

ABSTRACT

This research is a part to analyze an ICT conflict. The purpose of this research was to figure out the conflict conditions, knowing dilemmas which is appeared and disappeared in the stage of Indosat's frequency misapplication or abuse conducted by IM2 year 2011 - 2013, to be accomplished using drama theory approach.

Basic theories that used in this research are National Telecommunications Regulation, Decision Making, Game Theory, Theory of Drama that will be the main topic of this study and Business Ethics. As a references, this study used five essay and thesis and eight journals consists of four national journals and six international journals.

This research is a qualitative research with objective descriptive and explanations and case study method. Population in qualitative research is referred to as social situations. Type of data used is secondary data with data collection by documentation techniques. Data were analyzed using the confrontation manager software (demonstration version 1.3.1.14).

The conflict will be separated into 3 (three) frames, which are: first frame, was when LSM Konsumen Telekomunikasi Indonesia (LKTI) undertook extortion to Indosat together with IM2. Second frame, was when IM2 as a corporation had been punished as suspected by Indonesia general attorney. Then the last frame, in the stage of Supreme Court appearance as a new player to solve this conflict.

As result, this conflict indicates that from the first frame until last there were 7 (seven) dilemmas be faced by all related parties beyond conflict. In the first and second frame, consists of rejection, threat and Persuasion Dilemma whereas third frame consists of Rejection Dilemma be faced by Indonesian Attorney and Supreme Court.

Keywords: Drama Theory, Game theory, Dilemma, Agreement Telecommunication