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## ANALYSIS OF CONFLICT CONTROL IN THE DEVELOPMENT OF UNESCO GLOBAL GEOPARK AS SUSTAINABLE TOURISM IN BELITUNG REGENCY

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### ABSTRACT

#### KEYWORDS

Strategy; sustainable tourism; conflict

This study aims to discuss conflict control analyze in sustainable tourism development in Belitung. The tourism development analyze were obtained using a qualitative descriptive approach. Data were collected through direct interviews with relevant stakeholders. The results of the analysis revealed three main conflicts that underlie the issues in sustainable tourism development, namely land disputes, partnership miscommunication or lack of synchronization, and mining problems. These three points give rise to various sub-issues and biased policies perceived by the local community and tourism actors and managers in Belitung Regency. Based on the findings, the researcher attempted to outline steps or strategies, including in the aspect of people: (1) Having a mindset of change and maturity, as well as concern for the next generation; (2) Willingness to introspect based on received criticism, and (3) Openness to criticism and suggestions. In the aspect of the planet: (1) Conducting education and training for the local community to raise awareness of tourism in each tourism destination. In the aspect of prosperity: (1) Establishing standardized indicators for income, price regulations, and well-structured business permits, accompanied by intensive supervision; (2) Supporting sustainable essence of alternative MSME funds; (3) Establishing government institutions to determine and regulate prices to remain competitive. In the aspect of peace: (1) Firmness in regulating various policies and avoiding overlapping.

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### INTRODUCTION

Indonesia is a country that has mineral resources spread across various regions of the Unitary State of the Republic of Indonesia, including Riau, Central Kalimantan, West Java, Sumatra and the island of Bangka Belitung. One of the mineral resource commodities, namely tin mining activities which are quite common, where the largest tin producing area in Indonesia is the Bangka Belitung Islands Province, based on data from the Indonesian Central Bureau of Statistics in 2022 tin exports produced in the Bangka Belitung Islands recorded a value 2 293 295 480.00 US\$ so it is not wrong that tin is one of the major foreign exchange which is the economic field of the people of Bangka Belitung (BPS, 2023a). Tin mining in Bangka Belitung Islands Province has been carried out for a long time by the community, even long before Indonesia became independent.

Since Belitung was officially designated as a UNESCO Global Geopark on April 23 2019, through an announcement made at the 204th UNESCO Executive Board meeting in Paris, France. This designation recognizes internationally the geological wealth and natural beauty of Belitung as well as sustainable conservation efforts. This recognition is expected to encourage the promotion of sustainable tourism in the region and have a positive economic and social impact on the local community. As is the concept of sustainable development with principles of environmental preservation a conflict arises in the development of alternative economic areas based on the concept of sustainable areas in accordance with what Thomas (2019) did.

already has a decision that has permanent legal force, all of which are mining without a permit carried out by the community. This conflict occurs because many illegal miners enter protected forest areas and carry out mining activities without permits or ignoring regulations set by the government. Besides that, there are also individuals who take advantage of this illegal mining activity by extorting miners. This illegal mining activity damages the environment and disrupts existing tourism activities such as the Sengkelik River tourist area Geosite Protected Forest Area Sijuk Village, Sijuk District, Open Pit Nam Salu Kampong Gunong, Kelapa Kampit District and Peramun Hill, Sijuk District, Belitung Regency.

This conflict has caused serious impacts on local communities, such as increasingly severe environmental damage and loss of natural resources that are the source of people's livelihoods such as changes in the physical and chemical properties of the soil. These impacts include disturbances to existing vegetation, animals and soil, as well as natural ecosystems that cause soil erosion, biodiversity loss, reduced habitat for wild animals, and degradation of the Persada water reservoir area (2018). This creates a discrepancy where the purpose of sustainable tourism development in accordance with Article 4 of the Tourism Law, namely tourism aims to preserve nature, the environment and resources. Therefore, the idea of a tourism development pattern that is able to protect the environment is needed in accordance with sustainable principles as a more aesthetic and ethical tourist attraction, in addition to high economic and commercial value but able to improve the quality of socio-cultural values, integrity and identity, broadening insight, friendship, nature conservation and improving environmental quality Wibisono et al (2023). Therefore, qualified human resources are needed and can preserve and manage tourism objects owned by each city district, policies are also needed to attract investors to improve tourism facilities and services that will be developed by Saputram et al (2019).

The tourism sector, especially with the concept of sustainability, is an alternative sector solution that is growing rapidly in many countries around the world. This rapid growth has had a positive impact on the economic, employment and regional growth aspects. The concept of sustainable tourism uses tourism development as an economic stimulator to achieve growth while maintaining the natural environment in the preservation of natural resources and cultural resources as tourism products. With good management and a sustainable development strategy, Indonesian tourism can continue to grow and provide broad benefits for the country and local communities. On the other hand, being able to protect the environment because the Indonesian region is supported by a wealth of natural resources, such as natural beauty, beaches and biodiversity. , able to attract domestic and foreign tourists. Tourism growth also encourages infrastructure improvements and investment both from within the country and abroad. In addition, sustainable tourism also plays a role in preserving nature and culture, with efforts to protect the environment and preserve the cultural heritage of Widari (2020).

In the context of sustainable tourism, it is important to develop effective conflict control strategies. Sustainable tourism aims to minimize the negative impact of tourism on the environment, culture, and local communities, while maximizing long-term economic benefits. In order to achieve these goals, a deep understanding of the conflicts associated with sustainable tourism development and how to manage them effectively is required. One of the reasons for the importance of this research is because the impact of conflict can threaten the sustainability of tourism. Uncontrolled conflict can lead to social instability, environmental destruction, and a destination's bad reputation. Therefore, appropriate efforts are needed to manage conflicts so that tourism development can take place harmoniously and sustainably.

The existence of goals in tourism development turned out to clash with the conflict in Belitung Regency. The emergence of conflicts that hinder sustainable tourism development according to Bachry (2019) can result in a decrease in the quality of life, exploitation of natural

resources, loss of cultural identity, and economic inequality between local communities and tourism entrepreneurs. Tourism conflicts are often difficult to overcome due to differences in interests and views between local communities and tourism entrepreneurs and the government. Structures dominated by power relations lead to conflict and inertia caused by alienation, and emphasize the need for collaborative structures in tourism development. Therefore, a strategy is needed in conflict control in tourism development that continues by involving the participation of local communities, government, and tourism entrepreneurs together to solve communication problems Alunaza et al (2022).

Communication is an important tool in conflict control towards the development of sustainable tourism Alawiyah (2021) because tourism is multidimensional and cross-sectoral. The involvement of all parties is needed because tourism is not a stand-alone sector. According to Wirawan and Semara (2021) by establishing spatial planning regulations, permits, licenses, accreditation, and legislation. Government intervention on tourism development can be done by implementing several policy instruments that can be used to control and provide incentives in developing sustainable tourism, such as; Land use regulations, limiting tourist access to areas prone to damage, protecting local culture, directing environmentally sound tourist behavior, limiting energy use, saving scarce natural resources, reducing pollution and providing incentives for infrastructure development that is also beneficial to the transportation system, and protection of urban green spaces.

In addition, tourism strategic management policies are very important in tourism development as an effort to provide certainty to tourists and the community related to tourism development, so as to maximize tourism benefits to stakeholders and minimize negative effects, costs and other conflict impacts to expand the tourism industry. The goal of sustainable tourism development is to expand the tourism industry and improve the local economy through increasing the number of tourists, developing tourism infrastructure,

Based on the problems above, the research objectives can be arranged as follows:

- 1) Identify conflicts that occur in tourism development sustainable through control efforts in Belitung Regency.
- 2) Analyze deep conflict control strategies towards the development of sustainable tourism in Belitung Regency.

## RESEARCH METHOD

### Research design

This research is a qualitative research using descriptive research, namely research that aims to get suggestions about what to do to overcome certain problems according to the circumstances or facts that exist. This is in line with this research which aims to find answers to conflicts that occur between tourism development and mining businesses without permits in Belitung Regency.

### Data Collection Methods and Techniques

The method used in this study is purposive sampling, which is a method that is carried out with the intention of capturing as much information as possible from various sources and constructs. Furthermore, the data collection techniques used in this study are; (Fadli, 2021) observation, interview, and document analysis.

### Data analysis technique

This study uses data analysis according to Miles and Huberman. Because the purpose of the research is to describe in depth and detail the pattern of analysis conflict control strategies

for sustainable tourism development in Belitung, according to Miles and Huberman in (Sugiyono, 2018) suggests that the activities in qualitative data analysis are carried out interactively and take place continuously until complete, so that the data is saturated. Activities in data analysis, namely data reduction, data display, and conclusion/ verification.

## RESULTS AND DISCUSSION

### Results of Analysis and Discussion

#### *Identification of Sustainable Tourism Development Conflicts*

Based on the results of interviews with the respondents, it was found that several conflicts have colored the development of sustainable tourism in Belitung. The following are the results of the respondents' exposure to conflict findings:

#### Problems with Mining

One of the obstacles faced and most commonly known in Belitung is the problem of land disputes. This is in accordance with the presentation of the results of interviews with Tourism Actors, namely Mr. Muhammad Hafrian Fajar, Deputy Regent of Belitung, Mr. Isyak Meirobie, and The Head of the Tourism Office is Ms. Annyta. From the statement above it is known that in Belitung Regency the most common and difficult problem to solve is the problem with mining. With a total reserve of 800,000 tons, Indonesia has the second highest tin content in the world after China, according to statistics from Bappeda and the United States Geological Survey (USGS) in 2020. The Bangka Belitung Archipelago Province is the main tin producing area in Indonesia. In Bangka Belitung, tin mining has a very long history. Tin mining has been going on since the 17th century and has been regulated by several governments. Apart from the ups and downs of the tin trade, it is difficult to separate tin from the socio-economic conditions of the people of Belitung Regency.

Based on data from the Energy and Mineral Resources Office of the Bangka Belitung Islands Province, there are 1,315 TIs in the Mining Business License (IUP) area of PT. Timah Tbk in 2015, this amount does not include TI outside the IUP of PT. Timah Tbk. Not surprisingly, the result of tin mining has left thousands of hectares of ex-mining land in the form of heaps of land and tailings sand mounds which are very poor in nutrients and pits. Because in practice a site that has been excavated cannot be 100% backfilled, so it is estimated that approximately 30 percent of the excavation site will be in the form of a pit.

Belitung is a district with a diverse population in terms of ethnicity, religion, education level, and occupation. This diversity is caused by the expansion of non-traditional tin mining which attracts miners to migrate. Several indigenous people and migrants who remained in this village after PT. Timah, Tbk. stopped operating in the 1970s continued its mining activities after Bangka Regent Decree No. 540.K/271/Tamben/2001 concerning Granting of Mining Businesses for Management and Sales (Export), which is an effort to legalize unconventional mining, is stipulated and issued.

The liberation of tin mining does provide benefits for local revenues and improves the people's standard of living, but various environmental damage impacts are unavoidable as well as the conflicts that accompany land disputes and regulations in mining zones.

The secondary impact of the development of the tin mining industry is a change in land use. Previously, Belitung produced pepper products, but as the mining area increased, the pepper plantations turned into mining areas. In addition, as the population increases, the demand for land for the community also increases. Environmental conditions are influenced by various demographic factors, not just population growth. The demographic composition of a region can also be used to examine the relationship between environmental and demographic issues, as well as land distribution issues in the tourism industry.

### Policy and Regulatory Issues

With the existence of obstacles or problems of conflict with the mining sector, of course it is related to policy and regulatory issues in the implementation process. Where, according to a statement by the Deputy Regent of Belitung, Isyak Meirobie explained his difficulties in policy firmness and more using a tug-of-war of regulations. Furthermore, the dualism of authority policies adds to the conflict that occurred in Belitung, this is in accordance with the statement from the Head of the Belitung Regency Tourism Office.

Policies related to tin management in Belitung. The emergence of illegal tin mining or unconventional mining (IT) is inseparable from the policies that regulate it. After the regional reform and decentralization, the practice of tin mining in Bangka is no longer controlled by the central government. When mining was still controlled by the central government, only two companies had a monopoly on mining in the area, namely PT. Timah, Tbk., and Kobatin. However, after the management rights were handed over to the local government, the policies made instead made tin an important resource *open access*. The following are regulations that affect the dynamics of tin mining in Belitung (Ahmad et al., 2022).

**Table 1. Tin Mining Policy in Belitung**

Policy	Policy Content	Implications
UU. No. 11 of 1967	Concerning the basic provisions of mining. This law was issued by the New Order government which was centralized. Tin mining is only managed by the center. Even PT. Timah, Tbk uses military force to protect the mining area.	<ul style="list-style-type: none"> <li>- There was jealousy among the people in the regions, because the benefits of natural resources were only enjoyed by the center and the Province of South Sumatra (at that time Bangka Belitung was under the Province of South Sumatra).</li> <li>- Tin mining is monopolized by two companies, PT. Timah, Tbk is owned by the state and Kobatin is privately owned.</li> </ul>
Implementation of regional autonomy	Regions have the right to manage their own household affairs.	<ul style="list-style-type: none"> <li>- The regional government urged the central government to own PT. Tin, Tbk.</li> <li>- Demand for the return of former mining areas.</li> <li>- Demand for change of director of PT. Timah, Tbk, which at that time was held by a Javanese, should be held by a local son.</li> </ul>
Minister of Industry and Trade No. 558/1998	About General Provisions in the export sector which does not categorize tin as goods whose exports are regulated and monitored.	<ul style="list-style-type: none"> <li>- Unconventional mines (IT) are starting to emerge and are increasing every year. They carry out mining without environmental procedures the good one.</li> </ul>
UU no. 22/1999	Whatever is not regulated by the central government, the authority belongs to the regions through a mechanism decentralization.	<ul style="list-style-type: none"> <li>- Tin commodity is an item that allows the region to manage it.</li> </ul>
UU. 6 of 2001	Concerning General Mining Management and concerning Mining Business Licensing Procedures and Procedures.	<ul style="list-style-type: none"> <li>- Communities mining freely. Communities may mine anywhere and anytime without limit.</li> </ul>

Source: Ahmad et al. (2022)

Based on observations from various literature, it is explained that the granting of mining permits freely to the community was caused by several factors, including a decrease in the price of pepper, while the relatively high price of tin forced the community to change their livelihoods, the number of workers continued to increase, investors from both domestic and



foreign continued to come, until the financial crisis that hit Indonesia in 1998 so that the price of tin plummeted and forced the government to issue this regulation.

In addition to conflicts in policies, there are also regulatory issues in the local economic sector in terms of standard price fixing indicators as well as the legality of business licenses and their oversight. This is in accordance with the statement of Mr. Muhammad Hafrian Fajar as a tourism actor and in accordance with the statement of the tourism manager, namely Mr. Tedi.

Unfair competition between Belitung tourist accommodation is caused by the absence of restrictions related to price standardization. Conflicts and unfair competition are caused by the absence of conventions in setting business price standards for both goods and services. By making legal norms and conclusions, the lack of standards in price standardization that threatens Belitung tourism must be corrected. Judges and other legal authorities tasked with applying the law to situations must have the authority granted by law for the benefit of fair tourism business service processes and fair application of the law, the main purpose of legal discovery is to offer justice and ensure legal clarity.

The formation of regulations regarding Belitung Tourism Governance will make it easier to monitor and regulate tourism trade arrangements. The government needs to limit the existence of a tariff war between tourism entrepreneurs and negative practices, which have been running for a long time. This can be done by means of standardization which regulates illegal tourism entrepreneurs in Belitung without having to sacrifice by reducing Belitung's image.

#### Weak Knowledge and Resources in Sustainability

Another finding that produces conflict in the development of sustainable tourism in Belitung is the lack of knowledge and professionalism in the field of science *sustainability*. This was explained by the statement of Mr. Budi Setiawan as an environmentalist and researcher in the field *sustainability*.

Problems in the implementation of the concept *green hotels* lies in the lack of attention to sustainability aspects and focus only on branding without clear measuring tools. This wrong approach aims to seek profit and revenue, even though it should care about the surrounding environment by implementing sustainable and energy-efficient hotel quality. Sustainable tourism development has not been fully implemented properly, because it is still lacking in substance and is only limited to outward appearances.

The sustainable approach in Belitung often only seeks profit and asks for financial assistance if it suffers a loss, even though it should focus on developing and improving the environment independently and providing significant benefits. Clear indicators are needed to measure sustainability. The government, practitioners and academics have not fully coordinated and understood the meaning of implementation and the story behind it. Today's international tourists want experiences that involve change rather than just relaxing. The master plan that is made does not have a strong reference, so the design, location, and materials used are often not appropriate. Reliable indicators or expert guides are needed in measuring sustainability.

Experience in tourism should emphasize hospitality and understanding the essence of the local community, but this is sometimes poorly understood by those in charge of tourism. The dominant motivation is still oriented towards financial gain.

Tourism regulations and roadmaps are still limited to conventional package price competition. There has been no willingness to collaborate on innovation and a lack of concern for quality. If there is no spirit of totality and the government does not pay attention to the situation and analysis of ongoing business conflicts, then there will be no feedback that can be

used for introspection, even though there are actual complaints and potentials. In addition, the same competency and clear regulatory indicators are required. Maturity in accepting criticism also still needs to be improved. Therefore, the most important strategy is to adopt a mature mindset and be oriented towards the benefit of the people in achieving sustainability.

Human resources and other supporting resources need a tool or tool to run it, namely science and technology. Without these two aspects, a resource cannot have implications for its benefits or potential development in a fluctuating world or life cycle. By mastering the science of the essential points in a process and behavior to be the beginning, a transformation of change begins as a result of the feedback obtained so as to bring reflection on the results of experience and development of science which will later be used as resistance and barrier to the management of sustainable tourism development in the protection of future generations. This knowledge is supported by mastery of technology which is used as a tool to assist in efficiency and performance effectiveness. Although considered a cliché, technology that can be used in the development of scientific experience in behaving based on diverse and distinctive norms and socio-cultures will facilitate the interaction process and smoothness in compiling and implementing the expected sustainability. The easier it is for people to access information resources inseparable from policies made by the central and regional governments that make digitalization a service that can be used by anyone.

The following table below is a detailed analysis of the conflicts encountered from the results of interviews with research respondents, namely as follows:

**Table 2. Conflict Findings from Interview Results**

No	Conflict	Cause indication
1	Land disputes	Overlapping rules and powers
2	There is no sync between the tour manager and the Tourism Awareness Group (POKDARWIS)	Ego, lack of communication, and unfair financial regulations.
3	There is a gap between academics, practitioners and the government.	Individualistic knowledge mix that is less blended
4	UNESCO Global Geopark only serves as a legal umbrella resulting in the development of sustainable tourism only showing skin while implementation is still weak.	Pressure on the zone in conflict avoidance
5	<i>Masterplan</i> reliable sustainable tourism development, but during the implementation process	The control holder is not a professional regarding typical sustainability and is able to examine the peculiarities of the subject and object to be described
6	Generalize the program without going directly to specific fields intensely.	Just fulfilling the task without understanding the essence of the responsibility for change.
7	Sustainable tourism development is just a brand	Knowledge and competence are limited in saving energy and waste.
8	Lack of potential mitigation	Fear of complaints, and still lack maturity in accepting criticism.
9	Government regulations that feel like they're being pushed back and forth without taking firm action on a problem	The fear of losing a potential source of foreign exchange.
10	The blur of the dignity of the UNESCO Global Geosite as a conservationist	Too weak and never finished in resolving the conflict so as to exclude the golden boy

No	Conflict	Cause indication
		of tourism as an alternative and obscure the essence of conservation.
11	Tourism programs are wrapped only in a spectacle rundown, not a guide	Partnership gap between investors and local communities and lack of firmness with the government in bringing out regional uniqueness because it is too focused on the master plan
12	Lack of supervision in the field results in price inequality	Education that ends in generalization
13	Dependence on mining because it produces a stagnant economy	The need continues to increase without finding a point of solution for business justice or the achievement of reliable alternative economic regulations.

Source: Data Processing Results, 2023

### *Analysis of Conflict Control Based on the Principles of Sustainable Development Goals (SDGs)*

#### People Aspect

In sustainable development, it requires a main actor who interacts or is a subject in forming a life system, namely humans or communities who are involved in every process of implementation, programs and all policies that affect tourism development. Based on the results of interviews with the Deputy Regent of Belitung Regency, it is known that tourism in Belitung is related to local communities where people who are directly involved or in the tourist area can provide great benefits in social, cultural and economic aspects. This is in line with the statement according to an interview with Budi Setiawan as an environmentalist and a researcher in the field of sustainability, cultural values connect individuals or "people" 'in a meaningful way with the environment',

The conflict control strategy according to Hendrick (1992) is obliging, in this style the act of raising the status of the other party is carried out so that the other party feels willing to give in and this style when used effectively can perpetuate the relationship between individuals. Furthermore, strategies that can be carried out in accordance with this theory include a strategy that is willing to do introspection based on criticism obtained by designing a strategy in finding the results of the people aspect, namely having a mindset of change and maturity as well as caring for generations and the community must be open to criticism and suggestions.

Within local communities, adat, culture, nature, spirituality and personal identity are intertwined and 'cultural identity values are often transcribed either figuratively or literally into the living landscape. That is, sustainability through tourism that produces tangible cultural heritage and imbues trust with meaning and identity is the result of interactions between people who have distinctiveness.

The number of people who can enjoy holidays as well as involve changes today has increased significantly due to the increasing popularity of sustainable tourism in the world. However, there are still groups of people who feel disinterested in tourism due to various reasons such as: lack of resources, manifestations of social exclusion, lack of attention from the public sector, application of social resources and passive community and non-governmental organizations. - profit generator (Andries et al., 2021). In accordance with one of the interview presentations which identified the problem of weak resources and attention and inequality of control is the result of a weak mindset and sense of belonging to long-term life growth and development because it is covered in ego and momentary lust.



The issue of awareness in business with a sustainable tourism model is important, because so far the orientation of tourism is purely profit or the economy. Whereas in sustainable tourism, it is not only oriented towards business but also environmental harmony and provides a sense of security and comfort for future generations, so that there is a guarantee of a better life in the future to be anticipated.

#### Planetary Aspect

*Planets* or the earth is an object or place/location of community or individual interaction in creating a sustainable life expectancy system. The research location is tourism in Belitung Regency with specifications for tourist sites that are related to a conflict, where tourism areas are related to land issues such as the Nam Salu Open Pit which until now has yet to find a meeting point in the zoning system between mining lands and forest conservation systems. as well as specifications in the tourism zone, this is in accordance with the results of interviews conducted by the Head of the Tourism Office, where the Belitung tourism object, several locations are still constrained in three conflicts which are difficult to provide common ground, namely the first land issue, secondly the conflict over area management between managers and Pokdarwis which is out of sync, and lastly, of course, the problem of Open Pit Nam Salu. In designing a conflict control strategy, holding counseling and training for local communities in order to raise tourism awareness in each tourist destination.

The problem of location is of course well realized by tourism actors and tourism managers and even the Deputy Regent of Belitung Regency said that the land or location problem, the policy made is like a kite that is being pulled and pulled because on the one hand all aspects have interests, one of which cannot be let go.

#### Prosperity Aspect

Prosperity is expected by every aspect of interaction. The same is true in an implementation of tourism which is of course a serviceservices that provide access to social and spiritual comfort in exchange for providing revenue for business actors and managers. However, sustainable tourism has another definition of prosperity because sustainable tourism does not seek profit from a numerical value but profits in the form of the meaning of sustainability which contains benefits for every aspect of life in self-prosperity and the environment in the context of functions for future generations. This is in accordance with the results of an interview with environmental observer Budi Setiawan who explained that

Marwah of sustainability through sustainability in independence based on competence in the realm of sustainability by using something that revolves around benefits that are not wasted or produces waste for the sake of environmental prosperity.

A compromising conflict control strategy, in this style both parties consult and negotiate with each other how the most appropriate conflict resolution path is decided in the future so that it is hoped that both parties involved in the conflict can feel that no one is being harmed, Hendrick, 1992. Appropriate strategies include namely , the strategy has a mindset of change and maturity as well as concern for generations, government agencies that determine and regulate prices to remain competitive, have standard indicators in income, price rules, legality of structured business licenses and side by side with intense supervision and support for alternative MSME funds that have essence of sustainability.

Sustainable development is a key concept of tourism development which has enormous economic, environmental and social impacts in the modern world (Streimikiene et al., 2021). Because the global economy, social and technological development processes have rapid transformations and fluctuations, the analysis of new and specific forms, present in business

also emerges as an alternative to the necessary methods in tourism to achieve sustainable tourism development. Szromek et al (2023). Based on research according to Siregar and Zulkarnain (2022), One of which involves conflict control, gaining greater significance for placing both investors and regulatory systems in a network that works closely together and focuses on shared and complementary results.

Therefore, the issue of sustainable tourism development is closely related to competitiveness through increased innovation in all areas relevant to business operations. Moreover, tourism is described as a business, which is distinguished by its great diversity, integrity and multi-planning. Precisely, the interconnection of major structural components, forming a tourism business, allows for the assumption that companies, providing tourism services, to cooperate in implementing innovations according to the results of interviews conducted with respondents and the partnership is one form of conflict control where conflict resolution can be successful through communication so as to form a commitment to cooperation Zulkarnain (2022).

#### Peaceful Aspect

In berlan tourism Millions need peace and smoothness of every implementation process. With the existence of several land conflicts that have a negative influence on the image and zoning issues, Belitung is taking preventive steps by participating in becoming part of the UNESCO Global Geopark which is an official barrier or protection in the form of world-recognized conservation. In accordance with the statement of the Head of the Tourism Office Annita, SP, M.I.L that Belitung has been registered with the UNESCO Global Geosite which of course must pay attention to regulatory standards of attention in accommodating the implementation of tourism such as education, conservation and community empowerment in order to create harmony in peace.

In the view of Muhammad Hafrian Fajar as a tourism actor, he sees this. The strategy taken must be right where firmness in the regulation of various policies as well as the overlap of authority with the same object or subject and being able to interpret all aspects of the uniqueness of interaction.

#### Partnerships Aspect

Partnership needed in every aspect of regulatory arrangements in the development of sustainable tourism and conflict control. Where according to the results of interviews from managers and actors in the tourism sector feel the need to help each other in expediting the implementation process through relevant tourism management tools in initiative planning situations in accordance with the 'needs' formula so as to create partnerships through conflict management by setting boundaries for tourism development.

Basically sustainable tourism according to Budi Setiawan's interview is tourism that is based more on social preconceptions than on the economy, can help create or preserve tourist destinations, taking into account economic, social and environmental sustainability criteria. This is a significant contribution to employment and economic growth. In the development of tourism activities, it is necessary to base not only on the criteria of seeking economic benefits, but also on one of the improvements in social welfare, namely the creation of a stable and high-quality workplace, both through public and private partnerships.

Based on the results of the draft strategy that has been formulated in conflict control, the findings of the above strategy are in line with the first theoretical study put forward by Hendrick (1992), namely integrating, in this style encouraging the growth of creative thinking, because each individual can synthesize information and perspectives different. In the conflict control strategy above in the development of sustainable tourism in the Belitung area, strategies that

can be carried out in accordance with this theory are having competencies and skills that embrace each other, and establishing cooperation with the travel agency tourism industry in packing various tour packages.

Basically, it can be said that even sustainable tourism provides some essence in terms of wealth creation. Thus, social sensitivity along with economic welfare is one of the most important elements of sustainable development not only in the tourism sector, but also in other sectors.

The ability of businesses to successfully transition into sustainable tourism innovation depends on many factors, including knowledge and skills (capacity building), organizational innovation (integrated solutions and logistics models), social innovation (new production and consumption models), technological innovation (material design and processes), and multi-stakeholder engagement.

### ***Conflict Control Design Analysis***

Owens (1991), argued that conflict can occur due to differences in views, desires or desires, perceptions, values and goals both between individuals and individuals, individuals with groups, and groups with groups. In line with the expert's view, the conflict that occurred, namely the development of sustainable tourism in Belitung, started from an illegal mining area that was close to the Belitung Geo Site tourism area, then depended on the livelihoods of local people who relied on mining compared to the tourism sector due to a lack of counseling carried out to stimulate awareness from managers and local communities on sustainable tourism. Therefore, the conflict control strategy design can be seen as follows.

#### **Cooperation Aspect**

Conflicts occur when user groups compete for similar resources and other users can reduce the essence of tourism, or other activities in Belitung Regency, where the most typical conflicts are conflicts between mining parties and regulations with the government according to the results of an interview with the Deputy Regent of Belitung Regency who explained that Belitung is still dominated by mining. There has been a shift in the sustainability environment through various policies and tourism transformations in which many MSMEs have resulted in an anomaly of professional tension and development land zones. According to Budi Setiawan, when inequality occurs, the hunger for land is getting higher, so it is proportional to the increase in conflict.

According to Budi Setiawan, UNESCO Global Geopark can be used as a legal umbrella for self-reliance in developing and improving the environment and being able to provide leading. What needs to be done is cooperation between the government, practitioners and academics to provide all competence, innovation and creativity to work together to build the good of the people through concoctions of conflict. which basically contains potential, it only needs maturity to communicate by releasing ego and lust.

#### **Aspects of Persistence**

When there are complaints related to conflicts in tourism development, of course there is disappointment that they are sorry to hear and hope for improvement. According to Tedi, as one of the tourism managers at Tanjung Tinggi Beach, the root of the problem is the human resources who don't want to change because they don't want to get out of their comfort zone, while a change certainly requires adaptation. Besides that, coupled with the lack of knowledge of human diversity which varies in tolerance, norms and manners, it is also one of the triggers of conflict. In fact, according to Harfian as a tourism actor, Belitung certainly already has

abundant natural resources and reliable programs, maybe we have some problems but do not every region have its obstacles too.

## CONCLUSION

Based on the results of the research analysis conducted, the conclusions obtained are as follows: (1) there are three main conflicts that menjis the root of the problem in the development of sustainable tourismMillions namely land disputes, miscommunication of partnerships or out of sync and mining problems. These three points gave rise to various problems and biased policies felt by the local community as well as tourism actors and managers in Belitung Regency, and (2) based on the identification of conflicts the results of the strategy found include the people aspect (1)Have a mindset of change and maturity as well as concern for generations (2) Willing to do introspection based on criticism received and (3) Open to criticism and suggestions. Planet Aspects (1) Conduct counseling and training for local communities to raise tourism awareness at each tourist destination in the Prosperity aspect (1) Have standard indicators in income, price rules, legality of business permits that are structured and coupled with intense supervision (2) Support alternative MSME funds that have the essence of sustainability (3) Form a government institution that determines and regulates prices so that they can remain competitive.

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**Devotion - Journal of Research and Community Service**



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