

CONFLICT AND COLLABORATION BETWEEN LOCAL ENTREPRENEURS AND DESTINATION MANAGERS AT FORT ROTTERDAM MAKASSAR: A QUALITATIVE STUDY

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BACKGROUND: Heritage tourism creates interesting dynamics between local business owners and those managing the destinations. In Fort Rotterdam, Makassar, small vendors rely on heritage tourism for their livelihood, while destination managers prioritize conservation and visitor experience. When these interests don't align, it can lead to clashes over space, rules, and access. This study aims to examine these conflicts and collaborations to propose governance strategies that support inclusive and sustainable tourism.

METHOD: This research applies a qualitative case study approach. Data were collected through in-depth semi-structured interviews, short questionnaires, and participant observation with six informants, including local entrepreneurs, destination managers, and security staff. Data were analyzed thematically to identify patterns of conflict, collaboration, and proposed solutions.

RESULTS & DISCUSSION: As per the research, conflict is primarily due to restricted vending zones and associated inconsistent policies due to leadership changes and limited vendor autonomy. There is some cooperation, although it tends to be informal: dispute resolution is handled by security, and local community trainings are designed to provide appropriate assistance. The findings show that informal ADR practices, combined with trust-building and empowerment initiatives, can enhance cooperation, although they suggest the need for formal systems to ensure prolonged cooperation.

CONCLUSION: Holding regular meetings and open discussions can prevent conflicts from escalating. The research suggests establishing collaboratively designed zoning policies and inclusive mediation policies as well as transparent institutionalized channels for conflict resolution. Applying collaborative governance principles to conservation practices can help protect community livelihoods and enhance the autonomy of local entrepreneurs.

KEYWORDS: Sustainable Tourism; Heritage Tourism; Conflict and Collaboration; Local Entrepreneurs; Fort Rotterdam