

# Conflict Resolution in Tourist Youth Village: Pindul Cave Tubing in Yogyakarta

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**Abstract—** This article discusses conflict resolution Travel Awareness Group (Pokdarwis) cave tubing Pindul in Yogyakarta, Indonesia. Cave Tubing Pindul as a natural tourist destinations in governance by the people who gave birth to 4 Pokdarwis. Conflict occurs among this group that have an impact on youth. In particular, this article examines the factors that cause conflict, the impact of conflict on young people and the things that can be done to reduce the impact of conflict. The main objective of the research and development research is to build public awareness to the conflict do not give a negative impact to the youth group. So from the community formed a group of people who conduct prevention activities (conflict resolution agent). This research resulted in several findings: 1). The cause of the conflict 2). The impact of conflict on young, 3). Conflict resolution training modules in the tourist village for youth groups. 4). The student learning material on conflict resolution in the course of group dynamics, the levels of S-1 in the department of school education.

**Keywords—** *Conflict Resolution , Youth Education*

## I. INTRODUCTION

Tourist attraction cave tubing Pindul a tourist destination that offers the natural wonders of the cave as the main attraction. Pindul cave is located in the karst region of Gunung Sewu as a world heritage in Yogyakarta one province in Indonesia. Pindul area around the cave in the form of cave limestone cave located beneath the river flow, making the attraction caves and water are very attractive and luring more visitors from domestic and overseas travelers. Average visitors per month reached 4000 rating. This natural tourist destinations managed by groups formed tourism awareness of people living around the cave Pindul. Until the beginning of 2016 there were 4 aware group travel (Pokdarwis).

As a rapidly growing tourist destinations impact on surrounding communities, tourism operators. The indication is by the many people who sell in tourist areas, houses as home stays, and most obvious is absorbed much labor into 4 Pokdarwis. There being a jockey, guard parking, and tour guide, an average of one Pokdarwis can absorb 200 workers. Increasing tourists who come, the more the material benefits obtained, especially for the surrounding communities.

Over time, an unwanted situation had appeared, namely the conflict. This involves a horizontal conflict between Pokdarwis. Mediation is done repeatedly so as to reduce conflicts that occur, but has not been fully able to resolve the conflict. Each party is still trying to mutually accept a solution

that is given by the relevant parties. If this conflict is not resolved as a whole will have an impact on the management of Cave Tubing Pindul as a tourist destination and setbacks Bejiharjo village as a tourist village. Conflict will also affect the younger generation, which gradually became the successor to the manager and developer.

The young generation that is actually not included in the cycle of conflict, will gradually enter as well and affected. Therefore there is need for concrete activities to equip and fortify young people in the village Bejiharjo not directly involved in the conflict, even could be a solution of the conflict. Thus the need for a comprehensive understanding of the younger generation associated with conflict resolution.

Conflict resolution is (1) the action to unravel the problem, (2) solution, (3) the elimination or removal problems. A joint problem-solving actions (solve a problem together). Conflict resolution is an attempt to deal with the causes of conflict and trying to establish new relationships that can last longer between warring groups. Conflict resolution is the ability to resolve differences with others and is an important aspect of social and moral development that requires skill and judgment to negotiate, compromise and develop a sense of justice.

In particular, this article will examine the factors that cause conflict, the impact of conflict on young people and the things that can be done to reduce the impact of conflict. The main objective of the research and development rischer is to build public awareness to the conflict do not give a negative impact to the youth group. So from the community formed a group of people who conduct prevention activities (conflict resolution agent).

## II. RELEVANT THEORY AND LITERATURE

Conflict is a relationship between two or more parties (individuals or groups) who have different target. Conflict is an inevitable fact of life in society. Conflict is a mismatch between the value of the condition or objectives to be achieved, both in the individual and in relation to others. Conditions that have been put forward that could interfere or impede the achievement of emotion or stress that affects the efficiency and productivity of work. (Killman and Thomas, 1978; Wijono, 1993).

Etymologically, the conflict (conflict ) is derived from the Latin meaning configure hit each other. According to Antony, et al (2002 : 175) conflict is an act of one of the parties which resulted obstruct, impede or interfere with any other party

where this can occur between groups, or interpersonal relationships. In line with the opinion of Morton Deutsch, (Bunyamin Maftuh, 2005: 47) states that in the conflict, social interaction between individuals or groups are more affected by the differences rather than the similarities. In another discussion according to Scannell (2010 : 2) conflict is a natural and normal that arise due to differences in perception, purpose or value in a group of individuals.

Huho, J. M. (2012) explain: Conflict is a manifest in structural inequity and unequal distribution of power. It is a situation with at least two identifiable groups in conscious opposition to each other as they pursue incompatible goals. Conflicts are common phenomena in many regions of the world, especially in dry lands, that are endowed with scarce natural resources.

Conflict is the realization of structural and injustice in the distribution of power. This is the situation at least two groups identified in conscious opposition to one another as they pursue goals that are not the same. Conflict is a common phenomenon in many regions of the world, especially in dry land, which is endowed with natural resources and abundant natural.

Furthermore, according Taquiri in Newstorm and Davis, 1977, the conflict is a legacy of social life in many circumstances due to the rise of a state of disagreement, controversy and conflict between two or more parties in the quest. Medium according to (Pace and Faules, 2001) conflict is an expression of a dispute between individuals by other individuals, groups with other groups for several reasons. In this view, the dispute shows the differences between two or more individuals who expressed, remember, and experienced. Conflict is a situation in which two or more people disagree on an issue concerning the interests of organizations and / or with feelings of hostility to one another (Wood, Wallace, Zeffane, Schermerhorn, Hunt, and Osborn, 1998: 580). Conflict is an interactive form that occurs at the level of individual, interpersonal, group or organizational level. The conflict is the result of a situation where the desire or the will of a different or opposite from one another, so that one or two are interrupted (Nardjana, 1994).

The conflict can be identified with more factors. Tedesse (2010) states that :Climate and the associated environmental disasters, such as droughts and floods, induce forced migrations and competition. Over natural resources among the pastoral communities with potential negative consequences for political stability and conflict resolution.

The shape and structure of the conflict is always changing every time in the form of cycles, through various stages, activity, intensity, tension and violence are different. Robbins (1998) outlines: The conflict process can be seen as comprising five stages: potential opposition or incompatibility, cognition and personalization, intentions, behaviors, and outcomes. Robbins explained that the conflict can be seen as consisting of five stages: potential opposition or incompatibility, cognition and personalization, intentions, behaviors, and outcomes.

In general the studies Wahjudin (2011), stages of the conflict is described as follows : Pre - Conflict : This is a

period in which there is a difference target between two or more parties, which raised a conflict or also called conflict hidden, even though one of the parties to show disapproval or denial, there is a potential for confrontation. There is also a tension between parties and / or the desire to avoid conflict with each other at this stage.

**Confrontation:** At this stage the conflict became increasingly open. If only one party feels there is a problem, his supporters started doing demonstrations or other confrontational behavior. Sometimes disputes or other low-level violence occurred between the two sides. Each side gathering resources and strengths and look for allies in the hope of increasing confrontation and violence. Relations between the two sides became very tense, leading to polarization among supporters on each side.

**Crisis:** This is the culmination of a conflict, when the tension and/or violence occurs most severe. In beasar scale conflict, this was a period of war, when people from both sides were killed. Normal communication between the two side the possibility of dropping out. General statements tend to accuse and oppose other parties.

**Effect:** A crisis will undoubtedly lead to a consequence. One party may conquer others, or maybe do the ceasefire (if war occurs). One party might surrender or give up the insistence of others. Both parties may agree to negotiate, with or without the help of intermediaries. A party who has the authority or other third parties may be more powerful force both sides to stop fighting. Whatever the circumstances, the level of tension, confrontation and violence at this stage somewhat declined, with the possibility of settlement.

**Post-conflict:** Finally, the situation resolved by ending various violent confrontation, the tension is reduced, and the relationship to a more normal leads in advance of both parties. However, if the issues and problems that arise because of their conflicting goals are not addressed properly, this stage is often return to pre-conflict situations.

English conflict resolution is conflict resolution have a different meaning depending on the experts who focus on researching about the conflict. Resolution in the Webster Dictionary, according to Levine (1998 : 3) is (1) the action to unravel the problem, (2) solution, (3) the elimination or removal problems.

Mindes (2006: 24) explains that conflict resolution is the ability to resolve differences with others and is an important aspect of social and moral development that requires skill and judgment to negotiate, compromise and develop a sense of justice. While Weitzman and Weitzman (in Morton & Coleman, 2000: 197) defines the resolution of the conflict as a joint problem-solving actions (solve a problem together). More Fisher et al (2001: 7) explains that conflict resolution is an attempt to deal with the causes of conflict and trying to establish new relationships that can last longer between warring groups.

Exposure theory according to experts of the above, it can be concluded that the definition of conflict resolution is a way of individuals or groups to resolve the problems being faced by individuals or other groups voluntarily. Conflict resolution can

also involve a third party wise, neutral and fair to help the conflicting parties to solve the problem.

Scannell (2010: 18) mentions aspects-aspects that influence individuals to be able to understand and to resolution of conflict, these aspects include: communication skills, the ability to appreciate the difference, trust in others, and emotional intelligence. Meanwhile, according to Bodine and Crawford (Jones and Kmitta, 2001: 2) to formulate some kind of ability that is crucial in fostering conflict resolution initiatives include: the ability of orientation, ability perceptions, emotional ability, communication skills, creative thinking skills and critical thinking abilities. The ability of orientation in conflict resolution includes individual understanding of the conflict and attitudes that show anti- violence, honesty, fairness, tolerance, self-esteem.

The ability of perception is a person's ability to be able to understand that each individual is different with other individuals, were able to see the situation as others (empathy), and defer to blame or pass judgment unilaterally. Emotions in conflict resolution capabilities include the ability to manage a wide range of emotions, including anger, fear, frustration, and other negative emotions. Communication skills in conflict resolution includes the ability to listen to others: to understand the other person; speaking a language easily understood; and deducing or reorder emotionally charged statement into a neutral statement or less emotional.

The ability to think creatively in conflict resolution includes the ability to understand the problem to solve the problem with the sharing of alternative way out. Critical thinking skills in conflict resolution, namely an ability to predict and analyze the conflict situation that is being experienced. One approach is to approach conflict resolution community (Community Linked Program). This approach seeks to apply the learning conflict resolution to the public in general. This method is applied in various lines of public life such as organizational life, social, economic, governance, and so on.

Some models of conflict resolution can be described in the following sections. Cooperative problem- solving, a procedure which includes formal or informal discussions between individuals or groups. With this process the parties involved in the conflict to work together to determine the nature of their differences and seek creative alternatives that will allow them to meet their needs, wishes or problems. The parties cooperatively using problem solving does not need to have a very strong relationship, but they must recognize the need to collaborate with each other to resolve their differences (CDR, 1997).

Negotiations, referring to the competitive process (negotiating positions) or profit based negotiations. In a negotiation position, counter parties make offers -Offers that they think will resolve the conflict. These exchanges usually offer a solution acceptable to both parties that begins the process of gathering negotiate and find common ground.

Mediation, refers to the process in which a third party provides procedural assistance to help individuals or groups in conflict to resolve their differences. The mediation process varies throughout the world in the form and underlying

philosophy. In many western countries, the mediator is usually an independent and neutral person who does not have decision-making authority. In other societies, it may be more important that the mediator is known and trusted by the party rather than be seen as impartial. Mediation is voluntary. Process and success is tied to the vesting decision-making authority on the parties involved in the conflict. The structure of the mediator is a way that creates a safe environment for the parties to discuss the conflict and find a solution that will meet their interests.

Facilitation, is aided process that is similar to mediation in its purpose. But the process is facilitated usually not comply with the established procedure. In this type to be continued, facilitators work with the parties to increase the effectiveness of communication and problem solving skills. The facilitator can be either a third party or a person in a group that is capable of providing procedural assistance and to refrain from entering the substance of the discussion.

Arbitration, is a form of dispute resolution in which a third party to make a decision on the outcome of the dispute. Typically, the conflicting parties appoint arbitrators to make this decision. The arbitrator's decision is either binding or not binding on the parties depending on the agreement made before it enters the arbitration process. Non-binding arbitration is often used to help the parties reached an impasse on certain issues.

Conflict requires interdependence. So it is possible to manage or resolve the conflict with the restructuring of connections that bind conflicting groups together. One way to do this is to develop goals, identify and pursue a set of performance targets as opposed to inter-group can be achieved only by working together. Share a common goal requiring the group to look beyond their differences and learn how to cooperate with each other. The second way is to expand the supply of critical resources.

This method eliminates the major source of conflict between groups that draw from the same source. When this method is successful, it decreases the amount of interdependence between groups now competing for a limited resource availability. The third way to manage conflicts is to clarify existing relationships and create the position of clarification wishes of each group easily visible. If feasible, this affects the desire clarification interdependence between groups by strengthening the understanding of the group, by identifying how and why they are connected and reduce conflict.

The fourth approach is to modify the existing structural relationships, and includes two mechanisms called decoupling mechanism slack resources and tasks independently. Slack resources helps to separate other groups interconnected by creating limits that reduce the ability of one group to influence other activities. Both groups following each other for the second group's ability to do his job depends on the ability of the first group to complete its task.

The final method of conflict resolution can use force. The presence of a strong party is essential in managing conflict and community organizations. To understand how and why conflict and community organizations are resolved in favor of a different solution from stakeholders, but need to look deeply

associated with power. The power that does not lead to conflict, but power is able to solve the conflict. Power like this presence in the midst of the conflict is in need.

### III. PREPARE YOUR PAPER BEFORE STYLING

Conflict resolution research Pokdarwis cave Pindul Special Region of Yogyakarta Indonesia's approach Research & Development (R & D). The procedure of research and development by Borg and Gall (2003: 772) basically consists of two main objectives, namely: (1) developing the product, and (2) to test the effectiveness in achieving the objectives. Procedure or work step in this research include; 1) the preliminary study, 2) create a design, 3) production guides and learning activities, and 4) the trial product. The detailed steps of development as follows: 1) research and collecting information, 2) planning, 3) develop preliminary form of product, 4) preliminary field testing, 5) the main product revision, 6) playing field testing, 7) operational product revision, 8) field operational testing, 9) dissemination and implementation. Results target achievement is a model of conflict resolution training and development of training modules on conflict resolution. Conflict resolution training modules in adoption to be developed is a module to manage conflicts of Ministry of Internal Affairs of the Republic Indonesia (Wahjudin Sumpeno, 2011).

#### A. Data Collection and Analysis

Data collection techniques used were observation / interviews, and questionnaires. Each technique is applied as follows: First, the observation and interview techniques used to collect data about the initial conditions and the presence of the learning process and learning activities guide handle learners that are used in the field, as a basis for developing guidelines and teaching conflict resolution activities. Second, the questionnaire technique is used to collect data feasibility assessment guide and learning conflict resolution activities in the opinion of tutors and practitioners from the world of work (subject matter experts), expert opinion (media expert), as well as the opinion of learners (users). The instruments used in data collection sheet includes observation and questionnaire. Observation sheet used to record information from the field. The questionnaire used to measure the feasibility of a training module on conflict resolution. Each includes a material aspect, the aspect of media, as well as aspects of learning. The data has been collected in the pilot study, the expert assessment of materials and media expert, limited testing, as well as the effectiveness test was analyzed and described.

Data analysis techniques performed include the following: First, the analysis of the initial condition data in the form of the factors that triggered the conflict as the basis for preparation of guidelines for conflict resolution and learning activities are presented in tables and analyzed and described in a narrative. Second, product feasibility data analysis modules developed in the opinion of subject matter experts, expert instructional media, and according to the assessment of learners is analyzed and described qualitatively. The data are presented in tables, images, and exposure descriptive narrative. Third, the effectiveness of data analysis module statistically analyzed

quantitatively using the percentage of success in practicing conflict resolution training modules.

## IV. RESULTS AND DISCUSSION

This study focused on the development of public awareness to the conflict do not give a negative impact to the youth group. So from the community formed a group of people who carry out prevention activities, the so-called conflict resolution agent (CRA). We are very encouraged by the conflict, so that the resolution of this conflict which is programmed able to provide supplies the ability of individuals and communities in the face of situations that occur in the community. So that the conflict resolution model is also capable of contributing to the development of the wider community. For this article, we chose two important findings that will be outlined. First, a description which related causes all of conflicts among Pokdarwis. Second, the description of the process of public awareness regarding the importance of the settlement of the conflict and the need for the establishment of conflict resolution agent. This description is also reaching in the formation of conflict resolution agent.

#### A. Factors Contributing to Conflict

Conflict in the village of caving Pindul, this is caused by low Human Resources that has been overshadowed by a factor of formal education community is still low, in addition to the communication between Pokdarwis with the government is not good, causing miss communication that cause less controllable oversight of local government.

Conflicts differentiate into two types, internal conflict and external conflict between Pokdarwis which is Pokdarwis conflict with the public, especially youth groups. Internal conflicts caused by: 1).The big difference in the admission price travel, which is caused by the jockey and the rates vary between Pokdarwis. This is because there is no provision to fixed entry fee travel. 2). Competition for land between Pokdarwis and landowners. 3).Their unhealthy competition between Pokdarwis, every Pokdarwis vying for most visitors. 4). Jockey, the jockey to charge their own and mutual fibers get tourists.

External conflict caused by 1). The lack of direct attention from the government, to do with system management and travel administration. 2). Public welfare uneven. Social inequalities are increasingly high, as a result of the lack of equity in the utilization of Attraction empowerment. 3). The mindset of the youth on education , with the Tourism cave Pindul made some youths choose to work rather than attend school.

The above findings based on information from respondents, as conveyed by Sugeng: *These conflicts arise due to the lack of synergy between Pokdarwis plus another lack of standard operating procedures jela. The existence of a jockey who is their own initiative without a clear structure with Pokdarwis, prompting the jockey to do things that are detrimental to Pokdarwis.*

As well as that conveyed by Supaman: *These conflicts arise due to the maneuvering of each Pokdarwis which creates unfair competition to get visitors, as well as poor communication between jockeys, secretariat and managers. This is because there is no clear line of instructions so as each party would run alone without cooperation with other parties.*

Conflicts over is horizontal, which involves inter-community and community groups who are relatively equal. Such conditions have a considerable influence on the convenience and the pattern of social relations in society.

#### *B. Impact of Conflict*

Conflict between Pokdarwis negatively impacted, the impact it could differentiate into two, namely the impact in general and specifically the impact of the youth group. The overall impact is: 1). Visitors or tourists reduced, thereby reducing revenue. 2). The lack of economic equality for people around Pindul, it is associated with the use of Pindul not able to involve the wider community. 3). Gaps society, economic inequality more visible, people who work in Goa Pindul economy will improve, but for people who do not work will be increasingly left behind. There are no community empowerment with Pindul cave Tourism basic.

In particular, this conflict also have an impact on youth groups, namely: 1). Many youth who squandered a chance to go to school because it is more interested in working in goa Pindul. 2). Less merging between Pindul with the community, be it public or community organizations, such as Youth. 3). Harmony among the youth to be reduced, it is caused by the conflict Pindul cave.

#### *C. Conflict Resolution Model*

Agent Conflict Resolution (conflict resolution agent) / CRA, is a team of several young people who entered Bejiharjo native village in the conflict zone Pindul committed to perform a variety of events and activities to reduce the impact of conflict on youth. CRA and berkolaborasi collaboration with a team of researchers in carrying out those commitments. CRA was born out of the research process in the field, which encourage youth groups to a growing awareness in resolving the conflict that was born the initiative of the youth to form teams CRA. How it works can be explained as follows CRA: 1). Gradually CRA will equip themselves with knowledge and more skills. 2). The research team will facilitate the development of CRA team with some training. (Training conflict resolution). 3). Programmatically CRA will host a variety of activities and programs to resolve conflicts that occur mainly focus on the impact negative to the youth.

#### *D. Conflict Resolution Training Module*

This module contains a training range for CRA and concise material capabilities for conflict resolution. The module is a module that was developed conflict resolution interior ministry Republik Indonesia, modified and added with some material specially related to the conflict in the tourist village Bejiharjo.

## V. CONCLUSION

First, the conflicts that arise in the village of Cave Tubing Pindul, due to: 1). Lack of synergies from each Pokdarwis. This relates to the provisions of caving Pindul management. Vied with each other so that inter- secretariat travelers. 2). The existence of a jockey who is their own initiative without a clear structure with managers of caving Pindul make abstract rules and regulations is also clear. 3). Pindul goa land ownership, to be able to master Pindul personally. 4). A large number of Pokdarwis which creates unfair competition to get visitors. 5). Poor communication between the jockey and Pokdarwis. This is due to the absence of instructions jelasm line so as each party would run alone without cooperation with other parties.

Second, conflicts between Pokdarwis a negative impact especially to youth groups, including the following: 1). Many youth who squandered a chance to go to school because it is more interested in working in goa Pindul. 2). Disintegration of the cave Pindul with the community, be it public or community organizations, such as Youth. 3). Harmony among the youth to be reduced, it is caused by the conflict Cave Tubing Pindul.

Thirdly, conflict resolution training modules were developed containing alloys training for CRA with quick material capabilities for conflict resolution. The module is a module that was developed conflict resolution ministry of interior of the Republic Indonesia, modified and added with some material specially related to the conflict in the tourist village Bejiharjo.

## ACKNOWLEDGMENT

The authors would like to thank the Director General of Strengthening Research and Development, Ministry of Technology Research and Higher Education of the Republic Indonesia, which has provided funding of this research.

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