

## **ABSTRACT**

### **SETTLEMENT OF DISPUTES THROUGH THE MEDIATOR BY INDUSTRIAL RELATIONS DEPARTMENT OF LABOR BANDAR LAMPUNG CITY**

**By**

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The relationship between workers and employers do not always go smoothly , there are times when one or both parties neglect or do not meet rights obligations. With the non-fulfillment of the rights or obligations , may give rise to industrial disputes between workers and employers. Disputes can be resolved appropriately between each party through bipartite be undertaken by the Department of Labor Bandar Lampung based on consultation and consensus and will produce a joint agreement between the two sides. But often by the way is not found an agreement , so that disputes in bestowed upon a mediator to resolve by way of mediation. The problem in this research is how the implementation of the mediation and the function of mediator in resolving industrial relations disputes and what are the drivers and inhibitors in the effectiveness of mediation in resolving industrial relations disputes.

This research was conducted through a normative and empirical approach to the primary and secondary data , wherein each of the data obtained from the research literature and field. Analysis of the data described in narrative form sentences which are then based on the facts of a special nature can be deduced.

The results showed that in order to avoid disputes both employers and workers must carry out the obligations and rights under the Act and the Employment Agreement applicable. In the implementation process of the settlement of industrial relations can be done by trying to give priority to peace mediation because by consensus and provide advice in the form of advice and treatises. Some driving factor in the settlement is the good faith of the parties to resolve the dispute , while the inhibiting factor is the two sides who still give priority to emotions.

**Key words : Mediation , Industrial Dispute Settlement**