Conflict Analysis between Online Ojek and Conventional Ojek in Makassar City

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ABSTRACT
This study presents three formulations of the problem, namely, what is the opinion of a conventional ojek for the presence of online ojek transportation, how is the opinion of an online ojek in responding to the existence of a conventional ojek and how conflicts and solutions that occur with the presence of an online ojek to conventional base taxi drivers. Based on the formulation of the problem, this study aims to finding out the opinion of conventional ojek for the presence of online ojek transportation facilities, finding out the opinion of online ojek drivers in responding to the existence of a conventional ojek and finding out the conflicts and solutions that occur with the presence of an online ojek to conventional base taxi drivers. This research employs qualitative descriptive method, using juridical and sociological approaches, and selecting several informants with snowball sampling and purposive sampling. The source of the data used is the primary source, namely information that comes from direct observation to the research location employing observation and interviews. Whereas secondary sources are, data obtained from literature studies to complete primary data. Data collection is done through field research, observation, and interviews. The results show that what is more needed to resolve conflicts between online ojek and conventional ojek is a clear rule. The conflict between online ojek and conventional ojek in Makassar City is temporarily overcome by the existence of an operational ban zone for online ojek transportation.

Keywords: conflict, conflict resolution, online ojek, conventional ojek.
BACKGROUND
Communication Technology in Indonesia is currently overgrowing along with the discovery and development of Science in the field of Information and Communication so as to be able to create tools that support the development of Information Technology, ranging from communication systems to unidirectional or two-way communication tools (interactive). Early in 2011 came the idea of someone launching a mobile application, GO-JEK (online ojek) that utilizes internet technology by connecting it to mobile phones so that people can easily order motorbikes based on the internet to avoid congestion. The idea was responded well by the community but not for other public transporters who felt restless with the presence of an online ojek in Indonesia.

From there a problem arises regarding the transportation of ojek online transport with other conventional transportation. The presence of online motorbike taxis makes a conflict in the transportation facilities in urban areas because they do not have permission from the government and the transportation agency and the prohibition of the Traffic Law on transportation of two-wheeled vehicles on the highway. Online ojek drivers who provide services to their passengers easily to take them to various places. Online motorbikes are now a common sight on the streets of big cities. Bright green jackets and helmets with large letters.

Online ojek make this service accessible to recognize by the public. Online motorbike taxi then became one of the words or topics that appeared in various media. However, instead of discussing the advantages of this unique ojek service, what is more, prominent now is that there is a conflict between drivers who join an online ojek and an ojek driver. The existence of online ojek services has begun to trigger conflict. Slowly but surely, the voice of rejection of ojek online starts to flow from the ojek drivers. They consider the existence of online ojek to interfere with their existence and make them lose money. Ojek drivers who used to hang out in big cities began to worry about the number of online ojek drivers who roamed the streets of the big cities.

Makassar City has a variety of types of transport transportation that are regulated and not regulated in Law 22 of 2009 concerning transportation. The existence of an online ojek is seen as a threat to ordinary ojek drivers and other public transport. Current convention and online transportation services, namely the existence of status and legal disputes related to online motorbikes, take passengers without permission from the government and the transportation service.

Competition between ojek drivers and ojek drivers is unavoidable. The pros and cons that occur between ojek drivers and online ojek drivers are more caused by competition problems. Base taxi drivers feel compelled by the existence of online motorbike taxis. Competition in the online ojek business with other public transportation is a matter of how they get sustenance with the competition.

For example, the conflict between an online ojek driver and a conventional ojek in Makassar occurred on Thursday (9/14/2017). This dispute is a continuation of the previous cases that occurred in the Tamalanrea,
Makassar area, conventional ojek drivers in Tamalanrea conducted sweeping of online ojek around the Bumi Tamalanrea Permai Housing Authority. As a result, several online ojek attributes were burned by ojek drivers. According to Jamal, one of the conventional ojek drivers secured by the police said that before the incident he had temporarily taken passengers to Unhas. However, suddenly he was told to stop and lower the passenger by Tallasa, who was also an ojek driver. "Tallasa, told me to take the Grab jacket and Gojek then burned it. There was also a helmet that was broken".

The researcher chose the title "Conflict Analysis Between Online Ojek and Conventional Ojek in Makassar" because the condition of Makassar city is increasingly crowded and full of congestion everywhere especially during office hours or holidays. Therefore people choose fast transportation & cheap even though security is somewhat behind its interests. So with this, online motorbikes become a phenomenon of "heroes" of society and boom in the city of Makassar. Moreover, various levels of society have used it, ranging from students, students, employees, etc. So the online ojek company is rapidly growing and at the same time opening up new jobs for the community.

RESEARCH METHODS

Types and Location of Research

This study uses qualitative types with descriptive analysis. Qualitative methods are a process of research and understanding that explores a social phenomenon and human problems. Descriptive research commonly referred to as taxonomic research (taxonomic research) is intended to explore and clarify a phenomenon or social reality by describing a number of variables relating to the problem and unit under study. The study lasted for two months, from February to March 2018.

The research location chosen was Makassar City, South Sulawesi Province. Research location of the researchers is based on the consideration that in Makassar city locations there is much online ojek transportation.

B. Data Sources

Research conducted by the author regarding this proposal, both field research and library research, can produce data classified into two types of data, namely:

1. Primary data, data obtained directly in the field through interviews and observations. The speakers who will be interviewed are:
   a. Go-Jek online ojek drivers
   b. Driver online ojek
   c. Conventional base taxi drivers
   d. Management Gojek and Grab
   e. Department of Transportation
2. Secondary data, data obtained in the form of well-organized documentation regarding the problem of the impact of online transport services.

C. Data Collection Method

The stages of collecting data about problems in this proposal are carried out through several methods, namely:

1. Documentation is done to find data from written data in the form of archives, books, newspapers, or journals to support data obtained from the impact of online motorbikes in the city of Makassar.
2. Observation, direct observation of activities carried out by online ojek owners and other public vehicle owners.
3. Interviews, researchers obtain information about questions and answers with online ojek drivers, ojek drivers, Go-Jek management, Management Grab, and Transportation Agency.

D. Informant Determination Techniques

The technique of determining this informant was done by snowball sampling method, which is the data source sampling technique, which at first was small in number, over time became large, then purposive sampling, the informants were deliberately chosen and who could provide information on the criteria of online ojek, conventional base taxi, Go-Jek management, Grab management and Transportation Agency. The research informants are as follows:

1. Go-Jek ojek drivers 5 people
2. Grab 5-person online ojek drivers
3. Driver for conventional base taxi 5 people
4. Management Gojek and Grab 1 person
5. Transportation service 1 person

E. Data Analysis and Management Techniques

Data management and analysis techniques are used to analyze the data collected later in order to obtain valid conclusions, then data processing and analysis techniques will be used with qualitative methods. The technical and data interpretation that will be used are:

1. Data reduction (data selection), the process of which will be carried out throughout the research and report writing. Data reduction refers to the process of selecting, focusing, simplifying, abstraction, and transformation (raw data) that occur in written records.
2. Data display (data presentation), by trying to display data that will be collected later.
3. Conclusion/verification, in this case, the researcher verifies or concludes.

RESEARCH RESULTS AND DISCUSSION

The opinion of conventional ojek drivers for the presence of online ojek drivers
The presence of online motorbikes has resulted in the decline of conventional ojek drivers. However, it does not make conventional ojek drivers stop working (bankrupt) as conventional ojek drivers. This was based on the results of sampling of an ojek base that the researchers analyzed. The Sampling results show that in one common ojek base there were no conventional ojek drivers who stopped working because of the presence of an online ojek, even though the income of conventional ojek drivers is decreasing. However, conventional ojek drivers still try to find income through ojek and do not switch to other jobs.

The declining income of conventional ojek drivers does not make conventional ojek drivers completely prohibit the presence of online ojek. Conventional ojek drivers hope that online motorbikes do not pull and drop off passengers in the area of the ojek base. This was explained by Dg Ari (41) a conventional ojek driver who hung on Jalan Parumpa Daya after an online ojek said that:

"It is clear that we are very disadvantaged if online motorbike taxi drivers attract and drop passengers in the base area, and our income is very high because the cost of online ojek is cheaper compared to the cost of a conventional ojek."

(Interview results, 2/18/2018).

One of the conventional ojek riders, Daeng Lalli (49) who used to hang out in complex areas or around Bumi Tamalanrea Permai (BTP) housing, felt that the lack of income after an online ojek said:

"Since there are online motorbike taxi passengers that I can get for 50 thousand a day, now I have 30 thousand passengers, which I get".

(Interview results, 2/18/2018).

The anxiety of transport drivers in the complex or housing feels that ojek online is not one of the transportation that has regulations to pick up passengers in any place at least not enter the residential area or complex because each part of each transport driver has their share. One of the conventional ojek drivers, Pak Ridwan (46) who hung out at the Antang Raya regional ojek base said that:

"In the past, passengers who came out of their homes waiting on the side of the road quite a lot or came to the base, it was not too influential, but if you want to get online motorbike taxis taking little by little our income means they take a bite of our rice."

(Interview results, 2/20/2018)

Land acquisition in the complex or housing is quite felt by some of the conventional ojek drivers. Retrieval of passengers in various places must have a permit so as not to trigger the problem of taking passengers by other public transport. Indeed, cases like this have become pros and cons. But this was not felt by Andre (27) informants who used to hang out in the lecturers' housing complex saying that:

"It's not too influential for my friends, if there are motorbikes online, there will be no passengers, we don't mind the obvious, don't be in front of our area."
This has been the impact of the rapid development of online motorbikes. The results of the study indicate that there are threats from conventional ojek drivers who feel the arrival of online motorbikes covers their income sources.

**Online Ojek Opinion Against Conventional Ojek**

The emergence of online motorbikes can be seen as a form of means of conflict to create social change. This happened because the existence of an online ojek as an alternative that offered lucrative offers in the community, on the other hand, had alienated various actors who had been in power before. Something new triggers competition that can lead to conflict. As revealed through the experience of the following informant, Bayu (23), the Go-Jek driver explained that:

"The problem is the same people who feel the land we work for. So the job is taken. like a ojek. Go-Jek itself is new, but management also approaches these people (conventional motorbikes). The first was offered a conventional ojek. If they go for a useful job, they can also feel the benefits. That is most people prefer to use gojek, especially if the luggage is small. Passengers must choose the easier and economical one."

(Interview results, 2/18/2018).

Another thing with one of the online ojek informants who always feel uncomfortable when they have to pick up in an area that has an ojek base because they have to hide and avoid passing in front of the ojek base, Ilyas (25) years old, Grab drivers say:

"One form that shows that there is a form of our competition as a Go-Jek driver against conventional ojek, is very natural in this case because the existence of culture will certainly lead to conflict. Socially the existence of online motorbikes changes habits and social systems in society. That habit changes with the shifting pattern of conventional ojek which is not following the development of the times and we are greatly helped in terms of finding sustenance ".

(Interview results, 2/21/2018)

Social change cannot all be responded positively but various parties will also respond negatively. The most important thing is to deal with the various effects of these changes. Therefore, in this case, an adjustment is one thing that needs to be done so that social change can be managed properly in the community and does not cause unnecessary conflict. Online ojek drivers can provide support by building good relationships with other ojek drivers who previously mastered the current model of ojek transportation. As revealed by Wildan (25) driver Gojek said that:
"If you want to take passengers, not in front of it, it would be nice to be told to walk first on the highway or where. Hidden it so that it is safe from the ojek base. (Interview results, 03/18/2018)

This may need to be done as a step to deal with the turmoil of social change in society. Not to avoid conflict, but as we know that online ojek is not only an autonomous system carried out by drivers. Online motorbike taxi drivers have a system that, although not visible, there is a form of shared identity created by online ojek application groups. The readiness of various parties to anticipate various social problems as an impact needs to be considered. Efforts need to be designed so that when there is a significant social change and the impact on the community can be handled.

**Conflicts that occur between online motorbikes and conventional motorbikes**

*Impact of online ojek on conventional ojek drivers*

The current technological sophistication makes one of the ojek users to innovate to integrate the sophistication of internet technology with public transportation which makes it easier for the public to access via the internet so that it is easier to call online transport. The presence of online transport in the midst of large urban communities including the city of Makassar that responds well because it is easy and fast and avoids congestion, besides that there are also those who do not respond well to the presence of online transport in addition to conventional transport drivers.

The presence of online transportation was responded well by some people in the city of Makassar. Therefore some conventional ojek passengers in Makassar turned to online motorbikes. The advantages of online transportation that offers transportation and various service sectors will increasingly make conventional ojek passengers switch to online transportation.

Online transportation controls and propagates all points of the area of operating revenues and deposits sourced from consumers directly online, where base shopping centers and campuses are based. They charged low rates but based on the decree from the government. While their operational feasibility regulations have not been permitted. One of the transport transportation drivers operating in a complex area or around a housing that uses conventional ojek transportation equipment, vehicles in the form of motorbikes. One of the informants' results is:

The emergence of online motorbike taxis raises pros and cons, in some online ojeks it is felt to threaten the existence of conventional motorbikes so that often online ojek drivers get threats both physically and through words. This has been the impact of the rapid development of online motorbikes. The results of the study indicate that there are threats from conventional ojek drivers who feel the arrival of online motorbikes covers their income sources. In Makassar City, several areas are considered red areas for online ojek drivers. Management is advised for online ojek drivers to avoid red areas. This is done to minimize conflict with conventional ojek. As said by Dedi (43) Go-Jek drivers who pursue online ojek work:
"The prohibition on taking passengers in vulnerable places, one UKIP, two airports, three telecommunication complexes, and the fourth priority regional power terminal, is rather extreme, office rules are not allowed or not."

(Interview results, 2/3/2018)

Online ojek drivers have ways and strategies to minimize conflicts that arise when consumers are in the red area. Some drivers will contact consumers and ask them to move away from the red area. If the consumer does not want the driver prefers to cancel delivery. This is done to keep the security situation conducive and not interfere with online ojek relations with conventional motorbike taxis.

Discussing the competition of online motorbike taxi and conventional ojek in the city of Makassar is endless, what else is the emergence of this mobile-based online transport that captivates the hearts of the people because the price is cheap and fast, but on the other hand there are many parties who reject online regulated transportation and permission operate this. They feel aggrieved because the emergence of online transport does not follow the existing transportation constitution rules and guarantees the safety of passengers that could endanger transportation and road users on the highway.

Pros and Cons about Online ojek vs. Conventional Ojek

The emergence of application-based transportation has caused pros and cons in the community. On the one hand, online transportation is considered to make it easier for drivers and consumers. On the other hand, online transportation has received much criticism from drivers of conventional ojek transportation because it is considered as a struggle for the drivers of conventional ojek services.

Several problems are often complained by drivers of conventional ojek transportation related to the operation of application-based transportation, namely operating permits, vehicle license plate colors, where passengers are taken, and tariffs.

Operating Permit

So far, online transportation does not have (illegal) permission to operate, which is one aspect that raises a prolonged conflict between online and conventional transportation drivers. The government has issued regulations related to transportation in Law No. 22/2009 (article 11: 1a), that there will be the preparation of plans and programs for the implementation of motor vehicle technology development. However, because this law does not explicitly regulate the problem of online transportation, the Regulation of the Minister of Transportation of the Republic of Indonesia Number 32 Year 2016 concerning the Implementation of Transportation of Persons with Public Motorized Vehicles Not in Route (from now on referred to as Permenhub No. 32/2016) is specifically regulated. the implementation of public transport with information technology-based applications (MoT 2016: 7). However, this was later revised on April 1, 2017 to become Regulation of the Minister of Transportation of the Republic of Indonesia Number 26 of 2017 (from now on referred to as Permenhub No. 26/2017) because it was considered too siding with conventional
transportation. The regulation contains 11 revised points discussed and agreed upon among stakeholders from all sectors, four of which are directly implemented on April 1, 2017: (1) the determination of online transport as a particular rental vehicle, (2) minimum vehicle engine cylinder capacity requirements 1,000 CC, (3) requirements for the requirement to have a vehicle storage area, and (4) ownership or cooperation with a workshop that maintains a vehicle (Ministry of Transportation 2017a: 22-24). While for periodic testing (KIR) of vehicles, stickers, and access to Digital Dashboard; then the transition period is given 2 months after April 1, 2017, which is dated June 1, 2017. For the enactment of the tariff setting points for the upper and lower limits, quota, tax imposition, and the use of names on the STNK, the transition period is given for 3 months for enactment. It's just that the rules related to online transportation still reap the pros and cons to date because online transportation drivers consider the use of stickers and digital dashboards on private vehicles deemed unnecessary.

In response to the increasingly heated conflict between drivers, conventional and online modes of transportation were displayed through a demonstration on February 20, 2018 by drivers of public transport (angkot), taxis, ojeks and clashes, the government revised the Permenhub No. 26/2017 to become Permenhub No. 108 of 2017. There are nine revision points in the new rules which include taxi meter, tariff, quota, area of operation, the vehicle needs planning, minimum vehicle ownership requirements, proof of TNKB6 domicile motor vehicle ownership, fulfillment of a copy of SRUT7 and the role of an applicator. However, for the limitation of the operating area, the Minister of Transportation stated that this authority was given to the regional government.

Government regulations related to online transportation in Permenhub No. 108/2017 categorizes Grab and Go-Jek as special rental vehicles (online taxis). Taxis have been public transportation that serves passengers not on the route and has the characteristics of identity in the body of the vehicle, has a yellow plate and uses a meter. Whereas online taxis that are known to the public do not have a distinctive identity, have a black plate, and do not have a meter.

To accommodate this type of transportation, the Minister of Transportation Regulation No. 108/2017 made specific rental transportation nomenclature or online rental transportation. This means that the government legally recognizes the existence of transportation based on the application. Permenhub No. 108 of 2017 was issued by the Ministry of Transportation following the follow-up of the Supreme Court decision No. 37 / P.HUM / 2017 dated June 20, 2017 which revoked part of the provisions in Minister of Transportation Regulation No. 26/2017. Thus the Permenhub No. 108/2017 is the latest regulation related to application-based public transport (MoT 2017b: 3). Although the regulation of the No.108 / 2017 Ministry of Transportation has been implemented, in the field the new rules still reap conflict. This is because there are rules that are supposed to be eliminated which are reappeared in this new rule.
While the rules for online motorbike taxi alone are still challenging to make regulations for online motorbike taxis. In Law No. 22/2009, two-wheeled vehicles as public transportation are indeed not allowed to operate because of the vulnerability of accidents, etcetera. The Makassar City Government has not permitted the operation of the online ojek mass transportation service (Grab and Go-Jek) in the Makassar City area because according to the Deputy Mayor of Makassar, Syamsu Rizal MI the legal basis for online ojek is not yet clear. Manager of Grab Makassar, Ramadhan also teaches that there are no online ojek operating licenses, in contrast to four-wheeled vehicles that already have permits. It's just that Rama added that online motorbikes are under the auspices of applications, not ojek companies. PT. Grab itself has legality as an online transportation company, but the rules related to its operations must still be punished to be included in the Act.

**Passenger Take Place**

Another debate is that conventional ojek are also waiting for more passengers, while online motorbikes pick up passengers at cheaper rates than conventional transportation. As said by one of the online ojek informants, Ihsan (30), the Go-Jek driver who used to be a conventional ojek explained that:

"In the past, I also worked as a ojek. Our turnover began to decrease after the emergence of online transportation, which used to be ordinary passengers can get 8 to 10 in a day, now sometimes only 4 people in a day, so I decided to switch to an online ojek."

(Interview results, 5/3/2018)

The demonstration was again carried out by conventional ojek drivers who felt aggrieved by online motorbike taxi drivers who often took passengers in areas where there were hangouts and ojek. Not surprisingly, in certain places a severe ban on taking passengers included warnings to online ojek drivers, as happened around the UKI Paulus Campus, Telkomas housing and PK 7.

The complaints of conventional motorbike taxi drivers who hung around Jalan Biring Romang or Paul UKI campus and threatened that if online motorbikes were entering their area, Sarifuddin informants (29) said the following:

"If we are here (the UKI Paulus Campus) we have not been happy with Grab or Go-Jek for a long time, so they don't dare to take passengers here if we are determined not to hesitate, here is clearly an ojek base if they dare take passengers here means we are not appreciated here."

(Interview results, 5/3/2018).

A banner in a different place, namely a hangout in Jalan Perintis 7 Makassar, a telecommunication housing park and an ojek base around the UKI Paulus Makassar campus, as a spot to prohibit operating online transport around the two places. Following this is a student Ramli (18) Driver Grab says that:
Disputes that often occur between conventional transportation and online transportation are because our online transportation is considered arbitrarily picking up passengers around their area / the place where the ojek stands or collides. This sometimes causes problems, such as beatings and even stabbing because they feel that 'rice dishes' are disturbed by online transportation modes. (Interview results, 8/3/2018).

Rejection of application-based transportation again occurred on March 1, 2018, which took place at several points of demonstration precisely on the side street of the UMI campus. dozens of conventional transportation drivers (especially angkot, bentor and conventional ojek) threatened to carry out mass strikes if their wishes were not followed up. They assume that online transportation has been considered to have been very detrimental to drivers who have long been in the city of Makassar before the presence of online-based transportation to find their children's school difficult (see Figure 11). They requested that the Makassar city government provide recommendations and prohibitions on the operation of online transportation. So far, online transportation is considered by all conventional transportation drivers to have standard (illegal) rules still not. The government has issued rules related to online transportation. In Permenhub No. 32/2016, there are a total of 11 new regulations that focus on the problem of online taxis that enter as special rental vehicles. However, the rule is considered not to solve the problems that have occurred, and the government is considered to be inclined to favor conventional transportation because of the efforts to equalize tariffs and quota restrictions for online transportation.

In cases of online transportation disputes and conventional transportation, online transportation drivers (such as Grab and Go-Jek) are often intimidated by conventional transport drivers, especially by clashing drivers and conventional ojek drivers who are often considered to be 'looking for trouble,' resulting in anarchic conflict. One of the online ojek drivers who felt the need to be vigilant in responding to the conventional informant ojek driver Ridwan (32) GrabBike driver said that:

"We, Grab and Go-Jek are often troubled by problems; usually those who make it are builders and ojek drivers, sometimes we are confronted, or like yesterday there was a Go-Jek driver who burned his attributes on the BTP and ojek base."

(Interview results, 7/3/2018).

It's different with Agung (29) GrabBike drivers who work at the bakery while online motorbikes say that:

"Recently there was another fellow driver of Grab who was stabbed at Maccini Street, he was ordered that the new clerk was directed into the quiet alleys where he was stabbed."

(Interview results, 7/3/2018).
Online transport drivers often feel threatened if they enter the area where there are bendor bases and ojek because often the attributes are stripped down, vehicles are taken away, etcetera. As Rahman (33) said that Grab drivers are focusing on online ojek jobs every day:

"Many of us are Grab or Go-Jek drivers who are reluctant to use company attributes that become our characteristic as an online ojek because of concerns about the existence of anarchic actions that befall us."

(Interview results, 03/09/2018).

This creates a dilemma among drivers because, on the one hand, they get reprimands from the office if they do not use company attributes; on the other hand, personal safety and passengers are threatened. However, in the 'hot' situation (when there are raids or demonstrations), they prefer not to use attributes until the situation becomes 'safe' again.

**Tariff War**

Tariff warfare between online transportation and conventional transportation is another aspect that causes conflict. Online ojek transportation is considered to have installed tariffs that are considered far cheaper than conventional ojek transportation. Cheap online transportation rates are considered threatened to turn off conventional ojek transportation turnover. The conventional ojek transportation service providers assess that application-based transportation has monopolized prices. Therefore, passengers prefer to use online ojek transportation compared to conventional ojek transportation. As said by a member of the transportation service, Mr. Eko (36) the staff of the Transportation Department explained that:

"The tariff applied to conventional ojek refers to the upper and lower limits under local government regulations. Whereas for ojek online transportation (Grab and Go-Jek) black plate is classified as a rental vehicle whose tariff is set by each tenant."

(Interview results, 12/3/2018).

Ridzki Kramadibrata's Management Grab rejected the assumption that his party had carried out a price monopoly, which led to an unfair competition scheme. As said Ridzki Kramadibrata (42) Management Grab said that:

"If low prices are relative, because we match supply and demand here, therefore, there is a price agreement between the driver and the passenger."

(Interview results, 2/28/2018).

**Solutions and Online Ojek Agreements on Conventional Ojek**

**Conflict transformation**

The police held a mediation between ojek drivers and online motorbike taxi drivers who often hung in Bumi Tamalanrea Permai housing, Kota Makasar. This mediation is done to avoid conflicts between online ojek drivers. Mediation was conducted at the Tamalanrea Police Station Hall, Makassar City, Thursday
The meeting was attended by conventional ojek and online motorbike taxi drivers from Grab Bike and Go-Jek who were present in this mediation, and there were 14 people. This mediation itself is carried out to find a solution to the problem. The police said that in Bumi Tamalanrea Permai housing there was often a difference between the conventional ojek and online ojek drivers. A conventional ojek called not accepting online motorbikes from the operational area.

This mediation was completed at 10:15 WIB. Three important points have been achieved between ojek bases and online motorbikes, namely:

1. For online drivers who will take passengers on Bumi Tamalanrea Permai housing are welcome but do not stop too long.
2. Shelters or base of ojek online will be sought at one place, for example near a red light (former busway stop).
3. Maintaining order and security in the area around Bumi Tamalanrea Permai housing

The conventional motorbike taxi drivers and online motorbike taxi drivers who came in the mediation were coordinators. Conventional motorbike taxi drivers ask everyone to communicate the results of mediation and obey the common rules that have been made. Hopefully, in the future, there will be no more disputes between online ojek and ojek drivers in the residential area of Bumi Tamalanrea Pemai. As said by Subhan (32) the Grab driver said that:

"I hope that in the future there will be no dispute between online motorbikes and conventional motorbikes, all seeking fortune. The main key is communication and mutual respect."

(Interview results, 10/3/2018)

After the mediation, these drivers shook hands. They all then disbanded and returned to activities with a safe and orderly situation. Until now there is still no solution for the conflict between ojek and conventional ojek. Head of Regional Police Sul-Sel, Inspector General of Police Umar Septono, gave excessive attention to the safety of online ojek drivers who were deemed not permanent solutions. If the application of the policy in the field actually makes the ojek drivers feel discriminated against, then the solution will be more difficult to achieve. Giving a sense of security for online motorbikes can actually be done with strict and fair law enforcement.

What is more needed to resolve conflicts between online motorbikes and conventional motorbike taxi drivers is a clear rule. So far, there are no clear rules about online ojek or conventional ojek. While the legal rules do not yet exist, the Regional Police Chief can encourage a mutual agreement between an online ojek and a conventional ojek that does not harm one. For example, online motorbikes cannot enter small complexes or housing. Let it be the area of conventional ojek drivers. While motorbike taxi is online only for travel with more distant areas. Alternatively, other vital agreements no one is harmed. Without an
agreement, those who will be harmed are not just online motorbikes and conventional motorbike taxi drivers, but also residents. In principle, in resolving online ojek conflicts with conventional ojek, there must be no discrimination. The Minister of Communication and Information said online motorbikes should be restricted to consider while not expanding first or adding to the fleet until it can calm down, "said Rudi when met at the Ministry of Maritime Affairs, Coordinating Ministry for Maritime Affairs Building.

Even though one of the employees of PT. GO-JEK branch in Makassar City Indra (33) who works as a management staff in the GO-JEK company in Makassar city has stated that his party is present to help ojek drivers, and not to compete with them Indra said that:

"The main thing we convey is that we are not present to compete with conventional ojek drivers."

(Interview results, 02/15/2018)

The form of assistance that Go-jek gives to ojek drivers according to him is by increasing their income with the help of technology. Not only that, but the ojek drivers also received accident compensation and health insurance. Until now, said Indra, Gojek still opened the opportunity for conventional ojek drivers to join.

Regarding this condition, technological development is apparently unavoidable. However, if this technological progress raises problems, the government should act immediately. The government must look for ways for conventional ojek drivers not to 'clash' with online motorbikes

From the delivery above, it can be said that the solutions offered related to conflicts between online motorbikes and conventional motorbikes are as follows:

a. Conflict transformation is an essential step outside of conflict resolution, but given it is the development of it. That is, changing the structure and framework that causes inequality and inequality including economic inequality, enhancing the relationship and long-term attitudes of the conflicting parties.

b. Negotiation is the process by which the conflicting parties look for ways to end or resolve their conflict. The contents of the agreement between the two parties are:
   1. Each party realizes that the incident is a misunderstanding and is declared complete in a family and forgiving manner.
   2. Each party is willing to maintain the security of Makassar City. If there are members who carry out anarchic actions, are willing to be processed following the applicable law.

c. Mediation, involving third-party intervention, is a voluntary process where the parties to the conflict maintain control over the result (pure mediation), even though it can include negative or positive encouragement. From the mediation, the two parties agreed to divide the pick-up point area and wait for passengers on the motorbike taxi and taxi online with a distance of 100 meters from a residential area.
d. Solving problems is a more ambitious effort in which warring parties are invited to re-conceptualize conflict intending to finding creative results. According to him, the agreement points as a form of regulation for online drivers to respect the operational area of the ojek base. So, there will be no more disputes in the future. Later there will be banners installed in complex or residential ojek bases. This is done as a reminder for online drivers regarding the agreement or rules of both parties.

e. Peace-building, moving towards ending where the warring parties are encouraged to reach a voluntary agreement. This peace was taken with some agreements such as operational boundaries namely the application-based ojek only allowed passengers to arrive at the base.

CONCLUSION

Conclusion

From the research that the author has done, entitled the analysis of online ojek conflict and conventional ojek in Makassar, it can be taken some conclusions, as follows:

1. The income of conventional ojek drivers decreases due to the presence of online motorbike taxis. However, the decline in the income of conventional ojek drivers does not make conventional ojek drivers completely prohibit the presence of ojek online. This has been the impact of the rapid development of online motorbikes. Conventional motorbike taxi drivers are threatened by the source of their income which is covered by the presence of an online ojek.

2. The presence of an online ojek in addition to facilitating transportation in Makassar City at a cheaper rate and maximum service turns out to get a lot of resistance from conventional ojek so that many of the concerns felt by online motorbikes are prohibited from taking passengers in the conventional ojek area.

3. Many online motorbike taxi drivers face physical attacks with deterrence when entering certain areas. Besides that, billboards began to emerge, rejection of the entry into the operational area of conventional ojek, especially the housing complex. The occurrence of opposition to this conventional ojek has the potential to open conflicts between them if they are not prevented and find a way out. Therefore, the government should not be late to settle it. The government in this context can act as a mediator and act fairly among the hostilities with the aim of finding a solution to balance the interests of different parties between online motorbike taxi and conventional ojek.

Suggestions

Suggestions were put forward based on the conclusions of conflict research on online ojek and conventional ojek in Makassar City, as follows:
1. The government’s assertiveness in the rules of transport transportation law must be taken immediately so that the conflict between online ojek and conventional ojek is not widespread. However, the presence of the green helmet has ignited the anger of conventional transportation.

2. The government must immediately make regulations and operating permits so that the conflict between the ojek online and conventional ojek is not widespread.

3. The government needs to regulate the operation of ojek online. Because even though online motorbikes create new jobs and can improve the welfare of online ojek drivers. However, online ojek also causes a decrease in income for conventional ojek drivers.

4. Online ojek companies need to limit the number of online ojek drivers who are accepted. Because, too many online ojek drivers can reduce the income of online ojek drivers.

LITERATURE


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Plus Minus Keberadaan Ojek online.