



SANGKÉP:

Jurnal Kajian Sosial Keagamaan

DOI: 10.20414/sangkep.v2i2.

p-ISSN: [2654-6612](#) e-ISSN: [2656-0798](#)

Sangkep
Jurnal Kajian Sosial Keagamaan

ADVISORY AGENCY MEDIATION EFFORTS FOR MARRIAGE PRESERVATION (BP4) IN DIVORCE PREVENTION AT THE MEDAN DENAI RELIGIOUS AFFAIRS OFFICE

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Keywords:

*BP4, Mediation,
Extension, Divorce*

Abstract

This research aims to examine the role of BP4 in the KUA of Medan Denai District, the mediation efforts undertaken, as well as the obstacles and opportunities for successful mediation. The qualitative method used is descriptive research which aims to describe symptoms, incidents or incidents that are currently occurring. The research was conducted at KUA Medan Denai District. The research topic was selected using a purposive sampling technique by considering certain aspects or criteria. Subjects are people who provide information to researchers. Data collection techniques used include observation, interviews and documentation. The research results show that the role of BP4 in KUA Medan Denai District is to resolve family problems in order to achieve a *sakinah mawaddah, warahmah* family life by reducing prejudice and egoism of each partner. Mediation efforts are carried out at certain stages with guidance provided by an instructor. Obstacles in conducting mediation include the absence of one of the parties and difficulty controlling emotions, while the opportunity for success in BP4 mediation is the availability of infrastructure and instructors who have knowledge and experience.

Vol. 7, No. 01, 2024

 [10.20414/sangkep.v2i2](https://doi.org/10.20414/sangkep.v2i2).

Submitted: May 6th, 2024

Accepted: July 6th, 2024



A. INTRODUCTION

Every marriage not only depends on the fulfillment of biological needs between male and female individuals, but also reflects the natural course of human life. Based on Article 1 of Marriage Law no. 1 of 1974, marriage is a physical and spiritual union between a man and a woman as husband and wife, with the main goal being to create a happy and eternal family. Belief in God Almighty supports this (Santoso, 2016). Even though the goal of marriage is to establish a happy and lasting family, married life is often plagued by problems that create conflict between husband and wife, which can lead to divorce. Therefore, before deciding to end the marriage, the couple It is best to try to resolve existing problems and conflicts in order to avoid divorce. However, if no solution is found, then divorce may be an alternative that must be considered.

Divorce is the legal end of the marriage bond. Apart from symbolizing the end of a husband and wife relationship, divorce also brings a number of problems that the divorced couple and their children must face in the community and region where the divorce occurs. This includes emotional, economic, social dimensions and official recognition from society (Fachrina, Sri Meyenti, 2017). In Islamic law, divorce is justified and permitted if the divorce brings better conditions than remaining in a marriage bond in which there is physical and psychological torture. Even though the purpose of marriage is to achieve *SAMARA* (*sakinah, mawaddah, warahmah*), of course the happiness of marriage will not be found if it is born of coercion. Forcing happiness is not happiness that comes from oneself, so it will become a burden in itself that results in suffering. That's why Islam does not bind marriage to death, but it also does not make divorce easier (Yasniwati, 2023).

The causes of divorce in Indonesia have become increasingly varied in the last decade. It's not just one sector that causes divorce, but in several locations, the family situation declines so that couples decide to end their marriage. Factors that can cause divorce include economic aspects, poor communication, the presence of a third person or infidelity, and socio-cultural factors (Manna, Doriza, & Oktaviani, 2021).

Divorce occurs as a result of unresolved marital problems. Marriage problems are a normal thing in human life and often cannot be avoided. This happens because marriage brings together two individuals, each of whom has different characters, beliefs and cultural backgrounds. Therefore, husband and wife need to adapt to these differences to form a *sakinah* family that can be obtained through *mawaddah wa rahmah*. This adjustment process sometimes causes clashes, disputes, tensions, which if not resolved will lead to divorce (Munawara, Hasan, & Ardiansyah, 2021; Yasniwati, 2023).

Furthermore, in resolving conflicts or disputes (cases), the parties usually always reach an agreement to try to find an appropriate solution (Paryadi, 2021). If each of them is unable to resolve their differences to restore family harmony, then the presence of a third party as *Hakam* (mediator) is needed. avoid worse disputes between each other as stated by Allah SWT in the Al-Quran surah an-Nisa [4]: 35.

Translation: "And if you are worried there is a dispute between both, then send a *hakam* from the man's family and a *hakam* from the woman's family. If the two *hakam* people intend to make improvements, Allah will surely give *taufik* to the husband and wife. Indeed, Allah is All-Knowing, All-Knowing" (Ministry of Religion, 2019). In some cases, disputes can be resolved peacefully by both parties, but sometimes they require intervention from the other party. In Islam, there is a concept of mediation that is used to resolve problems. Mediation can be carried out informally by the couple or family by involving the legal rights (Marwa, 2021). Mediation is an alternative method for resolving conflicts with the help of a neutral and fair third party. The aim is to direct the parties to find solutions that benefit all (Matsum, Siregar, & Marpaung, 2022). In fact, Islamic law has known solutions such as mediation or *tahkim* to resolve domestic problems for a long time.

To make mediation easier and increase efficiency, institutionalization is needed through the Marriage Preservation Development Advisory Board (BP4) which operates in every religious office (KUA) (Paryadi, 2021). BP4 is an institution legally inaugurated by the government based on Decree (SK) of the

Minister of Religion Number 85 of 1961 which appointed BP4 as the only institution that specifically provides marriage counseling and divorce prevention. Its responsibilities include counselling, counseling and mediation for those who are preparing for marriage (pre-marriage) or experiencing marital difficulties (Jannah, 2023).

The government hopes that BP4 can help restore peace in families experiencing problems, so that divorce can be avoided (Rosikhoh, 2015). Guidance is very necessary as reinforcement through advice, as contained in a hadith, namely:

Translation: "There are six rights of a Muslim towards fellow Muslims, namely, if you meet him then say hello, if he calls you then fulfill it, if he asks you for advice then advise, if he sneezes and says Alhamdulillah then recite Yarhamukallah (may Allah have mercy on you), if he is sick then visit him, and if he dies then deliver (his body)" (HR Muslim).

Previous research discussing mediation efforts by the Conservation Development Advisory Board (BP4) in preventing divorce is included in the latest article written by Paryadi (2021) and published in the journal *Ulumul Syar'i*. This article identifies the factors that contribute to BP4's lack of effectiveness and offers urgent solutions. The research results show that currently BP4 is not yet effective in carrying out its role, which is partly caused by several factors: (1) BP4's isolated position which is different from religious courts in resolving divorce cases, (2) Lack of financial support from the government to BP4, and (3)) Lack of public understanding of the function of BP4. This research suggests that the resolution of divorce problems, in accordance with Marriage Law no. 1 of 1974 Article 39, must be carried out by a judge in a religious court and requires updates in the understanding and application of sharia law. Public awareness of the important role of BP4 also needs to be increased

Apart from that, there is other research reported in the article by Mailisa Wulandari et al. (2023) entitled "Implementation of Mediation Services for the Marriage Development and Preservation Advisory Board (BP4) in the KUA Kuranji District, Padang City" was reported. This research examines how mediation services function in the KUA Kuranji District, Padang City by

examining three aspects, namely planning, implementation, evaluation and follow-up of mediation services.

Darmawati H and Hasyim (2020) conducted research on "Effectiveness of BP4 Counselors in Reducing Divorce Rates in Makassar City" and found that the increase in divorce in Makassar City was caused by husbands' lack of responsibility for living, domestic violence, and infidelity triggered by social media. Even though BP4 extension workers have worked optimally, they still face several obstacles. Overall, the effectiveness of BP4 extension workers in reducing the divorce rate in Makassar City is still not optimal.

Furthermore, Fitri Miftahul Jannah and colleagues (2023) conducted a study on "The Role of the Marriage Development and Preservation Advisory Board in Domestic Conflict Management". The research results show that BP4's role in reducing the number of disputes that lead to divorce is not optimal because it faces several obstacles in the field.

The research conducted by Rina Yuliani, Ahdiyatul Hidayah, and Muhammad in an article entitled "The Role of BP4 in Minimizing Divorce During the Covid-19 Pandemic at the Banua Lawas District Religious Affairs Office" published in the Indonesian Journal of Social Technology describes the role of the Conservation Development Advisory Board Marriage in minimizing divorce and several factors that influence the occurrence of divorce in Banua Lawas District during the Covid-19 pandemic. The results of this research show that BP4's role is in minimizing the occurrence of divorce by carrying out several activities such as prospective bride and groom courses, providing pre-marital education, and improving sakinah family development. BP4's other role is also in matters mediation, consultation and marriage advocacy as an effort or way to minimize the occurrence of divorce in the Banua Lawas District Religious Affairs office. Factors causing divorce in Banua Lawas District during the Covid-19 pandemic include unstable economic problems in a family, the presence of a third person, reduced communication between partners and domestic violence (Yuliani, Hidayah, & Muhammad, 2022).

The results of previous research and current research have similarities and differences. This research has similarities with previous research regarding the topic of discussion regarding the Advisory Board for the Development and

Preservation of Marriage (BP4). However, the location of the research location is different from previous researchers. The author conducted research at the KUA Medan Denai District. The main problem researched by the author is different from previous researchers. The main problem of this research includes the role, efforts, obstacles and opportunities for success of BP4 in KUA Medan Denai sub-district. Currently, the divorce rate is increasing, so further research is needed regarding efforts to prevent divorce.

Therefore, the aim of this research is to determine the efforts made by counselors at the Advisory Board for the Development of Marriage Preservation through mediation in preventing divorce, especially for couples who have formed a household. The benefit of this research is that it can provide information about the role and efforts made by BP4 as well as the obstacles and opportunities for success found in the mediation process carried out to prevent divorce in society.

B. METHODS

This research uses a qualitative method which is descriptive research. Descriptive research is research that aims to describe an indication, event or events in the current period (Abdussamad, 2021; Sugiono, 2021). This qualitative method can explain data more original and objectively based on facts in the field. This research was carried out at the KUA Medan Denai District which is located on Jalan. Raya Medan Tenggara, Medan Tenggara, Medan Denai District, Medan City. There is also a research period is from January 30 to February 20 2024.

There are also informants in this research, namely Mr. Yakhman Hulu, MI KOM as Head of KUA and Head of BP4 who is willing to openly and voluntarily share data that suits the data needs of researchers, Mr. Ibnuh Salim, S. HI as a BP4 officer or instructor and Mr. husband and wife. (HF) and Mother (IR) who had carried out mediation.

The information collection methods used in this research include observation, interviews and documentation methods. The data obtained during the research, both primary and secondary information, is then processed and analyzed using qualitative analysis methods with techniques according to Miles and Huberman, after that presenting the results descriptively, namely by explaining, explaining based on cases that are closely related to the research This.

After the analysis, the validity of the data was checked using triangulation in the form of source and time (Sugiyono, 2018).

C. RESULTS AND DISCUSSION

1. The role of the Marriage Preservation Development Advisory Board (BP4)

According to Soekanto, a role is a dynamic aspect of status, if a person or several people or organizations carry out rights and obligations in accordance with their role, so that he or they or the organization has carried out a role (Yohamintin, 2023). Position is part of the main duties that must be carried out. After that, Sarjono Arikunto gave the meaning of position as the attitude of a person or institution that has meaning for social structure (Harahap & Khoerul Anwar, 2017).

BP4 is an abbreviation for the Marriage Advisory, Development and Preservation Agency, a trusted social and religious organization that collaborates with the Ministry of Religion and related government and non-government institutions to establish the Sakinah Mawaddah Warahmah family (Muthoharoh, et al, 2022). In the current era of widespread divorce, BP4's attitude is important to provide encouragement to families in realizing Sakinah Mawadah Warahmah so that all family members follow the teachings religion properly and correctly and have moral character (Yuliani et al., 2022).

Theoretically, the main goal of BP4 is to maintain the integrity of the family and lead it to a happy and successful life. Meanwhile, practically BP4 functions as a national character as well as the community's maximum efforts in marriage, conflict and divorce counseling, as well as support for several Ministry of Religion problems and enabling the formation of dream families (Hariyani, 2012).

As a partner of the Ministry of Religion, this organization aims to organize marriage classes, marriage education, premarital and postmarital education. In 1961, BP4 was recognized as an organizational forum that attempted to reduce divorce. The main tasks and functions of BP4 remained unchanged along with the implementation of Law no. 1. In 1974 the aim of BP4 was to create a prosperous, independent society, improve the quality of marriage

in order to create happy Indonesian citizens and nation, physically and mentally prosperous (Sholahuddin Ashani, 2021). BP4 is within the Ministry of Religion, precisely under the Directorate of Religion and Sharia Development. In the Ministry of Religion there is a central BP4 which oversees BP4 at the provincial level, then BP4 at the city level, with the smallest jurisdiction at the sub-district level in each Religious Affairs Office (KUA). BP4 was created as a form of care and concern for the quality of Muslim marriages in Indonesia.

The role of the Marriage Preservation Development Advisory Board at the Medan Denai District KUA in carrying out its functions is also based on the vision and mission. The results of the presentation by the Head of the Office of Religious Affairs are that the vision and mission of BP4 in KUA Medan Denai sub-district is an effort to resolve family problems in question to regain peace by reducing the prejudices and egos of each partner in order to think about children or generations and a harmonious household life, *mawaddah, warahmah*. It is hoped that the parties can unite to reconcile so that they can continue family ties in the future (Yuliani et al., 2022).

Position of the Advisory Board for the Development and Preservation of Marriage closely related to marriage, such as providing advice, providing guidance and assisting in the preservation of marriage. BP4 functions as a place or institution that provides consultation and mediation to married couples who are facing problems in the household. Through their role as counselors or consultants, BP4 provides advice and helps couples find solutions to overcome family problems. Conflicts that occur within the family can be helped in resolving them, so that they do not drag on and do not end in divorce (Jamilah, 2019).

2. Mediation Efforts by the Marriage Preservation Development Advisory Board (BP4) at the KUA Medan Denai Distric

Mediation is an appropriate and effective way of resolving disputes in the household and can provide wider access to the conflicting parties with the aim of obtaining a resolution of the problem that satisfies both parties and is fair. With successful mediation, peace emerges, the disputing parties get the benefits previously agreed upon. Peace does not only focus on the legal aspects, but both parties to the dispute benefit from the agreed choices. That peace prioritizes the

humanist side and the desire to help each other and share between the two disputing parties, with this peaceful decision there is no winner or loser, but there is a decision that is a win-win solution (Sihombing, 2021)

Marriage is not just about seeking pleasure or status, but also about achieving blessings and glory. The purpose of marriage is not only to obtain physical and emotional happiness, but also to increase worship and devotion to Allah SWT. A marriage that begins with sincere intentions and love is based on willingness to produce feelings of happiness, affection and blessings (Lubis & Asry, 2022).

From the research findings, it appears that the Marriage Preservation Development Advisory Board (BP4) remains committed to the goals of its vision and mission in carrying out mediation between disputing parties with the aim of preventing divorce. The aim of mediation carried out by BP4 in Medan Denai District is so that disputing parties can achieve peace with the help of guidance from counselors, so that they can understand each other, be willing to give in, reduce ego, prejudice and anger, in order to restore or improve family life. that have been formed or initiated previously.

The Marriage Development and Preservation Advisor has the responsibility of providing guidance and guidelines to strengthen Muslim families so that they can carry out family roles well in everyday life. This is in accordance with Article 6 of BP4's Articles of Association which stipulates BP4's efforts and commitment in providing guidance and information regarding marriage, divorce, divorce, reconciliation to the community or groups (Sumiati, 2018).

The requirements for carrying out BP4 mediation at the KUA Medan Denai District are: first, the existence of disputing parties, consisting of husband and wife. Second, the couple must have official identification such as a KTP and Family Card, as well as proof of marriage that shows the legitimacy of the couple in the marriage such as a marriage certificate. Third, there is a family who can accompany or support both parties in a dispute. This requirement is an administrative provision that must be fulfilled.

The mediation procedure at BP4 KUA Medan Denai District always follows the same steps as in other cases, in accordance with the Standard Operating Procedures (SOP) that have been established to handle mediation

requests submitted by one of the couples or family members to BP4 KUA Medan Denai District. Several stages or mechanisms applied in implementing mediation by BP4 Medan Denai District are:

- a. There is a report by one of the husband, wife or family members.
- b. Identifying the problems of the parties to the dispute. Counselor first identify the problem being raised, if the problem is worthy of mediation it will be continued. But, if the problem is not suitable for the mediation process because the main problem is not met, it will be returned to the family. If it meets the standards or is suitable for the mediation process, then make a plan.
- c. Make a mediation plan. The instructor makes a plan starting from the couple's commitment to be mediated, followed by determining the schedule in the form of date, day and place.

At BP4 at the Medan Denai District Religious Affairs Office, before the mediation process is carried out, both parties will be summoned or notified in advance to be able to attend the mediation which will be led by a counselor or BP4 officer at the specified time, day and hour. BP4 counselors always try to achieve peace between the two parties in every problem that occurs during mediation. The process steps carried out by BP4 counselors at KUA Medan Denai District when conducting mediation include:

- a. Starting with an introduction. When starting the mediation process, the counselor BP4 provides an introduction to provide a general overview and objectives of the mediation activity.
- b. Melting the situation. This step aims to mitigate tension and reduce the emotions or anger of the parties in conflict.
- c. Doing *taaruf* or introduction. BP4 instructors introduced themselves first and explain their role in the mediation, then direct the introduction of the husband and wife who are experiencing problems, followed by an introduction to the parties present in the mediation to better understand all parties involved.

- d. Provides spiritual encouragement. The instructor provides lectures a brief religion about the Islamic view of the family and provides learning and views about domestic life.
- e. Discuss the essence of the problem. In this stage, BP4 extension workers are on duty to identify problems from each party. The instructor provides first an opportunity for the party who feels disturbed or has objections to express the problem openly and honestly, followed by a response from the other party to provide clarification or personal opinion.
- f. Convey a point of view. Once the problem is revealed and an understanding of the background of the problem is obtained, the counselor provides views on the problem and directs a resolution based on agreement and commitment from both partners to achieve peace by mutual forgiveness and reconciliation.
- g. Make a commitment agreement or peace. Counselors assist in making a peace agreement that is known to all parties involved in mediation, without forcing a decision to reconcile if the parties still want to divorce.

Other research also found that the guidance provided by BP4 counselors at KUA Medan Denai District during mediation played a very important role for the parties facing this problem. This guidance aims to help couples who previously agreed to separate to return to the right path, namely to reunite, reconcile, and continue the family journey that has been built previously towards a *sakinah, mawaddah, warahmah* family in the future.

Therefore, the role of counselors is very important in efforts to reduce conflict or reconcile disputing parties and prevent divorce. In providing this guidance, the counselor conveys materials such as family jurisprudence, family dynamics experiencing problems, deliberation to reach an agreement, and ways to resolve problems so that each couple can introspect themselves by reducing selfish attitudes, improving behavior, avoiding past mistakes by do not repeat the mistake again, and pay attention to your partner's wishes. Family Fiqh refers to laws related to aspects of family life, including laws regarding marriage, divorce and matters related to them (Lubis & Asry, 2022).

The concept of deliberation in Islam is the basis of the principle of equal rights and obligations to human life. Deliberation to reach an agreement is a teaching that is always emphasized in Islam when facing and resolving problems. By using deliberation to reach an agreement, it is hoped that brotherly and familial relations will be maintained between the disputing parties, and can increase harmonious relations between them (Marwa, 2021).

However, not all mediation cases are successful in reaching a peaceful agreement or making the best decision. This is in accordance with the results of an interview with the Head of KUA, Mr. Yakhman Hulu, MIKOM, who stated that:

"In carrying out the mediation initiated by BP4 at the KUA Medan Denai District, the results cannot be said to be 100%. This is because both parties are still trapped in anger, unable to forgive each other, and infidelity so that only divorce is desired. The results of the mediation are "What has been done so far is not 100%, although in fact there are those who have agreed to continue the journey of family life by considering the benefit of the children and offspring they already have" (Interview 15 February 2024).

If husband and wife are able to achieve peace in the family and succeed in avoiding divorce, the goal is to achieve satisfaction in marriage in accordance with Islamic values. This satisfaction includes feelings of happiness, joy over pleasant moments with your partner, as well as the strong desire of each partner to live a harmonious life together (Saliyo, Sanusi, & Putri, 2020).

3. Dialogue on Obstacles and Opportunities for the Success of BP4 Mediation in KUA Medan Denai District

a. Obstacle

While carrying out the mediation process does not always run smoothly, it is possible that several obstacles may be encountered. This is based on the results of interviews conducted by a BP4 instructor at KUA Medan Denai District, namely:

"The mediation carried out is an initial step in the process provide guidance or solutions to disputes experienced by husband and wife so that divorce does not occur. In this case, it does not rule out the possibility of obstacles in the implementation process" (Interview 12 February 2024).

Another finding was that there was one party who was unable to attend the mediation process, which was an obstacle experienced by BP4 in the KUA of Medan Denai District. When providing information regarding the mediation process being carried out, there were couples who were not present at the appointed time. The background to the absence of one of the parties in the mediation process is that his emotions are still not normal, after that he has a busy work schedule so he cannot spare the time.

Therefore, after further investigation, the parties were not present because there were still emotions that had not subsided between each couple, making it difficult for them to meet. The location of the participants' residence is far away so that they require large transportation costs to come to the Medan Denai District KUA and families who are prohibited from coming to the mediation venue initiated by BP4 in the Medan Denai District KUA create obstacles in the mediation process.

When one of the parties is not present, the meeting schedule is always opened with a note from the Medan Denai District BP4 KUA instructor providing insights into good family life, as well as exploring information or data that is a problem and providing an opportunity to express opinions regarding problems that occur so that they can be followed up towards peace or vice versa.

The BP4 counselor reschedules the next meeting to conduct a second mediation session. If it has been agreed upon at the appointed time, he again invites the parties to attend the mediation that has been agreed upon. Another obstacle in the BP4 mediation process at KUA Medan Denai District is that the ego of each partner cannot be lowered or controlled, so the parties prioritize individual interests and not wanting to forgive your partner.

After that, the family really influences the mediation peace process, quite often it is found that the family influences a couple to divorce, previously this couple had the desire to reconcile and make peace, but because the family influences it, it makes things difficult and creates obstacles in the mediation process or problem solving.

In carrying out mediation, extension workers do not have a specific written format for mediation materials. In this case, it creates an obstacle to the mediation process, this can cause concern if the mediation materials that should be given to the party experiencing the problem are not delivered as they should be (Sumiati, 2018)(Abbas, 2011).

In solving problems, sometimes when making decisions, appropriate or fair solutions are not taken that are less acceptable or less satisfying than optimal or perfect solutions. Decision making in solving problems that is not optimal, rather than not closing it, may give rise to new problems that are more complicated than the initial problems (Lubis, 2021).

b. Chance of Success

Based on the findings, it can be concluded that the existence of adequate facilities can increase the chances of success of mediation carried out by the Advisory Board for the Development of Marriage Preservation at the KUA Medan Denai District. The facilities and infrastructure provided to mediation participants, such as tables, chairs, paper, pens and notebooks, are very important to facilitate writing, editing and storing relevant information.

Apart from that, the availability of competent and experienced human resources also plays a big role. At the Medan Denai District KUA, the Marriage Preservation Development Advisory Board has counselors or officers who have in-depth knowledge of the mediation process, *manaat* jurisprudence, family jurisprudence and other guidance. This is based on the results of an interview with Mr. Yakhman Hulu, S.Ag. MI Kom, who served as Chair of Medan Denai District, namely:

"At KUA, especially the management at BP4 are personnel who are very familiar with munakabat jurisprudence, understand family jurisprudence both in terms of knowledge and experience" (Interview 15 February 2024).

When an instructor better understands the individual background, both personal, social and the surrounding environment of both parties, this becomes an opportunity to increase success in mediation. With a deep understanding of the

client, the counselor can provide direction, guidance and material that suits the characteristics and problems faced by the client.

This allows parties to be more open in providing information about their problems without feeling pressured, and makes the conflict resolution process easier. Client openness in conveying information or complaints to the instructor is very important, because this helps the instructor in identifying the root of the problem.

When clients can express their opinions honestly, they are also better able to understand their partner's point of view. In this case, the instructor acts as a good listener, creating a sense of trust so that the client feels comfortable talking in detail and freely expressing his feelings, so that the instructor can make maximum efforts to solve the problem (Darmawati & Haddade, 2020; Hariyani, 2012).

D. CONCLUSION

The role of the Marriage Development and Preservation Advisory Board (BP4) at the Medan Denai District KUA is to resolve family conflicts with the aim of achieving peace by overcoming the personal attitudes and egos of each individual, so as to create a harmonious relationship based on Islamic teachings, namely love, peace and mutual respect so that can re-form a *sakinah mawaddah, warahmah* family. BP4 in an effort to mediate between problematic parties with the guidance of counselors to help them understand each other, control their egos, and reduce tension, in the hope that they can restart a better family life. This mediation effort is carried out through certain procedures and mechanisms, and the instructor provides several guidance on materials to the parties involved.

One of the obstacles to mediation in Denai District is the lack of participation from several problematic parties, due to unstable emotions. Another obstacle is low self-confidence or difficulty in controlling oneself, so that the parties prioritize personal interests and find it difficult to forgive their partner and in implementing mediation the counselor does not have specific written mediation material formats. The chances of mediation success depend greatly on the availability of adequate facilities for mediation participants, as well as the expertise and experience of human resources at BP4 KUA Medan Denai District. The counselors or officers involved have sufficient knowledge and experience in understanding the mediation process and helping resolve problems related to mediation and family law.

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