

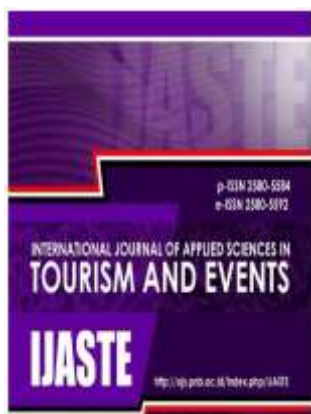
# Infrastructure Readiness to Support Sustainable Tourism Destinations in Bangka Belitung Islands

Devi Valeriani<sup>1</sup>, Rulyanti Susi Wardhani<sup>2\*</sup>, Desy Yuliana Dalimunthe<sup>3</sup>, Fitra Hartini<sup>4</sup>, David Reeve<sup>5</sup>

<sup>1,2,3</sup>Universitas Bangka Belitung, Indonesia, <sup>4</sup>Instansi Bappeda Provinsi Bangka Belitung, Indonesia, <sup>5</sup>Arts and Social Sciences, University of New South Wales, Australia.

<sup>1</sup>[deviyono92@gmail.com](mailto:deviyono92@gmail.com), <sup>2\*</sup>[rulyantiwardhani67@gmail.com](mailto:rulyantiwardhani67@gmail.com), <sup>3</sup>[desydalimunthe2@gmail.com](mailto:desydalimunthe2@gmail.com)

<sup>4</sup>[fitrahartini@yahoo.com](mailto:fitrahartini@yahoo.com), <sup>5</sup>[d.reeve@unsw.edu.au](mailto:d.reeve@unsw.edu.au)



## Article History

Received on 09 February 2020

Revised on 08 April 2020

Accepted on 23 June 2020

## Abstract

**Purpose:** The purpose of this study was to determine how the readiness of infrastructure at tourist destinations in achieving sustainable tourism development in Bangka Belitung Islands, Indonesia.

**Research methods:** The method used in this study is the IPA (Importance Performance Analysis) which is used to measure a person's level of satisfaction with the performance of others. The sample used in this study were 400 samples.

**Results and discussions:** The results showed that the development of infrastructure at tourist destinations in the province of Bangka Belitung the main concern is the health facilities, security facilities, educational facilities and playing, the information center or the sale and handling of waste or garbage while the infrastructure is perceived less important and the level of satisfaction is at lower level, namely the availability of public transportation, bus stops, hotel/resort, souvenir shop/souvenirs, minimart, ATM/money changer as well as cultural and arts facilities, sports facilities, disable facilities, and lockers.

**Conclusion:** That the development of infrastructure at district/ town is located on the main priorities and strengthening the necessary infrastructure and development in order to satisfy the future be tourist infrastructure.

**Keywords:** *readiness, infrastructure, destinations, sustainable tourism development*

## INTRODUCTION

Readiness of tourist destinations to be visited by tourists in the tourist destination requires the construction and infrastructure compliance with the adjustment of the location and condition of the respective tourist destinations (Suwantoro, 2004; Herman, 2017). The development of infrastructure in tourist destinations for the condition and location was able to improve accessibility at tourist destinations, ultimately enhancing tourist destinations. The success of the development of tourist destinations should be through the stage of planning, support, and coordination among related institutions mature (Cetin & Bilgihan, 2016).

Bangka Belitung Province, Indonesia, is one that has a variety of tourist destinations, both marine tourism, nature tourism, historical tourism and ecotourism. Tourism development became one of the priorities of Bangka Belitung province, according to RPJMD Bangka Belitung province Years 2017-2022. The infrastructure is expected to support the success of tourism in Bangka Belitung Province (BAPEDA, 2018).

When traveling became one of the indicators, the satisfaction of tourists was met, not the infrastructure at tourist destinations visited. The expectation fulfillment infrastructure is increasing the number of tourists and the many tourists who do repeated visits to these destinations (Bressolles & Lang, 2019). Dewhurst (2001) and Burns (1995) mentions that the Sustainable Tourism Development is a concept in tourism which aspired by the people who understand the importance of sustainability, the emphasis on the sustainability of the development of a tourism area, with three aspects, environmental, social, cultural and economic (Nikolova & Hens, 2013; Mihalic, 2016).

It requires proper planning strategies and integrated by all stakeholders in its implementation. It is necessary for a detailed study on the readiness of the social infrastructure, the economy, and the environment that existed at the tourist destinations that have become the choice in this study for the realization of sustainable tourism development.

Suwantoro (2004) and Syriac (2017) explained that tourism is a process of the temporary departure of a person or heading somewhere else outside their homes. The urge his departure was due to a variety of interests, either because the interests of economic, social, cultural, political, religious, medical or other purposes such as a curiosity, adding to the experience or to learn line with the opinion (Yamashita 2015; Kiráľová and Pavlíčeka 2015). Spillane (2015) revealed tourism is traveling from one place to another, temporary, done individually or in groups, to seek a balance or harmony and happiness to the environment in the social, cultural, nature, and science (Khotimah and Wilopo, 2017).

Brundtland (1985) states that Sustainable Development is the development that meets the needs of the present without compromising the ability of future generations to meet Reviews their own need. Over time, the concept of sustainable development was adopted into the concept of sustainable tourism (sustainable tourism development). Sustainable tourism development means "form of tourism that is consistent with natural, social, and community values that allow both host and guest to enjoy positive and worthwhile interaction and shared experience. "According to UNWTO, sustainable tourism is defined as tourism that takes into account the full impact of the economic, social, and environmental present and future, address the needs of visitors, industry (tourism), environment, and host communities (Ministry of Tourism, 2012). Sustainable tourism development is mostly concerned with ensuring that natural resources, social and cultural utilized for the development of tourism that can be enjoyed for generations to come. In the Charter for Sustainable Tourism (1995), sustainable tourism development is the development that can be supported ecologically well as economically viable, as well as ethically and socially equitable for society.

Various definitions of infrastructure interpreted them Rozy, and Koswara (2017) and Meidayati (2017) mentioned that infrastructure is a facility or the basic structure, equipment, installations are constructed and necessary for the functioning of the social system and the economic system of society (Khadaroo and Seetanah, 2007; Tamvakis and Xenidis, 2013; Grigg, Neil 2000). Other organizations, namely the Associated General Contractors of America (2002), revealed that infrastructure is a system of public facilities, both government-funded and private, that provide essential services and support the achievement of standards of living.

Based on the background, previous research and theories that support then this article aims to determine how the readiness of infrastructure at tourist destinations in achieving Sustainable Tourism Development in Bangka Belitung Islands.

## **RESEARCH METHODS**

The research was conducted in the province of Bangka Belitung Islands with criteria that is a tourist destination that has the highest tourist traffic in each area. The details are as follows: 1. South Bangka: Batu Belimbing and Tanjung Kerasak, 2. Central Bangka: Tapak Antu and Lake Kaolin, 3. Bangka Barat: Guest Houses Menumbing and Tanjung You, 4. Bangka: Tongaci Turkish and Turkish Matras, 5. Pangkalpinang: Pasir Padi and Bangka Botanical Garden, 6. Belitung: Mangrove Beach Gusong Bugis Savior Sebrang and Cape Coast High, 7. East Belitung: Replica SD Laskar Pelangi and Museum Kata.

This type of research is the study of combinations (mixed-method), which combines quantitative and qualitative research methods. This research is explanatory (analytical research), meaning research that explains the whole of the object being studied within certain limits, which measure the interests and expectations or satisfaction of tourists to the infrastructure in each destination that has been specified, using IPA (Importance Performance Analysis). This study was conducted using primary data obtained through questionnaires. This method is done by providing a list of questions to respondents. The analytical tool used is IPA (Importance Performance Analysis) (Arbore and Busacca, 2011)

The variables used in this study are tourism infrastructure, tourism destinations, and sustainable tourism development. The population in this study is that tourists who visit Bangka Belitung's archipelago as population and further samples were taken by using the formula Slovin (Sevilla et. Al., 1960). Calculation of the sample taken from the number of tourists visiting Bangka Belitung Province in 2018 as many as 425 942 people, so that:

$$n = \frac{425.942}{1 + 425.942((0,05))^2} = 400 \text{ sample}$$

A total of 420 questionnaires were distributed to respondents in selected tourist destinations in the District/City of Bangka Belitung province.

## RESULT AND DISCUSSION

### Importance Performance Analysis (IPA) Based on Destinations Infrastructure Readiness

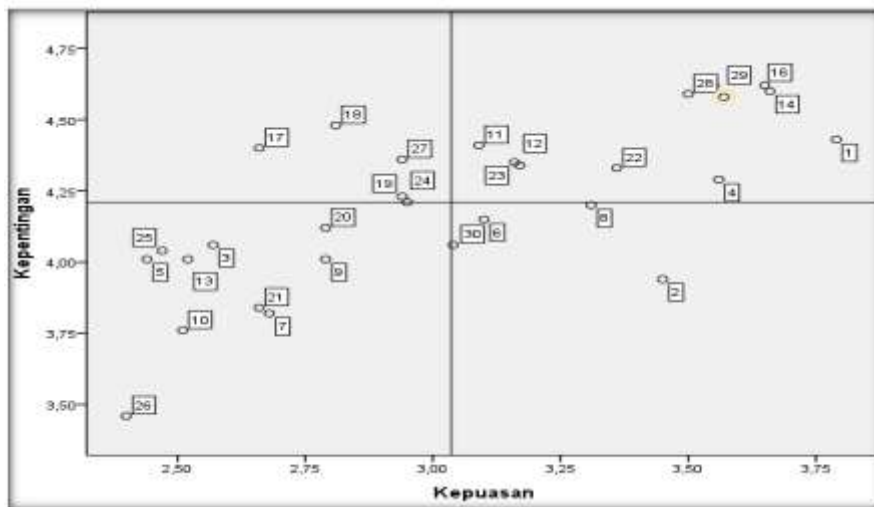


Figure 1. Analysis of Importance Performance Analysis Quadrant Model  
Source: Adapted, 2019

Based on Figure 1 is known that the infrastructure is in quadrant A or a region a top priority among other infrastructure related to social infrastructure and environmental infrastructure, the health facility (17), facility security (18), educational facilities and playing (19), or promotional information center (24). There is an environmental infrastructure, namely the handling of waste (27). Infrastructure is in quadrant A region is considered to be not by what is expected by visitors to the destination (the perceived level of visitor satisfaction is still low) should be improved. Travelers want health facilities, security facilities, educational facilities, and play.

Other infrastructure associated with the path to the destination (1), parking (4), the telecommunications network (11), electricity (12), waste disposal (14), a toilet (15), praying (16), signage signpost (22), signage safety (23), water (28), and the infrastructure related to the availability of bins (29) are in quadrant B which means that the infrastructure must be

maintained and even had to be increased, so it remains an infrastructure which has by the expectations of tourists, so the level of satisfaction is relatively higher.

There is some infrastructure that is felt less important. The level of satisfaction is at a low level or quadrant C, the economic infrastructure such as the availability of public transportation (3), stop (5), hotel/resort (7), souvenir shop/souvenirs (9), minimart (10), ATM/money changer (13) as well as in terms of social infrastructure consisting of artistic and cultural facilities (20), sports facilities (21) disabled facilities (25), and lockers (26). The infrastructure is in quadrant region C is given infrastructure is located in a low condition, is less critical at this time.

The infrastructure is in quadrant past the quadrant D are perceived by visitors less essential and were deemed too excessive, among others in terms of economic infrastructure such as counter inside (2), gazebo (6), and the restaurant/diner (8) as well as environmental infrastructure such as drainage (30) perceived visitors are not too important. It felt quite match what they expect.

### Importance Performance Analysis (IPA) by District/City

Based on the analysis of Importance Performance Analysis (IPA) obtained the results of the analysis that the infrastructure is in Quadrant A and are in the region of highest priority among others counter inside (2), the availability of public transportation (3), parking (4), stops (5), restaurant/diner (8), cultural and arts facilities (20), signage safety (23), and disable facilities (25). This means that on these destinations have been unsatisfactory infrastructure travelers.

#### 1. South Bangka

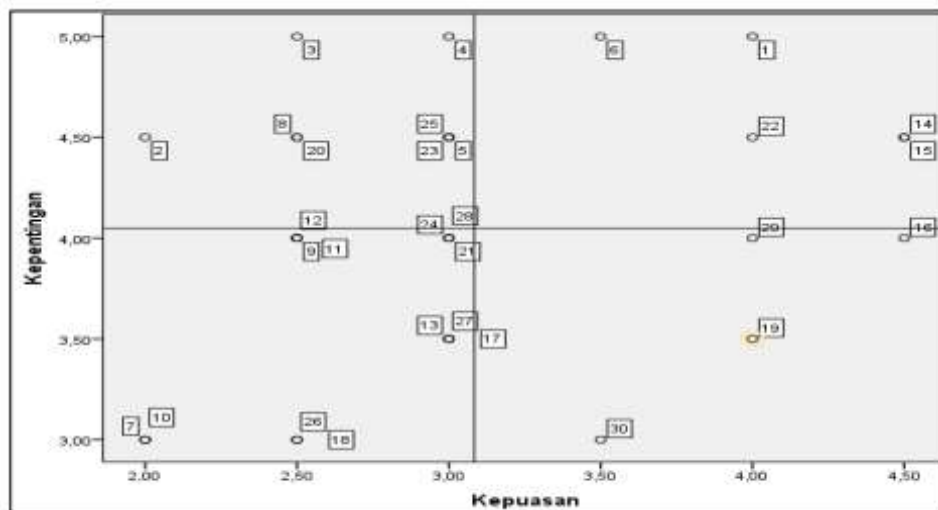


Figure 2. Importance Performance Analysis Results of the South Pacific  
Source: Processed, 2019

The infrastructure must be maintained as factors of seed and is considered important in the eyes of visitors or infrastructure are in quadrant B, among others the path to the destination (1), gazebo (6), waste disposal (14), a toilet (15), and sign post (22).

The infrastructure is in quadrant C include hotel/resort (7), souvenir shop (9), minimart (10), telecommunications network (11), electricity (12), ATM/money changer (13), facilities health (17), facility security (18), sports facilities (21), an information center (24), lockers (26), waste management (27), and water (28) is the infrastructure that are considered visitors less important. The level of satisfaction visitors are at a low level.

The infrastructure is in quadrant D that is considered to be the visitor does not matter because they have felt the satisfaction and already meets the needs of travelers when

traveling and the mosque (16), educational facilities and playing (19), waste disposal (29), and draenase (30).

## 2. Central Bangka

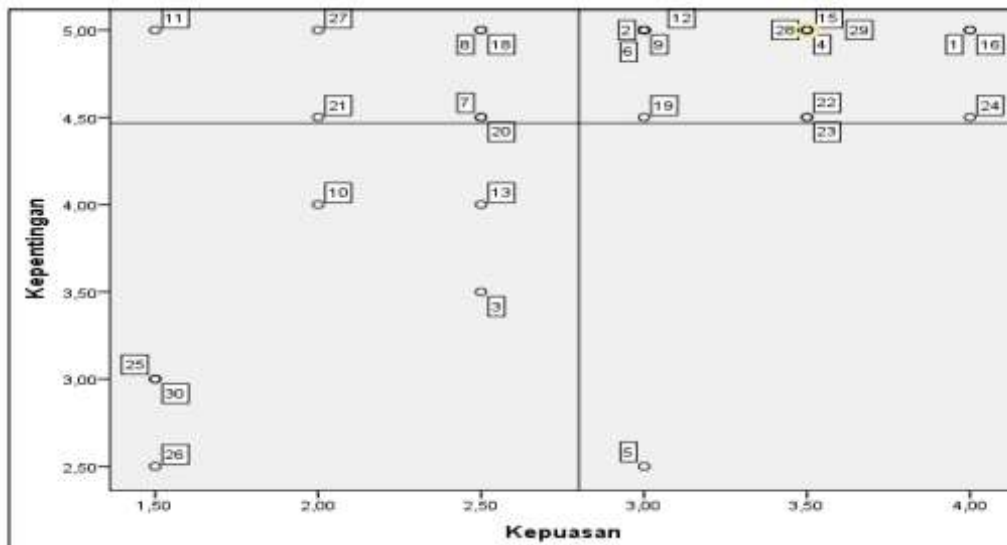


Figure 3. Result of Importance Performance Analysis of Central Bangka  
Source: Processed, 2019

Based on the analysis of Importance Performance Analysis (IPA) obtained the results of the analysis that the infrastructure is in Quadrant A. An area of top priority which should receive attention is the hotel/resort (7), Restaurants/Public Eating (8), the telecommunications network (11), bins (14), health facilities (17), facility security (18), cultural and arts facilities (20), sports facilities (21), and the handling of waste (27). The desired condition by tourists is the availability of infrastructures such as they traveled.

The infrastructure must be maintained as factors of seed and is considered important in the eyes of visitors or infrastructure are in quadrant B, among others the path to the destination (1), the counter inside (2), parking (4), gazebo (6), souvenir shop/souvenirs (9), electricity (12), a toilet (15), educational facilities and playing (19), signage signpost (22), signage safety (23), an information center (24), water net (28), and bins (29).

Infrastructure in quadrant C, among others, the availability of public transportation (3), minimart (10), ATM/Money Changer (13), the facility disable (25), lockers (26), and draenase (30) is the infrastructure that are considered visitors less important and visitor satisfaction levels are at a low level.

The infrastructure is in quadrant D that is considered to be the visitors are not too important because tourists are satisfied with the infrastructure available today. There is only one (1) infrastructure in Quadrant D is stop (5).

### 3. West Bangka

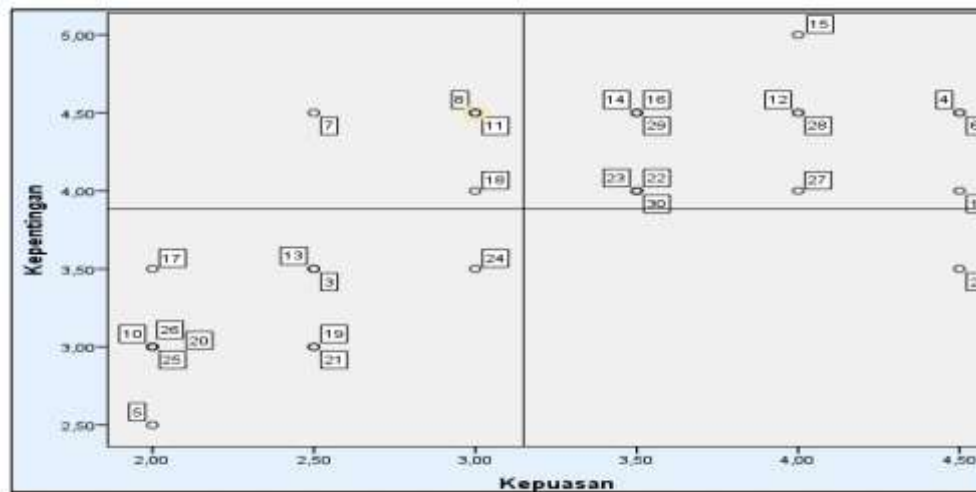


Figure 4. Importance Performance Analysis West Bangka  
Source: Processed, 2019

Based on the analysis of Importance Performance Analysis (IPA) obtained the results of the analysis that the infrastructure is in Quadrant A include hotel/resort (7), restaurant/diner (8), shop for souvenirs or souvenirs (9), Telecommunication Network (11) and Facility Security (18). There are five (5) infrastructure that is on the main priority areas and tourists feel dissatisfied with the condition, they want when they are on Pasanggrahan Menumbing and Turkish destinations Tanjung Kalian available hotels, restaurants, souvenir shops, telephone networks and facilities guaranteed security.

The infrastructure must be maintained as factors of seed and is considered important for travelers who are in quadrant B, among others the path to the destination (1), parking (4), gazebo (6), electricity (12), waste disposal (14), toilet (15), praying (16), signs signpost (22), signage safety (23), waste management (27), water (28), waste disposal (29) and draenase (30). This means that infrastructures are already perceived to be quite satisfactory for tourists.

The infrastructure is in quadrant C is the availability of public transportation (3), stop (5), minimart (10), ATM/money changer (13), health facilities (17), facilities edukasi and play (19), cultural facilities and arts (20), sports facilities (21), an information center (24), disable facilities (25) and the availability of lockers (26) is an infrastructure that is considered less important visitors and visitor satisfaction levels are at a low level.

The infrastructure is in quadrant D the availability counter inside (2) considered the visitors are not too important for travelers, there is a tendency even if it is not available counters they considered better because it will not be charged admission.

#### 4. Bangka

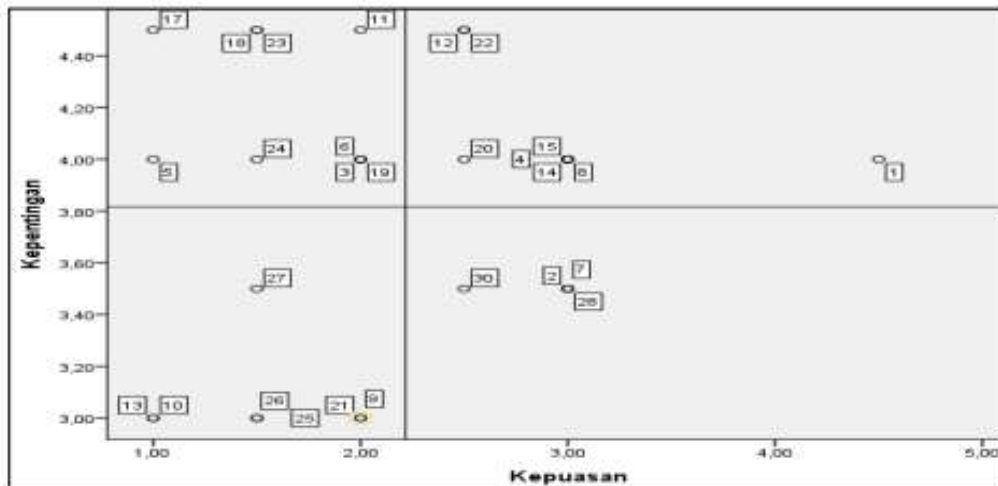


Figure 5. Importance Performance Analysis (IPA) Bangka  
Source: Processed, 2019

Based on the analysis of Importance Performance Analysis (IPA) obtained the results of the analysis that the infrastructure is in Quadrant A and are in the region of highest priority, among others, the availability of public transportation (3), stop (5), gazebo (6), the telecommunications network (11), health facilities (17), facility security (18), educational facilities and playing (19), and the signs of salvation (23).

The infrastructure must be maintained as factors of seed and is considered important in the eyes of visitors or infrastructure are in quadrant B, among others the path to the destination (1), parking (4), the restaurant/diner (8), electricity (12), places trash (14), a toilet (15), cultural and arts facilities (20), and ramburambu signpost (22).

The infrastructure is in quadrant C include gift shop/souvenir (9), minimart (10), ATM/money changer (13), sports facilities (21), the facility disable (25), lockers (26), and handling waste (27) is an infrastructure that is considered less important visitors and visitor satisfaction levels are at a low level.

Infrastructure is at the counter inside the quadrant D (2), hotel/resort (7), water (28) and draenase (30) is considered the visitors are not too important. However, the infrastructure must remain available as control to calculate the number of tourists visiting and the revenue opportunities for destination managers.

#### 5. Pangkalpinang

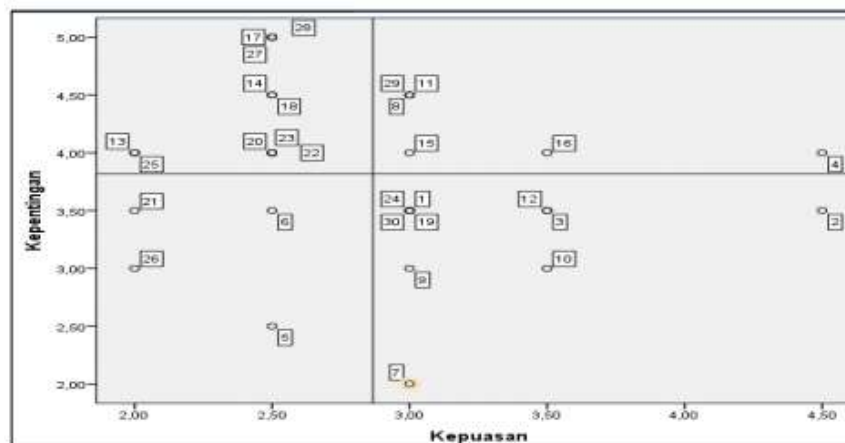


Figure 6. Result of Importance Performance Analysis (IPA) Pangkalpinang  
Source: Processed, 2019

Based on the analysis of Importance Performance Analysis (IPA) obtained the results of the analysis that the infrastructure is in Quadrant A and are in the region of highest priority among other ATM/money changer (13), waste disposal (14), health facilities (17), facility Security The ( 18), cultural and arts facilities (20), signage signpost (22), signage safety (23), disable facilities (25), waste treatment (27) and water (28). With the availability of different types of infrastructure then the tourists will be satisfied and will be able to do a repeat visit.

The infrastructure must be maintained as factors of seed and is considered important in the eyes of visitors or infrastructure are in quadrant B include parking (4), the restaurant/ diner (8), the telecommunications network (11), a toilet (15), praying ( 16), and bins (29).

There are four (4) infrastructure, which are in quadrant C is stop (5), gazebo (6), sports facilities (21), and lockers (26). The infrastructure Infrastructure- although the infrastructure is low priority but needs strengthening and development so that future travelers be satisfactory infrastructure.

The infrastructure is in quadrant D are perceived by visitors are not too important because tourists have felt the satisfaction of the infrastructure that is the path to the destination (1), the counter inside (2), the availability of public transportation (3), hotel/resort (7), shop souvenir/gift (9), minimart (10), electricity (12), educational facilities and playing (19), an information center (24) and the last of the draenase (30).

## 6. Belitung

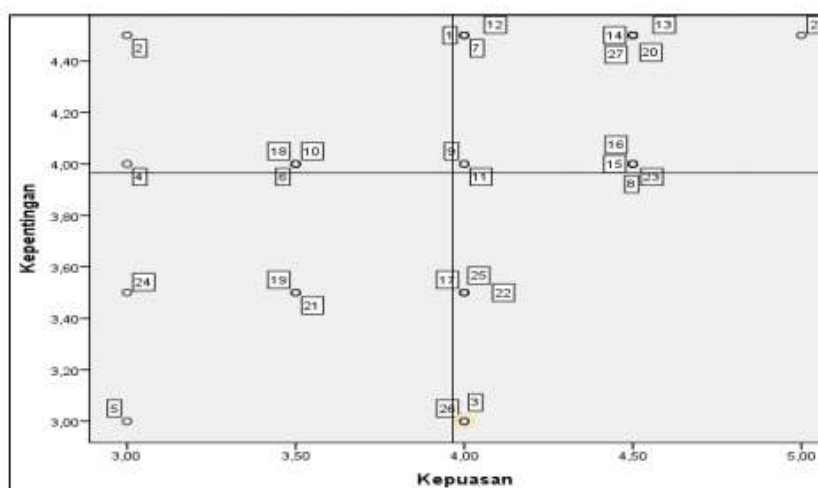


Figure 7. Importance Performance Analysis Results Belitung  
Source: Processed, 2019

Based on the analysis of Importance Performance Analysis (IPA) obtained the results of the analysis that the infrastructure is in Quadrant A and are in the region of highest priority among others counter inside (2), parking (4), gazebo (6), minimart (10), and facilities security (18).

The infrastructure must be maintained as factors of seed and is considered important in the eyes of visitors or infrastructure are in quadrant B, among others the path to the destination (1), hotel/resort (7), restaurant/diner (8), souvenir shop/souvenirs (9), the telecommunications network (11), electricity (12), ATM/money changer (13), waste disposal (14), a toilet (15), praying (16), cultural facilities and arts (20), safety signs (23), waste management (27), water (28), and bins (29).

The infrastructure is in quadrant C there are four (4) Infrastructure among others stop (5), educational facilities and playing (19), sports facilities (21), and an information center (24) is the infrastructure that are considered visitors less important and the level of visitor satisfaction is at a low level. This infrastructure included in the category of low priority but still have to get the attention of the destinasi development separately in the future.



Infrastructure in quadrant D are perceived by visitors are not too important because tourists have been satisfied with the infrastructure provided at both destinations, such as the availability of public transportation (3) because the tendency of travelers use personal vehicles and rental when traveling. , Health facilities (17), signage signpost (22), disable facilities (25), and lockers (26).

## 7. East Belitung

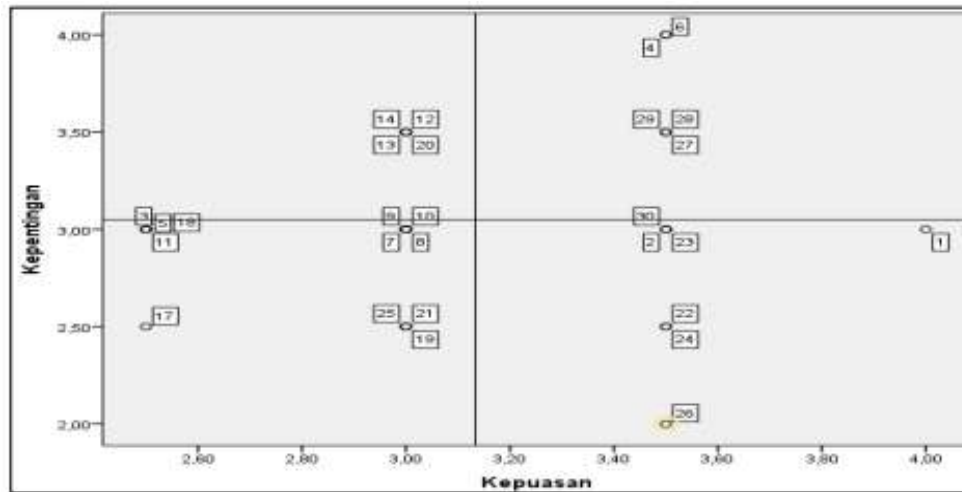


Figure 8. Result of Importance Performance Analysis (IPA) East Belitung  
Source: Processed, 2019

Based on the analysis of Importance Performance Analysis (IPA) obtained the results of the analysis that the infrastructure is in Quadrant A and are in the region of highest priority, among others, electricity (12), ATM/money changer (13), waste disposal (14) and cultural facilities and arts (20).

The infrastructure must be maintained as factors of seed and is considered important in the eyes of visitors or infrastructure are in quadrant B include parking (4), gazebo (6), waste management (27), water (28), and bins (29).

The infrastructure is in quadrant C, among others, is the infrastructure that are considered visitors less important and the level of visitor satisfaction is at a low level, among others, the availability of public transportation (3), stop (5), hotel/resort (7), restaurant/diner (8), souvenir shop/souvenirs (9), minimart (10), the telecommunications network (11), health facilities (17), facility security (17), educational facilities and playing (19), sports facilities (21), and disable facilities (25).

The infrastructure is in quadrant D are perceived by visitors are not too important and already provide maximum satisfaction for tourists. It's just still do treatment and proper management of infrastructure such as the path to the destination (1), the counter inside (2), toilet (15), praying (16), signage signpost (22), signage safety (23), lockers (26), and drainage (30).

Infrastructure being put in question in the questionnaire which asked to travelers on destinations which is the object of research in this research as follows:

**Table 1. Data Infrastructure Economic, Social and Environmental**

No. Instrument	Information	Infrastructure Type
1	Road to the Destination	Economic Infrastructure
2	Entrance Counter	
3	Public Availability of Transportation	
4	Parking	
5	Stop	
6	Gazebo	
7	Hotel / Resort	
8	Restaurant / Food stall	
9	Souvenir shop / souvenir	
10	Mini Market	
11	Telecommunications Network	
12	Electricity	
13	ATM / Money Changer	
14	Toilet	
15	Islamic Prayer Room	
16	Medical facility	
17	Security Facilities	
18	Educational and Play Facilities	
19	Cultural and Arts Facilities	Environmental Infrastructure
20	Sports facilities	
21	Road Signs	
22	Safety Signs	
23	Information Center	
24	Disable facilities	
25	Locker	
26	Waste Management	
27	Clean water	
28	Trash Can	
29	Drainage	

Source: Adapted, 2019

## CONCLUSION

It is generally known that the development of infrastructure at tourist destinations in the province of Bangka Belitung the main concern is the health facilities, security facilities, educational facilities and playing, the information center or the sale and handling of waste or garbage while the infrastructure is perceived less important and the level of satisfaction is at lower level, namely the availability of public transportation, bus stops, hotel/resort, souvenir shop/ souvenirs, minimart, ATM/ money changer as well as cultural and arts facilities, sports facilities, disable facilities, and lockers.

That the development of infrastructure at district/ town is located on the main priorities and strengthening the necessary infrastructure and development in order to satisfy the future be tourist infrastructure.

West Bangka with infrastructure is a top priority, among others, the availability of hotels, restaurants, souvenir shops, telephone networks and facilities security is assured, while the type of infrastructure that is located on a lower priority but needs strengthening and development so that in the future the infrastructure of a satisfactory rating, among others, the availability of public transportation, bus stops, minimart, ATM/ money changer, health facilities, facilities education and play, artistic and cultural facilities, sports facilities, information center, disabled facilities and the availability of lockers.

Bangka with infrastructure a top priority among other public transportation, bus stops, gazebo for relaxing, telecommunications networks, medical facilities for the anticipated tourist sick, security facilities, educational facilities and play for families and sign safety and infrastructure located on low priority but need strengthening and development so that future travelers be satisfactory infrastructure, among others, the gift shop/ souvenirs, minimart, ATM/ money changer, sport facilities, disabled facilities, lockers, and waste handling.

South Bangka Regency obtained results of the analysis of IPA that infrastructure is a top priority among others counter inside, the availability of public transportation, parking, bus stops, restaurants/ food stalls, cultural facilities and arts, signs of safety, and facilities disabled, while the infrastructure is located at low priority but needs strengthening and development so that in the future the infrastructure of a satisfactory rating among other hotel/resort, souvenir shop/souvenirs, minimart, telecommunication networks, electricity, ATM/money changer, health facilities, security facilities, sports facilities, information center , lockers, waste treatment and clean water.

Central Bangka obtained results of the analysis of IPA that infrastructure is a top priority among other hotel/resort, restaurant/Public Eating, telecommunications networks, trash, health facilities, security facilities, cultural facilities and arts, sports facilities, and waste handling, while infrastructure located on a low priority but needs strengthening and development so that future travelers be satisfactory infrastructure, among others, the availability of public transportation, minimart, ATM/ Money Changer, disabled facilities, lockers, and drainage.

Belitung obtained results of the analysis of IPA that infrastructure is a top priority among others counter inside, park, gazebo, minimart, and facility security, while the infrastructure is located on the low priority but needs strengthening and development so that in the future the infrastructure of a satisfactory rating among other stops, educational and play facilities, sports facilities, and an information center.

East Belitung obtained results of the analysis of IPA that infrastructure is a top priority among other things electrical, ATM/money changer, trash and cultural facilities and art, while the infrastructure is located on the low priority but needs strengthening and development so that the future becomes the infrastructure that satisfy travelers between Additional availability of public transportation, bus stops, hotel/resort, restaurant/ food stalls, souvenir shops/ souvenirs, minimart, telecommunications networks, medical facilities, security facilities, educational and play facilities, sports facilities, and disable facilities.

Result of IPA analysis that Pangkalpinang infrastructure is a top priority among other ATM/money changer, trash, health facilities, security facilities, cultural facilities and arts, sign directions, sign safety, disabled facilities, waste treatment and clean water, while the infrastructure is located on a low priority but needs strengthening and development so that future travelers be satisfactory infrastructure among other stops, gazebo, sports facilities, and lockers.

## **ACKNOWLEDGEMENT**

Writers thank the research team to the Bangka Belitung Islands Province Development and Research Planning Agency, which has funded and facilitated this research, from the survey to publication.

## **REFERENCES**

- Associated General Contractors of America (AGCA), 2002, *Our Fractured Framework: Why America Must Rebuild*, Washington, D.C.: AGCA.
- Arbore, A., & Busacca, B. (2011). Rejuvenating importance-performance analysis. *Journal of Service Management*. <https://doi.org/10.1108/09564231111136890>
- Bappeda. 2018. RPJMD Provinsi Kepulauan Bangka Belitung.
- Battour, Mohamed, and Mohd Nazari Ismail. 2016. "Halal Tourism: Concepts, Practises, Challenges and Future." *Tourism Management Perspectives*. <https://doi.org/10.1016/j.tmp.2015.12.008>.
- Bressolles, G., & Lang, G. (2019). KPIs for performance measurement of e-fulfillment systems in multi-channel retailing: An

- exploratory study. *International Journal of Retail and Distribution Management*. <https://doi.org/10.1108/IJRDM-10-2017-0259>
- Brundtland, Gro Harlem. 1985. "World Commission on Environment and Development." *Environmental Policy and Law*. <https://doi.org/10.3233/EPL-1985-14107>.
- Burns, Peter & Holden. 1995. *An Introduction To Tourism And Anthropology*. London: Routledge.
- Cetin, G., & Bilgihan, A. (2016). Components of cultural tourists' experiences in destinations. *Current Issues in Tourism*. <https://doi.org/10.1080/13683500.2014.994595>
- Dewhurst, P. 2001. "Book Review: An Introduction to Tourism and Anthropology." *Tourist Studies*. <https://doi.org/10.1177/146879760100100206>.
- Grigg, Neil, & Fontane G. Darrel. 2000. "Infrastructure System Management & Optimization. Internasional e Management" *Civil Engineering*." In *Seminar Paradigm & Strategy of Infrastruktur*. Semarang: Departement Diponegoro University.
- Hamzah, Yeni Imaniar. 2013. "Potensi Media Sosial Sebagai Sarana Promosi Interaktif Bagi Pariwisata Indonesia." *Jurnal Kepariwisata Indonesia*.
- Hermawan, Hary. 2017. "Pengembangan Destinasi Wisata Pada Tingkat Tapak Lahan Dengan Pendekatan Analisis Swot." *Pariwisata*.
- Kemendikparekraf Kementerian Pariwisata dan Ekonomi Kreatif. 2012. *Perkembangan Wisatawan Mancanegara 2007-2011* [Internet]. [diunduh 2012 Apr 3]. Tersedia pada : <http://www.budpar.go.id/userfiles/file/perkembanganwisman2007-2011.pdf>.
- Khadaroo, Jameel, and Boopen Seetanah. 2007. "Transport Infrastructure and Tourism Development." *Annals of Tourism Research*. <https://doi.org/10.1016/j.annals.2007.05.010>.
- Khotimah, Khusnul, and Wilopo Wilopo. 2017. *Strategi Pengembangan Destinasi Pariwisata Budaya (Studi Kasus Pada Kawasan Situs Trowulan Sebagai Pariwisata Budaya Unggulan Di Kabupaten Mojokerto)*." *Jurnal Administrasi Bisnis S1 Universitas Brawijaya*.
- Kiráľová, Alžbeta, and Antonín Pavlíčka. 2015. "Development of Social Media Strategies in Tourism Destination." *Procedia-Social and Behavioral Sciences*. <https://doi.org/10.1016/j.sbspro.2015.01.1211>.
- Liu, Chih Hsing Sam, and Sheng Fang Chou. 2016. "Tourism Strategy Development and Facilitation of Integrative Processes among Brand Equity, Marketing and Motivation." *Tourism Management*. <https://doi.org/10.1016/j.tourman.2015.11.014>.
- Meidayati, Anis Wahyu. 2017. "Impact of Telecommunication Infrastructure, Market Size, Trade Openness and Labor Force on Foreign Direct Investment in ASEAN." *Journal of Developing Economies*. <https://doi.org/10.20473/jde.v2i2.6677>.
- Mihalic, T. (2016). Sustainable-responsible tourism discourse - Towards "responsustable" tourism. *Journal of Cleaner Production*. <https://doi.org/10.1016/j.jclepro.2014.12.062>
- Nikolova, A., & Hens, L. (2013). Sustainable tourism. In *Environmental Management in Practice: Compartments, Stressors and Sectors*. <https://doi.org/10.4018/ijsem.2018100103>
- Pitana, I Gde; Surya Diarta, I Ketut. 2009. *Pengantar Ilmu Pariwisata*. Yogyakarta: Penerbit Andi.
- Rozy, Edwin Fahrur; Koswara, Arwi Yudhi. 2017. "Karakteristik Infrastruktur Pendukung Wisata Pantai Sanggar Kabupaten Tulungagung." *Jurnal Teknik ITS*. <https://doi.org/10.12962/j23373539.v6i2.25197>.
- Sevilla et. al. 1960. Menentukan Jumlah Sampel dengan Rumus Slovin.
- Spillane. n.d. "Pengembangan Pariwisata dalam Konteks Pembangunan Wilayah". [Http://www.Radarplanologi.Com](http://www.Radarplanologi.Com).
- Suwantoro, Gama. 2004. *Dasar-Dasar Pariwisata*. Yogyakarta: Penerbit Andi Yogyakarta.
- Tamvakis, Pavlos, and Yiannis Xenidis. 2013. "Comparative Evaluation of Resilience Quantification Methods for Infrastructure Systems." *Procedia - Social and Behavioral Sciences*. <https://doi.org/10.1016/j.sbspro.2013.03.030>.

- Undang-Undang Nomor 10. 2009. "Undang-Undang Nomor 10 Tahun 2009 Tentang Kepariwisataaan." UU No 10 2009.
- World Tourism Organization. 2016. "World Tourism Barometer." UNWTO.
- World Tourism Organization. 2018. "2017 International Tourism Results: The Highest in Seven Years." UNWTO World Tourism Barometer.  
<https://doi.org/10.18111/wtobarometeresp.2018.16.1.1>.
- Yoeti, Oka A. 1992. Pengantar Ilmu Pariwisata. Jakarta: Pradnya Paramitha.
- Yoeti, Oka A. 2008. Ekonomi Pariwisata: Introduksi, Informasi, dan Implementasi. Jakarta: Penerbit Kompas.