

ABSTRAK

Strategi resolusi konflik yang dijalankan oleh perusahaan multinasional Shell dalam merespons dampak tumpahan minyak di Nigeria sepanjang 2011 hingga 2024 menunjukkan pendekatan yang berlapis dan adaptif. Perusahaan menghadapi berbagai bentuk konflik dengan komunitas lokal, terutama di wilayah Delta Niger, yang terdampak secara ekologis, sosial, dan ekonomi akibat aktivitas eksploitasi minyak. Perusahaan mengombinasikan negosiasi, mediasi, dan adjudikasi dalam menghadapi tuntutan komunitas lokal, khususnya di wilayah Nigeria yang terdampak secara ekologis, sosial, dan ekonomi. Pendekatan ini mencerminkan upaya untuk meredam ketegangan sambil mempertahankan legitimasi operasional di tengah tekanan publik dan hukum. Konflik antara Shell dan komunitas lokal mencerminkan kompleksitas hubungan antara korporasi, lingkungan, dan masyarakat sipil di kawasan yang kaya sumber daya namun rentan terhadap degradasi ekologis dan ketidakadilan sosial. Keberhasilan strategi resolusi konflik korporasi sangat bergantung pada keterbukaan, transparansi, dan keberpihakan terhadap keadilan ekologis dan sosial.

Kata kunci: resolusi konflik, Shell, tumpahan minyak, Nigeria, komunitas lokal, strategi perusahaan

ABSTRACT

The conflict resolution strategy implemented by the multinational company Shell in responding to the impact of the oil spill in Nigeria from 2011 to 2024 shows a multi-layered and adaptive approach. The company faced various forms of conflict with local communities, especially in the Niger Delta region, which was ecologically, socially and economically impacted by oil exploitation activities. The company combined negotiation, mediation and adjudication in dealing with local community demands, especially in areas of Nigeria that were ecologically, socially and economically impacted. This approach reflects an effort to reduce tensions while maintaining operational legitimacy amid public and legal pressure. The conflict between Shell and local communities reflects the complexity of the relationship between corporations, the environment and civil society in a region rich in resources but vulnerable to ecological degradation and social injustice. The success of a corporate conflict resolution strategy depends heavily on openness, transparency and a commitment to ecological and social justice.

Keywords: conflict resolution, Shell, oil spill, Nigeria, local communities, corporate strategy