

**UPAYA MEDIATOR DALAM PENYELESAIAN PERSELISIHAN HUBUNGAN  
INDUSTRIAL PADA DINAS SOSIAL TENAGA KERJA DAN  
TRANSMIGRASI KABUPATEN KLATEN**

Oleh :

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INTISARI

Penelitian ini bertujuan untuk mengetahui dan menganalisis tentang upaya yang telah dilakukan mediator Dinas Sosial Tenaga Kerja dan Transmigrasi Kabupaten Klaten dalam penyelesaian kasus perselisihan hubungan industrial, serta untuk mengetahui dan menganalisis tentang hambatan yang dialami mediator pada Dinas Sosial Tenaga Kerja dan Transmigrasi Kabupaten Klaten dalam penyelesaian perselisihan hubungan industrial.

Penelitian ini merupakan penelitian hukum normatif empiris yang menggunakan data primer dan data sekunder. Data primer diperoleh di Kabupaten Klaten. Data sekunder diperoleh dari bahan hukum primer, sekunder dan tersier. Data primer dikumpulkan melalui wawancara dengan alat pedoman wawancara, sedangkan data sekunder diperoleh melalui metode dokumentasi dengan alat studi dokumentasi dan analisis data yang dilakukan secara kualitatif.

Hasil penelitian menunjukkan bahwa Mediator Dinas Sosial Tenaga Kerja dan Transmigrasi Kabupaten Klaten dalam menyelesaikan perselisihan hubungan industrial berdasarkan Pasal 8–16 Undang-Undang Nomor 2 Tahun 2004 tentang Penyelesaian Perselisihan Hubungan Industrial. Mediator dalam hal ini berusaha melakukan upaya agar perselisihan hubungan industrial dapat diselesaikan melalui mediasi hubungan industrial dan mencapai musyawarah mufakat, namun dari keseluruhan kasus yang terjadi pada 2017 terdapat beberapa kasus yang tidak berhasil diselesaikan melalui mediasi hubungan industrial karena terdapat faktor yang menghambat upaya tersebut.

Kesimpulan penelitian, upaya yang dilakukan Mediator Dinas Sosial Tenaga Kerja dan Transmigrasi Kabupaten Klaten dalam menyelesaikan perselisihan hubungan industrial antara lain mempertemukan para pihak, membantu berkomunikasi, penggunaan bahasa yang mudah dipahami dan memberikan pilihan penyelesaian perselisihan yang akan disepakati. Hambatan-hambatan yang dialami Mediator pada Dinas Sosial Tenaga Kerja dan Transmigrasi Kabupaten Klaten dalam penyelesaian perselisihan hubungan industrial yaitu para pihak yang sulit untuk diberi pendapat dan saran, faktor ekonomi, latar belakang pendidikan, para pihak kurang memahami Undang-Undang Ketenagakerjaan dan ketentuan untuk mediator dalam mengeluarkan anjuran dalam waktu 30 (tiga puluh) hari.

Kata Kunci : Mediator, Penyelesaian Perselisihan Hubungan Industrial, Mediasi

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**MEDIATOR EFFORT IN THE SETTLEMENT OF INDUSTRIAL RELATION IN  
DEPARTMENT OF LABOR AND TRANSMIGRATION  
OF KLATEN DISTRICT**

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**ABSTRACT**

This study aims to determine and analyze the effort has been made by the mediator of Department of Labor and Transmigration of Klaten District in the settlement of industrial relations disputes cases, and also to determine and analyze the obstacles experienced by the mediator at the Department of Labor and Transmigration of Klaten District in the settlement of industrial relations disputes.

This study is an empirical normative legal research using primary data and secondary data. Primary data was obtained in Klaten District. Secondary data were obtained from primary, secondary, and tertiary legal materials. Primary data was collected through interview with interview guidance tool, while secondary data obtained through documentation method with documentation study tool and data analysis conducted qualitatively.

The result showed that The Mediator of Department of Labor and Transmigration of Klaten District in the settlement of industrial relations disputes based on Article 8-16, The Law Number 2 of 2004 on Industrial Relations Dispute Settlement. The mediator in this case attempts to make efforts for industrial relations disputes to be resolved through mediation of industrial relations and reach consensus, but from all cases that occurred in 2017 there are some cases that can not be resolved through mediation of industrial relations because there are some factors that hinder the effort.

The conclusion of this study, the efforts made by The Mediator of Department of Labor and Transmigration of Klaten District in settling industrial relations disputes, among others, bringing together the parties, helping to communicate, using understandable language and giving dispute resolution option which will be agreed. The barriers experienced by the The Mediator of Department of Labor and Transmigration of Klaten District in the settlement of industrial relations disputes are parties that are difficult to give and advice, economic factors, educational background, parties who do not understand the Employment Act and notices to mediators in issuing the recommendation within 30 (thirty) days.

Keyword: The Mediator, Settlement of Industrial Relations Dispute, Mediation

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