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## MAPPING CONFLICTS INVOLVING LOCAL COMMUNITIES IN TOURISM DESTINATIONS: A SYSTEMATIC LITERATURE REVIEW

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### Abstract

Tourism as a strategic sector often brings paradoxical consequences for local communities: on the one hand it promises economic growth, but on the other hand it triggers various social, cultural, spatial and environmental conflicts. This study aims to map conflicts involving local communities in tourism destination development through a systematic literature review approach of international academic publications. The results of the thematic analysis identified five main conflict categories: (1) conflict and resistance analysis, (2) perceptions, attitudes, and responses, (3) conflicts due to tourism development, (4) conflict resolution, (5) identity issues, and (6) online resistance. This study fills the gap in the literature by developing a classification of conflicts based on actors and issues, and highlighting forms of community resistance, both overt and symbolic. The findings reinforce the urgency of tourism planning based on social justice and inclusive participation for long-term sustainability.

**Keywords:** Social Conflict, Community Resistance, Sustainable Tourism, Tourism Management, Local Communities

## 1. INTRODUCTION

Tourism is a vital sector that plays a crucial role in national revenue generation. The synergy between various industries is fundamental to its success, as collaboration among tourism service providers enhances the overall experience for visitors. According to Camilleri (2018), tourism generally comprises four main sectors: 1) Transportation, 2) Accommodation, 3) Ancillary Services, and 4) Sales. Over the past few years, the tourism sector has made a significant contribution to Indonesia's national income. In the year-end press conference of 2024, current Indonesia's Minister of Tourism Widiyanti presented the tourism achievements for 2023-2024 as follows:

**Tabel 1.** Tourism Performance in Indonesia (2023-2024)

Indicator	2023	2024*
Contribution to GDP	3.9%	4.01%
International Tourist Arrivals	11.7 million visits	11.6 million visits
Domestic Tourist Trips	839.7 million trips	839.4 million trips
Ranking (Travel & Tourism Development Index - TTDI)	32	22

Indicator	2023	2024*
Foreign Exchange Earnings	USD 14.00 billion	USD 12.63 billion
Employment	24.41 million people	24.50 million people

Source: Ringkasan Rancangan Awal RPJMN (2025-2029)

(\*Data for 2024 is not yet complete for the full year)

During the forum, Minister of Tourism Widiyanti outlined key targets for the sector, including a projected tourism GDP contribution of 4,6%, foreign exchange revenues ranging from USD 19 billion to USD 22.1 billion, and international tourist arrivals estimated between 14,6 million and 16,0 million visits. Additionally, domestic tourism movement is expected to reach 1.08 billion trips, with employment in the sector projected to increase to 25,8 million workers. These targets indicate significant anticipated growth within the tourism industry, underscoring the necessity for effective cross-sector collaboration and strategic synergy to ensure sustainable and successful achievement of these objectives.

Despite the rapid growth and ambitious targets set for the tourism industry, there exist complex dynamics that often lead to controversy, particularly when local communities are involved. Tourism destinations known for their natural beauty, cultural heritage, and authentic experiences frequently become sites of conflict between developers, government authorities, and local residents. Mapping these conflicts is essential to understanding tourism's societal impacts and serves as a tool for formulating more inclusive and sustainable policies. One of the primary sources of conflict is: (1) Tensions between local communities and external developers. Large-scale tourism development projects are often initiated without thorough consultation with long-standing local residents. This lack of engagement can result in feelings of alienation and dispossession, as communities may perceive their land and resources being repurposed for economic gain without tangible benefits for their well-being (Kodir, 2019). (2) Exploitation of natural resources is another major issue, as tourism places significant pressure on local ecosystems, leading to environmental degradation, biodiversity loss, and depletion of crucial resources for local livelihoods. For instance, excessive tourism development can contribute to water shortages, pollution, and habitat destruction, ultimately threatening environmental sustainability and the well-being of affected communities. (3) Cultural erosion occurs when traditions and cultural activities are commercialized to meet tourists' expectations of authenticity. This phenomenon gradually undermines cultural integrity and disrupts social structures, potentially leading to the loss of identity and cultural heritage. (4) Overtourism, driven by a surge in visitor numbers, negatively impacts both the environment and local communities. This issue creates tensions between development goals and the need for cultural and environmental preservation, necessitating sustainable approaches in tourism management. One notable example is overtourism in Barcelona, which has seen dramatic growth in urban tourism (Gonzalez-Reverte, 2002). Identifying diverse responses to overtourism is crucial in understanding local resistance to tourism expansion in such cities.

The role of local communities in inclusive tourism is crucial for promoting sustainable development. Local communities should not merely be passive recipients of tourism benefits; rather, they must actively participate in the decision-making processes that affect their lives and environment. This involvement allows stakeholders to observe varied responses from local communities and understand that local perspectives are time-sensitive, as complaints and decisions may evolve (Suharyanto et al., 2023).

Based on the existing literature, researcher has identified a predominant focus on conflicts arising from economic benefits, with insufficient attention given to social inequalities, such as power imbalances, spatial conflicts, and socio-cultural marginalization that may emerge in tourism destination development. There is a notable lack of studies that thematically map types of conflict, most existing research tends to be descriptive and case-based. The intended systematic mapping involves classifying the forms of conflict experienced by local communities, including spatial conflict, identity issues, and political resistance. Addressing the identified research gap, this study aims to establish a classification of conflicts involving local communities at tourist destinations through a systematic literature review, while also revealing the issues of local resistance that have not been comprehensively addressed in academic literature.

## **2. RESEARCH METHODS**

### **2.1 Literature Search and Selection Process**

This study follows a structured four-phase process to examine existing academic works: defining objectives, setting selection parameters, sourcing materials, and evaluating relevant publications. Initially, the study's goals were clarified. Following this, inclusion and exclusion parameters were developed, with some being predefined and others adjusted during the investigation. The primary inclusion parameter focused on disputes involving residents in tourism areas, deliberately omitting conflicts unrelated to locals, such as tourist-to-tourist disagreements.

For sourcing materials, specific search terms were utilized: '(communit\* OR local\$ OR resident\$ OR people OR citizen\$) AND (reject\* OR resist\* OR refus\* OR oppos\* conflict\$ OR friction\$ OR hostile\*) AND (tourism OR hospitality)'. The search targeted scholarly articles, books, and book sections from the earliest records until October 2022. Only English-language publications were considered to prevent inaccuracies due to language constraints. The investigation relied on two major academic databases: Web of Science and Scopus. After an initial keyword search in Web of Science, further refinements were applied, incorporating specialized collections such as Web of Science Core Collection, SciELO Citation Index, and KCI-Korean Journal Database due to their relevance to tourism studies. Conversely, certain Databases-Current Contents Connect, Medline, BIOSIS Citation Index, Inspec®, and Zoological Record™, were excluded for their lack of alignment with tourism research. Additional exclusions comprised non-English texts, unpublished drafts, and non-research materials like conference summaries, editorials, and reports. In Scopus, similar filters were applied, excluding non-English entries and non-journal document types.

Initial database searches yielded 440 publications. After deduplication, 417 remained. Further screening eliminated non-English texts and a book critique, leaving 414 works. These underwent title, abstract, and keyword assessment, retaining only those discussing tourism-related conflicts. Additional exclusions removed studies on non-tourism disputes (e.g., mining) and irrelevant applications of terms like resistance or conflict in unrelated fields. The final selection included 67 articles, 2 book sections, and 1 edited volume. One additional relevant article was later sourced from a reference list, bringing the total to 84 analyzed works (68 articles, 16 book sections).

## **2.2 Data Analysis**

The data analysis process was informed by established thematic analysis protocols, particularly the framework developed by Walters (2016). The initial and second phase, immersing in the data and developing preliminary codes, were conducted simultaneously. The researcher carefully read each document in full while concurrently identifying and coding elements relevant to the study's focus. The third phase centered on identifying overarching themes. At this point, codes with similar meanings were merged to avoid redundancy. Codes that shared conceptual similarities were grouped, indicating the emergence of potential themes. The following stage involved critically reviewing and refining these themes. During this process, all themes, sub-themes, and associated codes were reexamined and reorganized to enhance coherence and clarity. Each theme was then given a name or renamed in a way that inductively captured the sub-themes it encompassed. The final stage, referred to as "report production", consisted of composing the manuscript based on the refined thematic framework.

## **3. FINDINGS AND DISCUSSION**

### **3.1 Results of the Analysis of Conflicts Involving Local Communities in Tourism Destinations**

Conflicts involving local communities in tourism destinations arise from various sources and impact social, economic and environmental relations. Based on the data analysis from this systematic literature review, the key themes discussed in studies related to conflicts involving local communities include:

#### **3.1.1 Conflict and Resistance Analysis Due to Tourism Development**

The analysis of conflict and resistance in tourism destinations involves understanding the cause of tensions between local communities and external actors that are often driven by issues of power, resource allocation, and cultural representation. Conflict analysis in tourism destinations involves identifying, understanding, and categorizing disputes between local communities and external actors (i.e. government, developers, and/or tourists) over tourism development. Whilst resistance analysis examines how local communities respond or oppose these external pressures.

##### **a. Root Causes of Conflict**

Conflicts often arise from competition over land and natural resources (de Freitas & de Araujo, 2020), revenue sharing, vending rights and management control (Wang & Yotsumoto, 2019). Local communities may feel marginalized or unfairly treated when benefits from tourism are unequally distributed or when their access to resources is restricted (Almeida et al., 2017). External actors may promote narratives that overlook local histories and identities, leading to community pushback (Willis, 2022). Local governance structures, such as village committees may lack the power or capacity to protect community interests (Almeida et al., 2017).

Austerity measures and economic disparities exacerbate tensions, as marginalized communities struggle for equitable access to tourism benefits (Borén et al., 2023). Rapid tourism growth can threaten local lifestyles, cultural identity, and environmental integrity, leading to dissatisfaction and opposition (Navarro-Jurado et al., 2019).

##### **b. Dynamics of Resistance**

Communities may engage in protracted, strategic actions over time to contest unjust developments (Fung & Lamb, 2023). Some communities opt for dialogue with

external actors, seeking to influence decision making processes regarding tourism development (de Freitas & de Araujo, 2020). Acts of civil disobedience and public demonstrations serve as platforms for communities to assert their rights and challenge dominant narratives (Willis, 2022). Conflicts are dynamic, with issues such as land rights, economic benefits, and governance often overlapping and evolving over time (Almeida et al., 2017). Multiple stakeholders often create a conflict that involve a range of actors-local residents, government, private developers, NGOs, and tourist, each with distinct interests and power (Navarro-Jurado et al., 2019).

c. Forms of Resistance

Resistance can take subtle forms, such as community-led initiatives that promote sustainable practices and challenge exploitative tourism models (Cui & Brombal, 2023). Communities may use public spaces to commemorate historical events, thereby contesting the dominant tourism narratives and asserting their identity (Willis, 2022). Public and overt resistance includes protests, demonstrations, petitions, and the formation of social movements or citizen initiatives to oppose unwanted tourism projects or policies (Wegerer & Nadegger, 2020)(Chamizo-Nieto, De Salazar, et al., 2023).

Discursive and online resistance such as activists may use online platforms, petitions, and discourse to challenge dominant narratives, criticize growth-oriented tourism, and advocate for alternative development models (e.g., degrowth, sustainability) (Navarro-Jurado et al., 2019). Social movements may not reject tourism outright but advocate for more community-centered, sustainable, or degrowth oriented approaches, seeking greater control over tourism impacts (Marques et al., 2021).

Conflicts due to tourism development often arise from the tension between economic benefits and the preservation of cultural, environmental, and social integrity. These issues are deeply interconnected and manifest in various ways across different destinations.

a. Land Dispossession

Tourism expansion frequently involves converting rural or communal land for tourism infrastructure, often through state-led expropriation or market-driven processes. This can result in the loss of land rights, forced resettlement, and increased intra-community inequalities as some residents benefit while others are marginalized (Kan & Sun, 2024). Tourism development can lead to the displacement of local communities as land is repurposed for tourist facilities (Zuo et al., 2022).

Dispossession leads to displacement, loss of livelihoods, and social fragmentation. In some cases, it blurs rural-urban boundaries and accelerates rural gentrification, fundamentally altering local governance, infrastructure, and socio-cultural practices (Yang & Loopmans, 2023). In China, state-led land reform for tourism has dispossessed rural villagers, while in Latin America, tourism-driven real estate investment has displaced and segregated local populations through gentrification and heritage policies (Trivi et al., 2023).

b. Cultural Commodification

Tourism often commodifies local cultures, turning traditions, festivals, and heritage into marketable attractions. This process can occur at multiple cultural layers, from artifacts to behaviors, and may not follow a linear progression (Bai & Weng, 2023). Commodification can erode cultural authenticity, create social tensions, and provoke debates over the benefits and drawbacks of tourism for cultural sustainability.

It may also drive further commodification of deeper cultural elements, leading to new social problems (Trivi et al., 2023). The commodification of culture for tourism can dilute and misrepresent local traditions. In Spanish Mediterranean cities, the influx of tourists has led to the commercialization of cultural spaces, sparking resistance movements among residents who feel their cultural identity is being undermined (Chamizo-Nieto, Nebot-Gómez de Salazar, et al., 2023).

c. Environmental Degradation

Unplanned or poorly managed tourism leads to ecosystem degradation, overuse of natural resources, and land use conflicts. The expansion of artificial land uses and urbanization for tourism infrastructure intensifies these pressures, especially on islands and ecologically sensitive areas (Armas-Díaz et al., 2023) (Meza-Osorio et al., 2024). Tourism often results in environmental pollution and resource depletion, as seen in the ecotourism sector where sustainable development conflicts with environmental protection goals (Tian & Li, 2022).

Environmental struggles often mobilize local communities to resist unsustainable tourism practices and advocate for the right to influence how nature and society interact. Negative impacts include loss of biodiversity, pollution, and threats to the long-term sustainability of both tourism and local livelihoods (Fernandez-Abila et al., 2024). Venice exemplifies the environmental strain of overtourism, where the carrying capacity of the city is exceeded, leading to negative impacts on both the environment and local quality of life (Bertocchi et al., 2020).

Conflicts from tourism development are driven by land dispossession, cultural commodification, and environmental degradation. These tensions disrupt local communities, threaten cultural and ecological sustainability, and often provoke resistance and calls for more equitable and sustainable tourism practices. While tourism development can lead to significant conflicts, it also presents opportunities for sustainable practices and social justice.

### **3.1.2 Perceptions, Attitudes and Responses**

Local communities' perceptions of conflict and resistance in tourism are shaped by multiple factors, including media representations, prior attitudes toward tourists, political or cultural affinities, and subjective norms. These perceptions can evolve over time and are not uniform across all residents (Farmaki, 2023). Residents' awareness of problems caused by tourism (e.g. health risks, overuse of resources) increases their sense of responsibility and shapes their attitudes toward opposing or supporting tourism development (Woosnam et al., 2023). Feeling of animosity or affinity toward certain tourist groups can strongly influence residents' attitudes and behaviors, with animosity often rooted in broader political or cultural conflicts (Moghavvemi et al., 2023). Understanding the perceptions, attitudes, and responses of local communities towards conflict and resistance in tourism destinations reveals a complex interplay of emotional, behavioural, and cultural dimensions.

a. Emotional Responses

In conflict affected destinations, local communities often develop psychological resilience, using support systems and adaptive strategies to manage the presence of tourists and the risks associated with conflict (Zielinski et al., 2025). Residents may experience animosity towards tourists from conflicting nations, as seen in Cyprus, where local sentiments against Russian tourists intensified post Russia-Ukraine conflict. This animosity is influenced by media portrayals and historical

attitudes (Farmaki, 2023). In Lima, public protests reflect local discontent with tourism narratives that overlook historical injustices, showcasing how communities actively contest dominant tourism representations (Willis, 2022). Animosity, fear, and frustration may arise when residents feel threatened by external actors or perceive tourism as exploitative or disruptive (Farmaki, 2023)(Woosnam et al., 2023).

b. Behavioural Responses

Active and passive opposition can be seen as residents may engage in both active (e.g., protests and vocal opposition) and passive (e.g., non-cooperation and subtle resistance) forms of opposition to tourism, depending on their personal norms, perceived behavioural control and subjective norms (Woosnam et al., 2023). Mapuche communities in Chile demonstrate resilience through community-based tourism, which helps them navigate external pressures and maintain cultural identity amidst socio-political challenges (Pilquimán-Vera et al., 2020). Communities often advocate for tools and policies that balance tourism development with local needs, such as improved communication, community involvement, and shared benefits (Walas et al., 2023).

c. Cultural Responses

Tourism can serve as a platform for cultural expression and revitalization, as seen in some places, where tourism initiatives reinforce community identity and social cohesion (Pilquimán-Vera et al., 2020). Despite many benefits, tourism has also perpetuated significant social-cultural injustices, including through misrepresentation of Indigenous history and heritage, this highlighting the struggle for recognition and representation among Indigenous communities (Wahl et al., 2020). Cultural norms and values influence how communities interpret and respond to tourism-related conflicts. For example, collective responsibility and social cohesion can drive community-led resilience and resistance efforts (Fazili et al., 2023)(Woosnam et al., 2023). Identity and boundary maintenance in destinations with diverse ethnic groups, cultural identity and the maintenance of group boundaries play a key role in shaping responses to tourism and inter-group conflict (Fan, 2024).

Some argue that tourism can exacerbate tensions by commodifying cultural identities and reinforcing stereotypes, potentially leading to further conflict rather than resolution. This perspective underscores the importance of inclusive dialogue and ethical practices in tourism development.

### **3.1.3 Conflicts Due to Tourism Development**

Conflicts due to tourism development often arise from the tension between economic benefits and the preservation of cultural, environmental, and social integrity. These issues are deeply interconnected and manifest in various ways across different destinations.

a. Land Dispossession

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Dispossession leads to displacement, loss of livelihoods, and social fragmentation. In some cases, it blurs rural-urban boundaries and accelerates rural

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### 3.1.4 Conflict Resolution

Conflict resolution refers to the processes and strategies used to address, manage, and resolve disagreements or disputes between individuals, groups, or communities. The goal is to transform conflict into cooperation, reduce tensions, and achieve mutually acceptable outcomes through structured interventions, communication, and negotiation (Arévalo, 2023).

a. Negotiation Strategies

Structured negotiation can be effective negotiation due to its process design can transform adversarial relationships into cooperative ones, especially when the



complexity and uncertainties of the negotiation are well managed. This includes setting clear agendas, managing dialogue, and ensuring all parties are heard (Liu et al., 2024). Training individuals in negotiation skills—such as identifying interests, compromising, and problem-solving—improves their ability to resolve conflicts constructively. AI-based negotiation training has been shown to enhance conflict resolution skills and help participants focus on common interests (Murawski et al., 2024). Consensus approaches define by multi objective consensus models help groups reach agreements by maximizing satisfaction and minimizing coordination costs, often using compromise and tolerance thresholds to balance diverse interests (Liu et al., 2024).

b. Policy Interventions

By conducting formal policies and procedures such as implementing organizational-level policies, structured remediation processes, and follow-up mechanisms ensures that conflict resolution is systematic and consistent. Regular audits and updates to policies can improve compliance and outcomes (Sinclair & Palokas, 2023).

Collaborative planning defines policy interventions that involve all stakeholders in planning and decision-making foster shared ownership of solutions and reduce resistance. Regulatory frameworks can also provide guidelines for fair and transparent conflict management (Stover et al., 2024). In large-scale or post-conflict settings, formal interventions such as peace treaties, truth commissions, and transitional justice initiatives can help reshape collective memories and identities, supporting long-term peacebuilding (Piccolino, 2023).

c. Community-Based Solutions

High levels of community engagement, including both needs-based and strengths-based approaches, empower communities to participate actively in conflict resolution. Combining consensus and conflict strategies can increase the effectiveness of interventions (Stover et al., 2024). Grassroots intervention such as community-led initiatives, such as those using transitional justice toolkits, can transform social ties and collective memories, reducing polarization and fostering cultural transformation (Soto & Savelsberg, 2023).

Providing education, resources, and support to community members enhances their ability to mediate disputes and advocate for their interests, leading to more sustainable and accepted outcomes (Stover et al., 2024). Effective conflict resolution combines negotiation, policy interventions, and community-based solutions. Integrating these strategies fosters cooperation, empowers stakeholders, and leads to more sustainable and equitable outcomes.

Community conflict mapping in tourism destinations involves the identification and analysis of various conflicts arising from tourism development. This process is critical for sustainable tourism planning and management, as it helps in understanding the underlying issues and addressing them effectively. Key indicators to map community conflicts include power dynamics, resource utilization, socio-economic impacts, and community participation. These indicators can help in identifying the causes of conflicts and devising strategies to reduce them.

a. Power Dynamics

Different community groups hold different positions of power in tourism development, which can lead to conflict if not managed inclusively. Including diverse voices, especially those from communities with limited power, can be important for

sustainable tourism planning (Partanen et al., 2023). Co-management and collaborative efforts can help reduce conflict by ensuring transparent negotiations among stakeholders (Soliku & Schraml, 2020).

b. Resource Utilization

Conflicts often arise from disputes over natural resources, such as land. This can be exacerbated when a country is also led by poor governance. Understanding the dynamics of land use and promoting sustainable interventions can help address these conflicts (Del Río Duque et al., 2022). In rural tourism for example, resource typologies and management are critical. A conflict-based perspective can help in effectively planning and managing tourism resources (Rosalina et al., 2023).

c. Socio-Economic Impact

Intensification of tourism can lead to socio-demographic changes and resistance movements, as seen in tourism towns. Monitoring indicators such as tourism services and citizen initiatives can help in understanding and managing these conflicts (Chamizo-Nieto, Nebot-Gómez de Salazar, et al., 2023). Community-based tourism should focus on fair and responsible benefit distribution to prevent conflict and ensure sustainable development (Sarabia-Molina et al., 2022).

d. Community Participation

Involving local communities in tourism planning and governance is essential. Participatory approaches can empower residents and encourage socio-cultural exchange, thereby reducing the potential for conflict happens (Erdmenger, 2023). Strengthening community institutions and enhancing local capacity are critical to successful community-based tourism development (Putu et al., 2020).

While mapping community conflicts is essential for sustainable development, it is also important to consider the broader impacts on communities of tourism development and destinations. Conflicts may not only arise from tourism, but can also arise from external factors such as environmental change and economic pressures. Therefore, an inclusive approach is needed that considers all these factors for more effective conflict management in sustainable tourism planning.

## **3.2 Discussions**

### **3.2.1 Interconnectedness of Conflict Triggers**

The research findings suggest that conflicts arising in the tourism sector are far from isolated incidents; they are strongly linked to a complex web of structural inequalities that have persisted over time. These inequalities manifest in various forms, including imbalances in the distribution of power, spatial injustice, and the historical marginalization of certain communities. One important aspect of this interconnectedness is land grabbing, which often acts as a catalyst for broader conflict dynamics.

This phenomenon does not occur in a vacuum; rather, it often intersects with the commodification of cultural identity and the economic exclusion of marginalized groups. When tourism development encroaches on traditional lands, it not only displaces communities but also turns their cultural heritage into a commodity, reducing rich traditions to mere attractions for economic gain. Moreover, the economic benefits of tourism are often distributed unfairly, leading to the further exclusion of local populations from the opportunities presented by tourism.

This creates a multidimensional conflict landscape where various factors-social, economic, and cultural-intersect, exacerbating tensions and fostering resentment. The result is a complex interplay of interests and grievances that must be addressed holistically

to reduce conflict and promote sustainable tourism practices that respect people and places.

### 3.2.2 Resistance as a Form of Institutions

Resistance should not be considered simply as an antagonistic force; instead, it can be understood as a powerful expression of institution and negotiation for many communities. By engaging in acts of resistance, these communities actively challenge and oppose imposed narratives that often marginalize their identities and experiences. This process is not just about opposition; it is a deliberate attempt to assert and reclaim local identity, often through cultural revitalization and ongoing initiatives that reflect their unique heritage and values.

Cultural revitalization plays an important role in this context, as it involves reviving and strengthening traditional practices, languages and customs that may have been suppressed or neglected. Through festivals, arts and education, communities can not only preserve their cultural heritage but also promote a sense of belonging and pride among its members. Sustainable initiatives further complement these efforts by fostering environmentally conscious and economically viable practices, ensuring that local resources are managed in a way that respects community identity and ecological balance. These acts of resistance and institution can be critically examined through the lens of post-development and decolonial tourism discourses. Post-development perspectives criticize traditional development paradigms that often impose external values and practices on local communities, instead advocating for approaches rooted in local knowledge and priorities. Similarly, decolonial tourism challenges the ways in which tourism has historically exploited indigenous cultures and landscapes, instead proposing models that honor and elevate local voices and narratives.

In essence, the acts of resistance undertaken by these communities are not just reactions to external pressures; they are powerful statements of identity, resilience and commitment to shaping their own futures. Through these efforts, they carve out spaces for dialogue, negotiation and assertion of their rights, ultimately transforming resistance into a meaningful form of institutions.

### 3.2.3 Toward Conflict Typology

To aid understanding of the complexity of tourism conflicts, we propose a conflict typology matrix that categorizes conflicts by dimensions, examples, and implications:

**Tabel 2.** Conflict Typology Matrix

Dimension	Examples	Implications
Actors involved	Residents, government, developers, and tourists.	Calls for inclusiveness, multi-stakeholder models
Conflict type	Spatial (land), Cultural (identity), and Economic (benefit)	Reflects layered and system inequalities
Resistance form	Protest, negotiation, cultural assertion, and digital activism	Indicates rising hybrid strategies
Resolution strategy	Co-management, policy reform, grassroots interventions	Emphasizes dialogical and participatory models

Source: Researchers (2024)

This matrix illustrates that effective resolution requires addressing not only surface level disputes, but also the structural roots of exclusion.

### **3.2.4 Integration with Theoretical Perspective**

The discourse around conflict transformation underscores the need to address the underlying and structural causes of conflict to achieve lasting peace, rather than merely addressing its superficial symptoms (Piccolino, 2023). This perspective highlights that sustainable peace is not just the absence of violence but involves a comprehensive approach that seeks to understand and fix the underlying issues that gave rise to the conflict in the first place.

In parallel, critical tourism studies illuminate the complex dynamics of power and discourse within the tourism realm, suggesting that conflicts arising in the sector should be interpreted as important moments of negotiation. These conflicts often represent struggles over whose narrative of development prevails, suggesting that tourism is not just an economic activity but a battleground for competing interests, values, and visions for the future. Through this lens, conflicts in tourism can be seen as opportunities for dialogue and re-evaluation of development priorities, urging stakeholders to engage in a more inclusive and equitable approach to tourism development that recognizes and addresses the diverse perspectives and needs of all affected communities.

### **3.2.5 Limitations**

This review is limited by several factors. (1) It includes only English language academic sources, excluding potentially rich local narratives in non-English documents. (2) Grey literature such as local policy papers were excluded, potentially omitting ground level insights. (3) Although the analysis covered diverse global contexts, it may not capture nuances of micro-level conflict dynamics. Future research should incorporate multilingual, interdisciplinary, and participatory approaches.

## **4. CONCLUSION**

The tourism sector in Indonesia plays a very important role in strengthening the national economy. The sector's contribution is not only seen in the increase in national income, but also in the job creation and infrastructure development that often follows tourism growth. However, behind these significant economic benefits, there are a myriad of complex conflicts that arise among various stakeholders, including local communities, developers, and government authorities. These conflicts often stem from several interrelated issues and require serious attention to be addressed. One of the main issues that is a source of tension is the relationship between local residents and external developers. In many cases, developers coming from outside the local community may prioritize financial gain over the well-being of local people. This can lead to encroachment on local land and resources, which in turn results in disputes that can break down community cohesion. When land that has been used by local people for farming or daily activities is taken over for the construction of tourism facilities, there will be a deep sense of loss and dissatisfaction among the community.

In addition, the exploitation of natural resources is a significant concern in the context of tourism development. As the tourism sector expands rapidly, the demand for natural attractions often leads to unsustainable practices that deplete these vital resources. For example, deforestation to build resorts or tourist attractions can threaten ecosystems, reduce biodiversity, and damage the overall environment. This not only threatens the environment but also jeopardizes the livelihoods of local communities who rely on these natural resources for their sustenance and cultural practices. Communities that have been living in harmony with nature are often forced to adapt to changes they don't want to,

which can result in the loss of local traditions and knowledge. Furthermore, the rapid commercialization of tourism can lead to the erosion of cultural identity. When traditional practices and local customs are overshadowed by commodified experiences aimed at attracting tourists, cultural values that have existed for centuries may be threatened. Local communities may feel pressured to change their way of life to match the expectations of tourists, which may ultimately reduce the authenticity and richness of the existing culture. This poses a dilemma for local communities, on the one hand they want to benefit from tourism, but on the other hand they also want to maintain their identity and cultural heritage.

Our findings highlight the indispensable role of local community engagement in decision-making processes around tourism development. Involving local residents is not only beneficial but also essential for encouraging sustainable tourism practices that respect the environment and cultural heritage. The active participation of communities in this process ensures that their voices are heard, their needs are addressed, and their rights are protected. By providing space for communities to engage in tourism planning and management, we can create more equitable and sustainable solutions. In addition, this research uncovers an urgent need to confront the social inequalities that often permeate tourism planning. It advocates for a more inclusive approach that considers the diverse perspectives and experiences of all stakeholders involved. By doing so, we can create a fairer framework that distributes the benefits of tourism more equitably, thereby reducing tensions and fostering a sense of shared ownership and responsibility among all parties. This approach will not only strengthen the relationship between developers and local communities, but also encourage better collaboration between the government and all stakeholders.

In conclusion, by recognizing and understanding the complex dynamics at play in Indonesia's tourism sector, we can formulate more effective policies that not only reduce conflict but also promote equitable benefits for every stakeholder involved. This holistic perspective is critical to fostering a tourism landscape that nurtures economic growth while improving the well-being of local communities.

## **5. RECOMENDATIONS**

Future research should focus on several key areas to deepen the understanding of conflicts in tourism development. First, a longitudinal study examining the evolving dynamics of local community responses to tourism over time would provide valuable insights into changing perceptions and resistance strategies. Second, comparative studies across different cultural and geographical contexts could reveal how varying socio-political landscapes influence conflict emergence and resolution.

Additionally, exploring the intersection of environmental sustainability and tourism conflicts is crucial, particularly as climate change poses new challenges. Research should also investigate the effectiveness of participatory governance model in mitigating conflicts, assessing their impact on community empowerment and resource management. Finally, qualitative studies that highlight the voices and experiences of marginalized groups within communities can enrich the discourse on social inequalities in tourism. By addressing these areas, future research can contribute to more inclusive and sustainable tourism practices.

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