An Overview of Conflict among Residents and Other Stakeholders at Community - Based Tourism Destination

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Conflict is an inherent part of social relations. It is a complex issue that need to be more thoroughly studied to achieve the inclusive and sustainable development. In this paper, the authors conducted a systematic analysis of previous studies associated with issues of conflict between residents and other stakeholders at community based tourism destinations. The authors have identified 46 peer-reviewed journal articles in various source of e-databse, mainly in Scopus and Web of Science, that discussed about this problem. The study results implicate the existence of tension and conflicts at community based tourism destinations all over the world which has devalued stakeholder cooperation and negatively affectd social, environmental and economic sustainability; changed community's attitude and support towards tourism development; influenced visitor satisfaction, etc. The tensions and conflicts are caused by various reasons and may be handled by different solutions. This study is a foundation for researchers to have an overview and broader understanding of the community based tourism topic.

Keywords: community-based tourism, conflict, stakeholder relationship

1. Introduction

Community based tourism, an alternative form of tourism, has been initiated since the 1980s and has now become a favorable model of tourism all over the world. A big number of researches on this tourism model have been carried out in order to provide thorough understandings of the concept, principles or development approaches. Accordingly, community based tourism is a type of tourism in which the local residents are supported, empowered to participate in decision-making, management, control and operation, and receive most of the benefits for community development, cultural and environmental conservation (Gascón, 2013; Goodwin & Santilli, 2009). Thus, one of the crucial essence of community based tourism is the participation and support of households who have been living in the area. They are both owners, operators, managers and beneficiaries of benefits from tourism activities. Their attitude is the key element for the development of community-based tourism.

Up to date, most researches on tourism have confirmed that the development of community-based tourism will bring many benefits to the locality in three aspects of economy, culture - society and environment. However, a number of researches also revealed the negative impacts caused by the development of community based tourism. Accordingly, many localities face problems, such as unequal distribution of benefits (Alam & Paramati, 2016), inflation, poor management or the number of tourists is not enough to cover the costs (Simpson, 2008; Goodwin & Santilli, 2009), environmental pollution, resource degradation, cultural change, loss of traditional livelihoods, changing order society, creating social disparities, occurrence of social evils, crowding, noise, traffic congestionand increasing traffic accident rates (King et al., 1993; Milman and Pizam, 1988). In addition, there are many issues

in natural resource treatment; local residents are disallowed from controlling tourism development (Gascón, 2012) economic benefits which are frequently mentioned in most of studies are also questioned by some scholars as the economic benefits areoften leaked out and not stayed in the community. Furthermore, some authors claimed that even though community based tourism creates jobs and income for the locals, the amount of salary is very humble (Goodwin & Santilli, 2009).

Those negative impacts have changed people's attitudes towards tourism, causing a series of tensions and conflicts in the community, thereby hindering the development of community-based tourism. In many destinations, residents had protested and boycotted against tourism business (Jinsheng & Siriphon, 2019), burned tourists' coach, vandalized the boats and burgled the administration office (Gillespie, 2000). Destination conflict has thwart stakeholder's cooperation and negatively affected social, environmental and economic sustainability (Yang et al., 2013); leading to the waste of resources, making the locality lack of strategic direction, weakening tourism management (Canavan, 2017); affect the attitude and support of the community towards tourism development; influence on visitor satisfaction or future intentions (Tsaur et al., 2018). Conflict is the reason for the breakdown of the relationships of stakeholders, disrupting cooperation in tourism, and ultimately hindersthe development of the destination (Tesfaye, 2017). Correspondingly, the study of conflicts at tourism destination is really crucial and meaningful for the inclusive and sustainable development. Effective conflict resolution and management strategies are essential to avoid value degradation and encourage collaboration, resource integration, which can support the achievement of the United Nations Sustainable Development Goals (Apostolidis & Brown, 2021).

2. Methodology

This study is divided into two stages: data collection, and data analysis

* Data collection

The authors chose two main sources of database: Web of Science (Thomson Reuters) and Scopus (Elsevier) for data searching since they are the two largest e-databases in the world providing all scientific articles in all fields. Allthe paperspublished on these two sources are reputable (Zainab & Raj, 2013) and appropriate for scientific analysis (Archambault et al., 2009). To avoid missing documents from other sources, the authors also used keywords to search on other searching engines such as Google Scholar (a free accessible web search engine that indexes the metadata of scholarly literature). In addition, the authors used the snow ball method to find further relating researches through reference lists of identified articles.

The process of data collection was conducted through four steps according to the Preferred Reporting Items for Systematic Review Recommendations (PRISMA) (Moher et al., 2009), which included the identification, screening, eligibility, and inclusion of articles (Figure 1). In the first step, the authors conducted repeated searchesbased on the following keywords: community based tourism/community tourism/ community based ecotourism; conflict/tension/dispute/disagreement/discord and stakeholder/actors/parties. A combination of keywords was made to search again on the e-database. The keywords are limited on the title, abstract and keywords of the article. The authors selected only peer-reviewed journal

articles. Articles published in languages other than English were also excluded (Table 1). After many times of searching, the authors achieved 45 research articles onWeb of Science, 37 articles on Scopus and 31 articles on other sources.

Table 1. Data Identification

Key words	Community-based tourism, stakeholder, conflict
Field	All
Article type	Research final article
Time limit	All
Language	English
Query String	**Web of Science**: (TS = (community-based tourism* AND stakeholder* AND conflict*)) AND LANGUAGE: (English) Refined by: DOCUMENT TYPES: (ARTICLE) Timespan: All years. Indexes: SCI-EXPANDED, SSCI, A&HCI, ESCI. **Scopus**: (TITLE (*"community based tourism"*)) AND (conflict) AND (LIMIT-TO (DOCTYPE,*"ar"*)) AND(LIMIT- TO (LANGUAGE, *"English"*)) Google Scholar: "conflict" &"community based tourism"
Searching date	March 2021

In the next step, document screening, the authors found a lot of duplicate articles from these database sources. Specifically, there are 28 duplicate articles from different sources. After removing duplicates, the remaining number of documents is 85 articles. The authors carefully scannedand read the titles, abstracts and conclusion of the 85eligibility studies andexcluded 18 further articles which did not align with the objective of the study. Finally, the authors used 5 criteria in literature review scoring rubric supposed by Boote & Beile (2005) (Coverage; Synthesis, Methodology, Significance and Rhetoric) to filter out 21 inappropriate articles andincluded 46 articles used for the systematic review.
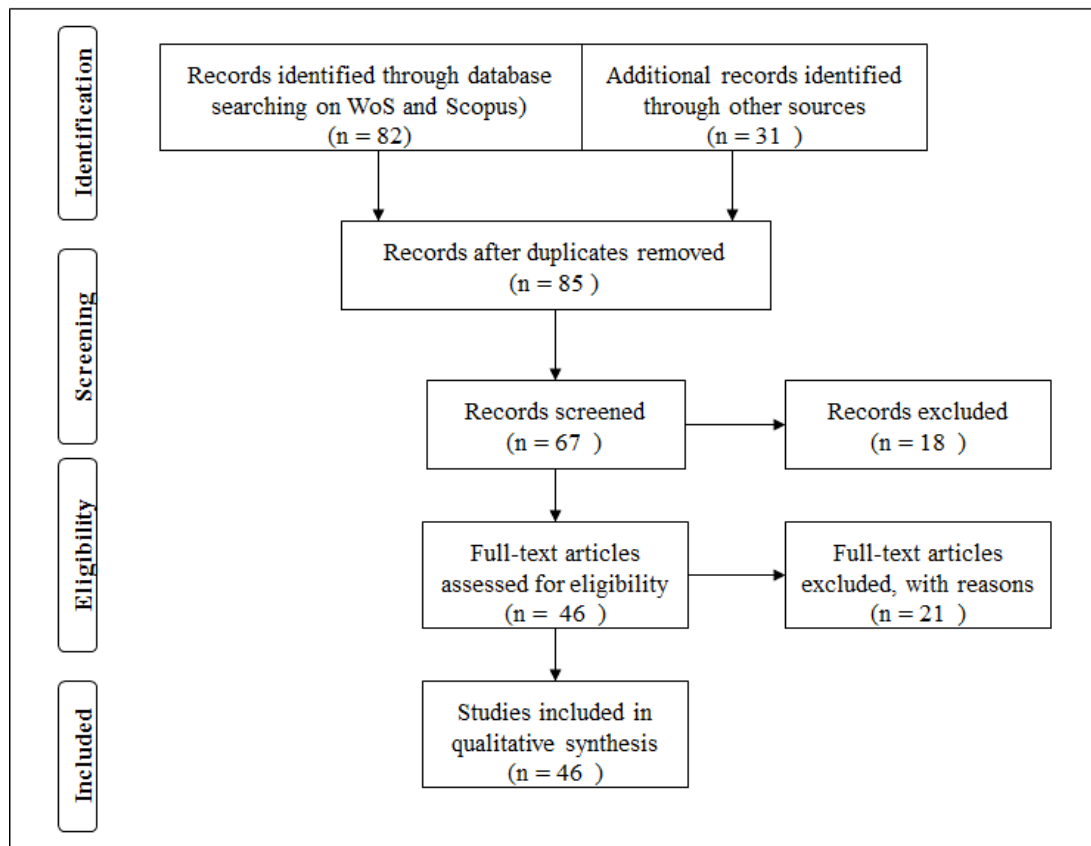
Figure 1. Data collection process

* Data analysis

Each article was carefully read and classified into following categories: 1. General characteristic of publications (author(s), year of the publication, publishing journal, region/country, methodological approaches, applied theory, research object)and 2. Study result. For the second category, based on the aims of study, the authors used thematic analysisof 5 topics: conflict impact, conflict subject, conflict object, conflict source and conflict management. Through the literature review, the general picture of conflicts between stakeholders at the community based tourism destination has been visualized.

3. Findings

3.1. General characteristic of publications

The selected 46 studies on conflicts at community based tourism were published between 2000 –2021. Till the last 5 years this topic has really gained much attention (Figure 2). Articles selected for review were published in various journals (Table 3). Journal of Sustainable Tourism and Tourism Management are two leading sources. Regarding region, the studies of conflict at community based tourism are conducted in various regions, but mainly scattered in developing countries. The number of research in Asia – Pacific and in Africa accounts for 54.3% (n = 25) and 19.6% (n = 9) respectively (Table 4 and Figure 3).
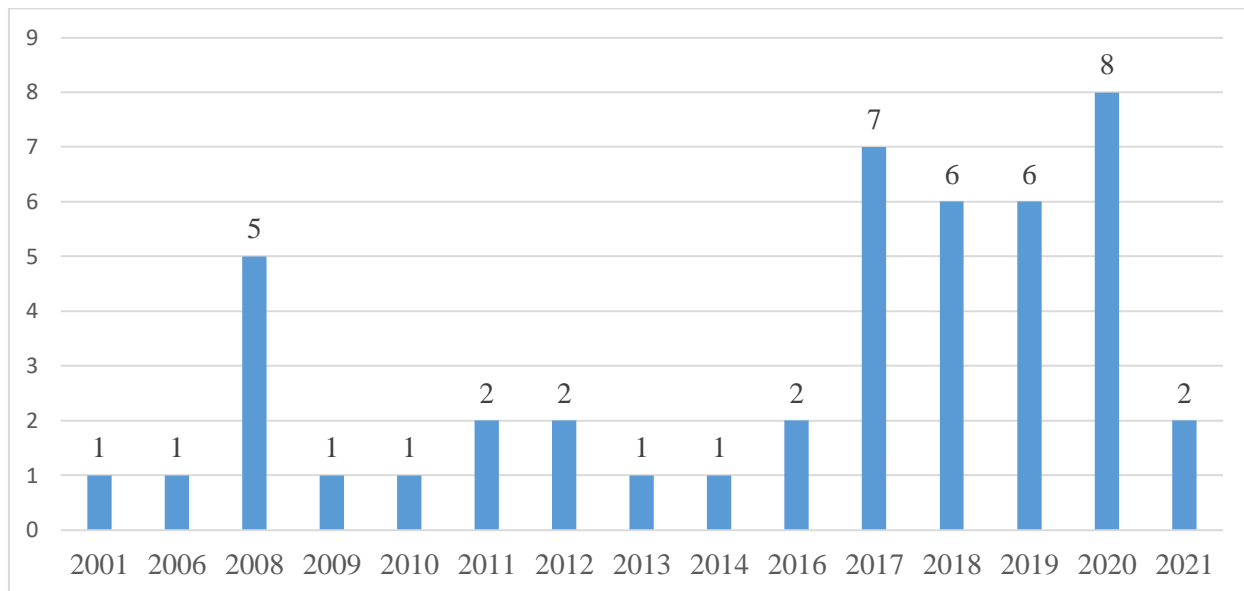
Figure 2. Publications per year

Note: The data was collected in March 2021 so the number of publications in 2021 is not complete.

Table 2. Publications per journal

Journal	Number	Percentage
Journal of Sustainable Tourism	8	17.0%
Tourism Management	4	10.6%
Asia Pacific Journal of Tourism Research	3	6.4%
Tourism Management Perspectives	2	4.3%
Tourism Recreation Research	2	4.3%
Journal of Environmental Management and Tourism	2	4.3%
Tourism Planning and Development	2	4.3%
African Journal of Hospitality, Tourism and Leisure	2	4.3%
Journal of Destination Marketing and Management	2	4.3%
Journal of Hospitality and Tourism Research	1	2.1%%
Journal of Southern African Studies	1	2.1%%
Journal of Ecotourism	1	2.1%
Leisure Studies	1	2.1%
environmental Science and Policy	1	2.1%
Asian Social Science	1	2.1%
Tourism Economics	1	2.1%
Asian Anthropology	1	2.1%
Ecological Questions	1	2.1%
Journal of Mekong Societies	1	2.1%
Frontiers in Psychology	1	2.1%
Journal of Rural and Community Development	1	2.1%
Singapore Journal of Tropical Geography	1	2.1%
PloS ONE	1	2.1%
Journal of Sustainable Forestry	1	2.1%
Environmental Conservation,	1	2.1%

Current Issues in Tourism		1	2.1%
Local Economy		1	2.1%
Journal of Travel Research		1	2.1%
Total		**46**	**100%**

Table 3. Publication by region

Region	Number of publication	Percentage	Countries
Asia-Pacific	25	54.3%	The People's Republic of China (8), Indonesia (5), India (1), Republic of Korea (2), Malaysia (2), Philippines (1), Tajikistan (1) Thailand (2), Turkey (2), South Asia countries (1)
Africa	9	19.6%	Botswana (1), Ethiopia (1), Kenya (1), Malawi (1), Mozambique (1), South Africa (1), Tanzania (2), Zimbabwe (1)
Europe	4	8.7%	Croatia (1), UK (2), Portugal (1)
North America	3	6.5%	USA (2), USA and Canada (1)
South America	3	6.5%	Costa Rica (1), Peru (1), multiple countries (1)
Undefined	2	4.3%	
Total	**46**	**100%**	

Figure 3. Key areas for community based tourism conflict research

Note: The size of the dots reflects the number of papers

- Methodological approaches

In selected articles, most studies use a combination of research methods to approach the problem (Table 5). However, it can be claimed that the most applied method for studying conflict is interview (n =12). Besides, some other qualitative research methodologies such as case study, observation, ethnography fieldwork, systematic review, group discussion are also used. Five studies use sociology survey to investigate the conflict issue at community based tourism destination and four studies use a mixed research method of quantitative and qualitative to approach the problem. The selected objects are mainly local residents. Other stakeholders such as tourist, government official, tourism enterprise, destination management organization are also approached (Table 6).

Table 4. Research methodology

Methodology	Number	Methodology	Number
Qualitative	*17*	*Quantitative*	*5*
Interview	12	Sociology survey	5
Ethnography fieldwork	4		
Systematic review	5		
Combination of multiple qualitative method: case study, interview, group discussion, observation,…)	16	**Mix method** (Qualitative and quantitative)	4

Table 5. Research objects

Survey object	Number	Survey object	Number
All stakeholders	7	Tourist	4
Resident	21	Tourism Enterprise	5
Government official	6	NGO	2

Note: Some articles approached multiple objects, therefore the sum of articles quantity divided by survey objects exceeds the number of reviewed articles (46)

3.2. Studies results

Focusing on particular key elements of conflict, the author identified five topics were studied in selected papers: conflict impact, conflict subject, conflict object, conflict source and conflict management (Figure 4).

* Conflict impact

A number of authors (Yang et al., 2013; Apostolidis & Brown, 2021; esfaye, 2017; Canavan, 2017; Tsaur et al., 2018) indicated that tensions and conflicts at tourism destination may negatively affect destination development. Conflict may lead to value destruction, as it will reduce the value of stakeholder cooperation(Prior & Marcos-cuevas, 2016) and negatively affect social, environmental and economic sustainability (Yang et al., 2013).

Conflict is the reason for the breakdown of the relationships of stakeholders, disrupting cooperation in tourism, and ultimately hindering the development of destinations (Tesfaye, 2017). Also, conflicts lead to wasting resources, making the locality lack of strategic direction, weakening tourism management (Canavan, 2017); affecting the attitude and support of the community towards tourism development; influencing visitors' satisfaction or their future intentions (Tsaur et al., 2018).

On the contrary, Gascón (2012), based on case studies in South America, argued that conflict in tourism brings a positive impact because it will create a change towards the better development of the destination. Okazaki (2008) and Yang et al. (2013)had a neutral view and pointed out that if conflict is properly managed, it may improve cooperation, support value creationand sustainable development.

* Conflict subject

Based on case studies, many scholars have identified different subjects of conflict in tourist destinations. Yang et al. (2013) pointed out cultural, economic and structural conflicts among different stakeholders. Specifically, cultural conflict is the main conflict between resident and tourist. The authors explain when the tourism develop, locals do not know how to adapt to the new environment. So many outsiders suddenly came to their locality and the locals could not understand the outsiders' unordinary behavior and lifestyle which are different from their own culture. Meanwhile, the conflict between residents and businesses is about resources and economic benefit. The conflict between residents and government is about power (in the process of planning, decision-making...). Those conflicts are at different levels in three different stages of tourism area life cycle. In particular, in the exploration stage the most obvious conflict is about cultural different between resident and tourist. In the next stages, the involvement and development stage, the tensionis about resources and power strain respectively. The authors also confirm that conflict between stakeholders at tourism destination is a problem need to be thoroughly analyzed. Another researcher, Kinseng et al. (2018)stated that the conflict between the community and private enterprises is about ownership and entry of resources. Through a survey of private businesses and local residents, Xue & Kerstetter (2018) confirmed that these two groups share the same overall development goal, but they have conflicting values, attitudes and theories. A research by Jinsheng & Siriphon (2019) in a community based tourism destination in China showed that each stakeholder group has its own concerns, and this has led to economic social and cultural conflicts, both internally and externally existing.

* Conflict objects

Scholars have mentioned the relationships and conflicts amongst all stakeholders at the destination, but the most obvious one is the conflict between residents-visitors, resident-government, residents - tourism enterprises, residents – destination management organization and resident - resident.

- Residents – Visitors

The conflicting relationship between residents – visitors was mentioned in the works of Yang et al. (2013), Kim & Kang (2020), Thompson (2020)and Tsaur et al.(2018). Based on Coser's (1956) model of social conflict, Yang et al. (2013) revealed conflicts between stakeholders, including the relationship between local communities and tourists. Specifically,

during the discovery phase, the community and visitors had conflicts over issues of belief and culture. When tourists come from other places, differences in culture, beliefs, customs and religions may lead to disagreements between these two social groups. Kim & Kang(2020) uncovered the negative attitude of residents towards visitors at an overcrowding destination in Korea (Gamcheon cultural village). Thompson (2020) also mentioned tensions between locals and tourists due to the lack of understanding, market experience, and differences in habits of locals and visitors. Tsaur et al. (2018) researched and developed a scale to assess conflict between residents and visitors. The authors pointed out three types of conflicts between residents and visitors: cultural, social and transactional conflicts.

- Residents - Government

By using case studies, a number of authors(Feng & Li, 2020; Jinsheng & Siriphon, 2019; Yang et al., 2013) revealed that local community and authorities frequently face conflicts. Yang et al. (2013) explained the conflict arises when the government's policies do not benefit the people, quite the contrary, prevent them from seizing opportunities to get profit from tourism. Specifically, to increase tax income and state budget source, local governments often introduce policies to attract investment and promote tourism development. However, most of local residents who have limited economic capacity get a humble benefit since they hardly compete with outside investors from big cities. As a result, people become a disadvantaged group that cannot grasp the opportunities and benefits from tourism. This may lead to tensions and conflicts. In addition, conflicts between the local residents and the government may be stemmed from the mistakes of the authorities, when they use their power for personal purposes and to benefit themselves. Jinsheng & Siriphon (2019) concluded the government is the most antagonistic group to the residents.

- Residents – Destination management organization:

Based on the social exchange theory model, Gan (2020) studied the preconditions that create social and environmental conflicts between residents and conservation staff in a nature reserve. This conflicting relationship is also mentioned by Ernawati et al. (2018)in a nature reserve in Indonesia. Mutanga et al. (2017)pointed out seven factors that determine the relationship between protected area staff and local communities: benefit sharing (main factor), human – wildlife conflict, compensation to residentsfor losses from wildlife attacks (crops, livestock), communication between protected area staff and local communities, community participation in the management of conservation projects, lack of community participation in tourism activities in the area, and the mutual perception of protected area staff and the community.

- Residents - tourism enterprises

Residents and tourism businesses often dispute over sharing economic benefits from tourism, competition for resources ownership and access right (especially land resources) (Xue & Kerstetter, 2018; Kinseng et al., 2018) and environmental protection issues (Jinsheng & Siriphon, 2019; Feng & Li, 2020). Local people believe that they are the real owners of the land, the owners of the natural resources as well as the cultural resources. Businesses outsiders arrive and buy their land to build hotels and restaurants, exploit and use their resources to make profit. Not only that, the presence of tourism businesses also causes some situation: the loss of cultural authenticity, commercialization of their sacred places, objects,

local culture, noise pollution, traffic congestion, the decrease of social cohesion and adherence to traditional customs (Kinseng et al., 2018).

- Residents – Residents

The conflicts may beraised in internal community (Feng & Li, 2020; Jinsheng & Siriphon, 2019). Those are the conflict between a group of people who participate in tourism and non-participant; theconflict between participant themselves (local entrepreneurs); and the conflict between generations in the community (Lee & Son, 2016). The participant and non-participants often discord about the use of community's common resources and spaces for personal business purposes. People who do not participate in tourism are often indifferent, have an uncooperative or jealous attitude to villagers whose exploit community resource to earn economic benefits from tourism (Ebrahimi & Khalifah, 2014). Moreover, the problems of noise pollution, water pollution, depletion of resources, etc. make the non-participant group oppose the tourist arrivals and criticize tourism entrepreneur members.

* Conflict sources

The diverse sources of conflicts in community-based tourism were mentioned in 18 selected studies. The main ones are: the difference of stakeholder's goals and interests (Tesfaye, 2017; Canavan, 2017; Đurkin & Peric, 2017; Jinsheng & Siriphon, 2019); limited resources (Baptista, 2010); resource disturbance (Hlengwa & Mazibuko, 2018); the lack of a common vision among stakeholders (Clark & Nyaupane, 2020); lack of trust and cooperation (Canavan, 2017); inappropriate management model and structure (Salazar, 2012; Clark & Nyaupane, 2020); intensive government intervention, correspondingly by the decrease of community participation (Feti et al., 2020); irrational policies of government that affect the livelihoods of communities (Yang et al., 2013; Mbaiwa et al., 2008); ignorance of residents who do not participate in tourism (Timur & Getz, 2008; Kim & Kang, 2020); negative impacts caused by tourism (McCool, 2009; Hlengwa & Mazibuko, 2018; Kim & Kang, 2020); degradation of environmental resources and culture (Sitikarn, 2008; Salazar, 2012; Mannon & Glass-Coffin, 2019); unfair benefit sharing (Harris-Smith & Palmer, 2021; Kim & Kang, 2020); demographic factors such as generation gap, occupation (Lee & Son, 2016); cross-cultural capacity of groups (Tsaur et al., 2018).

* Conflict resolutions

To resolve with conflict, there are various recommendations supposed in16 selected researches. Maximizing resident participation seems to be the most suggested resolution (Bhalla et al., 2016; Clark & Nyaupane, 2020; Fan et al., 2019; Feng & Li, 2020; Lee & Son, 2016). The following onesare a co-management model (Castro & Nielsen, 2001; Ohl-Schacherer et al., 2008; Ernawati et al., 2018; Feti et al., 2020); benefit sharing (Feng & Li, 2020; Nugroho & Numata, 2020); building an appropriate power structure that clearly defines the power of the government (Xue & Kerstetter, 2018; Wang & Yotsumoto, 2019); raising awareness and mutual understanding of related parties (Needham et al., 2017; Tsaur et al., 2018); developing consistent regulations and guidelines at community based tourism destination (Ernawati et al., 2018; Apostolidis & Brown, 2021); managing of community expectations (Gan, 2020) and finally, sanctioning individuals or groups causing the conflict (Needham et al., 2017).
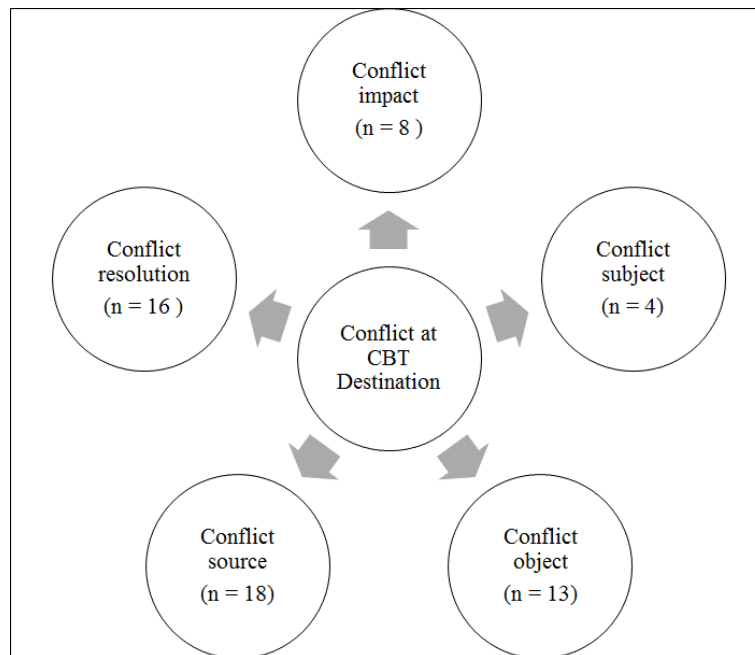
Figure 4. Number of study covering research topics about conflicts at community-based tourism destinations.

Note: Some articles coveres multiple topics, therefore the sum of articles quantity dividedby research topics exceeds the number of reviewed articles (46)

4. Conclusion

Literature reviewing peer research is one of the hallmarks of academic research (Shulman, 1999). It helps each researcher have a clear basis to conduct research faster and more effectively; otherwise, the research will fall into a difficult situation (Boote & Beile, 2005). Therefore, in order to carry out any scientific research, researchers usually take the first step of systematic review previous literature. Previous research works are the "shoulder of giants", the foundation to develop new knowledge. The overview will help the researcher understand the approaches, methods, results or limitations of previous studies so that researchers may have orientation for further studies. This paper has systematically review the previous researches on the topic of conflict between residents and stakeholders in tourism destinations in general and in community based tourism destinations in particular. The general characteristics of publications and studies' results have summarized for following researchers.

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