

## Assessing the Local Tourism Infrastructure and Services towards Tourism Development of San Jose

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### Abstract

Local tourism planning and development is a complex area of concern. Many local destinations initiate tourism programs to achieve economic, social, and environmental sustainability. Thus, the local government must explore either its potential natural resource or its potential human resource, including the tourism sector towards development. This study focused on assessing the local tourism infrastructure and services for tourism development in San Jose, Camarines Sur. The study employed the Community-Based Participatory Action Research (CBPAR) and Exploratory-Descriptive Research Methods (EDRM). These methods involved local stakeholders in assessing infrastructure and services through public meetings, workshops, and individual consultations. The conducted assessments aided the identification of the significant impacts and opportunities in the study area. The study revealed that though the primary services are present in the area, specific issues and challenges must be addressed to improve these services and cater to visitor needs. Thus, the identified problems and challenges on infrastructure must be addressed since the infrastructure is essential for tourism initiatives to prosper.

### Keywords

tourism; development; infrastructure; services

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## 1. INTRODUCTION

Tourism is one of the most important economic sectors for a country and its citizens. Developing a country's sociocultural image may help it gain favor in other countries. Tourism sector growth is becoming increasingly vital for a country's improvement. Local income can contribute in the form of local

revenue and help to grow the local economy (Fafurida, Ineke, & Winda, 2018).

In the Philippines, tourism development is a shared responsibility of the national and local governments. Consequently, various laws comprise the duties of the national and local governments. Tourism development and promotion are mandated by law through the Local Government Code (RA 7160) and the Tourism Act of 2009 (RA 9593). These responsibilities in tourism development require an effective system to manage and control government initiatives. Furthermore, the Department of Tourism (DOT) implements a top-to-bottom approach to monitor initiatives from the national level down to the local government units.

Many studies explored the importance of adequate infrastructure and services in developing a tourism destination. Poor infrastructure and unavailability of essential services can hinder the development of tourism destinations, even those with unique attractions. Accessibility, communications, transportation, and waste management are among the services vital to tourism. Among the essential aspects to be assessed are accessibility, transportation infrastructure and services, available public services such as water, energy, health, and security, health of the surroundings, and general land use and availability (Gutierrez, et al., 2005).

This study focused on assessing the local tourism infrastructure and services towards tourism development in San Jose, Camarines Sur. It is a component of Phase II- Tourism Potential Assessment/ Local Stakeholder Involvement under the project titled, Assessment of Tourism Development Potential of San Jose, Camarines Sur Through Community-Based Participatory Action Research (SJCBBPAR), which involves local stakeholders in the assessment of infrastructure and services through public meetings, workshops, and individual consultations. The conducted assessments were reviewed to identify major impacts and opportunities in the study area.

Furthermore, assessing local tourism potential may open opportunities to strengthen the local economy and promote community empowerment. Conducting a review of the locality's tourism potential presents relevant data and analysis that will assist the local government unit in developing appropriate programs needed by the community. The local government unit can use the information to set priorities and pursue local tourism development efforts.

## 2. RESEARCH METHOD

The study employed the Community-Based Participatory Action Research (CBPAR) and Exploratory-Descriptive Research Methods (EDRM). Community-Based Participatory Action Research is a collaborative approach that involves stakeholders in the research process. It aims to address the practical concerns of the local community by starting with the issue in the community, proposing actions or strategies, and continually supporting the initiatives (Burns et al., 2011). Hence, the primary data were gathered from the various tourism stakeholders in the local community.

The Exploratory-Descriptive Research Method (EDRM) is used to investigate a problem that is not clearly defined. This is a flexible method that provides opportunities to discover ideas and thoughts from the respondents. The study explored the tourism potential of the study area and assessed the characteristics and status of infrastructure and services in the study area. The study area is the municipality of San Jose, Camarines Sur. It is a 4th class municipality in Camarines Sur, Philippines.

Based on the identified problems in the study, the researchers conducted consultations, public meetings & interviews among the identified stakeholders to assess the accessibility, transportation, public services, and waste management of San Jose, Camarines Sur towards tourism development. Questionnaires focusing on transportation, accessibility, public services, and evaluation of surroundings were administered to the identified stakeholders. The activities generated the needed data to conduct a review and analysis of the infrastructure and services in San Jose, Camarines Sur, through the identified tourism stakeholders.

The project applied the Tourism Assessment Process (Figure 1) to determine whether a destination is suitable or unsuitable for tourism development; TAP is composed of three phases to gather the data/information in the study area. The active participation and involvement of the local community are required for successful tourism development planning. It's critical to remember that the host community has a vested interest in ensuring that tourism does not degrade their quality of life (Gutierrez et al., 2005). The Tourism Assessment Process is highly participatory, and it can help ensure that the community's concerns and goals are addressed by incorporating the local community. Prior to beginning the process, the TAP assists the Assessment Team in gathering stakeholders and involving them in the evaluations.

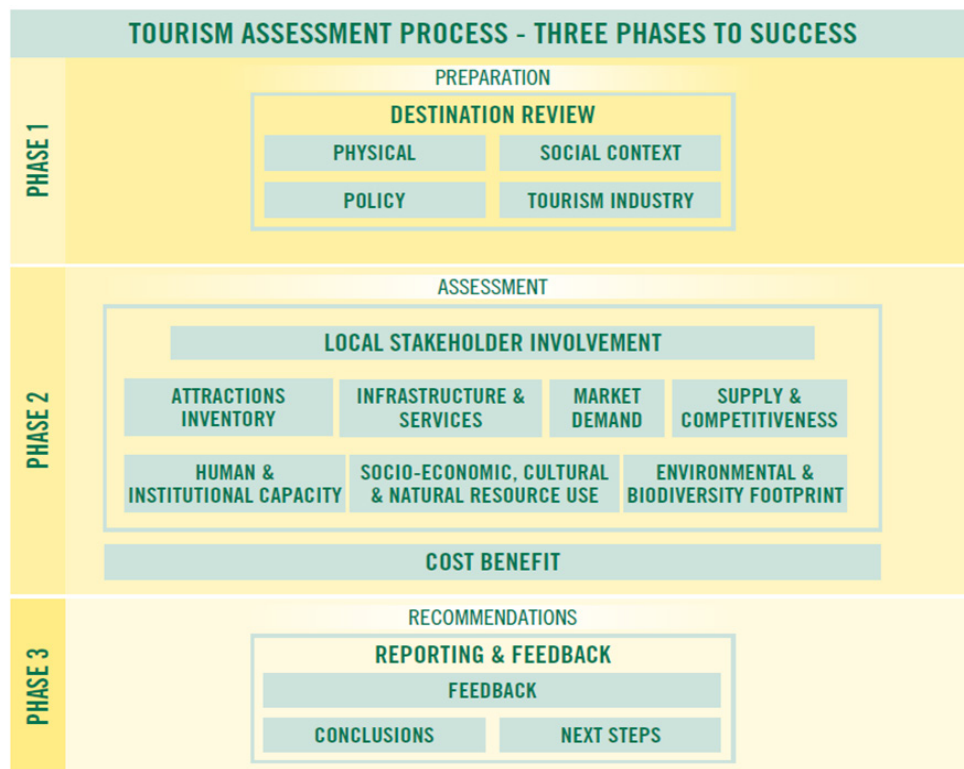


Figure 1. Tourism Assessment Process (TAP)

(Source: This Tourism Assessment Process was produced by the Conservation International and The George Washington University in 2005, from Linking Communities, Tourism & Conservation. Copyright 2005 by Conservation International: George Washington University, Washington, DC)

This study is a component of Phase II- Tourism Potential Assessment/ Local Stakeholder Involvement. Under infrastructure and services analysis, tourism stakeholders helped determine current and planned infrastructure, capacities, and major environmental considerations. Local stakeholders’ participation in the initial participative phase aids in identifying possible project partners and stakeholders, learning about community objectives and concerns, and leveraging extra support for the assessment process.

The following Worksheets/Guide Questions were utilized in the implementation of the study:

### Transportation Worksheet

They were utilized to verify information on transportation infrastructure and services available in the area that can be used to access the destination and major attractions from population and tourist centers. Connectivity, reliability,

safety, and security factors are considered. There is an opportunity to explore improving environmental sustainability for each mode of transportation or route of access.

### **Accessibility Summary Worksheet**

Guided the process of conducting an overall evaluation of accessibility and transportation modes and developing recommendations for addressing opportunities for improvement, such as sustainability, highway and road signs, provision of information, and alternative modes of transportation.

### **Public Services Worksheet**

Helped verify information on standard public services such as local police, emergency services, and water and sewage systems. This worksheet helped identify the issues and recommendations regarding key factors in providing tourism services related to safety and security, health, communication, energy and water supplies, and waste disposal facilities.

### **Evaluation of Surroundings Worksheet**

The quality of the physical environment is critical to tourism. This worksheet identified the key considerations, including air quality; health risks; natural landscapes; clean water sources such as water catchment areas; and the environmental condition of significant attraction areas such as beaches and rivers. The worksheet documents key issues and recommendations on achieving a healthy natural environment.

The data/information gathered through consultations, public meetings, & interviews among the identified tourism stakeholders were reviewed and analyzed to determine major impacts and opportunities for development and eventually propose recommendations.

## **3. RESULT AND DISCUSSION**

### **3.1 Assessment of Infrastructure and Services**

#### **3.1.1 Transportation Services**

The function of transportation in the movement of commodities and people has a significant impact on other aspects of the global economy, including international tourism. Without transportation, the travel and tourist business would cease to exist, and people would be unable to go to other destinations. As a result, transportation development is connected to tourism development; as international tourism grows, so does international transportation (Dinu, 2018). Thus, transportation plays a crucial role in the tourism industry and is a vital driver of socio-economic advancement. It is

important since tourists would be unable to visit many tourist attractions without it. It serves as a vital link between the points of origin and the areas where it will be used.

Table 1 shows an analysis of the transportation services and infrastructures in San Jose, Camarines Sur. Primary transportations services and infrastructure are present in the area. There are available transportation facilities for land and sea transportation. The public can also use their private vehicle like cars, motorcycles, and bicycles. The highways are well lighted with solar-powered lights. There are good road signs and clear road markings. There are rumble strips which are raised and grooved patterns that produce sudden rumbling and vibration in the car/vehicle to alert drowsy or distracted drivers.

Secondary roads and paved roads provide access to the different barangays of San Jose. The majority of barangays are accessible by secondary or paved roads. Usually, secondary roads and paved roads are two-way, but some areas are one-way only. They are relatively small, and some areas need rehabilitation.

Table 1. Transportation Services in San Jose, Camarines Sur

	<b>Locations Served, Connection</b>	<b>Reliability and Safety</b>	<b>General Conditions</b>	<b>Environmental Sustainability</b>
Highways	Highways lead to neighboring towns, namely Goa and Lagonoy.	Highways are generally safe and reliable.	The highways are well lighted with solar-powered lights. There are good road signs and clear road markings. There are rumble strips which are raised and grooved patterns that produce sudden rumbling and vibration in the car/vehicle to alert drowsy or distracted drivers. There are guard rails too.	Efficient lighting: solar-powered lights are used along the highways. It needs more features to address environmental sustainability.
Secondary Roads	Secondary roads and paved roads access the different barangays of San Jose. The majority of barangay are accessible by secondary or paved roads.	Secondary roads and paved roads are narrow.	Usually, secondary roads and paved roads are two-way, but some areas are one-way only. They are relatively small, and some areas need rehabilitation.	Lacks more features to address environmental sustainability.

Airports/ Airlines	None	None	None	None
Car Rental	None	N/A	N/A	N/A
Inbound Tour Operators	None	N/A	N/A	N/A
Taxi Services	None	N/A	N/A	N/A
Bus Terminals and Service	There is a bus stop serving San Jose-Naga City route and vice versa. There is no terminal in the municipality.	There is a bus stop along the highway.	There is signage indicating that it is where the buses stop. No other services were provided.	N/A
Train Terminals and Service	None	N/A	N/A	N/A
River or Sea Ports/ Ferries	Talisay Port	Talisay Port: Safe and reliable with mostly fishing vessels	The port is mainly used by fishing vessels. It has basic facilities like docks, shed, storage or warehouse area, waiting area, and restrooms. There is security personnel too.	The area has trash bins. Environmental threats include oil spills from motorboats, solid waste, wastewater from tourism activities, local community households, and travelers. It needs more features to address environmental sustainability.
	Sabang Port	Safe and reliable with regular motorboats bound to Caramoan and Aguirangan Island. They also serve routes going to San Sebastian Lagonoy via motorboats	The port has basic facilities. There is a waiting area, visitor registration logs, a list of standard fares, docks, a shed and a waiting area. Mainly used by travelers and fishing vessels	The area has trash bins. Environmental threats include oil spills from motorboats, solid waste, wastewater from tourism activities, local community households, and travelers. It needs more features to address environmental sustainability.

Other Boats	N/A	N/A	N/A	N/A
Bicycles	No bicycle lane, but roads are suitable for biking.	No specified routes due to lack of bicycle lanes.	Road condition is good, but certain barangay roads need rehabilitation.	Fewer carbon emissions and environment-friendly. It needs more features to address environmental sustainability.
Motorcycle Rental	They are locally known as <i>habal-habal</i> or door-to-door service. A service providing motorcycle service to passengers. Instead of rental, the motorcycle owner drives the vehicle and charges a fee to the passenger/s. There is no standard rate. There is no specific route since the passenger, and the driver agrees on the destination for a particular charge. Routes include the nearby barangay and neighboring towns.	Usually, there is no designated helmet for the passenger. There is no helmet provided to the passenger. Only the motorcycle owner owns and wears a helmet. Motorcycles usually accommodate two people, including the passenger. This type of transportation is risky due to road conditions, weather conditions, and driver skills.	There are multiple risks like safety and security.	Carbon emissions from motorcycles. It needs more features to address environmental sustainability.

The study also identified a risky type of transportation. It is locally known as *habal-habal* or door-to-door service. A service providing motorcycle service to passengers. Instead of rental, the motorcycle owner drives the vehicle and charges a fee to the passenger/s. There is no standard rate. There is no specific route since the passenger, and the driver agrees on the destination for a particular charge. Routes include the nearby barangay and neighboring



towns. Usually, there is no designated helmet for the passenger. There is no helmet provided to the passenger. Only the motorcycle owner owns and wears a helmet. Motorcycles usually accommodate two people, including the passenger. This type of transportation is risky due to road conditions, weather conditions, and driver skills.

There are two ports in the area: the Talisay port and Sabang Port. The Talisay Port is mainly used by fishing vessels. It has basic facilities like docks, shed, storage or warehouse area, waiting area, and restrooms. There is security personnel too. The Sabang Port is safe and reliable, with regular motorboats bound to Caramoan and Aguirangan Island. They also serve routes going to San Sebastian Lagonoy via motorboats. The port has basic facilities. There is a waiting area, visitor registration logs, a list of standard fares, docks, a shed and a waiting area. It is mainly used by travelers and fishing vessels. Still, environmental threats include oil spills from motorboats, solid waste, and sewage from tourism activities, local community households, and travelers.

Generally, minimal sustainable measures are adopted in San Jose to improve transportation services. Rodrigue (2020) defines sustainable transportation as the society's ability to meet its mobility needs in a way that is environmentally friendly and does not jeopardize future generations' mobility. When it comes to transportation networks, sustainable development requires promoting connections between environmental protection, economic efficiency, and social growth. The goal of the environmental dimension is to comprehend the reciprocal effects of the physical environment and industry practices and ensure that all parts of the transportation business address environmental concerns. The goal of the economic dimension is to direct advancement in the direction of economic efficiency. Transportation must be both cost-effective and adaptable to shifting demands. Lastly, the goal of the social dimension is to raise living standards and improve quality of life.

### **3.1.2 Accessibility**

Accessibility is now being considered one of the four axes (innovation, technology, sustainability, and accessibility) for creating smart cities and smart destinations. It is an important aspect to include in measuring destination competitiveness (Porto et al., 2018). Thus, improved accessibility has the potential to improve general well-being, increase the usability and pleasure of tourism attractions, services, and products, and tap into a new tourist market sector. It has the potential to make sites more competitive.

There are various available modes of public transportation for visitors to get to the destination or focus area. If the visitor is from the nearest integrated terminal, the Goa Integrated Central Terminal (GICT), there are regular

schedules for buses and jeepneys. Other modes include *habal-habal* service, and vehicle rentals. Visitors may have the option to ride *habal-habal*, pedicabs, and tricycles while roaming the municipality of San Jose. Visitors who opt to use private vehicles use bicycles, motorcycles, and cars.

Debarking passengers connect easily with other transportation since there are available local transport mods in the area/ There is also an information center located at the Local Government Unit building,. There is a police outpost for visitor information and guidance. There are basic signages indicating directions to points of interest. However, these signages are not adequate. Each barangay has a barangay hall that may also assist visitors by providing information and guidance.

Moreover, highways and roads can handle more use if visitors come to the area at regulated levels. The influx of visitors may lead to congestion and heavy traffic since most barangay roads leading to points of interest is narrow.

There are some opportunities to develop other transportation modes to enhance access to other tourist markets, but financial resources require it. Improvement of regular routes and transport modes many promote travel. Secondary and paved roads may be repaired to provide better transportation routes and make areas accessible. The presence of unregistered *habal-habal* services may also be addressed for the safety and security of the visitors. The *habal-habal* drivers have established a private organization to manage the turnover of passengers, but there is no government-issued policy based on fares and franchises.

On the other hand, environmental and social issues must be addressed to promote sustainable transportation. Based on the data gathered, there is an ongoing problem with solid waste and sewage management. Addressing this issue may lead to better practices and may attract more visitors.

## **Public Services**

The public sector plays an essential role in promoting destinations and providing various services to boost tourism development. Unlike the private sector, public sector organizations are not solely focused on earning a profit but rather on achieving broader social and economic objectives, such as creating jobs through tourism and enhancing tourist amenities for visitors and locals. Based on the public service worksheet utilized in the study, information on standard public services such as local police force, emergency services, and water and sewage systems were analyzed.

Assuring visitors' safety and security while traveling and participating in tourism activities is now considered a major determinant of a destination's competitiveness. Governments are establishing new regulations to handle

this issue, such as in travel papers and entry/exit processes, to assist assure the safety and security of both travelers and host countries (OECD, 2010). The emergence of risks in specific destinations calls for responsive and effective public services. Effective public services encourage foreign and local investments from the private sectors. The private sector has a significant role in the growth of the tourism sector, especially in developing countries. Hotel accommodations, conference centers, and entertainment facilities, for example, may attract private sector investment if there is a reasonable chance of attracting enough tourists to make these projects profitable.

The police force in the area are prepared to handle increased duties, assist visitors, control crowds and manage the potential increase in crimes. The local government unit, local police unit, and the Partido State University have signed a Memorandum of Agreement on Project AGAPAY-Kaalaman (*A PSU San Jose, LGU San Jose, and PNP San Jose Partnership Project*). It is an ongoing project that aims to capacitate stakeholders to address visitor needs and other tourism-related initiatives. This partnership opens opportunities for effective collaboration among the involved stakeholders. On the other hand, the Municipal Disaster Risk Reduction Management Office (MDRRMO) guarantees that the civil protection program is implemented effectively and efficiently through an integrated, multi-sectoral, and community-based approach and methods for protecting and preserving life, property, and the environment. The MDRRMO and Emergency Response Team are also available 24/7.

Under medical services in the municipality. More popularly and locally known by its old name, San Jose Medicare Community Hospital, the Partido District Hospital serves the public. It has a 25-bed capacity and also serves as an animal bite center. A municipal infirmary is managed by the Rural Health Unit of San Jose that provides essential medical services, vaccination, and diagnostic procedures. Two ambulance vehicles are owned by the Local Government Unit used for emergencies, made available 24/7.

For water supply services, the primary source of potable water in the municipality is the water lines managed by the Partido District Administration-Partido Water Supply System (PDA-PWSS). The PDA-PWSS sourced its water from the Lagonoy River – 500 lps. The treatment capacity is 288 m<sup>3</sup> per hour or 4,900 m<sup>3</sup> per day. Its reservoir capacity is 1,600 m<sup>3</sup>. The transmission pipelines measure 320 km. It serves 38 barangays in Lagonoy and San Jose. In San Jose, the water system serves the barangays namely: Boclod, Camagong, Catalotoan, Danlog, Del Carmen, Dolo, Kinalansan, Manzana, Telegrapoy, Sabang, Salogon, San Antonio, San Juan, San Vicente, Soledad, Sta., Cruz, Minoro, Calalahan, Mampirao, and Pugay. Areas not served by PDA-PWSS

use stand-alone water points like handpumps, shallow wells, and rainwater collectors. Some households also depend on piped water with communal water points like the spring system.

In terms of solid waste and sewage management, specific issues were identified. Though there is a regular garbage collection and designated trash bins in the area, solid waste management continues to be a problem in some municipality areas. There are trash bins, but no waste segregation is observed in the area. Some areas near the ocean have visible litter. Sewage disposal by enterprises and some households in the coastal area also pose environmental concerns. It is observed that sewage is directly discharged to the river and seas.

On the other hand, communications infrastructure is also critical in attracting tourists. Tourism development and sustainability are dependent on effective communication. This assists passengers in gathering destination information, making educated travel selections, and assisting countries and travel agencies in promoting and recommending their locations (Pearce & Wu, 2015). Communication services in the area are good. Most areas have strong cell reception and internet connectivity. There are few spots with weak or no cell reception. However, there is no direct international dialing. Other services include local banking services. Local banking through an automated teller machine (ATM) allows people to complete basic transactions without the aid of a branch representative or teller. The available ATM in the area accepts BancNet and VISA cards. However, there is no currency exchange service on the site yet.

Local governments have long played an essential role in promoting tourism development in their communities through public services and development initiatives. These also include infrastructure development, the creation of tourism sites and experiences, festival and event support, and the implementation of tourist promotion plans. Most importantly, local governments play a critical collaborative role in assisting local people and businesses realize their areas' tourism potential. Local knowledge aids in the identification of possible tourist sites. Tourists can get a genuine experience by interpreting local culture and traditions. Local governments provide the necessary expertise to deliver and market these experiences environmentally and financially sustainable.

Table 2. Physical Environment of San Jose, Camarines Sur

Factor	Perceived Condition	Comments/Recommendations
Air quality	Excellent air quality. The area is not polluted. The air is clear and free from visible smoke, dust, and smog.	Vehicles are compliant with LTO standards. There are no smoke-belching vehicles observed in the area. There must be continuous monitoring of vehicles to maintain the air quality of the place.
Noise levels	Safe noise levels. No disruptive noises in the area. It is observed that the area is free from noise exceeding 75 decibels. There are no prolonged loud noises generated in the area.	There must be continuous monitoring of people, events, and vehicles that may cause public disturbance due to noise. It is observed that events are conducted along highways since the municipal hall and sports center are located along the highway. Thus, proper coordination and management must be implemented.
Road traffic	Road traffic is moderate and usually fast. There is no congestion.	There are designated traffic enforcers in strategic areas that manage traffic. There are designated pedestrian lanes for the exclusive use of pedestrians. Traffic rules are strictly implemented, and there is continuous monitoring of illegal parking.
Solid waste management (i.e., trash)	There is minimal visible trash along highways, but certain areas have visible solid wastes, especially those near households. Coastal areas have solid waste management issues, especially in household areas.	There are trash bins, but there is segregation. Develop appropriate waste management programs, especially in coastal areas and residential areas.
Condition of homes and buildings	There are no high-rise buildings in the area. Homes are mostly made of concrete, and some are made of light materials, especially those located in the coastal area.	There is a specific land use plan, and the local government unit strictly monitors the construction of homes and buildings.
Clean water sources (i.e., catchments, rivers)	Sabang river	Protect the river from pollution and improper waste disposal. Some households and establishments are directly discharging sewage top the river. Sewage can also lead to oxygen depletion and can be obvious visual pollution in coastal areas.
Health risks	COVID-19, Dengue, Tuberculosis, Influenza	Observe minimum health protocols. Information dissemination regarding health risks for the public.
Natural landscape	The view of mountains and landforms surrounds the area. It has a beautiful seascape along the coastal zone.	Preserve the aesthetic value of the area. Monitor land use and private construction projects.

Factor	Perceived Condition	Comments/Recommendations
Health of major natural attractions (i.e., beaches, rivers)	Natural attractions mainly include beaches.	Protect natural attractions. Strict implementation of environmental laws and policies. Develop pro-environmental programs involving the public to protect the environment.
Sewage and wastewater management	Improper sewage disposal in coastal areas is observed. Sewage is directly discharged to the river and ocean.	Develop an appropriate sewage management program.
Other	Domestic animals are roaming around public places and roads. Stray dogs and cats caused accidents.	Proper management and care for domestic animals and poultry.

### 3.1.3 Physical Environment

The tourism industry is the largest growing industry in the world. This dynamic sector is well-known in many nations as the primary source of revenue, employment, and private sector growth. The physical environment and the socio-cultural environment are frequently distinguished in tourism. The physical environment comprises the ground, air, water, flora, wildlife, and man-made objects. The socio-cultural environment includes human and political, cultural, economic, and social influence. The physical environment is one of the most important sources of tourism, and tourists have been drawn to nature to gain experience since the ancient Greeks and Romans (Asadzadeh & Mousavi, 2017).

Table 2 shows the present physical environment of San Jose. Natural attractions are present in the area that need protection and sustainable management. The air quality in the area is excellent. The air is clear and free from visible smoke, dust, and smog. Vehicles are compliant with LTO standards. There are no smoke-belching vehicles observed in the area. Under noise levels, it is observed that the area is free from noise exceeding 75 decibels. There are no prolonged loud noises generated in the area. However, according to respondents, events are usually conducted along highways since the municipal hall and sports center are located along the highway.

In terms of road traffic, road traffic is moderate and usually fast. There are congested areas. There are designated traffic enforcers in strategic locations that manage traffic. There are designated pedestrian lanes for the exclusive use of pedestrians. Traffic rules are strictly implemented, and there is continuous monitoring of illegal parking.

Under solid waste management and sewage, there is minimal visible trash along highways, but certain areas have visible solid wastes, especially

those near households. There are trash bins, but there is segregation. Coastal areas have solid waste management issues, especially in residential areas. Additionally, improper sewage disposal in coastal areas is observed. Sewage is directly discharged to the river and ocean.

Health concerns were also identified in the area, including COVID-19, dengue, tuberculosis, and influenza.

Lastly, the assessment of the physical environment gathered important data that can be utilized in tourism planning and development. Knowing that tourism development generates positive and negative impacts on the environment, the industry has a lot of potentials to expand its environmental support and raise awareness about environmental issues. Thus, tourism can play an important role in disseminating environmental information and raising tourist knowledge of the environmental effects of their activities.

### **3.1.4 Opportunities for development**

Many countries' economies rely heavily on tourism, which contributes to the development of related businesses and infrastructure. As a result, the growth of tourism impacts the national economy's progress and prosperity. International tourists contribute to expanding and strengthening international economic links by bringing foreign currencies into destination nations, increasing local earnings, creating jobs, and improving living standards. Most governments, particularly those in poorer countries, have prioritized tourism development. As a result, both governments and researchers have been interested in analyzing and developing policies to develop tourism in recent years.

Despite the significant contribution of tourism to national economies and potentials in developing countries, the tourism industry is beset by challenges such as a lack of essential services. Poor transportation infrastructure, restricted access to information, a lack of water, poor waste management, insecure telecommunications, and power outages are just a few of the shortcomings. In emerging countries, urban centers continue to see massive population growth, resulting in increased demand for essential services (Immanuel. 2019). The tourism industry must invest sustainably and expand fundamental services to address these gaps.

A significant element in improving a country's tourist destinations is to invest in tourism infrastructure development to make destinations and services more appealing. Investing in the three components of tourist infrastructure, namely transportation and communications infrastructure, the hotel and restaurant business, and recreation facilities, has a significant and favorable impact on foreign visitor attractiveness in the long run. Furthermore, various short-run implications of the three tourist infrastructure components on the

overall market and each significant international visitor market are discovered (Nguyen, 2021).

The provision of transportation, lodging, and support services in tourism destinations is vital since these services address the needs of most visitors. According to Camilleri (2019), the travelers' primary goal throughout their stay in a destination is to be entertained and amused. Camilleri (2019) discussed that accessibility, lodging, activities, attractions, and amenities are necessary components of a tourism location. In addition, roads, energy and water supply, communication facilities, waste management, security, and medical services are basic services needed to develop viable tourism destinations.

Moreover, tourism grows in importance as both a tool and a threat to the global environment. Development planning and environmental control for tourism in towns are primarily incorporated into local government law and planning for residential and commercial premises in general. In terms of extent and effectiveness, these vary substantially amongst countries. Minimum water quality parameters in sewage treatment systems' final outflow, regulations for energy-saving insulation in buildings, and manufacturing standards for energy efficiency in technologies are only a few examples.

Infrastructure, which includes air, land, and ground transportation and tourism services like hotel rooms and vehicle rentals, is critical to the industry's competitiveness. In addition, infrastructure continues to improve on a worldwide scale. Improvement of roads, electrical grid systems, telecommunications, and social amenities are some of the benefits that have been realized around communities within tourist destination sites. This brings about the improvement of living standards, especially in remote areas, and improving the landscape and aesthetic nature of an area.

Improper infrastructure development such as extensive paving and sand and beach mining, as well as unplanned construction of resorts, hotels, roads, airports, power plants, reservoirs, and waste disposal systems, has caused congestion within areas that are fragile and sensitive, such as natural habitats for wildlife, wetlands, coral reefs, lakes, forests, minerals, oceans, fertile soils, and riverbed basins.

The way countries manage their infrastructure will determine their long-term competitiveness in travel and tourism. Even countries with well-developed airports and roadways may suffer strain as demand grows, resulting in quality difficulties. It's also worth noting that infrastructure isn't the only factor determining competitiveness. Emerging economies have more work to do when it comes to enhancing business environments, resolving safety and security issues, and lowering travel obstacles. Natural resources that draw a large number of visitors worldwide must also be better preserved.



#### 4. CONCLUSION

As a result of globalization, essential facilities and services have become more accessible to tourists. Infrastructure is the foundation for developing and using existing destination resources as a basic tourism service (Jovanović and Ivana, 2016). Primary tourism infrastructure involves services that are required to address the needs of tourists and improve their experience while they are visiting the place. This study also shows minimal adoption of sustainable measures and strategies in San Jose, Camarines Sur. Implementing sustainable strategies make destinations more attractive to visitors.

There are issues with solid waste and sewage management in the area. Municipal solid waste management requires more than landfilling: public awareness, education, engineering, long-term planning, and landfill gas waste-to-energy are all necessary specialties.

The study revealed that San Jose has the basic services for inbound visitors. Public safety, medical services, financial services, educational institutions, water supply, and waste management, communication channels, and electrical supply are all present with certain issues and challenges that must be addressed. These services are critical because they contribute to the supply and efficiency of tourism service production and distribution to nearby locations. Thus, tourism infrastructure is a fundamental component of the touristic offering, consisting of basic facilities, structures, and service providers. Though the primary services are present in the area, there are certain issues and challenges that must be addressed to improve these services and cater to visitor needs. Thus, the identified issues and challenges on infrastructure must be addressed since infrastructure is essential for tourism initiatives to prosper.

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