The Behaviour of Tourism Actors in Sembalun towards Hazards and Disasters in Gunung Rinjani National Park

E K S H Muntasib*, L Aulia, A Sunkar
Department of Forests Resources Conservation and Ecotourism, Faculty of Forestry, IPB University, Indonesia

*Corresponding email: harinimuntasib@yahoo.com

Abstract. Mount Rinjani is the second-highest volcano that has caldera, craters, lakes, hot springs, savannahs, and other beauties. It is the most visited tourist destination in Lombok that visited by domestic and international tourists. Despite its beauty, the Mount Rinjani region is in a natural hazard area both hydrometeorological and geological disasters, so that it becomes a disaster-prone area. Considering the vital role of tourism actors in the continuity of safe tourism activities, the research about awareness of disaster-prone area is needed. The awareness is formed through perception, alertness attitudes, and preparedness behavior. This research aims to identify perceptions, attitudes, and behaviors of tourism actors towards hazards and disasters. The method that we used in this research is an interview, field observation, and literature study. Perceptions of tourism actors towards hazards are generally classified in the moderate category, while perceptions of disasters are generally classified as good. The attitude of tourism actors towards hazards is generally classified in the moderate category, while the attitude towards disasters is classified in good categories for agencies and moderate for tourism actors. The behavior of tourism actors towards hazards is generally classified in the moderate category, and behavior towards disasters also is generally classified in the moderate category.

1. Introduction
West Nusa Tenggara Province (NTB) is one of the earthquake and tsunami-prone areas. This is shown by the occurrence of a series of earthquakes in 2018 over a long period on the island of Lombok. In addition to fault activities, the volcanic activity also contributes to the formation of risks of various types of disasters.

Mount Rinjani is the second-highest volcano that has caldera, craters, lakes, hot springs, savannahs, and other beauties and is one of the main destinations in Lombok visited by domestic and international tourists. Behind its beauty, Mount Rinjani is in the area of natural hazards both hydrometeorological and geological disasters so that it becomes a disaster-prone region. Nadhira [1] research found various natural hazards in the Mount Rinjani region such as ravines, slippery and steep paths, low temperatures, fog, wildlife and plants and disasters such as landslides, fires, volcanic activity, and earthquakes. The existence of these hazards needs to get the attention of tourists and tourism actors so as not to pose a risk.

Many tourism actors do activities on Mount Rinjani, one of which is the Sembalun community and has been active on Mount Rinjani since before it was designated as a climbing tourism area. Tourists not only pay attention to their own security and safety in tourism activities but also the security and
safety of tourists. This is regulated in article 6 of the code of ethics for world tourism that tourism actors need to show concern and prevent accidents for security and safety issues for tourists.

Considering the vital role of tourism actors in the continuity of safe tourism activities while tourism areas are in natural hazard areas and have a vulnerability to disasters, awareness of tourism actors in disaster-prone areas is needed. This awareness is formed through perceptions, alertness attitudes, and preparedness [2]. Public perceptions that do not fully understand what and how to deal with disasters and hazards often become obstacles in terms of vigilance and actions in managing disasters and hazards [3]. The involvement of all stakeholders, namely the government and the community, is needed so that disaster management coordination and operations can run well. Not only hazards such as earthquakes and volcanoes that require preparedness but also the hazards that can be found on the trail also need attention. Source-identified seed stand is seed sources with average stand quality, appointed from natural or plantations forests and it originality is correctly identified.

2. Method

2.1. Place and Time
This research was conducted in a village adjacent to the official entrance point of the climb trail in the Mount Rinjani National Park viz. Sembalun Lawang Village, Sembalun Village, and Sajang. This field research was conducted from April to May 2019.

2.2. Research Instruments and Tools
The instruments used in this study were interview guides and Likert scale statements. The tools used are cameras, stationery, sound recording devices, Microsoft Word 2013 software, Microsoft Excel 2013, and Statistical Program for Social Science (SPSS) 25.0.

2.3. Type and Data Collection Methods
Data collected in this research are a history of disasters, general condition of villages, tours of Mount Rinjani National Park, perceptions related to hazards and disasters, attitudes related to hazards and disasters, and behavior towards hazards and disasters. Data were collected by interview and questionnaire, field observations, and literature study. Interviews were conducted using interview guides and questionnaires in the form of Likert scale statement tables. Determination of respondents is done by purposive accidental sampling that is sampling based on specific criteria [4] and respondents who are accidentally met [5].

As a criteria number 1, the informants involved in the Meteorology, Climatology, and Geophysics Agency (BMKG), Search and Rescue (SAR), Volcanology Center, and Geological Hazard Mitigation (PVMBG), and the Regional Disaster Management Agency (BPBD) were selected. While respondents in this research is the parties involved in tourism activities (tourism actors) and accidents in the Mount Rinjani National Park (TRNGR) which are grouped into officers of the Mount Rinjani National Park, tourism office, village government, puskesmas, Edelweis Medical Help Center (EMHC), trekking organizer (TO), guide, porter, motorcycle taxi, and non-tourist community.

2.4. Data Analysis
The data and information that have been collected are then broken down and analyzed so that it can be known the behavior of tourism actors related to hazards and disasters in the Mount Rinjani National Park.
2.4.1 Analysis of perception and attitude

The calculation of the total score for each respondent is categorized based on the three-box criterion formula (three-box method) [8], i.e.:

\[
\text{Interval Skala (RS)} = \frac{(m-n)}{b}
\]

Explanation:
- \(m\) = The highest score in the answer score
- \(n\) = The lowest score on the answer score
- \(b\) = Number of classes/categories of answers

Based on the interval scale obtained from the three-box method formula and referring to the results of the interview, then categorizing is good, moderate, and bad.

2.4.2 Behaviour Analysis

The behavior of tourism actors related to tourism hazards and disasters is analyzed using qualitative descriptive analysis. Benchmarks in the categorization of the behavior of tourism actors refer to the results of interviews and field observations.

3. Result and Discussion

Sembalun area is an area that is part of the volcano area, namely Mount Rinjani with an altitude of 3726 meters above sea level. The location of Sembalun sub-district, which is close to a volcano and surrounded by hills makes this area prone to disasters. Based on interviews and data from the Regional Disaster Management Agency (BPBD), since 2012 there have been seven disasters in Sembalun and Gunung Rinjani National Parks, namely flash floods in 2012 and 2017, whirlwinds in 2015, eruptions of Mount Barujari in 2015 and 2016, a landslide in 2018, and an earthquake in 2018. Apart from the active fault of Flores which flanked the island of Lombok, new local faults around Rinjani were discovered and were uncharted and identified which caused the earthquake in March 2019 [6].

The condition of Sembalun District before the earthquake disaster in 2018 and after the earthquake experienced several changes, especially in the construction of houses. Before the earthquake, most of the houses used basic materials such as cement and brick, for the walls. But after the earthquake, the community where the residence was damaged, built a shelter with wooden or plywood. In addition to building houses, places of worship and several office buildings were also badly damaged. The impact of environmental damage was seen on Mount Rinjani and several hills that experienced landslides while agricultural land and community plantations in Sembalun District were not damaged.

The TNGR region is one of the leading tourist destinations in the province of West Nusa Tenggara. Hiking trail with challenging conditions and natural beauty that can be enjoyed from the summit of Rinjani causes climbing to TNGR is very popular. In 2018 there was an earthquake disaster which caused the climbing lane suffered quite severe damage, and infrastructure facilities such as guard posts and bridges in the climbing lane were damaged so that the climbing lane was closed from August 2018 to March 2019.

3.1 Perception related to Hazard and Disaster

Mount Rinjani holds a high enough risk of natural disasters due to its location in an area prone to natural disasters. Referring to the National Disaster Management Agency and Nadhira [1], the natural hazards in the Mount Rinjani National Park, which are classified as disasters are earthquakes, volcanic eruptions, landslides, and forest fires. While the hazards that are commonly encountered but not always, disasters consist of ravines, slippery paths, fog, cold temperatures, wildlife, and plants. Perception of tourism actors related to hazards and disasters in the climbing route of Mount Rinjani is essential for the management of hazards so that they do not pose risks and become disasters.
3.1.1 Hazard-related perception
Tourism actors' perceptions of hazards are based on knowledge and/or experience experienced or witnessed by themselves. Someone who has experience of disasters will feel their lives are more threatened and have a greater fear than someone who has no experience [7]. Categories of perceptions related to hazards on the Mount Rinjani hiking trail can be seen in Figure 1.

Figure 1 Perceptions of tourism actors related to hazards in Gunung Rinjani National Park

Figure 1 shows that the group of respondents who were TNGR officers, and the puskesmas considered that the hazard in the hiking trail had risks. Unlike the case with respondents from the tourism department, village government, and motorcycle taxis who are less aware of the risks and threats so that the hiking trail is said to be quite safe. In general, people who are tourism actors and non-tourism actors consider that climbing tourism is not too risky. Based on the experience of tour operators such as TO, guide, porter, and mountain motorcycle taxi who have a risk of accidents on the hiking trail, the slippery path, cold temperatures, and long-tailed monkeys.

3.1.2 Perception of Disasters
The tourism community considers abnormal natural events called disasters when they affect the lives of many people and cover a large area. The level of perception of tourism actors towards disasters can be seen in Figure 2.

Figure 2 The level of perception of tourism actors towards disasters

Figure 2 shows that most tour operators are aware of disasters in the Mount Rinjani National Park and the risks posed even though disasters such as earthquakes cannot be ascertained when they occur again. Respondents from TNGR, the tourism office, village government, puskesmas, EMHC, and the general public consider these disasters at risk. Unlike the case with the TO, guides, porters, and motorcycle taxis assume that potential disasters do not always have a risk and broad impact. This is influenced by factors of knowledge and experience of tourism actors towards disaster events.
3.2 Attitudes towards Hazards and Disasters

The hazards and disasters in the Gunung Rinjani National Park cannot be ignored. To create a destination that safe for tourist, tourism actors need to have a positive attitude by being aware of the hazards so as not to pose a threat to themselves, tourists, and the environment. Attitudes and/or tendencies to act in the face of hazard and disaster are reactions produced through an understanding of perception [3].

3.2.1 Attitudes toward Hazard

Tourists need to have a positive attitude towards hazards in the Mount Rinjani National Park, namely the awareness that every hazard has risks, there are concerns about the hazard and the need for preparation to prevent or reduce the risk of hazard. Based on the results of the study, not all tour operators are aware of the hazards in TNGR. The categories of tourism actors' attitudes towards hazards in TNGR can be seen in Figure 3.

Figure 3 Categories of tourist behavior towards a hazard

Figure 3 shows that the group of respondents consisting of TO, guide, porter, and motorcycle taxi had almost the same attitude towards the hazard. TO, guides, porters, mountain taxis, and non-tourist communities are less aware of the hazards on Mount Rinjani such as not avoiding risks and being casual about the hazards. However, the vigilance of most tour operators can be different when climbing individually by climbing with tourists. It is different with respondents from national parks, health centers, and EMHC who are all aware of the hazards on Mount Rinjani. Respondents from the tourism agency and the village government did not have involvement in climbing activities so that they were alert to only a few hazards that caused casualties such as cliffs and low temperatures.

3.2.2 Attitudes towards Disasters

Lombok which is in the volcanic belt region is very potential, and at the same time prone to disasters, including volcanic eruptions, earthquakes, and landslides (BNPB 2011), therefore disaster threats need to be watched out because disasters often occur without warning. The categories of tourism actors' attitudes towards disasters can be seen in Figure 4.

Figure 4 Category of tourist behavior towards disaster
Figure 4 shows that the respondent group from TNGR had been wary of disasters in national park areas such as volcanic eruptions and forest fires but the earthquake disaster received attention after this disaster occurred in 2018. Even though the respondent group from the tourism service is more focused on tourists, not disasters, but for cases of major disasters such as earthquakes, it cannot be ignored because it has a wide impact and influences tourism activities. Likewise, health workers and EMHC who are involved in handling victims of disasters and disaster risk reduction have an awareness of all disasters. The responsibility of the TO for the tourists who undergo the TO is more alert to disasters because the sense of security that is obtained by tourists makes them have the desire to come back for a trip. Village governments and communities have a more positive attitude towards disaster events that occur in their area and are less aware of the disasters that occur on Mount Rinjani. Guides, porters, and motorcycle taxis are not aware of volcanic eruptions because there have never been casualties and damage on the hiking trail or environmental damage in Sembalun and usually the impact of eruptions away from the Sembalun region and landslides to be wary of after the earthquake.

3.3 Tourism Actors' Behavior towards Hazard and Disaster

Community understanding in the form of knowledge related to disasters and hazards and experience can shape one's behavior in dealing with disasters. Behavior in dealing with hazards or disasters affects the risks posed by such disasters and hazards. If it cannot prevent a disaster from occurring, it must reduce the number of fatalities [3].

3.3.1 Behavior against hazards

Mount Rinjani National Park. The respondent's behavior towards the hazard is in accordance with the respondent's perception that the hazard on Mount Rinjani is risky. This is indicated by the presence of precautions and assistance when a hazard occurs. Respondents who are decision-makers coordinate in the event of an accident and prepare the evacuation team as well as communication with porters and guides regarding the safety of climbers. The action of respondents who are not in the field is giving directions before climbing activities to tourists. The actions of respondents who are field officers are patrolling, conducting first aid when there is an accident on the ground, and giving an appeal to tourists related to danger. There is no written evacuation SOP for accidents in Rinjani. The officer has cooperated with EMHC and used the help of a local guide and porter who was accompanied by the national park officer in the evacuation action.

Tourism Office. Respondents from the tourism department did not play a direct and personal role in relation to the danger, but in an institutional manner the tourism agency had taken several preventive measures such as facilities for dangerous areas, namely infrastructure such as bridges and safety stairs on the hiking trail to avoid accidents and also information or warning boards to visitors. There was no specific action from the tourism service officer in the process of helping victims of accidents in the Mount Rinjani National Park. Tourism official only received accident report from TNGR. The behavior of the tourism official staff is following the perceptions and attitudes possessed because the tourism official is only engaged in the tourism sector and is more specific to tourists, such as the promotion of tourist destinations.

Village Government. The role of the village government concerning hazards in Mount Rinjani is only to record when an accident happens when the victim dies. This is because tourism activities on Mount Rinjani are not the responsibility of the village but the responsibility of the Mount Rinjani National Park. In addition, the lack of involvement of the village government is due to the lack of income from the national park for the village.

Puskesmas (Community Health Centers). Prevention and risk reduction measures due to hazards in the Rinjani climbing route from the puskesmas staff are the handling of an accident climber and first aid training in accidents. Puskesmas staff is not too far involved in Rinjani tourism activities, but if there are accident victims, the Sembalun puskesmas is the first referral. The behavior of puskesmas staff is following their perceptions and attitudes based on the function of the institution.
**Edelweis Medical Help Center.** Edelweis Medical Help Center (EMHC) deals with incidents of climber accidents on all Rinjani routes, but the center remains in Sembalun. Cases of accidents handled by EMHC are mostly due to the danger of slippery/steep paths, which result in joint dislocation. EMHC officers have standard operating procedures in the process of helping or handling accident victims. The task of the Edelweis Medical Help Center is to do the first treatment until the first diagnosis. Preventive actions that have been taken by EMHC are socialization to porters and guides on handling accidents and checking the health of climbers before carrying out climbing. This check is still not done as a whole for climbers because the number of health teams in charge is not in accordance with the number of tourists who will climb even though the EMHC staff's perception of the danger is moderate but the actions taken are in accordance with EMHC's duties.

**Trekking Organizer.** TO who do not consider all hazards have risks and are not aware of the hazards in Rinjani, they do not have an alert behavior for all hazards. Nevertheless, in general, the Trekking organizer has taken several precautions or reduced risk of danger such as attending training related to first aid in accidents conducted by national parks, tourism agencies, SAR, EMHC, and puskesmas. The results of the training are then disseminated to the porters and guides but not routinely and not thoroughly. The TO also conducts a briefing before climbing but is still lacking in terms of hazard information. TO always provides a guide with first aid kits consisting of generic medicines. Since the existence of an insurance program from the Mount Rinjani National Park, in addition to the TO ticket, it also provides insurance to tourists but not to the porters and guides.

**Guide.** The guide has taken several precautions or reduced the risk of danger both for themselves and tourists, although not as a whole because the guide does not consider all hazards to have risks. The guide provides information related to Mount Rinjani when in the field in the form of historical stories, track conditions, and appeals related to dangers in the lane such as slippery lanes and the dangers of human activities such as bathing in hot springs and swimming in lakes. In the event of an accident, the first aid is carried out by the tourism actors in the location. If it cannot be handled, the guide will contact the TO for further action. If there is a thick fog, the guide continues to travel because the minimum visibility is still 5 meters and sometimes feels more comfortable climbing between thick fog. Guide behavior will be different when climbing privately and climbing with tourists. The guide is more careful when crossing ravines or slippery paths because it takes into account the safety of tourists. However, when climbing privately, it ignores these dangers.

**Porter.** Experience in climbing activities makes the porter familiar with the conditions of the dangers in the hiking trail. Porter has taken several precautions or reduced the risk of hazards in the hiking trails such as avoiding cold temperatures by wearing warm clothing and carrying sleeping bags. Besides Sembalun porters have also followed the rules related to the maximum load limit carried. However, there are habits of some porters who do not wear clothes when climbing on Rinjani, and use sandals or barefoot. This behavior is different from the porter's perception that the slippery path is dangerous and risky. Many of them slip due to slippery paths but still run when they go down the mountain. Porter already knows how to handle accidents that usually occur in climbing tourists based on their experience. If the porter or guide cannot handle the victim, and the victim cannot continue climbing activities, then the accident incident is reported to the trekking organizer. For evacuation measures, porters prepare a traditional stretcher consisting of bamboo with an average size of 3.5 meters and a sarong.

**Motorcycle taxi.** When operating, the preparations carried by the mountain motorcycle taxi are only helmets for passengers and a rope to tie the goods, there is no special safety device. Before passing post 1, there is a fairly deep water flow. If carrying a motor passenger, it will be challenging to ride a mountain motorcycle taxi, usually asking passengers to come down. The vehicle used is modified so that it can pass uphill and slippery lanes. Motorcycle taxis help a lot in the evacuation process if there are accident victims who cannot walk down or do not want to be a stretcher. The perceptions and attitudes of the mountain motorcycle taxi drivers who think that the motorcycle taxi paths are safe underlying them have this behavior.
Community. Respondents from the community who never climbed Rinjani did not take any action on the dangers in the hiking trail even though they knew some of the dangers and risks they pose. There is no special action taken by people who often climb other than using a jacket to avoid the risk of cold temperatures. Most people are only involved in mountain cleaning. In the event of an accident in Rinjani, the community usually gets a signal if there are missing and not yet evacuated victims. Heavy rain will occur until the victim is found and evacuated. People who are aware of this will immediately provide information to the porter or guide to find and evacuate victims.

3.3.2 Behavior towards Disasters
The danger can be a disaster or not depends on the capacity and readiness of the community and the government to overcome them.

Mount Rinjani National Park. The perception of national park officials who consider Mount Rinjani a potential disaster and risk have been demonstrated by the way officers deal with disasters. National park officials map dangerous areas, especially in the Sembalun and Senaru routes, tourism actors can use this map when climbing. When an earthquake occurs, the evacuation process can be carried out one day after the earthquake. For the danger of a volcano erupting, officers coordinate with PVMBG if signs have been seen and conveyed to climbers. When fires occur, national park officials coordinate with government officials then prepare members for extinction. Recovery actions have been carried out at several points that have the potential for disasters such as landslides with tree-planting programs.

Tourism Office. The tourism service official's action when a disaster occurs is to coordinate with agencies and departments that have the main function in handling disasters. Tourism officials do not participate in the evacuation process but only provide up-to-date information on situations that occur related to access amenities, and attractions carried out by the tourism crisis management team. Before the big earthquake in Lombok, there was no specific training on disaster mitigation, and it was only improved after the disaster. The perception of tourism officials is not shown through behavior because the problems in Rinjani are not the responsibility of the tourism office, which causes the office is less prepared against disasters.

Village Government. The actions of the village government in reducing disaster risk are through disaster mitigation socialization in collaboration with puskesmas, BPBD, and SAR. Dissemination and mitigation related to earthquake events will be carried out after the 2018 earthquake disaster. The mapping of flood risk areas has been carried out by the village government in collaboration with BNPB and the social service. In addition to socialization, Sembalun District, together with BNPB, formed the Village Disaster Preparedness Team and Disaster Resilient Women. When an earthquake occurs, the village government is only involved in providing evacuation gathering points for climbers who are in Rinjani. The action taken by the village government is in accordance with the attitude that is owned where the village government takes action if it has to do with their area.

Puskesmas. When an earthquake occurs, a puskesmas officer provides an emergency puskesmas for Rinjani climbers. Related to other disasters at Mount Rinjani, puskesmas staff only take action if there are victims who need to get treatment at the puskesmas. The perception and attitude of health center officials who are classified as good is not shown through the behavior of disaster risk reduction but has been shown in disaster management.

Edelweis Medical Help Center. The involvement of Edelweis Medical Help Center officers in preventing disaster in Rinjani is carried out if it gets directions from the National Park. During the 2018 earthquake, EMHC officials worked with other health teams to deal with victims who suffered injuries due to slipping due to running down from the mountain. EMHC officers' perceptions of disasters have been demonstrated through behavior that is consistent with their main task.

Trekking Organizer. Before climbing TO hold a briefing beforehand to tourists related to important things in climbing activities such as equipment, information about travel time, the location of the erection of tents, and mealtimes. While the direction related to disasters and hazards is still relatively low. Some TOs have tree-planting programs in the hiking trail to prevent landslides. In the event of a
disaster and befall tourists, the TO coordinates with the porter or guide for relief activities because the guides and porters are in the field. Similar to an earthquake disaster, the TO does not know what to do when an earthquake occurs so that the TO can only coordinate with porters and guides who bring tourists. The TO action does not yet fully reflect TO's perception and attitude towards disaster.

**Guide.** The guide's action against a landslide disaster is to stay away from the area of the former landslide at a minimum of 0.5 meters to 1 meter. If a landslide hits a climber, the guide works with the porter or another guide for relief measures. If it is not possible to conduct an evacuation by yourself, then the guide contacts TO. When an earthquake happens, many guides leave their tourists. Concerning the fire disaster, the guide has taken precautions such as not throwing away a cigarette or an overgrown cigarette or making a fire near a flammable area. If there is a fire on the hiking trail, before the national park officer arrives, the guide tries to extinguish the fire using wet branches. When a volcano erupts, many of the guides on the mountain don't care about the risk. The guide will take tourists to the crater if they were in the lake when the volcano erupts and some immediately descend to Sembalun. Some of them made the spark of an eruption a spectacle. When Mount Rinjani was closed due to changes in the level of Rinjani status, many guides ignored the appeal and continued to carry out climbing activities because their perception of the eruption of the volcano did not pose too much risk. The socialization related to the disaster that was followed by the guide was a volcanic eruption and a fire.

**Porter.** Similar to the guide, the porter also took part in the socialization held by the national park, BPBD, and related institutions, but some took part in the socialization if they got paid. Some porters also joined the EMHC team. When the earthquake, many porters who immediately ran down and left their belongings, some porters and guides remain with tourists. Porter, who was in Sembalun was asked to help evacuate, but there were many rejections. The porter's actions towards other disasters are not much different from the guide. Porter's behavior is based on perceptions and attitudes possessed except for earthquake disasters because they have never happened before.

**Motorcycle taxi.** Disaster prevention and handling actions undertaken by motorcycle taxi are not much different from other tourism actors. During an earthquake, a motorcycle taxi can evacuate 5 to 10 people on the first day. In addition to helping mountain motorcycle taxi climbers also seek income by bringing climbers down. The existence of illegal mountain taxis but sometimes also needed by national parks. For example, in handling fire disasters, motorcycle taxis often bring firefighters from the national park to the scene. The behavior of the mountain motorcycle taxi is not entirely based on their perception and attitude towards the disaster, but it is also based on economic factors so that the motorcycle taxi dare to take risks.

**Community.** Thousands of earthquakes that occurred over several months allowed the people of Sembalun to predict the magnitude of the earthquake. When the first earthquake occurred, the appeal from the village government was well received by the community so that the risk of loss of life was low. After the earthquake, the people built houses with semi-walled construction. The community felt normal when Mount Barujari erupted because the impact was not significant enough for the Sembalun region. Community actions simply describe their perceptions and attitudes towards disasters that are considered risky and not risky.

4. **Conclusion**

The perception of TNGR officers and some puskesmas officers about the hazards are in a good category while the perception of the tourism service officers, village government, EMHC, TO, guides, porters, mountain taxis, and the community belongs to the medium category. The perception of TNGR officers, tourism officials, village government, puskesmas, EMHC, and the community towards disasters is in a good category while TO, guides, porters, and mountain taxis are in the medium category.

The attitude of TNGR officers, puskesmas and EMHC towards hazards is in a good category while tourism officials, village government, TO, guides, porters, mountain taxis, and the community are in the moderate category. The attitude of TNGR officers, tourism service officers, puskesmas, EMHC,
and TO towards disasters is in a good category while guides, porters, mountain taxis, and the community are in a medium category.

The behavior of TNGR officers, puskesmas, and EMHC towards hazards is in a good category while tourism officials, village government, TO, guides, porters, mountain taxis and the community are in the moderate category. The behavior of TNGR officers, puskesmas, and EMHC towards disasters is in a good category while tourism officials, village government, TO, guides, porters, mountain taxis and the community are in the medium category.

Acknowledgement
Local government needs to conduct disaster-related training for tourism actors because the most decisive factor in facing disasters is the mastery of knowledge possessed by oneself. Training can be simplified by using video and must be owned by each tourism actor and must be delivered to climbers before climbing. The ability of the evacuation team in mountainous areas needs to be improved, such as the ability to evacuate by air when it cannot be evacuated by land. The need for Standard Operational Procedure of Disaster in the National Park so that the actions of each party are clearer and better organized when a disaster occurs. The trekking organizer needs to have a hazard map and a hiking trail that must be conveyed in detail to tourists before climbing and also being presented on the field by a guide and porter.

References
[1] Nadhira F 2018 Manajemen Bahaya di Jalur Pendakian Sembalun-Senaru, Taman Nasional Gunung Rinjani, Nusa Tenggara Barat [skripsi] (in Bahasa) Bogor: Institut Pertanian Bogor
[2] Penanggulangan Bencana 2017 Buku Pedoman Latihan Kesiapsiagaan Bencana: Membangun Kesadaran dan Kesiapsiagaan dalam Menghadapi Bencana (in Bahasa) Jakarta: Badan Nasional Penanggulangan Bencana
[3] Prihatin R B 2018 Masyarakat sadar bencana: pembelajaran dari Karo, Banjarnegara, dan Jepang. Masalah-masalah sosial (in Bahasa) 9(2): 221-239
[4] Jogiyanto H M 2008 Metodologi Penelitian Sistem Informasi (in Bahasa) Yogyakarta: C.V ANDI OFFSET
[5] Sugiyono 2009 Metodologi Penelitian Pendidikan, Pendekatan Kuantitatif, Kualitatif, dan R & D (in Bahasa) Bandung: Alfabeta
[6] Badan Penanggulangan Bencana Daerah 2011 Rencana Penanggulangan Bencana Provinsi Nusa Tenggara Barat (in Bahasa) Mataram: Pemerintah Provinsi Nusa Tenggara Barat
[7] Oliver-Smith A 1996 Anthropological research on hazards and disaster Annu. Rev. Anthropol. 25: 303-28
[8] Riduwan 2009 Skala Pengukuran dalam Penelitian (in Bahasa) Bandung: CV Alfabeta