

**INTOLERANSI DALAM TOLERANSI:  
KONSEP TOLERANSI INTERGROUP KAUM MUDA URBAN  
DALAM RELASI PERTEMANAN CROSS-GROUP DI JABODETABEK**

**Abstrak**

*Kaum muda urban cenderung memiliki toleransi yang tinggi. Meski demikian ditemukan bahwa kaum muda Jabodetabek akhir-akhir ini memiliki kecenderungan kurang toleran. Pertemanan yang berkualitas pada kaum muda urban dapat turut membangun kohesi sosial di akar rumput. Studi toleransi intergroup kaum muda urban dalam relasi pertemanan cross-group bisa memberi kontribusi mengembangkan konsep toleransi di Indonesia. Riset psikologi tradisional cenderung memandang toleransi sebagai kebalikan dari prasangka. Hal ini dapat menimbulkan problem, rendahnya toleransi belum tentu karena memang sikap dan perilaku toleransi yang rendah, namun karena konseptualisasinya. Selain itu, toleransi juga ada batasnya, sehingga bukan semata-mata lawan dari intoleransi. Bagaimana toleransi intergroup dikonsepsikan, apa maknanya, bagaimana bentuk-bentuknya dan apa saja batasannya sangat erat dengan budaya dan konteks Indonesia. Mengapa toleransi intergroup dapat terjadi? Oleh karena itu diperlukan eksplorasi. Penelitian ini merupakan penelitian dengan paradigma kualitatif dengan perpektif indigenous psychology. Pengambilan data secara online menggunakan metode kuesioner terbuka, wawancara mendalam, dan observasi. Informan adalah kaum muda berusia 18-30, mahasiswa, tinggal di wilayah Jabodetabek minimal 1 tahun dan memiliki minimal 1 teman yang berbeda identitas sosial kelompok. Partisipan berjumlah 644 (kuesioner terbuka), 30 (wawancara) dengan variasi maksimum kota tinggal, lama tinggal, jenis kelamin, agama, tingkat pendidikan, jenis perguruan tinggi, jurusan, etnis, SES, mobilitas, dan jumlah cross-group friendship. Data dianalisis dengan metode thematic analysis dan pattern-matching analysis, dan content analysis. Analisis data dilakukan dengan bantuan software MAXQDA. Strategi yang digunakan untuk meningkatkan kredibilitas adalah dengan validitas kumulatif, koherensi, dan melakukan triangulasi (data, peneliti, metode). Sementara itu strategi untuk memperoleh dependabilitas adalah dengan koherensi, keterbukaan dan diskursus. Hasil penelitian yaitu konsep toleransi intergroup kaum muda urban dalam pertemanan cross-group adalah ada intoleransi dalam toleransi manakala alasan untuk keberatan lebih besar dari penerimaan, di mana batas keberatannya adalah pertimbangan moral atau interpretasi ajaran agama. Toleransi dimaknai sebagai menghargai/menghormati, menerima dan tidak diskriminatif. Bentuk toleransi menghormati ibadah 'yang lain', menghargai perbedaan, tidak mendiskriminasi, berteman, berkomunikasi, mempelajari budaya 'yang lain', dan suportif. Toleransi terjadi karena secara internal didorong oleh pikiran (relasional, menghargai, keberagaman, ajaran agama) dan emosi (positif, kasih/prososial, empati, netral, negatif); secara eksternal karena pengaruh lingkungan mikro, meso, ekso, makro sistemnya; serta situasi khusus (lingkungan yang beragam, kerukunan/keharmonisan, keadaan negatif/ancaman, kebutuhan tertentu).*

Kata kunci : toleransi, toleransi *intergroup*, kaum muda, urban, pertemanan *cross-group*

## **INTOLERANCE WITHIN TOLERANCE: THE CONCEPT OF INTERGROUP TOLERANCE AMONG URBAN YOUTH IN CROSS-GROUP FRIENDSHIP IN JABODETABEK**

### **Abstract**

*Urban youth tend to have a high tolerance. However, it was found that youth in Jabodetabek tend to be less tolerant nowadays. A good quality of friendships among urban youth can help build social cohesion at the grassroots level. Studies about intergroup tolerance among urban youth with cross-group friendships can contribute to developing the concept of tolerance in Indonesia. Traditional psychological research tends to view tolerance as the opposite of prejudice. This can lead to problems, low tolerance is not necessarily due to low tolerance attitudes and behavior, but due to its conceptualization. In addition, tolerance also has limits, so it is not merely the opposite of intolerance. How intergroup tolerance is conceptualized, what meaning it has, and the forms and boundaries are very closely related to Indonesian culture and context. Why does intergroup tolerance occur? Therefore, exploration is needed. This research used a qualitative paradigm with an indigenous psychology perspective. Data were collected through an online open questionnaire, in-depth interview, and observation. Participants were youth aged 18-30 years old, university students, have lived in the Jabodetabek area for at least one year, and had at least one friend with different social identities. Participants were 644 (for open questionnaire), and 30 (for in-depth interviews); with maximum variations of city of residence, length of stay, gender, religion, ethnicity, social economic status (SES), level of education, type of university, major, mobility, and the number of cross-group friendships. Data were analyzed using thematic, pattern-matching, and content analysis methods. Data analysis was conducted using MAXQDA software. The strategies used to increase credibility are cumulative validity, coherence, and triangulation (data, researchers, methods). Meanwhile, coherence, openness, and discourse were the strategies used to obtain dependability. The results showed that there was intolerance within tolerance among urban youth with cross-group friendships. The reasons for objections were greater than acceptance, where the limits of objections are moral considerations or interpretations of religious teachings. Tolerance is defined as appreciating/respecting, accepting, and non-discriminatory. Forms of tolerance include respecting the practices of other religions, respecting differences, not discriminating, making friends, communicating, learning other cultures, and being supportive. Tolerance occurs because it is internally driven by thoughts (relational, respect, diversity, religious teachings) and emotions (positive, love/prosocial, empathy, neutral, negative); and externally due to the influence of the micro, meso, exo, macro system environment; as well as special situations (various environments, harmony/peace, negative/threat situations, certain needs).*

*Keywords: tolerance, intergroup tolerance, youth, urban, cross-group friendship*