Sustainable tourism issues in local communities in ijen-baluran

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Abstract. Tourism does provide many economic benefits that trigger an increase in the quality of the social environment and the strengthening of cultural values as a commodity. However, these benefits are not always consistent with sustainable management. In this article, the research gap focused on how local communities in managing sustainable tourism. In-depth surveys and interviews conducted in three local communities who manage travel in the National Tourism Strategic Area (KSPN) Ijen Baluran, which includes Situbondo, Banyuwangi, and Bondowoso. The analysis showed that the ability of communities in managing sustainable tourism relies heavily on the experience of interacting with tourists outside the area, government support and partner network. Interaction with tourists outside the area will provide a social exchange about the expectations of travelers or travel trend is growing. Interaction and social exchange to be a catalyst in accelerating the achievement of sustainable tourism management.

1. Introduction
Indonesia is one country that has the potential of natural and cultural diversity that can be developed into the tourism sector. However, in its management, Indonesia lags behind other ASEAN countries. This is evident in the lack of understanding of sustainable tourism management for local communities in Indonesia. Unpreparedness and his talkative society resulted in the development of tourism to be a lot of negative impacts. Corporate domination also restricts access to residents in the economic benefit of the tourism sector [1]. Residents only complementary courses of this industry [2]. The reason is that the qualification or quality of the goods/services that are owned by the local community still does not meet demand [1]. However, the uniqueness and authenticity that are served by the local community became the typical appeal for tourists [3].

The local community or the community is the main motor driving tour. The geographical definition of a community is essential to understand how the development of related communities [4] or the ability of the community to improve the development of tourism. The role of the local community as a provider of the leading travel component is not separated from their basic knowledge of the surrounding environment. A significant component in makeup tourist attractions, amenities and accommodation [5]. The knowledge that cannot always come from the government, which happened later, many people who perform independent businesses in the development of tourism in their region. As happened in the National Tourism Strategic Baluran-Ijen, many people who set up and develop tourism because of encouragement from within ourselves to attract tourists and satisfy their economic needs. Tourism does provide many economic benefits that trigger an increase in the quality of the social environment and the strengthening of cultural values as a commodity. However, these benefits are not always consistent with
their sustainable management [6, 7, 8, 9]. Based on that rationale, the purpose of this paper is to discuss the management of sustainable tourism development by community groups.

2. Method
The survey was conducted on three groups of people travel managers in Situbondo, Banyuwangi, and Bondowoso. Data collection and processing is based on three stages: (1) This observational study to provide knowledge of the area of interest in KSPN Ijen that includes the Nature Park crater and Baluran National Park; (2) Preparation of a questionnaire from the observation instrument; and (3) In-depth interviews with the local community and tourists. The reason for doing a qualitative stage after quantitative allow respondents to comment on some of the initial findings in the interview, and for triangulation, allows the phenomenon seen from more than one source [10, 11]. The integration of this data collection method provides several benefits and limitations. The main advantage is being able to observe the behavior of the situational nature and travel environment directly as opposed to merely inferred or remember. Log observation developed to allow general orientation [12] and systematically observe various dimensions and settings from an expert source.

3. Results and Discussion
Nature Park crater within the management of cross-cutting, namely the Natural Resource Conservation Center in East Java and PT Perkebunan Nusantara (PTPN) XII. Regulation territory manager gives a distinctive character in the pattern of community involvement [13], District of travel buffer, namely Licin District, Banyuwangi and Ijen District, Bondowoso has a different character. In the District, Glossy, only partially included in the garden so that people are more flexible in managing its territory as a tourist village. Tamansari village that became the main entrance into the crater through Banyuwangi packed into a tourist village. Each visitor must pay 5,000 IDR for a single visit; this cost includes duties and travel insurance. The concept of rural tourism is managed under the auspices of enterprises owned village (BUMDes) to provide clarity concept of management. Villagers are required to register if you want to open a homestay to serve visitors who will do the climb to the crater. However, most visitors, this tourist village is more focused on enjoying the typical Banyuwangi Osing culture (Figure 1).

Figure 1. BUMDes office of Tamansari.

Dexterity community involvement resulted in a conscious community that continues to improve the quality of travel services provided. Coordinator BUMDes conduct a comparative study to open up new insights on product development. Guest visit as a student or tourist village manager also gives profit-sharing management information. The results of these activities in the form of an exchange of experience and knowledge in managing travel [14]. Subdistrict Ijen is mostly a garden area; there are differences in the pattern of community involvement in managing the travel (Figure 2). The majority of people in the
District Ijen is gardening. Business such as travel support Wurung Crater is younger generations of descendants of plantation workers who do not follow their parents.

Additional management functions beyond the garden require special permission from the PTPN. This condition is due to garden party authority in managing the territory. Most of the travel planning and management are centralized. To meet the needs of tourist services, the manager of recruiting potential farmworkers who can travel base. The need for labor is also filled from vocational education from the District Bondowoso and Banyuwangi. For the communities who are not involved in village garden tours or activities, they mine sulfur in the crater. Relatively flat hiking trails make sulfur miners innovate to create the freight train sulfur. The aim is to increase the capacity of the sulfur that can carry. However, low prices make the sulfur miners offer his services to transport tourists (taxi). This opportunity is an opportunity for miners sulfur to add variety to their livelihood (Purnomo & Aristin, 2016). The existence of the reason why the tourist taxis with old age are still able to climb to the top of the crater (Figure 3).
Tourism products in the form of services started there in 2015. The sulfur miners who previously used a pelvic basket make a wheelbarrow to increase the capacity of sulfur carries. If using a pelvic basket, 1 miner could only bring + 70kg sulfur for 1,000 IDR in weighing Pos Bunder; then by taxi, they were able to bring sulfur up to 150kg. However, the results are not worth it when carrying tourists. For the cost of their ride can get the money 200,000 IDR / person. However, the costs to be incurred by tourists is 600,000 IDR, due to a rise in need of three miners with details two towing and one driver. As for drops charged with the cost of 200,000 IDR that require one driver of the cart. So if tourists do not want tired to do the climb, costs to go up and down, from Paltuding to Ijen Crater, is 800,000 IDR. This is what makes tourists the elderly can still enjoy the beauty of the crater without fatigue climb.

Figure 3. Travelers from Taiwan descend from the summit crater using taxis

Baluran National Park has some buffer villages, the nearest is Wonorejo village, Situbondo. User rating lodging services are managed by rural communities Wonorejo, Situbondo’s impact on the demand to continue to improve the quality of service. However, managers have difficulty because of a lack of mentoring. Needs assistance from a professional party to improve the quality of service being issued lodging service provider. Business ever conducted once said that assistance in 2015 by the party’s National Parks Baluran. However, there was no follow-up of the assistance that has been done. Business independently improves the quality of services through the exchange of experience with visitors. The exchange of information provides insight into the manager to develop services according to the demand of visitors [14]. Support from the village government is to establish the management group shelters to ease regulations between a manager. The regulations provide transparency on price and visitor information. The impact is a healthy competition between the manager that supports sustainability.

Conditions lack assistance to the management of external constraints in developing a halfway house. There are no typical products that can be produced by local people to prolong the duration of visits from tourists [15]. Service is still minimal guides used for the majority of visitors still dominated by domestic travelers. Guides used to accompany special travel needs such as travel works in the form of lectures or research by students. Based on the real experience in managing, the overall response from visitors leaves a comment either to services provided by the organizer. Only limited information to get into a halfway house marketing constraints. Visitors also felt the price offered has a competitive advantage with similar facilities. These advantages reason visitors who are traveling chose to stay around Baluran National Park. To support the promotion of rural potential buffer Baluran National Park, the manager and the village government Wonorejo labeling the Kebangsaan Tourism Village. This label aims to provide more selling points to the broader community. Promotion is also done through various social media manager. This knowledge is obtained from a guest who visits. It is a form of exchange between the organizer with the visitor.

Social exchange is an advanced form of interaction with tourists' managers. This interaction shows that local communities receive tourism as part of their lives [16]. This acceptance makes tourism has a
positive impact on the economy, social, and environment [17]. Interaction with tourists in the feedback form will also provide insight into the expectations and needs of tourists [18, 15]. Knowledge of the expectations and needs of tourists will impact on the ability of managers to improve their services. Needs improvement of service based on the expectations of the manager getting positive reviews from users [19]. Needs this positive review because the travel trend shifted to digital information for reference [20]. Digital travel trends are very useful marketing channels for travel managers with little cost and coverage [21, 22].

4. Conclusion
Sustainable tourism management by local communities relies heavily on the support of the policyholder. Policy, in this case, is not only limited to the aspects of the program support or funding, but also in the regulation. From the findings, although local people still lack support in the form of programs or funds, they are still able to develop independently. Although slower, but the experience of interacting with tourists, builds knowledge of how to meet the expectations and needs of tourists. This knowledge development indicates that the local community has been able to accept that travel is a part of their lives. Tourism is not just a by-product of economic activities to supplement their income. Tourism is a form of the diversity of livelihoods that they can access.

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