

QUALITATIVE ANALYSIS OF COMMUNITY PERCEPTIONS IN SITU GUNUNG ON THE IMPACT OF TOURISM ACTIVITIES IN THE GUNUNG GEDE PANGRANGO NATIONAL PARK AREA

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Abstract

The Covid-19 pandemic has ushered in shifts in tourist behavior, impacting their preferences for tourist attractions and activities (Kemenparekraf, 2023). Tourists now gravitate towards serene and picturesque settings in villages, at the foothills of mountains, or within pristine environments like forests in national parks. This trend has notably bolstered the advancement of ecotourism in Indonesia. Statistics indicate a significant preference for glamorous camping or glamping among tourists (45.9%), surpassing the choice of resort accommodations (24.7%) (Kemenparekraf, 2023). However, these transformations come with adverse effects, notably the disruption of the tranquil ambiance cherished by local residents due to the influx of tourists, leading to clashes between diverse cultures and traditional customs (Joseph & Maiwa, 2011). Concurrently, local perceptions of tourism significantly shape its development. Thus, this study aims to scrutinize people's perceptions of natural tourist destinations, specifically focusing on Situ Gunung. By analyzing data from 10 interview sources using techniques like word frequency and contextual analysis, this research identifies factors influencing local community perceptions of tourism, including age, length of stay, involvement in tourism activities, and personal experiences.

Keywords: Perception of tourism impacts; local community perceptions; tourism impact

A. INTRODUCTION

The Covid-19 pandemic has brought changes to tourist behavior, including the choice of tourist destinations and activities (Kemenparekraf, 2023). Tourists now prefer peaceful and serene environments in rural areas, at the foothills of mountains, or in natural areas such as forests within national parks. This has had a positive impact on the development of ecotourism in Indonesia. It is noted that the majority of tourists prefer glamorous camping or glamping (45.9%) compared to staying in resorts (24.7%) (Kemenparekraf, 2023). However, an increase in tourist visits to a location can have negative impacts, particularly for the local community, such as tourists disturbing the peaceful environment enjoyed by local residents, leading to clashes between different cultures and traditional customs (Joseph & Maiwa, 2011). These challenges are especially apparent in natural areas that are easily accessible to anyone and where tourism activities can be carried out without the need for specific skills or preparation, as was the case in the Situ Gunung tourist area in 2021.

Situ Gunung, located within the Gunung Gede Pangrango National Park, has become popular among tourists due to its pristine natural conditions, attractive attractions, and available road and public transportation access, making it easily reachable. The Gunung Gede Pangrango National Park area, particularly Situ Gunung, has gained more recognition since the construction of a 700-meter-long suspension bridge and various visitor facilities, including glamorous camping, cafes, WiFi, and weekend art performances. However, natural areas are not inherently designed as recreational spots for several reasons, including the presence of social groups living in these areas who are relatively self-sufficient and

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stable with their own cultural traditions and lifestyles (Anglin, 2015). Even short-term tourist visits create new social groups as an entity and alter the way of life of the local community in various forms.

As a result of the increasing popularity and number of tourist visits to Situ Gunung, the local community has experienced the negative impacts of tourism activities, including damaged public facilities such as roads, youth choosing to become daily or freelance workers in Situ Gunung instead of farmers, the lack of equitable economic benefits for village residents, and the declining quality of river water sourced from Situ Gunung. The local community's concerns about these negative tourism impacts led to an initiative to create simple tourism packages utilizing the natural, cultural, and social potential of Gedepangrango Village. This initiative was undertaken by a tourism activist who has long been involved in the field and works at one of the tourist sites in Situ Gunung. Tourists staying in the Tanakita camping area are offered a tour around Kampung Lahang and Kampung Sawo to observe traditional palm sugar production and pick fruits in local gardens.

Subsequently, other residents saw and helped with these activities by creating social media accounts as information channels to attract visitors. The establishment of the Tourism Awareness Group (Pokdarwis) served as a platform for community aspirations regarding tourism development. Additionally, Pokdarwis was formed to synergize tourism activities with the existing potential in the village, whether natural, social, or cultural, to maximize positive impacts and minimize negative impacts of tourism. Social interactions arising from tourism activities in tourist attractions are seen as an intervention in the lives of local communities (Choi & Murray, 2010). The imbalance of social interactions in these tourist attractions also leads to other changes outside the location, such as increased costs of public services or facilities, personal interests of the social community that could potentially lead to social conflicts (Mindy & Edward, 2016). Furthermore, long-term tourist intervention can cause changes in the social structure and social networks or even the lifestyle of an area (Dai et al., 2017). This can be seen from the shift in jobs for some community members who choose to engage in the tourism industry instead of farming.

Tourism intervention in an area can lead to conflicts between residents as "insiders" and tourists as "outsiders," resulting in contradictions between the continuation of traditional lifestyles and the needs for social development (Atkočiūnienė, 2009). Generally, government plans for economic development emphasize the development of tourism in areas rich in natural resources (nature-based tourism) and cultural resources (cultural-based tourism) (Kemenparekraf, 2023). However, the perceptions and attitudes of the local community are often overlooked in the process of tourism development and growth. In addition to boosting the economy, tourism development also brings other effects, such as social homogeneity, gentrification, and reduced social integration (Shan et al., 2010).

Various stakeholders and decision-makers, including the central and local governments and developers, are interrelated and responsible for representing the aspirations of the local community. Therefore, in tourism development, coordination and balance regarding the needs, rights, and responsibilities of all parties in the area are necessary. As explained by Maruyama (2015), in planning and developing tourist areas, the traditions, culture, and opinions of the community around the tourist sites must be considered.

Literature review

Discussions regarding the impact of local community perceptions and attitudes towards tourism have been ongoing for a long time (Allen et al., 1988; Belisle & Hoy, 1980). These discussions arise because the perceptions and attitudes of local communities towards tourism development are considered crucial to the planning and policies that will influence the success of the program (Ap, 1992). Additionally, concerns about the impact of tourism on the quality of life of local communities have fostered the need for comprehensive planning, including measuring local community support for tourism development (Joseph

& Maiwa, 2011). As a result, studies on residents' perceptions of the economic, social, and environmental impacts of tourism have emerged.

Ap (1992) suggests that social exchange theory can help researchers identify the relationship between perceived tourism impacts experienced by local communities. In his research, Ap (1992) argues that residents will view tourism positively if the benefits or gains, whether economic, social, or environmental, meet or exceed the expected level of satisfaction. Furthermore, if the costs, such as environmental, cultural, or economic damages caused by tourism, outweigh the benefits, the local community will perceive tourism negatively. Additionally, if the resource exchange due to tourism is reciprocal, the community will support tourism development.

Perdue et al. (1990) offer a model of the relationship between community perceptions of tourism impacts and their support for tourism development, rejection or restriction of tourism activities, or support for the implementation of tourism taxes as payments for environmental services (PES). This model considers the personal benefits derived from tourism activities that influence the perceived impacts of tourism. The research by Perdue et al. (1990) yields several hypotheses: the perception of tourism impacts is not correlated with the characteristics of the local community, and support for continued tourism development is positively correlated with the positive impacts of tourism activities.

On the other hand, Juva & Dolnicar (2013) conclude that tourists care about the environment and hope not to harm it, but they are uncertain about the negative impacts of their activities while on vacation or visiting tourist destinations. Respondents in this study generally acknowledge experiencing a conflict between their environmentally-conscious attitudes at home and their vacation behaviors, indicating cognitive dissonance in the field of sustainable tourism. This includes denying the environmental impact of vacation activities, either individually or by associating it with the broader tourism industry, as suggested by the value-belief-norm theory. Additionally, respondents demonstrated downward comparison, comparing their behavior with actions they consider worse, in line with social comparison theory. They also exhibited denial of responsibility, either due to principle or a perceived lack of power to make changes, as indicated by attribution theory and value-belief-norm theory. These discrepancies between attitudes and behaviors provide insights for planners and policymakers to bridge tourists' concerns about the environmental impacts of tourism activities and reduce direct environmental damage.

Research problem

Research on the impacts of tourism as perceived by local communities focuses on several factors and is based on the geographical location or distance of residents from tourist destinations (Belisle & Hoy, 1980; Dai et al., 2017), economic dependence on tourism, particularly from employment opportunities (Milman & Pizam 1988), the gap between attitudes and behaviors towards tourism (Juvan & Dolnicar, 2014), and sociodemographic factors (Belisle & Hoy, 1980, Liu & Var 1986).

Previous studies on community perceptions of tourism impacts have largely relied on large-scale surveys (Timothy, 1999; Ishihara, 2021). The questionnaires used were structured and did not provide space for residents to freely express their opinions, and they paid little attention to the differences in resident identities. Additionally, these questionnaires did not reveal the internal relationships between residents' characteristics and their sense of place or attachment to the location concerning tourism development. Furthermore, the studies conducted by Perdue (1990) and Juvan & Dolnicar (2013) only focused on community perceptions and the negative environmental impacts of tourism, without considering local community perceptions of both the positive and negative social and economic impacts.

Moreover, the existing studies do not depict residents' perceptions of tourism activities from the outset until these activities cause changes in their lives. Therefore, there is a need for research on the perceived impacts of tourism development from the perspective of residents or communities living near

tourist destinations, who are aware of or involved in these activities, until these activities bring about changes that are perceived as negative.

Reserach purpose

This study aims to analyze the perceived impacts of tourism activities on the environment and the socio-economic conditions of the community in Situ Gunung. The perception in this study, as explained by Ap (1992), refers to the disposition of the community towards tourism, rather than their attitude. Specifically, this study seeks to understand how local communities, whether they have been involved or aware of tourism activities since their inception in Situ Gunung or became involved when the influx of tourists began to bring changes to the environment and the social and economic life of the local community, perceive these impacts.

The research objectives can be achieved by answering the research questions: How do local communities involved in tourism activities perceive the impacts of tourism? Are these perceptions influenced by their involvement in tourism?

B. RESEARCH METHOD

Research location

The research is located in Gedepangrango Village, a village situated at the foot of Mount Gede Pangrango, in Kadudampit Subdistrict, Sukabumi Regency, West Java. This village covers an area of 999.40 hectares and has a population of 7,091 people. It is located at an elevation of 800 to 1,200 meters above sea level (masl) with an average temperature ranging from 16°C to 29°C. To the north, Gedepangrango Village is bordered by Tugu Selatan Village and Cimacan Village, while to the west it is bordered by Sukamanis Village and Cikahuripan Village. Sukamaju Village and Kadudampit Village are the two villages that border directly with Gedepangrango Village to the east and south. The village consists of four hamlets: Cibunar I Hamlet, Cibunar II Hamlet, Cijagung I Hamlet, and Cijagung II Hamlet, with a total of nine neighborhood associations (RW) and thirty-three community units (RT).

Tourism in Gedepangrango Village has existed since the Dutch colonial period. Although tourism activities were found during the Dutch colonial administration (Java-bode, 1888), it was only in 1975 that Situgunung was designated as a tourist park covering 100 hectares through the Decree of the Minister of Agriculture No. 461/Kpts/Um/31/75 dated November 27, 1975. The development of tourism in Gedepangrango Village is closely linked to the management of Gunung Gede Pangrango National Park.

Sample, Sampling, and Analytical Methods

The sample in this study consists of the local community around the Situ Gunung tourist destination in Gedepangrango Village, Kadudampit Subdistrict, Sukabumi Regency, West Java. Ten respondents, comprising eight men and two women, who are either directly or indirectly involved in tourism activities at Situ Gunung with various backgrounds, were interviewed for this study (Table 2). Seven respondents are members of the Village Tourism Awareness Group (Pokdarwis), and three are farmers and partners of Pokdarwis.

Pokdarwis Gedepangrango Village was officially established in 2021 and includes local community members involved in the tourism industry, farmers who want to partner in tourism development, and village officials. The structure of Pokdarwis members has changed for several reasons, including work commitments, the need for representation from each hamlet or village, and the addition of new members.

Interviews with the respondents were conducted in two stages and using two methods: online and offline. This approach was taken due to the limited availability of respondents working in the tourism industry, requiring them to work on weekends and engage in other activities during their days off.

The research methodology used in this study does not emphasize quantitative data in numerical form but relies on the collection of opinions. A qualitative research methodology was chosen for its ability to uncover perceptions and attitudes (Bryman, 2012). The following sections outline the chosen research design, sampling techniques, data collection approaches, and data analysis methodology.

Table Number 1. Respondents' data

No	Gender	Age (year)	Length of stay (year)	Place of resident	Occupation
1	Female	26	26	Kp. Cibunar	Student
2	Male	53	53	Kp. Cibunar	Private sector employee
3	Male	60	60	Kp. Cijagung	Farmer
4	Male	28	4	Kp. Cijagung	Freelancer
5	Male	50	50	Kp. Cibunar	Private sector employee
6	Male	37	33	Kp. Cibunar	Freelancer
7	Female	35	35	Kp. Cibunar	Civil servant
8	Male	62	58	Kp. Cibunar	Civil servant
9	Male	38	38	Kp. Cibunar	Freelancer
10	Male	52	52	Kp. Cibunar	Farmer

The interview method used is semi-structured, where a list of questions is prepared before starting the interview but serves merely as a guideline. Follow-up questions are posed during the interview to refine the answers obtained (Table 2). The perceptions and attitudes expressed freely by the participants are recorded, noted, and transcribed into text. The transcripts are then examined using word frequency analysis, followed by labeling and categorization. The text groups are analyzed according to the elements described by Ryan & Bernard (2003), which include 1). Repetition; 2). Identifying recurring themes or topics across the dataset; 3). Indigenous Typology or Categories: Recognizing local terms or expressions that may be unfamiliar or used uniquely; 4). Metaphors and Analogies: Noting the use of figurative language, such as metaphors or analogies, to convey thoughts; 5). Transitions: Documenting shifts or changes in topics within the transcripts and other materials; 6). Similarities and Differences: Exploring variations in how respondents discuss a topic or differ from one another, including analyzing the overall text, such as transcripts, to identify differences; 7). Linguistic Connectors: Examining the use of cause-and-effect language, such as 'because' or 'since', which may indicate relationships in participants' thinking; 8). Missing Data: Reflecting on information absent from the dataset, such as considering what may have been overlooked by the interviewee in their responses to specific questions; 9). Theoretical Material: Utilizing social science concepts as a framework to identify potential themes.

Table Number 2. Interview outline

	Age	Gender	Marital status
A. General Information	Level of education Place of residence	Occupation Place of residence	Other activities Origin
B. Perception of tourism impact	Role in tourism Length of participation in tourism	Environment Social	Economy Culture
C. Demands/ expectations	Environmental protection Economic growth	Better public facilities Participation in development decisions	Control over the number of tourists Cultural protection

Word frequency analysis is conducted by observing words that appear repeatedly and grouping these words accordingly. The word groups are then analyzed to reveal themes and their interconnections. NVivo software assists in the analysis process by aiding in text grouping and theme formation.

C. RESULTS AND ANALYSIS

Word frequency

'Jembatan gantung', 'sosialisasi', 'Pokdarwis', 'Situ Gunung', and 'Tanakita' is the word most frequently mentioned by all respondents. The words 'jembatan gantung' and 'sosialisasi' appeared 137 times and 131 times, respectively, 'Pokdarwis' was mentioned 97 times, 'Situ Gunung' was referenced 87 times, and 'Tanakita' was mentioned 76 times (Tabel 1.3). More specifically, these words were most frequently mentioned by respondents' number 2, 5, 6, and 8. Respondents number 1, 3, 4, and 7 frequently mentioned the words 'Pokdarwis' and 'jembatan gantung,' with an average of eleven mentions each. Other commonly used words include verbs such as 'mengantar,' 'memandu,' and 'mengumpulkan,' which also have relatively high frequencies.

Tabel 3. Words with the highest frequency

Number	Word	Frequency (times)
1	Jembatan gantung	137
2	Sosialisasi	131
3	Pokdarwis	97
4	Situ Gunung	87
5	Tanakita	76

Informant number 1 frequently mentioned the words 'inisiatif', 'membantu', 'penggiat lokal' 'peran pemerintah' and 'pemerataan ekonomi' in the discussion of tourism impact perceptions as reasons for establishing Pokdarwis. As respondent 1 stated, "...masyarakat Desa Gedepangrango berharap adanya pemerataan ekonomi seiring meningkatnya popularitas tempat wisata (Situ Gunung) disini. Tidak hanya menjadi penonton." Furthermore, the informant mentioned, "...potensi yang dimiliki Desa Gedepangrango belum dimanfaatkan secara optimal, oleh karena itu penggiat lokal membuat paket wisata di Kampung Sawo. Peran pemerintah (daerah) melalui perangkat desa adalah mendorong kolaborasi..."

Informant 1 explained in more detail the beginnings of the tourism package, which started from the community's desire to be involved in the tourism industry and Tanakita visitors wanting to enjoy tourist attractions other than Situ Gunung. Tanakita is a tourism destination that offers camping areas with a specific genre *glamping* or *glamorous camping* located in the Situ Gunung area. Respondent 1 stated, "...ini berawal dari salah satu penggiat yang merupakan pekerja di Tanakita yang memang bisa mengarahkan pengunjung Tanakita yang ingin ada aktivitas lain disana. Nah, kemudian beliau menawarkan beberapa aktivitas, salah satunya berkunjung dan mengikuti aktivitas masyarakat di Kampung Sawo." Respondents hope that with the presence of Pokdarwis and tourism packages involving the residents, they can directly experience the economic impact of tourism.

In the interview, respondent number 2 emphasized the role of the Situ Gunung management in empowering the local residents. The respondent used the words "kami", "lebih maju" and "berkembang" when explaining the presence of the Situ Gunung management, currently managed by PT Fontis Aqua Vivam, has brought positive impacts to the local community for a long time. When it was managed by the Department of Forestry, many local youths were employed without regard to their educational status or competence. Additionally, most of the trading areas in Situ Gunung are now utilized by the local residents to sell their products, and the facilities provided are free of charge by the management. Informant 2 then stated "...PT Fontis sudah mencoba memfasilitasi masyarakat sekitar untuk terlibat dalam pariwisata di

Situ Gunung. Banyak pemuda yang menjadi *tukang ojek*, *tour guide* harian, dan yang lainnya dan mendapatkan penghasilan yang mencukupi". The informant mentioned that with the tourism in Kampung Sawo, Kampung Lahang, and other villages in the future, it could improve the economy and social life of the community.

Meanwhile, respondents number 3 and 10 were recorded as using the word most frequently 'pendapatan tambahan', 'memanfaatkan potensi alam', and 'mengenalkan budaya', also 'menerima pengunjung atau tamu' while discussing their expectations after being involved in tourism activities. Respondent number 3 explained that the processing of palm sugar from Nira trees is still carried out by a few people in Kampung Lahang but has largely been abandoned, especially by the youth in Desa Gedepangrango. Furthermore, informant 3 explained that besides economic value, the impact of cultural preservation of palm sugar production can occur if tourism is developed with a community-based tourism concept.

In explaining the reason for participating in Pokdarwis, informant number 10 stated that being involved in tourism does not only provide additional income, "...kalau panen jeruk kami harus mengirim barang ke pasar atau dibeli oleh pengepul dengan harga yang *ga* bisa ditawar. Tapi kalau ada kunjungan ibu – ibu kesini, mereka *pengen* metik langsung jeruk dan membeli dengan harga yang sedikit lebih tinggi dari (harga) pengepul. Jadi untung buat kami sebenarnya." Respondent number 4 used the words 'dampak ekonomi pariwisata' and 'potensi alam yang melimpah', also 'mengenalkan budaya yang hampir hilang' when discussing the impacts of tourism and hopes if tourism continues to develop in Desa Gedepangrango. "...sangat disayangkan jika pariwisata hanya berkembang di Situ Gunung. Di Kampung Lahang ini kami memiliki potensi yang dapat dikembangkan, yaitu proses pembuatan gula aren yang bisa dilihat langsung oleh pengunjung menjadi atraksi bagi mereka."

Respondent number 5 used the terms 'ngambil' and 'ngebawa' to explain the recruitment conducted by the management. The informant explained that there was a change in the percentage of local recruitment as workers on the suspension bridge '...kalau (pengelolanya) Taman Nasional itu semua (yang bekerja orang Kadudampit semua dari Kadudampit bukan orang sini karena ada yang *ngebawa* nya..." meanwhile "...saat dikelola PT Fontis *emang* hampir semua orang sini yang dipekerjakan, hampir 75%". Furthermore, the respondent explained that there are training programs related to ecotourism guiding, technical skills for building bridges, and safety measures for operating attractions at Situ Gunung. There has also been a shift from workers originally employed at Tanakita to PT Fontis due to the lower number of visitors at Tanakita compared to the suspension bridge. The informant then described how visitors or tourists at Tanakita are offered and participate in tour packages to the surrounding villages of Situ Gunung, namely Kampung Lahang and Kampung Sawo. "...kita disini (Tanakita) butuh aktivitas lain, pengunjung butuh aktivitas karena mereka sudah beberapa kali kesini. Mereka saya tawarkan untuk mengunjungi Kampung Lahang untuk mencoba aktivitas seperti memerah sapi atau memetik buah...". In the discussion about hopes, respondent number 5 mentioned that with the existence of tour packages, the village community will benefit economically, socially, and culturally preserved.

Respondent number 6 most frequently used the word 'sertifikasi', 'pendidikan', and 'pelatihan' when explaining their involvement in the tourism industry since 2008. With a background in activities like hiking and trekking, respondent 6 became actively involved as a guide at Tanakita. Initially working as a guide for the Situ Gunung area, respondent 6 then underwent training and certification for guiding conducted by the local tourism office. This training was not only aimed at prospective guides in the Situ Gunung area but also for the entire community in Sukabumi Regency, including the Ciletuh Geopark area. After completing the certification, respondent 6 began working at Tanakita. The respondent also described the tourism awareness socialization conducted through regular meetings every Monday, "...materi yang biasanya pertama kebersihan lingkungan, perilaku terhadap wisatawan yaitu bagaimana menyambut

wisatawan sehingga masyarakat bisa menjaga lingkungan karena akan ada pengunjung dan jika ada mereka dapat menjamu dengan baik ...”

Before becoming a village official, respondent number 7 was involved in various village activities, including teaching at a local school, serving as a Posyandu cadre, and managing government grant funds through PNPM and BUMDESMA. Respondent's involvement in tourism development in the villages of Gedepangrango was due to their residence in Kampung Sawo and active participation in various village activities. Respondent was involved starting in 2016 when respondent number 5 first brought visitors to Kampung Sawo. Subsequently, respondent 7 initiated the creation of a social media account for Kampung Sawo because tourism in that village was perceived to be slower compared to other villages or RW. Respondent joined as a Pokdarwis administrator and took on roles in financial management, social media, and the socialization of Pokdarwis programs to the community. The respondent most frequently used the word 'integrasi' dan 'pengelola' when being interviewed.

Respondent number 8 is the oldest respondent in this study. The respondent has observed the changes in the management of Situ Gunung and the development of tourism in Desa Gedepangrango, even though they work outside the village. As the village head, the respondent was the first to prioritize tourism as one of the village's main programs. The respondent's attention to tourism began before they became the village head, although they were not actively involved in tourism activities in the village.

Meanwhile, respondent number 9 is a resident of Kampung Sawo who initially worked as a craftsman of wooden and bamboo souvenirs. Respondent 9 joined as a Pokdarwis administrator and played a role in designing activities or tour packages as well as training residents in guiding. Furthermore, during the interview, the respondent mentioned that their involvement in Pokdarwis management was due to their skills and experience as a tour guide in various locations. The respondent frequently used 'perkembangan pariwisata' and 'potensi alam'.

Message Formation Analysis

The frequency of these words does not indicate their level of importance without considering the context and full discussion in which the words were spoken by the respondents, as well as the respondents' backgrounds. Words that appear most frequently or have the highest frequency are mentioned by respondents in various contexts, including: the presence of tourism activities, initial involvement and employment in tourism, increased awareness, and the positive and negative impacts of tourism. Furthermore, differences in responses were found to be caused by varying backgrounds and experiences of the respondents.

Respondents number 2, 5, 6, 8, and 10 stated that tourism in Situ Gunung brings economic benefits and capacity building, both in terms of knowledge and skills. These four respondents are the longest-standing residents of the village in this study, being native to Desa Gedepangrango and having lived in the village since birth, although they had previously migrated to find work outside the village. Respondents number 2 and 5 are directly involved in tourism activities, working at Situ Gunung since the management of the area was still handled by the Forestry Department, while respondent number 6 has been actively involved in the tourism industry since graduating from high school. "As stated by respondent number 5" "...saya dulu bekerja sebagai pegawai tidak tetap Departemen Kehutanan yang saat itu mengelola jembatan gantung dan bertugas mengelola penginapan (yang dimiliki Departemen Kehutanan) maupun mendampingi tamu. Itu pertama kali saya terlibat (dalam pariwisata)". Both have been involved in the tourism industry since Situ Gunung and its surroundings were utilized as a tourist destination, albeit with minimal facilities, in 1996..

Furthermore, respondent number 2 mentioned that the presence of Situ Gunung and the suspension bridge not only generates economic impacts but also enhances the capacity of the local community. This is because the respondent has gained skills and competencies related to tourism

activities, and many young people have benefited from capacity building through the activities conducted by the suspension bridge management over the years. Respondent 2 added that these benefits are often overlooked as the community may not perceive them as having significant economic impact. Although respondent number 8 is a local resident who was not involved in tourism activities initially and only became active in the formation and activities of Pokdarwis in 2021, the respondent believes that tourism in the Situ Gunung area has positive economic impacts. Respondent number 8 explained, “...banyak pemuda yang tidak tamat sekolah maupun hanya tamatan SMA itu bekerja sebagai pemandu tidak tetap atau *tukang ojek*. Mereka mendapatkan penghasilan dari situ.”

On the other hand, respondents number 1, 3, 4, 7, and 9 feel that tourism has not yet provided optimal economic impacts and express the need and hope for tourism development to involve the local community. Respondent number 1 hopes that economic impacts will be more evenly distributed with the presence of Pokdarwis. Meanwhile, respondent number 7 believes that integration with the local community through Pokdarwis needs to be improved to achieve the goal of economic equity. Respondents number 3, 4, and 9 acknowledge that the tourism activities in Situ Gunung have had positive impacts but are not yet optimal. Respondent number 4, who has recently moved to the village, sees that tourism could have a greater positive impact based on their experience with tourism in their previous place of residence.

"Informants number 1, 7, and 8 explained that the initiative for local community empowerment in the tourism industry in Gedepangrango Village was carried out by respondent number 5. Informant number 1 used the word 'berpengalaman' to describe respondent number 5's expertise in tourism, which allowed them to initiate tour packages, while informant number 7 used the terms 'penggiat awal' or 'dikenal' to describe respondent number 5. Furthermore, words and phrases related to social and economic impacts, such as *emuda menjadi tour guide harian*, 'peningkatan jumlah penetap dari daerah lain' and 'berkurangnya pengangguran di desa' were mentioned more frequently by all respondents compared to words related to environmental and cultural impacts, such as 'minimnya pemuda yang meneruskan pekerjaan orang tuanya menjadi petani atau peternak' and 'jalan menuju Situ Gunung rusak di beberapa bagian'.

These factors indicate that the perception of the impacts of tourism in Situ Gunung is influenced by age, length of residence, experience, and involvement in tourism activities (Figure 1).

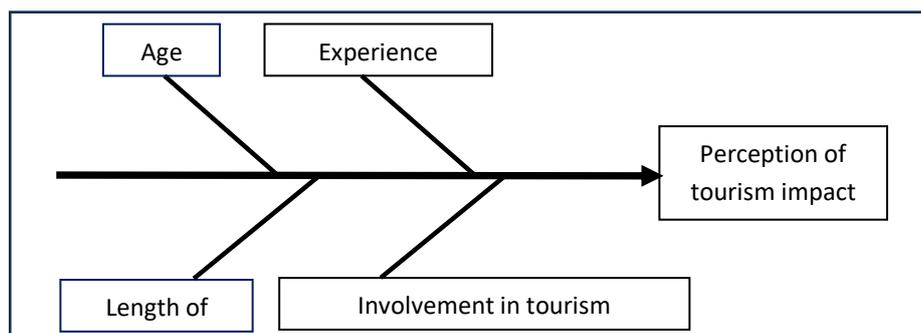


Figure 1. Cause and effect of perception of tourism impacts using the fishbone method.

The perception of tourism impacts caused by these factors aligns with what Ap (1992) stated: if tourism activities provide positive impacts, such as economic, social, and environmental benefits, for both personal and group interests, the community will perceive tourism positively. Respondents in Desa Gedepangrango who are involved in tourism or have observed its development from the beginning have a positive perception of tourism development in the area. The costs arising from tourism activities, such

as environmental damage, public facility wear, and pollution, are considered smaller compared to the 'benefits' gained. The exchange of resources that occurs in tourism activities in Situ Gunung is seen as reciprocal, leading respondents who are actively involved in tourism to support its development. Furthermore, this perception influences the demands or expectations of the local community, as reflected by the ten respondents in this study.

In discussing behavioral demands, all respondents expressed their hopes that tourism activities and tourists visiting Situ Gunung would bring more evenly distributed economic benefits (Figure 2). Specifically, respondent number 1 hopes that tourism development will support economic progress in Desa Gedepangrango. Respondent 2 believes that tourism management involving the community is expected to directly enhance awareness of the importance of cleanliness, hospitality, and tourism knowledge. Respondents 3, 4, and 10 hope that community involvement, particularly of farmers, can be facilitated by Pokdarwis in the development of community-based tourism.

Informant number 5 mentioned that if tourism packages involving the local community are developed, cultural activities such as collecting Nira sap and processing it into brown sugar can be preserved. With tourism, the community can also gain new skills, such as guiding or speaking to others, in this case, visitors. This was stated by respondent number 6. Furthermore, respondents number 7 and 8 hope for an active role of the community in tourism development. Additionally, the role of the government, both central and local, is seen as crucial to accelerating the achievement of Pokdarwis targets.

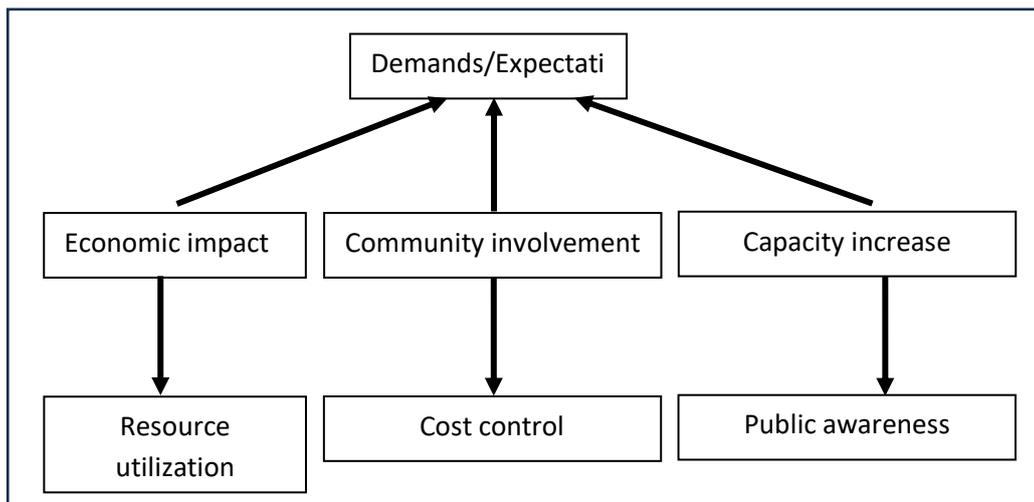


Figure 2. Relationship between perception of impact and demands/expectations towards tourism.

The perception of tourism impacts and their relationship with the demands or expectations expressed by participants may not be fully captured due to the methods used in this study. Therefore, further research using a more comprehensive approach, such as observation methods, is needed. Observation methods can reveal aspects that do not emerge through interviews..

D. CONCLUSION

This study successfully explored community views on the impacts of tourism development. The researcher concluded four main points from the study: (1) Long-term residents, whether directly involved in or merely observing tourism development, have a positive perception of tourism's impacts because they see the benefits or gains from tourism outweighing the negative impacts. The exchange of resources is viewed as reciprocal and beneficial, leading to fewer negative perceptions compared to positive ones. (2)

Conversely, new residents or those recently involved tend to have a negative perception of tourism. (3) These perceptions, in turn, influence demands or expectations for development and attitudes towards tourism development.

Several policy-related insights emerged from the analysis. First, recognizing local residents as those who will experience both the positive and negative direct or indirect impacts of tourism is crucial. Their active involvement is essential for advancing local tourism development. They will voluntarily support tourism development if it prioritizes community roles and involvement, visible positive impacts, and an open discussion process that allows community aspirations to be heard.

Although this study has provided important insights into analyzing the perceptions of tourism's impact on the environment and socioeconomic aspects of the community at Situ Gunung, there are aspects that require further exploration. First, the study relied solely on interviews, which may introduce bias or deviation, whether from the researcher due to personal beliefs or attitudes affecting question framing or response interpretation, or from participants who might provide socially acceptable responses rather than their true thoughts. Second, the study found a relationship between perceptions of tourism's impact and demands/expectations for tourism development, but these findings were obtained through interviews, so the expectations or demands expressed may not fully reflect participants' actual attitudes or behaviors in supporting or hindering tourism development.

Therefore, it is recommended for future research to include observation methods, where the researcher makes field notes on behavior and activities so that the attitudes and behaviors of the study subjects can be observed and analyzed in relation to their perceptions of tourism development and its impacts.

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