

## SOCIAL GUIDANCE TO INCREASE SOLIDARITY BETWEEN EMPLOYEES OF DIFFERENT RELIGIONS

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### Abstract

This research aims to find out how social guidance is carried out to increase solidarity among employees of PT Matahari Department Store Medan who have different religions. The method used is the qualitative case study method. Data collection techniques include observation, interviewing, and documentation. Data analysis is done through data reduction, presentation, and collection. The results show that social guidance to increase solidarity among fellow PT Matahari Department Store Medan employees is conducted through recitation and consecration. Recitation is carried out for Muslim employees and consecration for non-Muslim employees, where forms of solidarity are carried out by respecting and respecting fellow religions and those of different religions, not insulting friends of different religions, helping each other, and having a sense of caring and accepting input or opinions from other employees. This social guidance can foster a healthy and harmonious work environment and bring the company to its desired target.

### Keywords

Employees of Different Religions, Social Guidance, Solidarity, PT. Matahari Department Store Medan



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## INTRODUCTION

The phenomenon of social solidarity is often found in the context of social life, both in the school environment, the home environment, the family, and even in the world of work or companies. The company is a world full of forms of solidarity between employees, whether among fellow employees of the same religion or different religions (Nuryanto, 2014). If you look at the growing times and the development of the digital world, the sense of solidarity is increasingly lost, especially between coworkers, employees, and superiors. In a company, it is very important to have solidarity because solidarity will create good and strong teamwork within the company (Hikmawati, 2012).

When viewed from observations and field facts, researchers take the main problem from the background of PT Matahari Department Store Medan in terms of religion and coworkers between fellow employees or superiors with employees. Experiencing gaps because they are less able to present and be responsible for their respective tasks or are more concerned with personal than work teams, so the sense of helping, respecting, and respecting each other is not so good. It is often found that companies still apply the seniority system in terms of work, lack of embracing and creating solidarity among coworkers, both superiors to employees or with fellow employees.

Solidarity occurs because of the influence of interactions in it carried out by each employee with his work group. This is due to personal interests and shared interests to achieve the desired goals. In this case, a social relationship between the two parties or more is established. Religious differences occur among employees of PT Matahari because the company is a large company with a recruitment system without seeing the religious background, but they see the ability of the individual, which causes many employees of different religions at PT Matahari. Employees of PT Matahari Department Store Medan who have different religions have an attitude of mutual help and responsibility to work together in a job and respect each other regarding the religion they profess. It's just that sometimes employees have differences of opinion between each other, and misunderstandings still often occur in terms of managing marketing strategies and still have the nature of each ego in achieving personal interests.

According to the KBBI, solidarity is the nature of feeling loyal friends, the fate that is mutually helpful and respectful (KBBI, 2016). The solidarity referred to in the company takes the concept of Emile Durkheim quoted in (Kamirudin, 2006). Solidarity emphasizes the state of relationships between individuals and groups and underlies mutual attachment in life supported

by moral values and beliefs that live in society. The tangible manifestation of a shared relationship will give birth to an emotional experience, thus strengthening the relationship between them (Thompson, 2002). Regarding solidarity, social guidance is present to provide direction that aims to help fellow employees to be able to strengthen solidarity in the world of work. Social guidance can be said to be guidance or support provided in dealing with and resolving a social problem in the form of relationships, resolving conflicts, and how to adjust well to their environment (Fahrudin, 2020; Tohirin, 2007).

Previous research conducted by Susi Afriyani explained that social guidance refers to the process of assisting individuals in dealing with social problems, including interactions with others related to increasing solidarity between Winduaji village youths resulting in the form of cooperation and cooperation (Afriyani, 2019). In addition, Rasma also explained that in increasing solidarity between non-Muslim youth in Toraja Village, solidarity results in mutual respect and respect for each other's religions and worship of their religion (Ramadhani, 2022). On the other hand, Mulya Ramadhani explained that solidarity cooperates and respects fellow elderly people (Ramadhani, 2022). In addition, Kania Puspita also found that the form of solidarity creates social values, tolerance, and cooperation towards students it is leading to a positive form of solidarity (Kinasih & Dahliyana, 2018). On the other hand, according to Zulamri, social guidance provides a form of solidarity for oneself to be able to place oneself wherever and whenever to appreciate and respect each other (Zulamri, 2020).

Based on the previous studies above, it provides an update on this research. It can be seen in terms of the objects studied. Previous studies focused on students, themselves, the elderly, and adolescents. This study focuses on those who work in companies and have different religions. On the other hand, it can also be seen in terms of methods, previous researchers used qualitative methods, literature. This study uses qualitative but with a more in-depth and detailed analysis and focuses on the problem under study to different religions in the company in Medan. Related to the title of social guidance to increase solidarity between religions in the company is still limited, so researchers are interested in researching this title which aims to find out how social guidance can increase solidarity between fellow employees of different religions at PT Matahari Department Store Medan.

## **METHOD**

The method used in this research is a qualitative method of case study type, in the form of oral data from informants and observed behavior (Lexy J. Moleong, 2012). This research will describe social guidance to increase solidarity among employees of different religions at PT Matahari Department Store Medan at the Medan Fair branch.

The location of this research at PT Matahari Department Store Medan at Medan Fair branch Jl. Gatot Subroto No. 30, Kec. Medan Petisah, Medan City took place from February 23 - March 15, 2023. The data sources used in this study are primary data, namely direct data sources from observations and interviews, and secondary data obtained from literature and official websites in the form of journals, books, theses, and others. The research subjects consisted of 10 subjects who were nine employees, and 1 Supervisor HRD (Human Resource Development). Data collection techniques were conducted using observation, interview, and documentation techniques.

Interviews are conducted face-to-face between researchers and interviewees by asking oral questions related to the study to be researched to strengthen the results of the research, to obtain data related to the implementation of social guidance to increase solidarity between employees of different religions at PT Matahari Department Store Medan at Medan Fair branch. Observation is by observing the implementation of social guidance and how solidarity exists between employees of different religions at PT Matahari Department Store Medan at the Medan Fair branch and documentation is data obtained from PT Matahari Department Store Medan at the Medan Fair branch in the form of photos, archives, and etc.

Furthermore, it is analyzed using data reduction, data presentation, conclusion drawing, and verification. Data reduction, researchers reduce data related to the social activities of employees of different religions at PT Matahari. Then at the data presentation stage, researchers present data on social guidance to employees of PT Matahari. Furthermore, the conclusion drawing is done by critically analyzing the social guidance activities of employees of PT Matahari with the social guidance discourse. At this stage, researchers also juxtapose several other relevant research results (Sugiyono, 2021).

## FINDINGS AND DISCUSSION

### Findings

Based on the results of interview observations on ten interview informants related to social guidance to increase solidarity among employees of different religions at PT Matahari Store Medan, the results are as follows :

**Table 1.** Social Guidance to Employees of PT. Matahari Departement Store

No.	Informant	Position	Religion	Results
1.	MY	Supervisor HRD	Kristen	Activities that are usually carried out to increase solidarity among employees are 1. With recitations and services (religious activities) 2. Muslim employees pray, then other employees of different religions help in backing up the counter area.
2.	MWZ	SPG	Kristen	1. Forms of solidarity reminding friends when it's time to worship and backing up their counter area 2. Not insulting and denouncing the teachings of other religions, still getting along without discriminating between religions, and respecting each other. 3. Trusting each other, helping each other, respecting every difference of opinion
3	BLGL	Sales Associate	Kristen	1. Forms of solidarity to help back up a friend's counter area during prayer time. 2. Appreciate and respect friends of different religions 3. Respecting major celebrations of other religions. One example is exchanging shifts at work during the celebration of other religions. 4. Reminding each other of positive things and always establishing good communication with other coworkers
4	SWN	Sales Associate	Islam	1. Respect the religious practices of our friends of different religions 2. Not criticizing the beliefs of friends of different religions 3. Respecting religious activities when celebrating holidays of other religions 4. Appreciating and accepting input from friends of different religions.
5	WPH	Sales Associate	Islam	1. Maintain peace when Christians are doing PA (Friday worship). 2. Reminding them to worship on Sundays and other spiritual activities. 3. By not looking at different religions.

6	S	Visual Merchandising	Islam	<ol style="list-style-type: none"> <li>1. Regardless of ethnicity, religion, and race</li> <li>2. Greet each other and have good manners</li> <li>3. Respect each other despite different religions</li> </ol>
7	N	SPG	Kristen	<ol style="list-style-type: none"> <li>1. Guarding a friend's counter when they have permission to pray</li> <li>2. Appreciate and respect friends of different religions when Muslim coworkers are fasting, so I take care of them when eating in the break room when the break room is not too noisy because it is next to the prayer room.</li> <li>3. Respect for fellow human beings without having to look at backgrounds or religious beliefs</li> </ol>
8	M	Supervisor Area	Islam	<ol style="list-style-type: none"> <li>1. Respect when there are Christian spiritual activities</li> <li>2. Allowing Christian spiritual activities to take place and not discussing religion during gatherings.</li> <li>3. Not looking at ethnicity, religion, and race at work</li> </ol>
9	MT	Admin Expedition	Kristen	<ol style="list-style-type: none"> <li>1. During morning worship every Friday, we take turns helping to clean up, and we take turns taking days off during religious holidays.</li> <li>2. When there is worship in the area, it does not interfere, and when there is a Friday prayer, you can take over the work temporarily.</li> <li>3. Mutual respect and understanding</li> </ol>
10	DBT	Technician	Islam	<ol style="list-style-type: none"> <li>1. Help if someone asks for help regardless of the religious background of the person who wants to be helped.</li> <li>2. Respect religious activities carried out by other religions.</li> <li>3. Appreciate and accept input on differences of opinion from friends of different religions</li> </ol>

Based on the results as shown in Table 1 that in increasing solidarity between fellow employees of PT Matahari Department Store who have different religions, namely by respecting each other and respecting the religion they adhere to, helping each other or working together, helping each other to help employees when they are praying or worshipping and not criticizing each other and cooperating between the two parties.

## Discussion

Social guidance is guidance or provision of assistance in handling and solving social problems that occur in an individual, such as resolving conflicts between friends, self-adjustment, relationships, and others (Tohirin, 2007). Social guidance aims to help individuals solve their social problems (Yusuf & Nurihsan, 2009). This social guidance is given by the work team leader to his employees to achieve increased solidarity between employees in that place.

As done by a Supervisor HRD (*Human Resource Development*) PT. Matahari Department Store Medan, with the initials MYS, revealed that to increase solidarity among employees of different religions, routine recitation and consecration activities are carried out every Friday. Spiritual activities are all forms of planned and controlled activities in order to instill religious values, which can be done individually or in groups. Religious behavior is any action, statement, or action taken for the sake of belief in God, teachings, worship, and obligations related to a belief. (Fauzi, 2016; Hizbullah & Saragih, 2022; Simamora, 2021). For example, in this company, religious activities for Muslim employees are the existence of an Islamic spiritual recitation, and for employees with other religions, there is a Christian spiritual to increase solidarity between people where it brings about cool themes to respect and respect each other and togetherness is a form of organizational life. The togetherness that is built from these activities is to work well together to bring the company to the desired target. (Al-Hasan, 2018; Ramadhani, 2022).

In addition, forms of solidarity can be done by helping as when Islamic employees pray, non-Muslim employees help to guard the counter. As expressed by one of the employees of PT Matahari Department Store with the initials BLGL, he revealed that the form of solidarity that is carried out is by working together and helping to back up a friend's counter area when they want to pray, respecting and respecting friends of different religions respecting the big celebrations of other religions, one example is exchanging shifts at work during the celebration of other religions which aims to help employees of different religions to be able to celebrate their holidays in quiet with their families.

This study refers to previous research, which reveals that there is a form of solidarity in employees who cooperate in the company, namely cooperation to take turns keeping shifts for certain purposes (Soekanto, 2006). Cooperation is carried out by employees of different religions to create a team that provides a big advantage in selling their brand, either as employees or leaders. (Dila, 2022).

In addition, to helping and cooperation (Rolitia et al., 2016). Helping is an action intended to benefit another party. This behavior can also be interpreted as an activity that provides more benefits to others than to oneself, even occasionally carrying risks for the helper (Putra, Bahtiar, 2016; Sarwono, 2009). An example of helping done by employees of different religions in this company is when there are Muslim employees who perform prayers, and other employees help to back up the counter area. This help can be in the form of financial support or personal attention within the team.

There is another side, namely not criticizing or insulting friends, not looking at race and religion, and accepting input and opinions of fellow employees, which are used to make a good work team (Dila, 2022). As expressed by M and DBT as employees of PT Matahari Department Store, the form of solidarity that he does is not to demonize and insult friends who have different religions from me and just be friends with them even though they are not of the same religion, race or tribe and respect other people's opinions and accept input while it is good and constructive.

As the above expression is in line with previous studies that the form of solidarity can be done by giving a sense of care. Caring is a behavior related to individuals in general, and empathy for all individuals in assisting others (Wojowasito & Poerwadarminta, 1980; Shalihah, 2017). On the other hand, various forms of social solidarity, such as helping each other, establishing a friendship, cooperating, trusting each other, and accepting other people's opinions (Purnamasari, 2015; Soyomukti, 2016).

## CONCLUSION

Based on the explanation that has been presented above, it can be concluded. With the social guidance provided, it can increase solidarity between fellow employees of PT Matahari Department Store who are of different religions, with activities that are usually carried out religious activities such as Islamic spirituality and Christian spirituality. Spiritual activities in the form of recitation are carried out for Muslims and consecration for non-Muslims, where there are forms of solidarity carried out by respecting and respecting fellow religions and different religions, not insulting friends of different religions, helping each other, caring, helping and accepting people's input or opinions. With social guidance, it can create a healthy and harmonious work environment and bring the company to the desired target.



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