

Pentahelix Collaboration In Community Protection-Based Latent Conflict Management In Mataram City In 2026

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ABSTRACT

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Study This aim For analyze model collaboration Pentahelix in handle conflict Latent conflict based on community protection in Mataram City. Latent conflict is a conflict that develops hidden in public And potential become conflict open If No handled since early. Mataram City, as area with level heterogeneity social Which tall, own potential conflict influenced by social identity factors, population density, economic dynamics, and the spread of information on social media. The research method used a qualitative approach with Spradley's ethnographic data analysis through domain analysis, taxonomy, components, and cultural themes. Data were obtained through in-depth interviews, observation, and documentation. The results of the study indicate that the handling of conflict social during This sectoral And reactive, as well as Not yet in a way optimal involving various stakeholders interest. Model collaboration Pentahelix Which involving government, academics, sector business, public, And media proven potential increase effectiveness management latent conflict through system detection early, coordination multi-stakeholder interest, And participation Community. Integration with the community protection system strengthens the role of communities as key actors in maintaining social stability. The results of this research have resulted in an innovative Pentahelix-based Social Conflict Early Warning System model capable of collaboratively detecting potential conflicts early on. Model This expected can become strategy prevention in guard order general on an ongoing basis.



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Introduction

Conflict social is phenomenon Which not inseparable from life public heterogeneous. From a sociological perspective, modern societies have the potential for conflict stemming from differences in interests, social identities, resource distribution, and local political dynamics. Conflict does not always manifest itself as violence open, but often develop as conflict latent, conflict hidden in structure social public Which potential increase become conflict open if not managed since early. Conflict latent usually marked with emergence tension social, Group polarization, inter-community prejudice, and increasing distrust among community groups. In a heterogeneous urban society such as Mataram City, latent conflicts can emerge. in various form, including conflict social between group public, conflict economic interests, conflict based identity, And conflict Which caused by by distribution information Which not accurate in media social. Conflicts This often develop slowly through dynamics interaction daily social before Finally trigger conflict open. Map in lower This describe areas with the potential for latent conflict in Mataram City. If latent conflict is not managed well, it can develop become conflict open social which disturbs security, public order, and regional development. Therefore, handling social conflict cannot only rely on a social approach. security just, but need approach preventive. Participatory And collaborative involving various stakeholders interest. In studies administration public modern, approach to solve problem public has evolve from model government become order manage, A layout model manage Which involving various actor in outside government in process taking decision and implementation policy. Wrong One approach Which

has develop in model order manage is governance collaborative , A process taking decision public Which involving government And non-state actors in process dialog, negotiation, And collaboration For finish problem public together- The same. Ansell And Gas explain that order manage collaborative is A process in where public institutions in a way direct involving stakeholders interest non-governmental in a deliberative, consensus-based decision-making process oriented toward solving public problems. This model emphasizes the importance of face-to-face dialogue, building trust, commitment to the process, and understanding together in completing public issues. Wrong One model collaboration Which develop in framework order manage collaborative is pentahelix . The pentahelix model, a collaboration between five main actors: government, academia, the business sector, society, and the media. This model evolved from the triple helix concept and was later expanded to improve participation public And media in process development. Model pentahelix considered more comprehensive Because capable integrate various source knowledge, technology, social networks, and the institutional capacity of various actors in solving public problems. Previous researchers Once do study on year 2024 that is study Bi Daughter Yuliani et al. (2024) which is related to the handling of conflicts between the Monjok and Karang Taliwang environments which are 99 % its population Muslim, but often friction occurred, the aim of the research was to analyze early detection strategies, government responses, and models for managing social conflict between villages in Mataram City, especially between Monjok Culik and Karang Taliwang Villages .

The research Sumanti (2024) in Tata Manage Collaborative: Strategy Prevention Stunting and Prevalence Reduction, demonstrating that a collaborative pentahelix approach can increase the effectiveness of policy implementation by involving various complementary actors in the decision-making process and implementation of development programs. Collaboration between the government, the community, and academics, sector business, And media allows coordination Which more effective, community participation Which more wide, And innovation policy Which more adaptive. Studies other, that is Mukti Eka Rahadian et.al (2024), Which entitled Implementation Model Tata Manage Collaborative Pentahelix Standard Minimum Service Standards (SPM) for Health with Hypertension in Regional Governments, shows that the implementation of collaborative governance based on pentahelix can increase the effectiveness of regional development programs through synergy between stakeholders and strengthen the role of the community as actor main in implementation policy.

In addition, Siti Hidayatul Jumaah (2022) conducted research on Collaborative Governance Based on the Penta Helix Stakeholder Approach in Overcoming the Covid-19 Pandemic in East Lombok Regency, where pentahelix collaboration in dealing with the pandemic showed that synergy between government, public, academics, sector private, And media capable improve coordination policy, strengthen communication public, And speed up settlement problem social complex . In in practice, management conflict social Still dominated by approach sectoral and reactive, so that fail overcome complexity conflict latent in a way optimal. By Because That, a collaborative approach is needed that involves various stakeholders in integrated governance. The concept of collaborative governance is important in this context, because it emphasizes the involvement of various stakeholders. stakeholders interest in solve problem public Which complex. Pentahelix This model, as a form of collaborative governance implementation, involves five main actors: government, academia, the business sector, the community, and the media. However, various studies have shown that the implementation of this model still faces various obstacles. Research by Muklis, Hidayat, and Nariyah (2024) show that implementation order manage pentahelix collaborative in process The AMDAL is not optimal, especially in terms of initial conditions and collaboration processes, which are the main inhibiting factors.

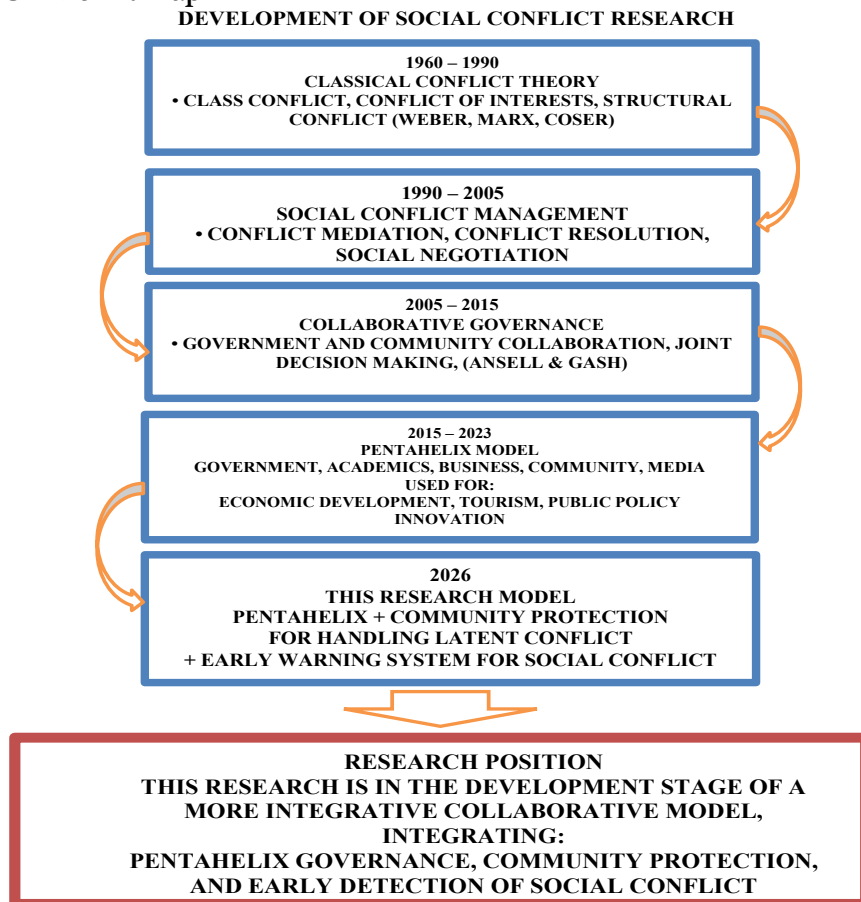
Furthermore, Buntuang, Rahman, Adda, and Kornelius (2024) emphasized that the effectiveness of collaboration pentahelix very influenced by existence variables mediation, like empowerment MSMEs, which can strengthen relationships between actors and increase the impact on socio- economic welfare. Matter This show that collaboration No only need involvement actor but and structured reinforcement mechanisms. Research by Rokhmat, Suwaryo, and Mulyawan (2021) shows that pentahelix collaboration evolved from the triple helix pattern, but still faces obstacles in the collaboration process and the involvement of certain actors, such as suboptimal media. This strengthened by Steel , Djani , And Pradana (2025) , Which disclose that Collaboration between actors in waste management is still minimal and is not supported by strong regulations and adequate public awareness. On the other hand, Supriyanto and Iskandar (2021) show that collaboration pentahelix can effective when there is synergy between actor, in where each party cannot work independently to achieve a common goal. However, Kelvin, Widianingsih, and Buchari Found that domination One actor, like public, without support optimal from actor

others can hinder the effectiveness of the overall collaboration. In the context of strategic policy, Gatot , Hamka , And Gift (2024) emphasize that limitations source Power, specifically budget constraints, is obstacle main in implementation program based collaboration. Temporary that, research by Diwyarthi , Pramana , Primary , Wiartha , And Jata (2025) show that pentahelix collaboration can increase participation public And growth economy local, although still facing challenge in matter infrastructure And capacity source Power. Based on Based on these findings, it can be concluded that the pentahelix model has great potential in solving complex public problems, but its implementation still faces various challenges, such as suboptimal collaboration processes, unequal roles between actors, limited resources, and the absence of model operational Which integrated.

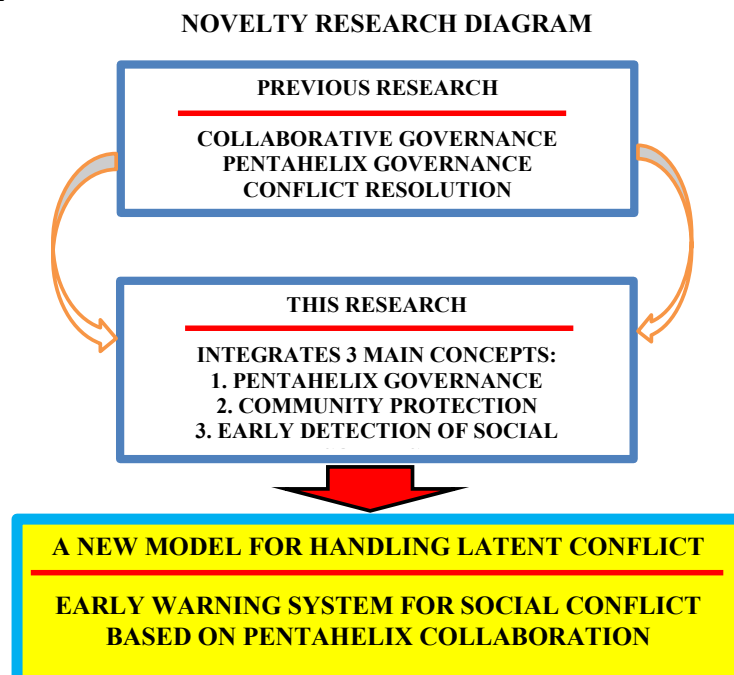
However, most previous research has focused on the application of the pentahelix model in the context of economic development, health, tourism, and digital transformation. Research on the application of the pentahelix model to social conflict management, especially latent conflicts based on protection. public, Still relatively limited. In context management conflict social in Indonesia, approach Which used during This tend sectoral And reactive, focus on settlement conflict after happen. Approach This often fail overcome root structural And culture conflict in community level. By Because That, required approach new Which more preventive through strengthening Community Protection System (Linmas) . The community protection system emphasizes the importance of community involvement in maintaining peace and public order through early conflict detection mechanisms, strengthening community capacity, and developing community-based social warning systems. Integrate model collaboration pentahelix with system protection public very important in build system management conflict latent Which more comprehensive. In model this, the government play a role as regulator And facilitator policy, academics play a role in providing scientific analysis and developing conflict resolution models, the business sector contributes to empowerment economy public, media play a role in spread information Which build, and public is actor main in system detection early conflict social.

With thus, collaboration pentahelix own potential Which more big in overcome latent conflict compared to the sectoral conflict management approach, because this model is able to integrate various social resources, knowledge, and institutional networks in an effort to prevent conflict social more systematically. In the context of conflict management latent in Mataram City, studies Which integrate model pentahelix with system protection public (Community Protection) is still very limited. However, Linmas plays a strategic role as a local actor in early conflict detection and prevention. Therefore, this research is crucial for developing the pentahelix model. collaborative based protection public Which can build System Warning Early (EWS). **overcome conflict** social in a way effective, collaborative, And sustainable. The gap Study : Although extensive research has been conducted on social conflict in Lombok, most previous studies own a number of limitations. First, part big studies Still focus on conflict analysis Which real. like conflict between village, conflict between organization religious, or conflict identity- based . Second, study Which There is generally emphasize role government or wisdom local in progress conflict . Matter This result in at least studies Which analyze conflict from collaborative perspective multi-stakeholder interest Which systematic . Third, studies about conflict social in Lombok is rare integrate various approach. **order manage** collaborative with model Pentahelix in the system management conflict social. Fourth, part big study Not yet study conflict social from perspective protection public, Which emphasize detection early, prevention conflict, And strengthening community participation in maintaining social stability. Thus, there is still a research gap in understanding how multi-stakeholder collaboration can be used as a strategy. For prevent conflict latent in level local.

Visual State Of The Art Map



Novelty Research



Method

Studies This use approach qualitative with characteristic descriptive-analytical For understand in -depth analysis of pentahelix collaboration in addressing latent conflict in Mataram City. This approach allows for analysis interaction between actor (government, academics, business, public, And media) And factors Which influence effectiveness management conflict social. Source data consists of from data primary (interview and observation) And data secondary (document policy, journal, And report). Informant chosen in a way purposive from the government, leader public, academics, business, And media. Collection data done through interviews, observation, and documentation. The main instruments is a researcher, supported by guidelines interviews, observations, and documentation. Data analysis using Spradley's ethnographic model including domain analysis, taxonomy, analysis component, And theme culture, with conclusion inductive Which withdrawn. Studies This done in the city Mataram on institution government And group public Which involved in handle conflict social, with consider complexity dynamics social in the region the.

Results and Discussion

Demographics of Mataram City Population Based on Religion and District

Table 1

Demographics of Mataram City Population Based on Religion and District

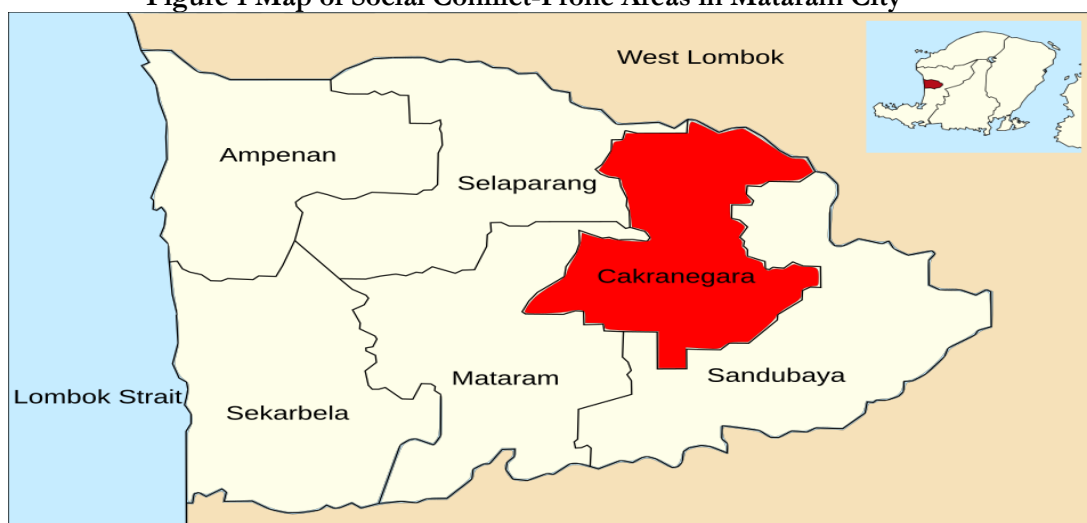
No	Subdistrict	Islam	Hindu	Christian	Buddha	Other	Amount
1	Ampenan	84%	10%	3%	2%	1%	92,824
2	Sekarbela	90%	6%	2%	1%	1%	62,025
3	Mataram	82%	13%	3%	1%	1%	81,479
4	Selaparang	92%	4%	2%	1%	1%	71,782
5	Sandubaya	88%	9%	2%	1%	-	73,100
6	Cakranegara	70%	26%	2%	1%	1%	71,200
Total population							452,410

Source: processed from BPS data for Mataram City in 2026.

The table shows that **Cakranegara District has the highest concentration of Hindus** . This is because it is the territory of the Mentaram kingdom, led by Anak Agung Gde Ngurah, while other districts are predominantly Muslim. This pattern creates a unique social configuration, with the Hindu community located in a predominantly Muslim area, a situation that sometimes becomes a source of latent conflict.

Map of Social Conflict-Prone Areas in Mataram City

Figure 1 Map of Social Conflict-Prone Areas in Mataram City



Data source: Mataram City Kesbangpol Office 2026

Spatially, Mataram City can be categorized into several zones with varying levels of vulnerability to social conflict. Based on previous research and interviews with research informants, several areas have a relatively higher potential for latent conflict than others.

Latent Conflict Potential Zone

Zone 1 – Cakranegara (high potential for identity interaction)

This area is a commercial and shopping area, the lifeblood of the shopping economy. It is unique because almost 97 percent of the shop owners are ethnic Chinese, and the mixed Chinese-Balinese and Padang ethnic groups have a significant Hindu population with a variety of cultural and religious activities. Interaction with the surrounding Muslim community is quite intense, particularly in trade and social activities. In Cakranegara District, the majority of Hindus maintain their own neighborhoods, not joining the Muslim population, which has also become a potential source of latent conflict.

Zone 2 – Sandubaya (urbanization and population density)

This area, a trade and transportation hub between districts in West Nusa Tenggara, is experiencing rapid population growth due to urbanization. Population density and economic competition can trigger social friction between community groups.

Zone 3 – Mataram (government and retail center)

As a center of economic activity, this region has a high level of social mobility. Interactions between diverse community groups have the potential to give rise to conflicts of economic interest.

Zone 4 – Ampenan (coastal area and history of plurality)

This area has a long history as a trading and port area inhabited by a multi-ethnic community.

Zone 5 – Sekarbela and Selaparang (relatively stable zone)

This area is relatively more socially homogeneous so the potential for identity conflict is relatively lower, although there are still minor conflict dynamics at the community level.

Historical Data on Social Conflict in Lombok (2000–2024) .

Table 2
Historical Data on Social Conflict in Lombok

Year	Location	Types of Conflict	Impact
2000	Mataram–Cakranegara	Inter-community conflict	Damage to social facilities
2001	West Lombok	Conflict between youth groups	Security breach
2008	East Lombok	Socio-religious conflict	Temporary evacuation
2013	Mataram	Conflict between youths	Vehicle damage
2018	Lombok	Post-earthquake social conflict	Tensions over aid distribution
2020	Central Lombok	Land conflict	Public protests
2022	Mataram	Social media conflict	Inter-community tensions
2024	West Lombok	Local economic conflicts	Public demonstration

Data source: NTB Province Kesbangpol Office 2025

From this data it can be seen that social conflicts in Lombok are often triggered by:

- 1) group identity differences
- 2) conflict of economic interest
- 3) social misunderstanding
- 4) dissemination of inaccurate information

Spatial Analysis of Latent Conflict in Six Districts of Mataram City

Spatial analysis of latent conflict was conducted to understand how the distribution of potential social conflict in the Mataram City area is based on the social characteristics of each sub-district.

1. Ampenan District

Ampenan is a coastal area with a long history as a trading center. Ethnic and religious diversity is quite high, so the potential for social conflict usually arises in the form of small clashes between local communities.

2. Sekarbela District

The area is relatively socially homogeneous and known as a center for pearl craftsmanship. The potential for conflict is more related to economic activity.

3. Mataram District

As a city center and commercial hub, this region has a high level of social mobility. The conflicts that arise are usually related to business competition and the dynamics of urbanization.

4. Selaparang District

This sub-district is relatively socially stable because the social structure is quite homogeneous.

5. Sandubaya District

This region is experiencing rapid population growth due to urbanization, creating the potential for social conflict related to population density and economic activity. Balinese Hindus live among Muslim communities.

6. Cakranegara District

Cakranegara is an area with a significant Hindu population and intense social interaction with the surrounding Muslim community. This situation creates the potential for latent conflict based on social identity, as well as social conflict within Muslim communities, such as the Kr Taliwang neighborhood (Cakranegara District) and the Monjok neighborhood (Mataram District), where the population is 99% Muslim, if not managed properly.

Latent Conflict Area Analysis

Based on this spatial analysis, it can be concluded that the potential for latent conflict in Mataram City is influenced not only by religious identity factors, but also by economic factors, urbanization, and the social dynamics of urban communities. Therefore, handling social conflict in Mataram City requires a preventive and collaborative approach through the involvement of various stakeholders within a Pentahelix collaborative framework based on community protection

Social Conflict Vulnerability Index of Mataram City

Table 3

Social Conflict Vulnerability Index of Mataram City

Subdistrict	Social Identity	Population density	Economic Competition	History of Conflict	Social Interaction	Total Score	Category
Ampenan	3	3	3	2	3	14	Currently
Sekarbela	2	2	3	2	2	11	Low
Mataram	3	4	4	3	4	18	Tall
Selaparang	2	2	2	2	2	10	Low
Sandubaya	3	4	4	3	3	17	Tall
Cakranegara	4	3	4	4	5	20	Very high

Data source: Mataram Kesbangpol Office 2026

Interpretation of Index

Based on the results of the index calculations, it can be concluded that:

1. Cakranegara District has the highest level of vulnerability to social conflict.

This is due to the high intensity of interaction between communities with different identity backgrounds, especially between the Hindu and Muslim communities in the surrounding areas.

1. Mataram and Sandubaya sub-districts are included in the high vulnerability category.

This area is a center of economic activity and has a fairly high population density, thus potentially giving rise to conflicts of economic interest.

2. Ampenan District is in the moderate vulnerability category.

Ethnic diversity and history as a trading area make this region have quite complex social dynamics.

3. Sekarbela and Selaparang sub-districts have a relatively low level of vulnerability.

These two areas have a relatively more homogeneous social structure compared to other sub-districts. This finding shows that the potential for latent conflict in Mataram City is spatial in nature, meaning that there is a concentration of certain areas that have a higher potential for conflict than other areas.

Heatmap of Latent Conflict Areas in Mataram City

To visually depict the distribution of conflict vulnerability, a latent conflict area heatmap approach is used. This heatmap depicts the level of conflict potential based on the intensity of social interaction, population density, and history of conflict in each sub-district.

Figure 1

Map of Latent Conflict Areas in Mataram City

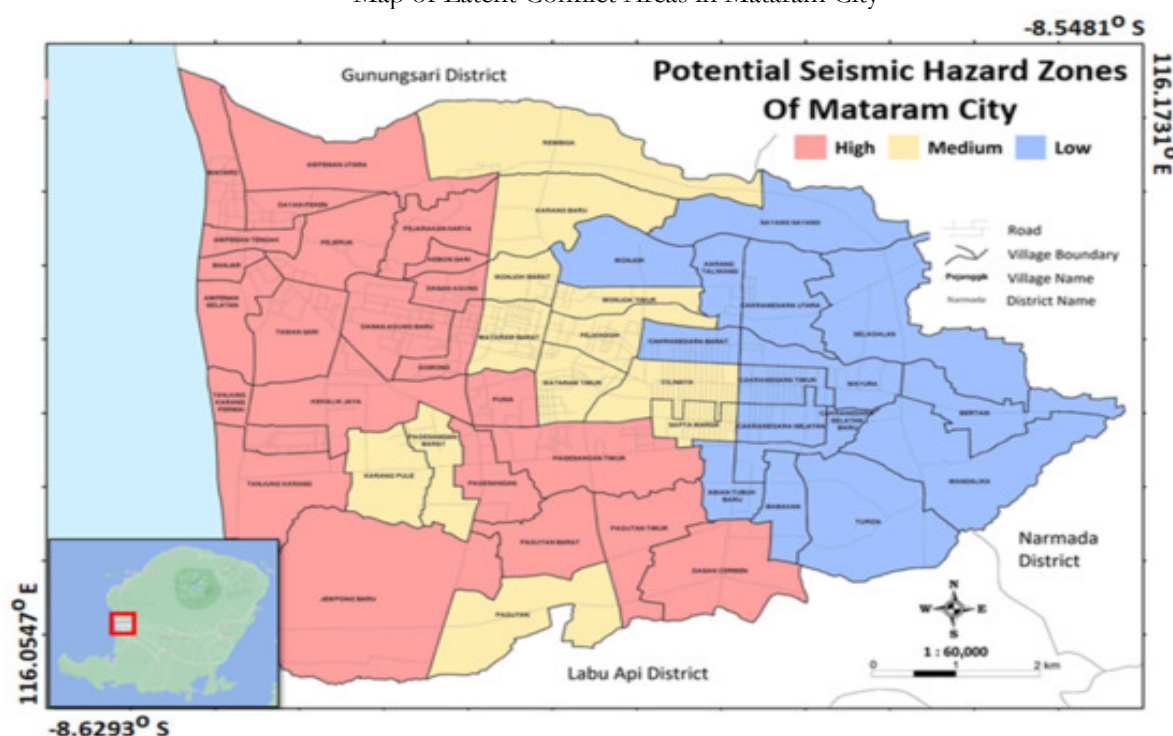


Image source: Special Google Map analysis from researchers and the Mataram City Satpolpp Office 2026
Conflict Area Map Description

Implications of Spatial Analysis of Conflict

Analysis of the vulnerability index and conflict heatmap shows that the potential for latent conflict in Mataram City is not only influenced by religious factors, but also by:

- urban population density
- local economic dynamics
- history of previous conflicts
- intensity of interaction between community groups

Therefore, handling social conflict in Mataram City requires a spatial conflict prevention approach that involves various stakeholders through the Pentahelix collaboration model.

This approach enables local governments to:

1. identify priority areas for conflict management
2. building an early warning system for social conflict
3. strengthening the role of society in maintaining social stability

4. improve coordination between institutions in conflict management.

The Role of Government in Conflict Management

From James P. Spradley's perspective , ethnographic analysis is used to deeply understand social phenomena through the structures of meaning that exist within society. The analysis is conducted through four main stages: domain analysis, taxonomy, componential analysis, and cultural themes ([ResearchGate](#)). This approach is relevant for examining the government's role in conflict management because it can describe interaction patterns, role structures, and evolving social meanings.

Domain Analysis: Identifying Government Roles

At this stage, researchers identify a general description of the government's role in handling conflict as a social domain .

Main domain: The Role of Government in Conflict Management

Sub-domains found:

- Regulator (policy maker)
- Facilitator (mediation provider)
- Mediator (conflict resolver)
- Coordinator (liaison between actors)
- Security stabilizer (through Satpol PP, security forces)

Domain analysis provides an initial overview that the government functions not only as a rule-maker but also as an active actor in maintaining social stability. At this stage, the data is still general and not yet in-depth ([ResearchGate](#)).

Taxonomic Analysis: Internal Structure of Government Roles

Taxonomic analysis aims to decompose a domain into a more detailed and systematic structure ([DSpace](#)).

Componential Analysis: Differences and Characteristics of Roles

Table 4. Differences and Characteristics of Roles

No	Role of Government	Main Focus	Nature of Intervention	Supporting Actor
1	Regulator	Policy	Preventive	Regional People's Representative Council
2	Facilitator	Means/dialogue	Preventive-participatory	Public
3	Mediator	Conflict resolution	Curative	Public figure
4	Coordinator	Actor integration	Collaborative	TNI/Polri, NGO
5	Stabilizer	Order	Measured repressiveness	Public Order Agency

Data source: processed by researchers

Key findings:

- 1) The role of government is divided into preventive, curative and repressive.
- 2) There is a shift from a top-down to a collaborative approach.
- 3) The role of mediator and facilitator is more dominant in latent conflicts

This analysis shows that government effectiveness is determined by the appropriateness of its role in a particular conflict situation .

Cultural Theme Analysis: The Meaning of the Role of Government

The final stage is to find a cultural theme that connects all domains .

Cultural themes found:

"The government is the central actor and catalyst in a collaborative system for handling conflicts based on community protection."

Pentahelix Collaboration in Conflict Management

James P. Spradley 's ethnographic approach emphasizes understanding social meaning through four stages of analysis: domain, taxonomy, componential, and cultural themes . In the context of this research, this approach is used to examine how pentahelix collaboration (government, community, academics, business, and media) plays a role in handling social conflicts based on community protection.

Domain Analysis: Identifying Pentahelix Collaboration Structures

At the domain analysis stage, researchers identified pentahelix collaboration as a social system in conflict management.

Taxonomic Analysis: Structure and Pattern of Relationships Between Actors

The taxonomic analysis aims to describe the internal structure of pentahelix collaboration in more detail.

Componential Analysis: Differences in Roles and Characteristics of Actors

Matrix of Differences in Roles and Characteristics of Actors

No	Actor	Main Role	Nature of Engagement	Functions in Conflict
1	Government	Coordinator	Formal-structural	Decision maker
2	Public	Participants	Socio-cultural	Early detection & local resolution
3	Academics	Analyst	Scientific	Data & model providers
4	Media	Communicator	Informational	Framing & education
5	Business	Supporters	Economy	Stability & resources

Data source: processed by researchers

Key findings:

- Pentahelix collaboration creates multi-actor synergy
- Each actor has a specific and non-overlapping function.
- The role of society and the media is very important in latent conflict (early stage)

This analysis confirms that the success of collaboration is determined by the clarity of roles and coordination between actors .

Cultural Theme Analysis: The Meaning of Pentahelix Collaboration

This stage aims to find the deeper meaning of pentahelix collaboration in a social context.

Cultural themes found:

"that pentahelix collaboration is a collective, participation-based mechanism for creating an adaptive, preventive, and sustainable conflict management system."

The Role of Community Protection

In this role of community protection, using an ethnographic approach according to James P. Spradley emphasizes understanding social meaning through four stages of analysis, namely domain, taxonomy, componential, and cultural themes . In the context of this research, the concept of community protection (linmas) is analyzed as a social system that plays a strategic role in maintaining stability and preventing social conflict at the local level.

Domain Analysis: Identifying the Role of Community Protection

At the domain analysis stage, community protection was identified as a social domain in conflict management .

Taxonomic Analysis: Structure of Community Protection Functions

Taxonomic analysis describes the structure of community protection roles in more detail and systematically.

Taxonomy Structure of Community Protection Roles:

1. **Preventive Function**
 - a) Early detection of potential conflict
 - b) Monitoring of social conditions in the community
2. **Security Function**
 - a) Maintaining environmental order
 - b) Assisting the authorities in securing community activities (the role of the Mataram city community security community, namely Lang-Lang and the Balinese traditional security community, namely Pecalang)
3. **Participatory Function**
 - a) Involved in conflict resolution deliberations among traditional, religious and youth leaders
 - b) Becoming a liaison between community groups, socializing harmony through religious study groups and Hindu Dharma parishes.
4. **Informative Function**
 - a) Submit conflict reports to the government through mass media channels, social media, etc.
 - b) As a local source of information, people get valid information so that the information is not biased.
5. **Social Protection Function**
 - a) Protect vulnerable groups, children, women, the elderly and minority groups.
 - b) Maintaining social stability at the community level (RT environment)

This analysis shows that community protection has a multidimensional function that includes preventive, responsive, and participatory aspects.

Componential Analysis: Characteristics and Comparison of Roles

Matrix and Role Comparison

Aspect	Community Protection	Government	Security Forces
Social closeness	Very high	Currently	Low
Role characteristics	Participatory	Structural	Repressive
Main focus	Conflict prevention	Policy & coordination	Law enforcement
Resources	Local (grassroots)	Administrative	Intelligence
Approach	Persuasive	Regulatory	Measured repressiveness

Key findings:

- a) Superior community protection in access to local information
 - b) More effective in detecting latent conflicts
 - c) Plays an important role in persuasive and cultural approaches
- This analysis shows that community protection is a strategic actor in the early stages of conflict compared to other actors.

Cultural Theme Analysis: The Meaning of Community Protection

This stage aims to find the deep meaning of the role of community protection in a social context.

Cultural themes found:

"that community protection represents community-based social power in maintaining stability and preventing conflict through a participatory and cultural approach."

Conclusion

Based on the results of the research analysis, several main conclusions can be drawn as follows.

1. Latent conflict in Mataram City has complex social characteristics and has the potential to develop into open conflict if not handled early.

The research results show that latent conflict in Mataram City occurs in various forms, including social conflict between community groups, conflicts of economic interests, conflicts of social identity, and conflicts triggered by disparities in access to resources and public services. These conflicts are often not immediately visible because they are at a **latent stage**, but they have the potential to develop into manifest conflict if certain triggers are encountered.

The forms of latent conflict found in this study include:

- a) conflict between youth groups in residential areas
- b) social conflict due to differences in ethnic identity or social groups
- c) conflict of interest in the use of space and economic activities
- d) social conflict triggered by unverified information via social media

From the perspective of social conflict theory, latent conflict is part of the social dynamics that arise due to imbalances in power, differences in interests, and uneven distribution of resources.

Therefore, the conflict management approach does not only focus on resolving open conflicts, but also on preventing conflicts from the early stages through early detection mechanisms.

2. Handling of social conflict in Mataram City is still sectoral and not yet fully based on multi-party collaboration.

Research findings indicate that efforts to address social conflict have been dominated by institutional approaches centered on local governments, particularly regional apparatuses tasked with maintaining public order and peace. This approach tends to be reactive, meaning it's only implemented after the conflict surfaces. The involvement of non-governmental actors such as academics, the media, community groups, and the private sector remains limited to outreach activities or informal support. This indicates that social conflict management mechanisms have not fully implemented the principles of collaborative governance, namely the process of decision-making and resolving public problems through cooperation among various stakeholders.

This condition causes the potential for latent conflict to not be optimally detected because the conflict monitoring system is still limited to formal bureaucratic structures.

3. The Pentahelix collaboration model is able to strengthen the capacity for handling latent conflicts based on community protection.

This research shows that the Pentahelix approach involves five main elements, namely:

- 1) The government acts as a regulator and coordinator of social conflict management policies.
- 2) Academics play a role in providing scientific studies, social analysis, and early conflict detection models.
- 3) The business sector plays a role in supporting social stability through corporate social responsibility (CSR) programs and community economic empowerment.
- 4) Community members play a key role in early conflict detection because they are directly connected to social dynamics at the local level.
- 5) The media plays a role in disseminating accurate information and preventing the spread of information that can trigger social conflict.

This collaboration model is in line with the concept of collaborative governance which emphasizes the importance of cross-sector cooperation in solving complex public problems.

4. Integration of the concept of community protection is an important foundation in handling social conflicts.

The concept of community protection (Linmas) is not only concerned with security aspects, but also encompasses preventive efforts to maintain peace and social order. From a community protection perspective, social conflict management is carried out through three main approaches:

- 1) conflict prevention
- 2) early detection of conflict
- 3) participatory conflict resolution

This approach positions society as the main actor in maintaining social stability, while the government functions as a facilitator and policy coordinator.

5. This research produces an innovation model in the form of a Pentahelix-based Early Warning System for Social Conflict.

As a scientific contribution (novelty), this research develops a Pentahelix-based Early Warning System model for Social Conflict, namely an early detection system for social conflict that involves various stakeholders collaboratively.

This model integrates several main components, namely:

- 1) social dynamics monitoring system
- 2) community-based conflict reporting mechanisms
- 3) multi-party coordination in conflict management
- 4) utilization of media as a means of disseminating information
- 5) data-based social analysis and academic research

With this system, potential social conflicts can be identified early so that preventive measures can be taken before the conflict develops into open conflict.

Thank You Note

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