when a theme appeared

and a value of 0 assigned when the theme did not appear. The coded themes included social media/content, provocation, teasing/communication, economy/work/parking, family/supervision, revenge/retaliation, education/school dropout, drugs/alcohol, trauma/fear/anxiety, damage/injury/victims, security/patrols/CCTV, mediation/peace dialogue, and positive youth activities. This coding technique was based on the principle of content analysis, namely the process of transforming text data into categories that can be analyzed systematically (Krippendorff, 2019). In this study, binary coding was used so that narrative data could be quantified without eliminating the social meanings contained in respondents' answers.

Data processing was carried out in several stages. First, respondent data were classified based on social characteristics such as education, occupation, and RW of origin. Second, open-ended responses were read and coded according to thematic categories. Third, the coding results were calculated in the form of frequencies and percentages to identify dominant themes. Fourth, cross-tabulation by RW was conducted to compare patterns of causes, impacts, and intervention needs across areas. Fifth, survey results were compared with the mapping report to obtain empirically stronger program priorities. These stages follow the logic of social data analysis, which emphasizes the gradual process of data reduction, organization, presentation, and interpretation so that findings can be drawn transparently (Miles et al., 2014).

Data analysis used descriptive statistics. Frequencies and percentages were used to describe respondent profiles, forms of conflict, causes of conflict, physical and psychological impacts, and the solutions expected by residents. Cross-tabulation was used to read variations in conditions across RWs. Furthermore, a risk index was constructed as a tool for determining intervention priorities. This index was built from a combination of indicators including conflict frequency, provocation, social media, revenge/retaliation, trauma, damage/injury/victims, and security needs. For RWs included in the mapping report, a composite index was calculated by integrating the survey index and the report's risk score. The use of the index in this study is not intended as inferential statistics, but as an instrument for ranking program priorities so that intervention decisions become more targeted and data-based.

The validity of findings was maintained through source triangulation, namely by comparing survey results with mapping reports and field monitoring. Triangulation was used to enhance the credibility of interpretation by checking the consistency of themes across more than one data source (Creswell & Plano Clark, 2018). Themes that appeared consistently in several sources were treated as a stronger basis for recommendations. In the context of public policy, this approach is also aligned with the idea of local government capacity development, which emphasizes efficiency, effectiveness, responsiveness, and the interconnection of actors in responding to community problems (Rulinawaty, 2021). However, this study has limitations, particularly the unequal number of respondents across RWs and the sensitive nature of some themes, such as drugs/alcohol. Therefore, sensitive themes were read only as residents' perceptions, not as legal conclusions. With this method, the study is expected to produce conflict mapping and Kampung Redam recommendations that are more measurable, contextual, and based on field data.

RESULTS AND DISCUSSION

3.1 Peacebuilding and Conflict Transformation

The discussion of research findings is placed within the framework of peacebuilding and conflict transformation. From Galtung's (1969) perspective, peace cannot be understood merely as the absence of direct violence, but also as a condition in which social structures, intergroup relations, and residents' sense of security can be restored. Galtung distinguishes between negative peace, namely the absence of open violence, and positive peace, namely the presence of social justice, security, and more equal social relations. This framework is important because conflict in Manggarai Urban Village does not only appear in the form of physical brawls, but also in the form of trauma, fear, digital provocation, territorial stigma, and socio-economic vulnerability.

Lederach's (1997) thinking complements this framework through the concept of conflict transformation. According to Lederach, conflict resolution should not stop at ending violence, but must be directed toward restoring social relationships, building trust, strengthening local actors, and

creating sustainable peace mechanisms. Thus, the Reconciliation and Peace Village Program, or Kampung Redam, should be understood as a community-based conflict transformation effort, rather than merely as a territorial security program.

In addition to the main theory, this discussion also uses several supporting theories. Routine Activity Theory is used to explain the relationship among provocation, social media, and weak social guardianship (Cohen & Felson, 1979). Strain Theory is used to examine economic pressure, unemployment, school dropout, and youth vulnerability to conflict (Merton, 1938). Ecological Systems Theory is used to explain the influence of family, residential environment, peer groups, and community on adolescent behavior (Bronfenbrenner, 1979). Social Capital Theory is used to understand the importance of resident networks, social trust, and community coordination in preventing conflict (Putnam, 2000). Meanwhile, the policy network perspective is used to emphasize that conflict resolution requires cross-sector collaboration (Rulinawaty, 2026).

3.2 Respondent Characteristics and Territorial Context

The research data were obtained from a survey of 84 residents of Manggarai Urban Village. The respondent profile shows that most respondents had completed senior high school, totaling 60 people or 71.4%, followed by bachelor's degree holders, totaling 15 people or 17.9%. In terms of occupation, the largest group consisted of homemakers, totaling 33 people or 39.3%, followed by unemployed respondents, totaling 16 people or 19.0%. This composition indicates that the survey data largely captured the perceptions of residents who have direct proximity to everyday residential life. This is important because social conflict in Manggarai is experienced not only as a security incident, but also as a social experience that affects family activities, mobility, security, and interactions among residents.

The distribution of respondents by RW was uneven. The largest number of respondents came from RW 003, totaling 31 people or 36.9%, followed by RW 007 with 16 people or 19.0%, and RW 012 with 8 people or 9.5%. This unequal distribution is a methodological limitation that needs to be considered. In RWs with small numbers of respondents, such as RW 002 and RW 005, high percentages cannot be treated directly as final generalizations. Therefore, the RW-level analysis in this study is strengthened by mapping and field monitoring reports so that interpretation does not rely solely on survey numbers.

Table 3.1. Summary of Respondent Characteristics

Characteristic	Dominant Category	Total	Percentage
Education	Senior high school	60	71.4%
Education	Bachelor's degree	15	17.9%
Occupation	Homemaker	33	39.3%
Occupation	Unemployed	16	19.0%
RW Distribution	RW 003	31	36.9%
RW Distribution	RW 007	16	19.0%
RW Distribution	RW 012	8	9.5%

Source: Processed survey data from the Kampung Redam Program in Manggarai Urban Village.

Within the conflict transformation framework, these respondent characteristics indicate that conflict analysis must begin with residents' experiences, not only with incident data. Recurrent conflict in densely populated areas tends to shape collective memory, vigilance, and certain patterns of social interaction. Therefore, residents' perception data remain important because they help explain how conflict is understood, felt, and responded to by the community.

3.3 Conflict Patterns and Dominant Themes in Respondents' Answers

The survey results show that residents' perceptions of conflict frequency were quite diverse. A total of 20 respondents, or 23.8%, stated that conflict rarely occurred; 20 respondents, or 23.8%, stated that conflict was recurrent; and 20 respondents, or 23.8%, stated that conflict increased at certain times. Meanwhile, 12 respondents, or 14.3%, stated that conflict occurred occasionally, and 12

respondents, or 14.3%, stated that conflict occurred frequently. This pattern shows that conflict in Manggarai does not always appear continuously, but has latent and recurrent characteristics and can escalate under certain conditions.

From Galtung’s (1969) perspective, this condition can be understood as a form of latent violence. Although physical conflict does not always occur at all times, the potential for conflict remains stored in social structures, memories of violence, intergroup relations, and insecurity. Therefore, the success of conflict management cannot be measured only by the absence of brawls in the short term. A more substantive measure is whether people feel safe, intergroup relations improve, and conflict prevention mechanisms function.

Table 3.2. Dominant Themes in Respondents’ Answers

Coded Theme	Number of Respondents	Percentage
Trauma/Fear/Anxiety	76	90.5%
Social Media/Content	71	84.5%
Damage/Injury/Victims	65	77.4%
Provocation	61	72.6%
Positive Youth Activities	61	72.6%
Mediation/Peace Dialogue	60	71.4%
Teasing/Communication	56	66.7%
Security/Patrols/CCTV	46	54.8%
Economy/Work/Parking	45	53.6%
Family/Supervision	40	47.6%
Revenge/Retaliation	24	28.6%
Education/School Dropout	21	25.0%
Drugs/Alcohol	5	6.0%

Source: Processed survey data from the Kampung Redam Program in Manggarai Urban Village.

The most dominant themes were trauma/fear/anxiety at 90.5%, social media/content at 84.5%, and damage/injury/victims at 77.4%. These findings show that conflict in Manggarai has three main layers. First, conflict leaves strong psychological impacts. Second, conflict takes place in digital spaces through content, communication, and provocation. Third, conflict still has physical manifestations in the form of damage, injury, victims, firecrackers, or security disturbances. In Lederach’s (1997) framework, conflict of this kind requires the transformation of social relations, not merely short-term enforcement.

3.4 Social Media, Provocation, and the Changing Arena of Conflict

One of the strongest findings in this study is the dominance of the social media/content theme. A total of 71 out of 84 respondents, or 84.5%, mentioned social media, content, videos, live streaming, WhatsApp, TikTok, YouTube, Instagram, or other forms of digital communication. In priority RWs, the social media theme appeared strongly in RW 003 at 80.6%, RW 004 at 85.7%, RW 005 at 100.0%, and RW 012 at 75.0%.

Table 3.3. Social Media and Provocation Themes in Priority RWs

RW	N	Social Media	Provocation
RW 002	2	100.0%	100.0%
RW 003	31	80.6%	74.2%
RW 004	7	85.7%	71.4%
RW 005	4	100.0%	75.0%
RW 012	8	75.0%	87.5%

Source: Processed survey data from the Kampung Redam Program in Manggarai Urban Village.

These findings indicate that the arena of conflict is no longer limited to physical spaces such as streets, alleys, bridges, tunnels, or resident gathering points. Conflict also takes place in digital spaces. Social media can function as a trigger, amplifier, and accelerator of conflict escalation. At this point, Routine Activity Theory becomes relevant. Cohen and Felson (1979) explain that opportunities for violation or violence increase when there are motivated offenders, suitable targets, and weak guardianship. In the context of Manggarai, digital space rapidly brings together provocation, group solidarity, and weak social control.

The dominance of social media also shows that conventional security approaches are insufficient. Physical patrols remain necessary, but they must be complemented by community cyber patrols, digital literacy, reporting of provocative content, and the production of positive content by young people. In the peacebuilding framework, this digital intervention is part of preventing the escalation of violence. If provocation can be prevented at an early stage, the opportunity for physical confrontation can be reduced.

3.5 Structural Factors: Economy, Education, and Family

In addition to social media and provocation, the survey results show that socio-economic factors play an important role. The economy/work/parking theme appeared among 45 respondents, or 53.6%; family/supervision among 40 respondents, or 47.6%; and education/school dropout among 21 respondents, or 25.0%. These data indicate that conflict in Manggarai cannot be reduced to youth delinquency or weak security alone. Conflict is also related to economic pressure, limited access to employment, family supervision, and the disconnection of some young people from education pathways or productive activities.

Merton's (1938) Strain Theory helps explain this dimension. According to Merton, social tension emerges when there is a gap between expected social goals and the means available to achieve them. In the context of urban youth, limited employment, education, skills, and social mobility can create frustration. This frustration does not always directly cause conflict, but it can make young people more vulnerable to provocation, aggressive group solidarity, and the search for recognition through violence.

Bronfenbrenner's (1979) Ecological Systems Theory is also important for understanding the role of family and environment. The behavior of children and adolescents does not stand alone, but is influenced by family, peer groups, schools, residential environments, and communities. If family supervision weakens, living space is crowded, productive activities are limited, and peer groups become more dominant, the risk of adolescent involvement in conflict may increase. Therefore, Kampung Redam interventions need to address the family, community, and institutional levels, not only individual brawl participants.

The drugs/alcohol theme appeared among 5 respondents, or 6.0%. Because this theme is sensitive and has legal implications, this study does not treat it as a factual or legal conclusion. The theme is read only as respondents' perception that requires validation by the competent authorities. This cautious stance is important to keep the analysis proportional and within the limits of the data.

3.6 Conflict Impacts: From Physical Violence to Social Trauma

The most prominent impact of conflict was psychological. A total of 76 respondents, or 90.5%, mentioned trauma, fear, anxiety, distress, or a sense of insecurity. Meanwhile, 65 respondents, or 77.4%, mentioned physical impacts such as damage, injury, victims, firecrackers, sharp weapons, fires, or other physical disturbances.

Table 3.4. Physical and Psychological Impacts of Conflict

Type of Impact	Number of Respondents	Percentage
Trauma/Fear/Anxiety	76	90.5%
Damage/Injury/Victims	65	77.4%

Source: Processed survey data from the Kampung Redam Program in Manggarai Urban Village.

These findings strengthen Galtung’s (1969) argument that violence is not only visible in the form of physical injury, but also in fear, insecurity, and damaged social relations. In many cases, people may not experience physical violence directly, but they still live in a state of vigilance. The sound of firecrackers, information about conflict, or group mobilization can revive collective fear. Therefore, psychological impact needs to be positioned as a central issue, not merely as an additional consequence.

From Lederach’s (1997) perspective, trauma recovery is part of conflict transformation. Communities should not only be protected from physical attacks, but also need the recovery of a sense of security, spaces for dialogue, and reconciliation mechanisms. Programs such as healing centers, counseling for affected residents, psychosocial referrals, and forums for restoring social relations are therefore relevant. Without a recovery dimension, conflict may temporarily stop on the surface but leave behind revenge, fear, and the potential for retaliation.

3.7 Risk Mapping and Intervention Priorities by RW

RW-level analysis was conducted by combining survey results and the problem-mapping report. The focus was placed on RW 002, RW 003, RW 004, RW 005, and RW 012 because these five RWs appeared in the mapping and field monitoring reports. The results show that each RW has different risk characteristics.

Table 3.5. Thematic Analysis of Priority RWs

RW	N	Dominant Survey Themes	Field Findings	Priority
RW 002	2	Provocation 100.0%; social media 100.0%; communication 100.0%; economy/work/parking 100.0%	Relatively conducive; risk of external provocation; strong social capital for prevention	High, with small-N caution
RW 003	31	Trauma 90.3%; social media 80.6%; mediation 77.4%; provocation 74.2%	Firecrackers as conflict codes; unemployment/school dropout; need for CCTV and job training	High
RW 004	7	Social media 85.7%; economy 85.7%; education 85.7%; trauma 85.7%	Conflict dominated by youth; RT 13 and RT 16 are vulnerable; CCTV and patrols are not optimal	High
RW 005	4	Social media 100.0%; communication 100.0%; family 100.0%; damage/injury/victims 100.0%	Productive-age unemployment; family guidance is not yet effective; need for training and job placement	High, with small-N caution
RW 012	8	Trauma 100.0%; damage/injury/victims 100.0%; provocation 87.5%; security 87.5%	Physical-digital conflict, live-streamed brawls, parking disputes, resident trauma, and the need for the Taman Konca/Dakocan watch post	Very high

Source: Processed survey data and quantified mapping report.

RW 012 emerged as the strongest priority because it shows a concentration of trauma, physical damage, provocation, and security needs. Field findings also show the presence of physical-digital conflict, including brawl-related content and the need for a watch post. In the peacebuilding framework, RW 012 requires a combination of security, trauma recovery, digital provocation control, and social mediation.

RW 003 has the most stable data base because it has the largest number of respondents. The problem characteristics in this area are related to recurrent conflict patterns, the use of firecrackers as conflict codes, unemployment, school dropout, and the need for youth activities and job training. RW 004 is prominent in youth conflict, weak surveillance facilities, and external environmental influence. RW 005 indicates the need for economic and family interventions, particularly because of productive-age unemployment and weak family guidance. RW 002 needs to be positioned cautiously. Although survey results show high figures for several themes, the number of respondents is very small. However, field reports show that RW 002 has relatively strong conflict-prevention social capital and can therefore serve as a model of good practice.

The risk index in this study is used as a priority-setting tool, not as an inferential statistical measure. Based on the composite index, RW 012 falls into the very high category, while RW 005, RW 003, RW 004, and RW 002 fall into the high category. However, due to the limited number of

respondents in certain RWs, the strongest priorities based on triangulation are RW 012, RW 003, RW 004, and RW 005.

3.8 Social Capital and Cross-Sector Collaboration in Kampung Redam

The research findings show that conflict resolution in Manggarai cannot be carried out by a single actor. Conflict involves security, digital, economic, educational, family, psychosocial, and territorial governance dimensions. Therefore, Kampung Redam needs to be positioned as a cross-sector collaborative program.

Putnam's (2000) Social Capital Theory explains that social networks, trust, and norms of reciprocity can strengthen a community's capacity to solve problems collectively. In the context of Manggarai, social capital can be seen in the roles of RT/RW, LMK, Karang Taruna, community leaders, religious leaders, and resident groups that seek to prevent conflict escalation. RW 002 is an important example because its relatively conducive condition is supported by communication and resident coordination. However, social capital should not be understood as a substitute for state responsibility. Rather, social capital needs to be strengthened through policy support, funding, assistance, and inter-agency coordination.

In the coordination report for the Kampung Redam Program, Rulinawaty emphasized that Kampung Redam is a territory-based human rights development model directed toward areas with social vulnerability, such as youth brawls and public order conflicts, with the aim of building a responsive, educational, peaceful, and humane environment (Rulinawaty, 2026). This view is consistent with the conflict transformation approach because it positions communities not as program objects, but as peace actors.

In practical terms, cross-sector collaboration needs to involve the urban village administration, subdistrict, police, municipal police, social affairs office, manpower office, education office, public health center, youth organizations, religious leaders, and community groups. Without such collaboration, interventions tend to be fragmented and fail to address root causes. For example, patrols can reduce the risk of incidents, but they do not solve unemployment. Job training can help young people, but it is insufficient without job placement. Mediation can ease tensions, but it is insufficient without control over digital content. Therefore, Kampung Redam must be designed as an integrated intervention system.

3.9 Data-Based Program Implications

Based on the analysis, the Kampung Redam Program needs to be directed toward multidimensional intervention. Each program must have a data basis and measurable indicators so that it does not stop as a ceremonial activity.

Table 3.6. Matrix of Findings, Theory, and Program Implications

Main Finding	Data Basis	Theoretical Framework	Program Implication	Measurable Indicator
Trauma/Fear/Anxiety	90.5 %	Peacebuilding and conflict transformation	Psychosocial recovery, counseling, temporary healing center	Number of counseling sessions, residents served, service referrals
Social Media/Content	84.5 %	Routine Activity Theory	Cyber patrols, digital literacy, reporting of provocative content	Number of reported content items, digital education, positive youth content
Damage/Injury/Victims	77.4 %	Peacebuilding and direct violence prevention	Watch post, CCTV, public lighting, patrols based on vulnerable hours	Active CCTV, patrol logbook, incident reports
Provocation	72.6 %	Routine Activity Theory	SOP for provocation response and cross-RW clarification	Written SOP, response simulation, rapid contact list
Positive Youth Activities	72.6 %	Strain Theory and social capital	Sports, religious activities, creative communities, routine youth activities	Number of activities, active participants, routine schedule
Mediation/Peace	71.4 %	Conflict transformation	Cross-RW mediation forum and youth leaders	Minutes of agreement, biweekly forum

Main Finding	Data Basis	Theoretical Framework	Program Implication	Measurable Indicator
Dialogue				
Economy/Work/Partaking	53.6 %	Strain Theory	Job training, job placement, business mentoring, parking mediation	By-name-by-skill data, certificates, internship/job/business participants
Family/Supervision	47.6 %	Ecological Systems Theory	Parenting classes, home visits, guidance for priority families	Number of assisted families, parenting sessions
Education/School Dropout	25.0 %	Ecological Systems Theory and Strain Theory	Community learning centers, Sekolah Rakyat, peace character education	Children returning to learning, community learning center participants, peace education module

Source: Synthesis of survey results, mapping reports, and theoretical framework.

The matrix shows that each recommendation has an empirical and theoretical basis. The high level of resident trauma points to the need for psychosocial recovery. The dominance of social media points to digital literacy and cyber patrols. The scale of damage and security needs points to watch posts, CCTV, lighting, and documented patrols. Economic and educational factors point to job training, job placement, alternative education, and family strengthening.

Thus, the Kampung Redam Program needs to be formulated as an indicator-based action plan. These indicators may include the number of patrols, active CCTV units, digital content reports, training participants, alternative education participants, counseling sessions, mediation forums, and minutes of agreements among residents. Without clear indicators, the program risks becoming normative and difficult to evaluate. Conversely, with measurable indicators, Kampung Redam can be developed as an evidence-based conflict prevention instrument.

3.10 Synthesis of Discussion

The results show that social conflict in Manggarai Urban Village is multidimensional. The conflict is not only a physical brawl, but also involves residents' trauma, digital provocation, economic pressure, weak family supervision, educational limitations, and the need for productive spaces for young people. From Galtung's (1969) perspective, this condition shows that negative peace is insufficient. The community needs not only the cessation of brawls, but also the recovery of a sense of security and improvements in social conditions that allow conflict to recur.

From Lederach's (1997) perspective, conflict resolution must be directed toward transforming social relations. This means that Kampung Redam needs to strengthen mediation, trust among residents, the role of local actors, and sustainable conflict prevention mechanisms. The supporting theories clarify the causal dimensions. Routine Activity Theory explains the role of social media and weak guardianship. Strain Theory explains economic pressure and limited opportunities for young people. Ecological Systems Theory explains the role of family and social environment. Social Capital Theory explains the importance of resident networks and community coordination.

The strongest intervention priorities based on triangulation are RW 012, RW 003, RW 004, and RW 005. RW 012 is prominent because of high levels of trauma, damage, provocation, and security needs. RW 003 is important because it has the largest respondent base and shows recurrent conflict patterns. RW 004 requires attention to youth conflict, hotspots, and weak surveillance facilities. RW 005 needs interventions that connect family strengthening, job training, and job placement. RW 002 remains important as a social-capital-based prevention model, but its survey results should be interpreted cautiously because of the small number of respondents.

Therefore, the main contribution of this study is to show that the Kampung Redam Program needs to be developed as an intervention model based on data and conflict transformation theory. The program needs to integrate an integrated post, security patrols and facilities, cyber patrols, cross-RW mediation, positive youth activities, job training, alternative education, family strengthening, and psychosocial recovery. Each activity needs measurable output indicators. Through such a design,

Kampung Redam can move from merely stopping conflict toward building peace that is more sustainable, collaborative, and grounded in a human rights perspective.

CONCLUSIONS

This study shows that social conflict in Manggarai Urban Village is multidimensional and cannot be reduced to a security problem alone. The main findings show that trauma, fear, and anxiety among residents were the most dominant themes, followed by the role of social media, physical damage, provocation, the need for mediation, and the importance of positive youth activities. This confirms that conflict does not only occur in physical space through brawls, but also develops in digital space and leaves strong psychosocial impacts on the community.

Risk mapping shows that RW 012, RW 003, RW 004, and RW 005 are priority areas for intervention. RW 012 requires strengthened watch posts and trauma recovery; RW 003 requires intervention in recurrent conflict, education, and job training; RW 004 needs to focus on youth supervision and security facilities; while RW 005 requires family strengthening, training, and access to employment. The implication is that the Kampung Redam Program needs to be designed as an integrated intervention that combines environmental security, cyber patrols, mediation, youth empowerment, psychosocial recovery, alternative education, and cross-sector collaboration.

Theoretically, this study contributes to the development of urban peacebuilding studies by showing that conflict transformation needs to be supported by quantitative data, territorial mapping, and measurable program indicators. Further research is recommended to use a longitudinal design or impact evaluation to assess the effectiveness of Kampung Redam interventions after the program is implemented.

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