

# The Role of Mediator in Industrial Relationship Dispute Settlement Process during Covid-19 Pendemic at Labor Offices Department North Sumatra Province

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## Abstract

*This study aims to determine The Role of Mediator in Industrial Relationship Dispute Settlement Process during Covid-19 Pendemic at Labor Offices Department North Sumatra Province. This research is descriptive research method. The role of the Mediator in the process of resolving industrial relations disputes during the COVID-19 pandemic is the difference of opinion between employees and the company. Can be saidThe role of the Mediator of the Manpower Office is very active in providing guidance on industrial relations, carrying out industrial relations development in the company. This development is technical guidance to entrepreneur workers where the mediator acts as a resource person and is a third person and does not take sides with any of the disputing parties and asks the disputing parties to negotiate before the mediation process is carried out, leads and regulates the course of the mediation session, assists the parties make a collective agreement if an agreement is reached, make written recommendations, and prepare minutes of settlement of industrial relations disputes in accordance with the provisions of Law Number 2 of 2004 concerning Settlement of Industrial Relations Disputes.*

## Keywords

Mediator; industrial; covid-19; labor offices



## I. Introduction

In North Sumatra Province, the number of workers who were laid off and also laid off reached 14,000 spread across 283 industries. Industries engaged in the tourism sector have been greatly affected by Covid-19, such as hotels, expedition bureaus and retail businesses such as Plazas, which are in accordance with the Government's requirements if Plazas must be closed to break the Chain of Spread of Covid-19. Disputes over industrial ties in Indonesia, namely regarding what is common, industrial ties actors can experience in any part of the world. Workers and laborers are often the aggrieved parties in experiencing entrepreneurs. Settlement of industrial bond disputes (PPHI) is an effort to regenerate a harmonious relationship, between an entrepreneur or a combination of employers and workers or a trade union after an industrial dispute has arisen. Industrial bond disputes between workers and employers can be resolved by a settlement procedure as regulated in Law No. 2 of 2004 concerning Settlement of Industrial Bonds Disputes. The first step that should be taken is through negotiation to reach consensus between workers and employers. But generally this step is not often achieved. Therefore, dispute matters are generally submitted to the competent agency of the Manpower Office which has a functional official, namely the Mediator, to resolve any industrial bond disputes between workers and

employers. Termination of Employment Bonds (PHK) is an event that is not expected especially by workers / laborers because it is related to their livelihood to support themselves and their families. Therefore, various efforts must be made to avoid Termination of Employment (PHK.)

Industrial ties are basically a process of fostering communication, consultation, deliberation and negotiation and are supported by great expertise and commitment from all elements in the industry. The labor law already controls the basic principles that need to be developed in the field of industrial ties. Disputes in the field of industrial ties, which have been known so far, can override the rights that have been formalized, whether in work agreements, industrial regulations, collective labor agreements or statutory regulations. There are many aspects that trigger industrial ties or disputes between workers/labourers and employers, which include termination of employment (PHK) or the absence of fulfillment of rights for workers.

The government's role in industrial relations is realized by issuing various policies, laws and regulations that must be obeyed by the parties, as well as supervising or enforcing these regulations so that they can run effectively. the form of settlement so that industrial relations disputes are regulated in Law No. 2 of 2004 concerning Settlement of Industrial Relations Disputes. will be able to resolve cases of termination of employment received by one of the parties.

In this case, the company affected by COVID-19 terminated employment (PHK) and laid off or temporarily furloughed workers/laborers. So that the workers feel aggrieved and complain about this problem to the North Sumatra Provincial Manpower Office, it has become the duty and authority of the functional official of the North Sumatra Province Manpower Service (Disnaker) who is called a mediator to help resolve the problem by appointing a team of industrial relations mediators. . In accordance with the working procedure of the mediator based on Law Number 2 of 2004 concerning the Settlement of Industrial Relations Disputes. Then the workers/laborers file a complaint with the Manpower Office to be able to help resolve this problem. After receiving the complaint from the employee in writing, then the North Sumatra Provincial Manpower Office appointed a team of Industrial Relations Mediator to handle the case by means of mediation and the administrative process regarding complaints from workers is the same as in the above case. The first stage carried out by the mediator team is to properly summon the parties to clarify the statements of the parties. Furthermore, the mediator conducts the first mediation session to negotiate the problem so that it can be resolved by consensus.

## **II. Review of Literature**

### **2.1 Definition of Role**

According to Soejono Soekanto in a book entitled sociology an introduction (2012:212), explaining the Definition of Role is a dynamic aspect of position/position (status). If a person performs his rights and obligations according to his position, he carries out a role. then he perform a function. In essence, the role can also be formulated as a series of certain behaviors caused by a certain position. A person's personality also influences how that role must be carried out or played by top, middle and lower level leaders who will have the same role. Role is an action or behavior performed by someone who occupies a position in social status.

While Grass Mascan and AwMc.Eachern cited by Berry define role as a set of expectations imposed on individuals who have certain social positions. This hope, according

to David Berry, is a balance of social norms, therefore it can be said that the role is determined by the norms in society, meaning that a person is required to do things that are expected by society in other jobs.

## **2.2 Definition of Labor**

In Law No. 13 of 2003 Regarding Manpower, the definition of manpower is anyone who is able to do work to produce goods and or services both to meet their own needs and for the community. Meanwhile, in the Big Indonesian Dictionary, labor is a person who works or does something, a person who is able to do work both inside and outside the work relationship. According to Hamzah (2014), labor is a workforce who works inside and outside the working relationship with the main production tools in the production process, both physically and mentally.

Meanwhile, according to DR Payaman Siamanjuntak in his book "Introduction to Human Resource Economics" labor is a resident who is already or is working, who is looking for work, and who carries out other activities such as going to school and taking care of the household. In practical terms, the definition of labor and non-labor according to him is only distinguished by the age limit.

## **2.3 Definition of Worker**

In Law Number 13 Year 2003 concerning Manpower, Worker/labor is any person who is able to do work to produce goods or services both to meet their own needs and for the community. Workers or laborers are part of the workforce, namely workers who work in an employment relationship, under the orders of the employer. 4 Meanwhile, according to Law Number 13 of 2003 Article 1 number (3) states that, "Worker/labor is any person who works receive wages or other forms of remuneration". So workers/labor are workers who work in an employment relationship under the orders of the entrepreneur/employer by obtaining wages or other forms of remuneration.

## **2.4 Definition of Work Agreement**

Work is generally defined as an active activity carried out by humans. The term work is used Definition of Work Agreement Based on the provisions in Article 1 paragraph (14) of Law No. 13 of 2003 concerning Manpower, what is meant by a work agreement is an agreement between the worker/laborer and the entrepreneur or employer which contains the working conditions, rights and obligations of the parties. Basically, a work agreement is only made by two parties, namely the entrepreneur or employer and the worker or laborer. Regarding any matters that are agreed upon, it is entirely left to both parties, namely between the entrepreneur or employer and the worker or laborer.

In the world of work, employees are required to have high work effectiveness. Organizational effectiveness is usually interpreted as the success achieved by an organization in its efforts to achieve predetermined goals. As the opinion of (Gibson, James L. 2006) saying that the effectiveness is "the achievement of goals set by cooperative effort". Clearly, if the target or goal has been achieved as it is planned before, it is called effective. Thus, if the target or goal is not completed within the allotted time, the work is not effective. The success and failure of an organization to achieve its intended goals depends on the ability of employees to carry out their duties and responsibilities for the assigned tasks to them. If the work results are in accordance with what has been determined, the situation can be said to be effective. (Kuswati, Y. 2019).

## **2.5 Definition of Workers' Wages**

A worker's wage is the price paid for a certain type of work or service provided to someone. While salary is the payment received by an expert or executive office employee for a period of time and not for the actual hours worked or the output produced hire as a substitute. Thus compensation includes all expenditures of valuable resources by the organization on employees, including managers and experts as well as office workers and factory workers. Nash and Carroll in Sinambela (2012:516)

## **2.6 Definition of Severance Pay**

Severance pay is money paid by the employer to the employee, in any name and in any form, in connection with the end of the service period or termination of employment, including service pay and compensation.

## **2.7 Definition of Industrial Relations**

Industrial relations are formal relationships that exist between management groups and employee groups contained in a company (Siagian, 2013: 328) Industrial Relations, which is the linkage of interests between workers/laborers and entrepreneurs, has the potential to cause differences of opinion, even disputes between the two parties. Based on Law Number 13 of 2003 concerning Manpower, Industrial Relations is a system of relations in the form of between actors in the process of producing goods or services consisting of elements of entrepreneurs, workers/laborers, and the government based on the values of Pancasila and the Law. 1945 Constitution of the Republic of Indonesia. Industrial relationship is the relationship of all parties who are related or have an interest in the process of producing goods or services in a company. Interested parties in each company. (Payaman J. Simanjuntak 2009:28)

## **2.8 Definition of Termination**

Based on Law Number 13 of 2003 concerning Manpower, Termination of Employment is the termination of the employment relationship due to a certain matter which results in the termination of the rights and obligations between the worker/laborer and the entrepreneur. Meanwhile, according to Siswanto Sastrohadiwiryono in the book Management of Indonesian Manpower (2001:305) said:

"Termination of employment is a process of releasing the ties of cooperation between the company and the workforce, either at the request of the workforce concerned or at the company's policy, because of which the workforce is deemed unable or because the company does not allow it."

Termination of employment (PHK) or dismissal of employees is termination of employment, either temporarily or permanently which is carried out by the company at the request of the employee or at the will of the company. (Mangkunegara, 2007:165) From these various definitions, it can be concluded that it is not only the employer who can terminate the employment relationship, but also the employee. So that the termination of employment may be carried out by any organization or company as long as it is in accordance with the provisions stipulated by the Manpower Law, Employment Agreement, Company Regulations (PP), or PKB.

## **2.9 Definition of Industrial Relations Dispute**

Industrial relations disputes in Law Number 2 of 2004 concerning Settlement of Industrial Relations Disputes are differences of opinion that result in conflicts between entrepreneurs or a combination of employers and workers or workers or trade unions or labor unions due to disputes over rights, disputes over interests, disputes over termination of employment and disputes between trade unions or labor unions within a company. Industrial relations disputes are differences of opinion or disputes between employers and workers and/or labor unions regarding work conditions such as the fulfillment of workers' rights and/or trade unions, workers' expectations or interests, and termination of employment, as well as disputes between trade unions in one company. . Starting from dissatisfaction with the court process which took a relatively long time, expensive costs, and a sense of dissatisfaction with those who felt they were the losing parties, mediation was developed as a way of resolving disputes outside the court.

## **2.10 Definition of Mediator**

The definition of mediator according to Law Number 2 of 2004 concerning Settlement of Industrial Relations Disputes is an employee of a government agency responsible for manpower affairs who meets the requirements as a mediator determined by the Minister to carry out mediation and has the obligation to provide written advice to the parties involved. disputes to settle disputes over rights, disputes over interests, disputes over termination of employment, and disputes between trade unions/labor unions in only one company. The success of mediation is determined by the skill of the mediator. Mediator is an intermediary (liaison, mediator) for the disputing parties or a mediator is someone who is independent in mediation and is tasked with assisting and encouraging the disputing parties.

The mediator is the party who plays a role in resolving the dispute, is an employee of the government agency responsible for the relevant manpower sector who meets the requirements as a mediator that has been determined by the Minister who is in charge of mediating and has the obligation to make written recommendations to the parties in dispute either to settle disputes, whether disputes over rights, disputes over interests, disputes over termination of employment or disputes between trade unions or labor unions. The good or bad role of the mediator can be seen from the good and bad implementation of mediation. The implementation of a good mediation is in accordance with the provisions of Law Number 2 of 2004 concerning Dispute Settlement.

## **2.11 Definition of Development**

Development theory in the social sciences can be divided into two major paradigms, modernization and dependency (Lewwellen 1995, Larrin 1994, Kiely 1995 in Tikson, 2005). The modernization paradigm includes macro theories about economic growth and social change and micro theories about individual values that support the process of change. The dependency paradigm includes theories of under-development (under-development), dependency (dependent development) and world system theory (world system theory) according to Larrain's (1994) classification. Meanwhile, Tikson (2005) divides it into three classifications of development theory, namely modernization, underdevelopment and dependence. From these various paradigms, various versions of the notion of development emerged.

The definition of development may be the most interesting thing to debate. There may not be one discipline that best defines the word development. So far a series of thoughts on development have developed, ranging from classical sociological perspectives (Durkheim, Weber, and Marx), Marxist views, modernization by Rostow, structuralism with



modernization enriching the preliminary review of social development, to sustainable development. In this case, development can be defined as 'a coordinated effort to create more legitimate alternatives for every citizen to fulfill and achieve his most human aspirations (Nugroho and Rochmin Dahuri, 2004). The first theme is coordination, which implies the need for a planning activity as discussed earlier. This means that development should be oriented towards diversity in all aspects of life. There is also a mechanism that demands the creation of trusted institutions and laws that are able to play an efficient, transparent, and fair role achieve the most human aspirations, which means that development must be oriented towards solving problems and fostering the moral and ethical values of the people

### **III. Research Methods**

The method used in this research is descriptive research method with a qualitative approach. Research using descriptive method is research that is directed to provide symptoms, facts, or events systematically and accurately, regarding the characteristics of a particular population or area. In descriptive research, there is no need to search for or explain interrelated variables. Researchers in this case collect data in the form of detailed stories from informants and reveal what they are according to the language, views of the informants.

Judging from the type of data, the research approach used in this study is a qualitative approach. As for what is meant by qualitative research, namely research that intends to understand the phenomenon of what is experienced by the research subject holistically, and by way of description in the form of words and language, in a special natural context and by utilizing various scientific methods (Moleong, 2003). 2007:6).

Based on the approach and the type of data used, this research is included in qualitative research so that it will produce descriptive data in the form of words. The data analyzed in it is in the form of descriptive and not in the form of numbers as is the case in quantitative research. According to Arikunto (2002: 09) qualitative research is intended to collect information about the status of an existing symptom, namely the state of the symptoms according to what they were at the time the research was conducted. Therefore, qualitative research is able to reveal phenomena in a subject that you want to study in depth.

### **IV. Result and Discussion**

Based on Law Number 2 of 2004 concerning Settlement of Industrial Relations Disputes. Settlement of disputes through mediation carried out by the Mediator who is in each agency responsible for the district/city manpower sector. not later than 7 (seven) working days after receiving the delegation of dispute settlement the mediator must have conducted research on the position of the case and immediately held a mediation session, the mediator may summon witnesses or expert witnesses to attend the mediation session to be asked for and heard for their statements.

**Table 1.** Research Informant Data

No	Name	Gender	Identity Description
1	Maruli Silitonga,Se,Mm	Male	Head of Industrial Relations
2	Fred Kelly W Simonangkir SH,Map	Male	Head of Section for Industrial Relations
3	Lamsihar, Rajagukguk SE	Woman	Mediator of the Ministry of Manpower
4	Dedy Maulana	Male	Disputing employees
5	Ali Rahman	Male	Disputing employees

To find out the role of mediators in the settlement of industrial relations disputes in the province of North Sumatra during the COVID-19 pandemic, the author has carried out an interview with the Mediator of the Manpower Service of the North Sumatra Province industrially on Monday, May 24, 2021, from 14.00 to 15.00 WIB, namely Mrs. Lamsihar.Rajagukguk,SE Say :

- The mediator will provide guidance on industrial relations. Conduct industrial relations development in this development company. This is a technical guidance for employers' workers in which the mediator acts as a resource person. The mediator's obligation is to ask the disputing parties to negotiate before the direct mediation process is carried out at the North Sumatra Provincial Manpower Office, to lead and regulate the course of the mediation session, to assist the parties in making a collective agreement if an agreement is reached, to make written recommendations, to make minutes of the settlement of relations disputes. industrial. Companies affected by covid 19 resulted in industrial processes in the company not operating so that the company laid off employees to an unspecified limit resulting in rights disputes, termination of employment. Basically, it is good because the case is resolved by deliberation and amicable settlement, there is no loss, no one wins and no one loses. During the COVID-19 pandemic, the company was unable to pay the right to severance pay based on Law No. 13 of 2003 because the company did not have the cost to pay for workers' rights. So at this time the workers feel a lot of losses. The success or achievement of the mediator is to achieve a credit score by drawing up an extension plan and guidance on Job Requirements, drawing up an extension plan and guidance on the products of the Tripartite Cooperation Institution, drawing up an extension plan and guidance on preventing industrial relations disputes, strikes, demonstrations and company closures.

In every industrial relations dispute resolution process, there must be obstacles faced by the Mediator. Based on the results of an interview with the Mediator of the Industrial Manpower Office of North Sumatra Province on Tuesday, May 26, 2021 at 13.00 to 14.00 WIB, Mrs. LamsiharRajagukguk, SE Say:

The mediator's obstacle in the process of resolving industrial relations during the covid-19 pandemic cannot bring business actors or company owners or HRD representatives to sit together to do mediation. The mediator's obstacle is that cases that cannot be resolved by the mediator are not the mediator's right anymore automatically proceed to the court level (so that the mediator can no longer know whether the case was won by the workers or the company), when the mediator faces a case outside the district the mediator does not get funds operational from the agency to review directly to the field.

From the statement given by the Mediator of the North Sumatra Province Manpower Service, Mrs. Lamsihar RajagukgukSE. It can be concluded that the obstacles that often occur in the process of resolving industrial relations disputes during the covid 19 pandemic at the Provincial Manpower Office, namely cases that cannot be resolved by mediators are one of the obstacles for the Mediator of the North Sumatra Provincial Manpower Office, employers and workers do not want to settle disputes at the mediator level, workers and employers do not want to settle a family amicably after the dispute cannot be resolved by the Mediator, for that the Mediator will issue a recommendation to the disputing party the workers/employers will then proceed to the Industrial Relations Court. the authority to know how to proceed in the process of settling industrial relations disputes.

Based on the results of an interview with Mr. Ali Rahman, an employee affected by the COVID-19 pandemic, one of the hotel employees. on Friday, May 22, 2021 at 14.00 to 15.00 WIBSay :

Due to the COVID-19 outbreak in Indonesia, the Hotel Management took a decision that had a huge impact on employees temporarily closing hotel operations and laying off employees and resulting in termination of employment (PHK)..The mediator is very helpful because the mediator provides solutions and solutions to both employees and management so that disputes that occur can be resolved amicably without having to go to the industrial relations court legal route so far, they have seen that mediators are very helpful for employees who are demanding rights and mediators also provide views and direction on matters related to what employees are demanding whether it is correct and in accordance with the laws and regulations. the obstacles faced when the company was not able to pay the severance pay (severance pay) in the company's environment, therefore the workers made a complaint to the Department of Labor who was assisted by the mediator in order to get rights. the hotel is not able to pay workers' rights.

Manpower as the basic capital of development cannot be separated from the development of human resources which converts potential workers into professional workers. These efforts require extra hard work. The problem of labor experiencing a shift shift, which was originally a social problem then became an economic problem until recently it developed into a political problem. This shift shows the problem of labor that is increasingly important and needs to be given attention in the initial development process, the problem of labor does not take into account labor absorption and does not take into account labor absorption. If this is not handled properly, then the workforce will become a national development burden, reducing productivity. That is why labor can be seen as a development resource, as a measure of development success. As a resource for manpower development, it can be the basic capital of development strength which is expected to become a professional workforce who has a work ethic, discipline, productive, innovative, creative and independent as well as reliable in dealing with changes and challenges faced so that workers / laborers establish good relationships when end of working relationship.



**Table 2.** Total Data on Settlement of Industrial Relations Disputes during the Covid-19 Pandemic at the Manpower Office of North Sumatra Province in 2020.

No	Month 2020	Number of cases HI
1	January	27
2	February	68
3	March	41
4	April	41
5	May	40
6	June	53
7	July	74
8	August	117
9	September	92
10	October	95
11	November	26
12	December	35
<b>Amount</b>		<b>709 Case</b>

*Source of data from the Industrial Relations section of the Manpower Office*

**Table 3.** Data on the Number of Settlement of Industrial Relations Disputes at the Manpower Office of North Sumatra Province 2021

No	Complaint Date	Worker Name	Company name	Dispute Type	
1	29-Dec-20	Ani Mariqni Simanjuntak et al	PT. Chubb General Insutance	layoffs	3 people
2	23-Dec-20	Thunder Ariwijaya	PT. Seikandi Inti Sari	layoffs	2 persons
3	29-Dec-20	Sutjin Alias Asin	PT. Multi Works	layoffs	2 persons
4	28-Dec-20	Heri Budi Sutrisno	PT. Capela Mukti Dama	layoffs	2 persons
5	4-Jan-20	Fitri Hariandi	PT. Indonesian giant	layoffs	2 persons
6	7-Jan-21	Carios Aprijal Sinaga	PT. True Independent Intrias	layoffs	2 persons
7	8-Jan-21	Donionnm Somamora Etc	Pardede International Hotel	layoffs	3 people
8	13-Jan-21	Tenny	PT. Star Partner Universe	layoffs	1 person
9	13-Jan-21	Lasri R Sidaputar	Methodist College -7 Medan	Normative Rights	1 person
10	14-Jan-21	Cecep Isam Dika et al	PT. JMOT Soperti	layoffs	24 People
12	14-Jan-21	Rinto Pasaribu	PT. Sukanda Djaya	layoffs	1 person
13	20-Jan-21	Eddy Has	PT. Jaya Brick Perfect	Normative Rights	1 person
14	25-Jan-21	Ermy Bro Siahaan	International Lake Toba Hotels	layoffs	1 person
15	22-Jan-21	Eko Ridho Muliza	PT Buana Telekomindo	layoffs	1 Orang
16	27-Jan-21	Alfian Mariadi	PT. Sriwijaya Air	layoffs	2 persons
17	29-Jan-21	Yessy Silfia Sitepu	Cv Various Techniques	layoffs	1 person
18	28-Jan-21	Satriyadi et al	Rsu Bina Kasih Medan	layoffs	1 person
19	26-Jan-21	Surya Darma Etc	Rsu Human Love	layoffs	1 person
			PT. Usaha Berka Amanah	layoffs	2 persons
			PT. Amitraco Investama Mandiri	layoffs	3 people
		<b>NUMBER OF CASES</b>			<b>55</b>

**Table 4.** Data on the Number of Settlement of Industrial Relations Disputes at the Manpower Office of North Sumatra Province 2021

No	Complaint Date	Worker Name	Company name	Dispute Type	Number of participants
1	3-Feb-21	The Forest of Anthony Zebuea	International Lake Toba Hotels	Mutation Rejection	1 person
2	3-Feb-21	Regina Indrianti Tamzil	PT.Wira Sentosa Utama	Rights Dispute	1 person
3	3-Feb-21	Dahlan Ginting	PT. Wicaksana Faithful Mandir	Phk	1 person
4	8-Feb-21	Esther Tabitha Ginting	PT. Wicaksana Faithful Mandir	Phk	2 persons
5	9-Feb-21	Herman Zai	Oil Palm Plantation Cooperative	Normative Rights	1 person
6	15-Feb-21	Haris Julianto	PT. Monopoly Raya	Phk	1 person
7	16-Feb-21	Bambang Irawati	PT Pantai Laut	Normative Rights	1 person
8	17-Feb-21	Tony Damanik	Ptpn Iv Barangin Business Unit	Phk	1 person
9	17-Feb-21	Million Siahaan	PT. Toba Pulp Lestari	Phk	1 person
10	19-Feb-21	Siregar Protection	PT.Permata Hijau Sawit	Phk	3 people
11	25-Feb-21	Samin And Friends	PT. Torganda	Phk	27 people
<b>NUMBER OF CASES</b>					<b>40 people</b>

**Table 5.** Data on the Number of Settlement of Industrial Relations Disputes at the Manpower Office of North Sumatra Province 2021

No	Complaint Date	Worker Name	Company Name	Type of Dispute Number of Participants	
1	1-Mar-21	Harianto Harefa	PT. Palm Mountain Rays	Right	1
2	2-Mar-21	Sukarjo Julianti Surbakti	PT. Indomarco Prismatama	Right	1
3	3-Mar-21	Shahdan	PT. Medan Distibusindo Raya	Right	1
4	4-Mar-21	Utari Dewi Pane	Pt Fajar Argo Sawit	Right	1
5	5-Mar-21	Acne Saraphi	PT. Ultradi Lestari	Phk	1
6	6-Mar-21	Misram M Ambar Budi	PT. Utama Karya	Phk	1
7	7-Mar-21	Aded Negosimaremare	PT. Buana Sawit Indah	Right	1
8	8-Mar-21	Halimah Tuksakdiah	Medan University Area	Right	1
9	9-Mar-21	Desi Sellahi	PTPN III Persero	Right	1
10	10-Mar-21	Syahrani	Pardede International Hotel	Right	1
11	11-Mar-21	Empress	Vigo Lestari Indonesia	Right	1
12	12-Mar-21	Suwanto Silalahi	PT. Arya Rama Perseda Sai Coal Hall	Right	1
13	13-Mar-21	Asrul Arfan Harahap	PT. Sukenda Djaya	Right	1
14	14-Mar-21	Imelda Fati	PT. Rachel	Right	1

		Maruhawa	International		
15	15-Mar-21	Sofyan Abdillah	PT. Asia Teknosain	Right	1
16	16-Mar-21	Ruhipransisto	PT. Eagle Hiyato	Right	1
17	17-Mar-21	Edi Sirwoyo	PT. Starlight	Right	1
18	18-Mar-21	Rahmawati	Medan University Area	Right	1
19	19-Mar-21	Faisal Ahmad Reza	Medan University Area	Right	1
20	20-Mar-21	Darma Aditya S.St	PT. Sari Makmur Tunggal Mandiri	Right	1
21	21-Mar-21	Erwin Harahap	PT. Great Farmer Source	Right	1
22	22-Mar-21	Sabab Pasaribu	PT. Concrete clairvoyant	Right	1
23	23-Mar-21	Silen Hotbiner	Pia Hotel Pandan	Right	1
24	24-Mar-21	Rahmad Efendi	PT Jasa Marga Tollroad	Right	1
25	25-Mar-21	Adbed Nego Simaremare	PT. Buana Sawit Indah	Right	1
26	26-Mar-21	Tumpal Manuk	PT. Summit Auto Finance	Right	1
<b>Number of Cases 26</b>					

**Table 6.** Data on the Number of Settlement of Industrial Relations Disputes at the Manpower Office of North Sumatra Province 2021

No	Complaint Date	Worker Name	Company name	Dispute Type	
1	06 April 2021	Salman Hardiansya	Law Office M. Irfan SH Associate	Rights Dispute	1 person
2	06 April 2021	Dian Putri Manda	Law Office Rys & Partners	Right	2 persons
3	06 April 2021	Baharudin	PT. ITM (Intertama Tri Kencana Bersinar)	Right	1 person
4	07 April 2021	Amruni Syahputra	PT. Barumum Raya Padang Langkat	Right	1 person
5	April 13, 2021	Anjur Sembiring	PT. Barumum Raya Padang Langkat	Right	1 person
6	08 April 2021	Icardo Simamora	PT. Exkulen Kencana	Phk	1 person
7	08 April 2021	Swandiper Simamora	PT. Imenda Indonesian Workers	Right	1 person
8	01 April 2021	april 2021Aswani	PT. Exkulen Kencana	Phk	1 person
9	April 15, 2021	Emayanti	PT. Exkulen Kencana	Phk	1 person
10	April 13, 2021	Puspita Perbiani Sinanga Etc	PT. Imenda Indonesian Workers	Right	3 people
11	15 April 2021	Nurhasana Ritonga	PT. Imenda Indonesian Workers	Right	1 person
12	April 10, 2021	Hasiolan Simanjuntak	cv. Nabasado	Right	2 persons
13	20 April 2021	Jon Alexander Silaban	CV. Sumber Alfaria Trijaya	Right	3 people

14	28 April 2021	Baharudin Siagian	cv. Central Rezeky Motor	Right	2 persons
15	21 April 2021	Felorinan Dance	PT. Eak Simondo	Right	2 persons
16	27 April 2021	Dharma Sagala	PT. Indonesian Sarsomes	Right	2 persons
17	April 29, 2021	Baharudin Sihombing	PT. Barumum Raya Padang Langkat	Right	2 persons
18	April 30, 2021	Suppianto	PT. Prima Success Partner	Phk	2 persons
			NUMBER OF CASES		<b>30 People</b>

## V. Conclusion

The role of the Mediator in the process of resolving industrial relations disputes during the COVID-19 pandemic is the difference of opinion between employees and the company. Can be said The role of the Mediator of the Manpower Office is very active in providing guidance on industrial relations, carrying out industrial relations development in the company. This development is technical guidance to entrepreneur workers where the mediator acts as a resource person and is a third person and does not take sides with any of the disputing parties and asks the disputing parties to negotiate before the mediation process is carried out, leads and regulates the course of the mediation session, assists the parties make a collective agreement if an agreement is reached, make written recommendations, and prepare minutes of settlement of industrial relations disputes in accordance with the provisions of Law Number 2 of 2004 concerning Settlement of Industrial Relations Disputes.

Constraints in the process of settling Industrial Relations disputes, namely the absence of representatives from the company's employers to resolve disputes at the level of mediation by the mediator. Industrial relations disputes that can no longer be resolved by the mediator are an obstacle for a mediator, employers and workers/labor do not want to settle disputes at the mediator level, another obstacle is the absence of operational funds for functional officials to carry out tasks in the field when the dispute case is outside the district.

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