



TOURISM DESTINATION RESILIENCE OF JUNGUT BATU VILLAGE NUSA PENIDA

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Abstract

Tourism Destination Resilience (TDR) is a process and outcome that enables a tourism destination to survive adversity and rise from a crisis or disaster. One of the tourist destinations with serious risks related to emergencies and disasters is Jungut Batu Village. The problems faced by Jungut Batu Village are very complex, starting from its geographical location and the social life of the people to its community's excessive dependence on tourism. This study examines the resilience of tourist destinations in Jungut Batu Village. This study's qualitative data type is collected through interviews, observations, and documentation. The informant determination technique used was purposive sampling and snowball sampling techniques, with the criterion that the informant must be a person or stakeholder who is knowledgeable or has accurate information about tourism destinations in Jungut Batu village and has an important role. Then, the collected data was descriptively and qualitatively analyzed using ten destination resilience stages initiated by PATA 2020. The results showed that Jungut Batu Village had fulfilled every criterion of the ten destination resilience stages proposed by PATA 2020. I am running a few minutes late; my previous meeting is over. And, therefore, was classified as a resilient tourism destination.

Keywords: *destination resilience, crisis and disasters, mitigation*

1. INTRODUCTION

According to the Pacific Asia Travel Association (PATA), Tourism Destination Resilience is the process and outcome that enables tourism destinations to survive adversity and rise from crises and disasters. A tourist destination must have different threats. Nature-based tourist destinations tend to have other potential threats from urban/rural, community-based, or cultural-based destinations. Existing threats will generate hazards, exposures, and vulnerabilities, which

turn into crises and disasters. Thus, emergencies and disasters will pose a risk to a tourist destination.

Resilience is a benchmark that becomes one of the pillars of whether or not a tourism destination is challenging. The resilience of a tourism destination describes how a tourism destination can survive in various difficult conditions and still exist or be resilient, both during and after these problematic conditions have passed. With resilience, we can move closer to sustainable development.

The destination taken as the locus of this research is Jungut Batu Village, Nusa Penida. This tourist destination offers marine beauty, with beautiful white sandy beaches, clear seawater, and relatively small waves, making it ideal for tourists to swim or snorkel and dive, watching the underwater beauty. Several lodgings are built along Jungut Batu beach, including various magnificent resorts on the hills near the coast. On the north side of the Jungut Batu beach, the waves are large and often used by surfers. In addition, the mangrove forest in the Jungut Batu area is one of the most popular spots for tourists. By renting a traditional boat, tourists can start a tour along the canals in the mangrove forest, enjoying the beauty of the mangrove forest until finally penetrating the water area.

Jungut Batu Beach is quite a busy beach because it is also designated as a fast boat dock from the island of Bali. Many traditional boats fill the beach area because most of the livelihoods of Jungut Batu residents are traditional fishermen or seaweed farmers. Some are involved in the tourism industry, such as providing motorcycle rental services, car rental, and lodging businesses. Tourism in the Jungut Batu area is increasing. Easy access to destinations is also one of the reasons why many tourists visit.

Several risks threaten the resilience of tourism in Jungut Batu Village, including geographical conditions. Jungut Batu Village has hazardous geographical conditions; it is located off the coast of Klungkung, creating a significant potential for a tsunami and a more complicated evacuation process. Apart from that, abrasion has slowly begun to erode the beach in Jungut Batu Village from time to time, so that the distance between the beach and the sea is getting thinner.

Another threat comes from the tourism industry, where risks related to

resilience can come from the type of tourism that Jungut Batu Village has, namely adventure tourism, which tends to have a high chance (Bong, 2019). In addition, the tourism industry also presents heterogeneous interactions from tourists, communities, and business people so that it can pose threats such as health, crime, and pollution and have other impacts, such as people's dependence on tourism. This is considered harmful because relying too much on the tourism industry will lead to a lack of innovation in tourism products at destinations. And if there is a closure of tourism, or during low season, it will have a domino effect such as increasing unemployment and decreasing income.

Based on the problems above, studying the resilience of tourist destinations in Jungut Batu Village is essential. This study used an approach designed by PATA (2020) and goes through the following stages: 1) Introduction to resilience, 2) Risk assessment, 3) Destination management strategy, 4) Emergency planning, 5) Post-crisis planning, 6) Training and upgrading capacity, 7) Resilient infrastructure and services, 8) Local & regional market supply and demand, 9) Diversification of tourism offerings, and 10) Sustainability as a competitive advantage. The assessment of the stages above refers to five aspects of risk: environmental risk, health and crime risk, community risk, economic risk, and visitor risk.

Tourism resilience in Jungut Batu is hoped to be maximized in the future and create sustainable tourism with business continuity. With sustainability, it is hoped that it will produce safe destinations for tourists. Sustainability is also expected to positively impact the social and economic development of the community in Jungut Batu Village.

The following is a crisis and disaster risk scheme:

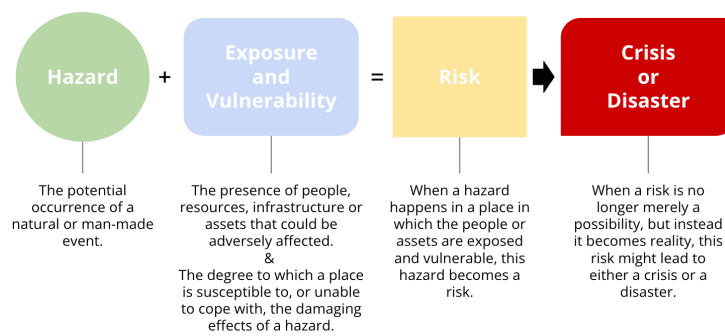


Figure 1. Crisis and Disaster Schemes
 [Source: <https://crc.pata.org/course> , 2020]

2. METHOD

This study used a qualitative approach. Data were obtained from primary data sources through observation and interviews with sources, as well as secondary data obtained from relevant journals and articles.

The informant determination technique used was purposive sampling and snowball sampling techniques, with the criterion that the informant must be a person or stakeholder with accurate knowledge or information about tourism destinations in Jungut Batu village and an important role. To meet these criteria, the selected informants in this study were the Government of Jungut Batu Village, local community organizations, business people, PHRI and BPBD Klungkung Regency, Nusa Lembongan Subsector Police, medical staff, community volunteers, academics, and the Bali Post media.

The collected data is processed concerning Miles and Huberman's theory through three stages: data reduction, data presentation stage, where the data is presented in a qualitative narrative, and conclusion (Miles and Huberman, 2019). Meanwhile, data analysis was carried out using an approach designed by PATA (2020).

3. RESULTS AND DISCUSSION

Even though Jungut Batu Village does not yet have a particular group to oversee the resilience of its tourist destinations, in practice, this is handled

directly by the Jungut Batu Village government. They analyzed the problems that exist in Jungut Batu Village and are currently included in the work plan of the Jungut Batu Village Government. The government of Jungut Batu Village has conducted several collaborations with stakeholders who can deal with every threat and crisis they study.

This village already has a risk plan related to the five risk components initiated by PATA (2020). The first is environmental risk planning, which discusses tsunami, abrasion, and environmental hygiene; then health risk and crime planning, which examines health in post-Covid-19 tourism destinations and crime in tourist destinations; community risk planning that addresses community dependence on tourism and over-tourism; economic risk planning that discusses the closure of tourism and seasonal tourism; and lastly is visitor risk which discusses the negative impact of tourists, as well as infrastructure and information services.

3.1 Risk Assessment and Management Strategy

a) Environmental Risk

Tsunamis can impact not only on infrastructure damage, loss of life, or paralysis of the tourism industry but also on the evacuation process. Based on its geographical location, the evacuation process is also a separate problem for Jungut Batu Village. Jungut Batu Village is located on the high seas, which will

complicate the evacuation process and require special planning to deal with the risks in the event of a tsunami.

In dealing with the tsunami, the government of Jungut Batu Village, in collaboration with the BPBD of Klungkung Regency, has built several posts in Jungut Batu Village to speed up the evacuation process. They have prepared an evacuation scheme accompanied by training with several stakeholders, including medical personnel, police, and community volunteers. In addition, there is already a system for predicting tsunamis.

Abrasion in Jungut Batu Village is classified as severe, where the distance between the beach and the shoreline is very close. Problems like this occur at several points, such as in the port area near the village gate. Abrasion in Jungut Batu Village is difficult to control due to uncontrolled sand excavation and illegal construction on the beach. Abrasion will cause sea waves to rise to residential areas and can exacerbate the impact of a tsunami. In addition, high waves can erode the coast of Jungut Batu Village from time to time.

Several things have been taken to deal with abrasion, including construction prohibition in coastal areas and prohibition of taking sand. The government of Jungut Batu Village also implements a policy of exchanging sand from areas with minimal abrasion to sites with severe abrasion. The village also built a wave barrier dam to minimize the impact of waves due to the bruise.

b) Environmental Cleanliness

The massive tourism in Jungut Batu Village also affects the cleanliness of the destination. Even though Jungut Batu Village is classified as clean, the tourism industry contributes to the waste generated by tourism activities. Based on information from the government of Jungut Batu Village, waste pollution in Jungut Batu Village generally comes from tourism activities such as consumption waste, especially plastic, and waste from

tourism-supporting industries. In addition, quite a lot of trash is from the surrounding community, especially household waste.

To solve the waste problem, the Jungut Batu Village Government, together with the Ministry of Public Works and Public Housing of the Republic of Indonesia (Kementerian PUPR RI), have built a waste processing site that can process waste, according to its type and can recycle waste, called TPST (Tempat Pembuangan Sampah Terpadu). In addition, the Jungut Batu Village Government added a cleaning officer trash bin and held a program to exchange waste for necessities for the local community.

c) Health and Crime Risk

High interaction and mobility in tourism activities can threaten the health and safety of tourists, the public, and those working in the tourism industry. A disease's spread can be swift with increased mobility and relatively small area coverage. Conversely, suppose an emergency is related to a severe illness or accident. In that case, the patient must be taken to Bali Island for further treatment because medical personnel and equipment in Jungut Batu Village are still not optimal. In addition, patients must also be taken by speed boat to get other treatment on the island of Bali.

To maximize services, the government of Jungut Batu Village is currently trying to increase the number of medical personnel and their supporting equipment. For emergencies, Jungut Batu Village has volunteers who are always ready to accompany patients to get further treatment on the island of Bali. Medical volunteers can use several medical boats on emergency trips to Bali.

Although the COVID-19 pandemic is currently considered to have ended and replaced with an endemic one, the risk of spreading COVID-19 still has the potential to occur again. According to information from the Jungut Batu Village Government, this virus can spread quickly and infect

anyone at anytime. And they are still wary of it.

Since the reopening of tourism after the COVID-19 pandemic, the Jungut Batu Village Government followed procedures from the Ministry of Tourism and Creative Economy of the Republic of Indonesia to participate in the success of the CHSE (cleanliness, health, safety, and Environment) program. In addition, the Jungut Batu Village Government and PHRI (Indonesian Hotel & Restaurant Association) invited service providers to obtain CHSE Ready certification.

The government of Jungut Batu Village and the Ministry of Health of the Republic of Indonesia also carried out a COVID-19 vaccination with a vaccine percentage of 97% of the residents of Jungut Batu Village.

Jungut Batu Village is classified as a safe tourist destination, and there are very few criminal acts. However, the government of Jungut Batu Village remains alert to the threats that still exist because heterogeneous interactions and high mobility can open up opportunities for criminal acts to occur. In addition, some night entertainment, such as bars, sometimes causes commotion, which can result in criminal acts or disturb public order in Jungut Batu Village.

To anticipate the criminal problems, the Jungut Batu Village Government, together with the Nusa Lembongan Police, conducts routine patrols twice a day. The police also conduct regular illegal outreach. The Balinese Customary Police also supports security oversight called Pecalang.

In addition to the steps above, the Jungut Batu Village government has also imposed a regulation prohibiting activities after 11 p.m., unless permission has been obtained from the Village government.

d) Community Risk

The tourism industry is the primary sector in Jungut Batu Village. The local community is very dependent on the existence of the tourism industry, and

every sector in Jungut Batu Village is based on tourism. The government of Jungut Batu Village is apprehensive about this problem because it could impact the lack of innovation and a domino effect if something happens to the tourism industry.

To solve the problems, the government of Jungut Batu Village returned to maximizing the potential of seaweed as an initial commodity before tourism existed. The seaweed sector will absorb several skills ranging from management, planning, and maintenance to product processing. The results of the seaweed are processed into cosmetics, capsules, and jelly. Thus, the seaweed sector can become an alternative sector to minimize dependence on tourism in the future.

Jungut Batu Village has many visitors, especially during the high season, which causes over-tourism. Some of the problems caused by over tourism include damage to coral reefs, where the most popular tourism activities in Jungut Batu Village are snorkeling and diving, which can damage the life cycle of coral reefs. To overcome this problem, the Government invites snorkeling and diving entrepreneurs to provide education, invites tourists to protect coral reefs, and provides sanctions for those who violate this regulation.

The second problem is pollution, because the more visits, the more waste will be produced. For the waste problem, efforts are being made to add cleaners and trash cans and build waste processing facilities.

The third problem is the lack of freshwater availability. Because Jungut Batu Village is a coral island, the availability of fresh water is quite tricky, coupled with the high demand during the high season. The government of Jungut Batu Village and the Ministry of Public Works and Public Housing of the Republic of Indonesia built a seawater reverse osmosis (SWRO) system to convert seawater into fresh water for daily needs.

The final problem is cultural degradation due to interactions between local people and tourists, which results in cultural exchange. So, it is not uncommon for residents to slowly begin to leave their culture. For the problem of cultural degradation, the Jungut Batu Government, together with indigenous peoples' groups (Banjar), routinely conducts artistic training and conduct regular cultural performances.

e) Economic Risk

The closure of tourism has paralyzed all sectors in Jungut Batu Village. This problem is a domino effect caused by dependence on the tourism sector and a lack of supporting innovation. In addition, the closure of tourism has also caused a lot of unemployment.

Currently, Jungut Batu Village relies on its new sector, namely the seaweed sector. They hope that the seaweed sector can support tourism when there is a closure or during the low season. Therefore, with the success of the seaweed sector, it can reduce unemployment and still provide income without having to depend entirely on tourism.

The visit rate is low during the low season, and tourism income decreases. This causes purchasing power at the destination to be reduced. This problem is also related to dependence on tourism. In addition, the low season also often results in unemployment.

The strategy used for seasonal tourism is almost the same as the strategy used in the tourism closure, where the village maximizes the potential of the seaweed sector, which is expected to become a supporting sector that can reduce unemployment and still provide income during the low season. In addition, through Business Entities, the Village also supports local businesses to carry out the production.

f) Visitor Risk

Threats towards the destination's image are caused by several things, such as the large number of tourists who rent motorbikes but do not have a driver's license or even cannot ride a motorbike, thus disturbing order and often causing accidents. In addition, lousy service, garbage, and criminal acts also worsen the destination's image.

The strategy carried out to minimize the occurrence of accidents, the Jungut Batu Village Government and tourism stakeholders provide education to tourists before carrying out activities and ensure that safety and security procedures have been fulfilled. And together with PHRI, inviting vehicle rental service providers to carry out basic driving skills tests.

The government of Jungut Batu Village is also working with the police, medical staff, and volunteers to provide excellent service for the tourists, the tourism workers, and the local community.

Another challenge that is no less important for the government of Jungut Batu Village is building and maximizing resilient infrastructure and services when threats and crises occur in Jungut Batu Village. The heaviest infrastructure threat is the availability of clean water and tsunami and abrasion countermeasures. In addition, improving health and safety services is still a problem.

The Jungut Batu Village Government has an improvement strategy related to infrastructure, such as dams for breakwaters, building a sewage treatment plant, and installing a SWRO system to supply clean water needs. In addition, the Village already has good-quality roads, complete with sufficient street lighting. Electricity and the quality of internet and telecommunication networks in Jungut Batu Village are also well distributed. There are also several ATMs in the village for ease of transactions for the community.

The Jungut Batu Village Government also maximizes services,

such as health and security services, to support tourism and disaster management activities. Developing infrastructure and services in Jungut Batu Village is regularly monitored and evaluated.

3.2 Emergency Planning

Emergency planning undertaken by the Jungut Batu Village Government included designing a tsunami evacuation scheme with the National Disaster Management Agency, which was supported by training with medical staff, police, and volunteers.

The Jungut Batu Village Government conducts periodic observations and builds a breakwater wall for high waves during abrasion. Another contingency plan is to maximize and involve the community in the seaweed sector to anticipate the closure of tourism during the low season.

The following planning step is communication with the media and volunteer training, which is helpful in times of crisis or disaster.

3.3 Post-Crisis Planning

The Jungut Batu Village Government already has a post-crisis plan for the Tourism Resilience Development Cycle. There are 5 points discussed in the Tourism Building Cycle, which include post-crisis planning that focuses on response, rethinking, and recovery:

1) Understanding the Risks

The Jungut Batu Village Government can identify and understand the risks posed by crises and disasters in their area. This can be seen from establishing a risk assessment and destination planning strategy formed by the Village and adapted to the existing problems.

2) Planning and Priority

The Village Government has developed plans and procedures to secure construction and investment to create a resilient destination and

minimize disasters. The steps taken are building infrastructure such as dams, SWRO, and TPST and utilizing the Lembongan Mangrove Forest as a natural protector from abrasion. The village also started a sand transfer project to the abrasion area. In addition, they prioritize the seaweed sector, which will be used as a tourism-supporting sector in the future.

3) Mitigation and Alertness

The implementation of mitigation and alertness planned by the Village includes conducting training related to tsunamis and designing evacuation procedures to implement them if a tsunami occurs. Other efforts exist, such as maximizing and looking for product innovations from the seaweed sector to be used as tourism support. Thus, the tourism sector can still have income to minimize the domino effect.

4) Response and Recovery

The village government has measures to respond to crises and disasters, such as conducting tsunami-related training and training to reduce dependence on tourism, such as seaweed cultivation. In addition, it also maximized the empowerment of relevant stakeholders and utilized the media as a means for news purposes.

5) Long-term Resilience Measures

The Village Government realized long-term destination resilience development by collaborating with various stakeholders. They organize training and develop work plans. In addition, economic strengthening and the development of supporting sectors are also considered so that the economy can be circular. And finally, maximizing infrastructure development such as dams, SWRO, and TPST.

3.4 Training and Capacity Building

The Jungut Batu village government has conducted several trainings. The first is sustainable tourism management training by Udayana University. The

second is training to improve tourism human resources to provide better services, which various work foundations offer. The third is training related to seaweed cultivation, where the community is fostered to be directly involved in the seaweed sector by creating and managing products from seaweed. The Jungut Batu Village Government organized this activity. The fourth is educating snorkeling and diving service providers about preserving nature and checking the equipment used. The last is to conduct tsunami training in the village area involving village communities, volunteers, and security and health officers, organized by the National Disaster Management Agency (BNPB).

The development and enhancement of the training above cover four critical capacities. The first is functional capacity, which supports planning, leadership, and implementation. The second capacity is technical capacity, which includes skills. The third capacity is specific capacity, which deepens the technical capacity through product innovation formation. The last capacity is the abstract capacity, where this capacity includes relationality, such as improving the ability to design more resilient tourism and creating a circular economy.

3.5 Local & Regional Market Supply and Demand

Economic development in Jungut Batu Village currently uses a circular system. This means that the economy is designed and driven by the local community. Local community empowerment is still relatively massive in Jungut Batu Village, where local communities own and operate most tourism and supporting businesses by empowering local people as employees. On the other hand, the village urges all businesses in Jungut Batu Village to design the seaweed sector and invite local businesses and communities to participate.

The village is currently designing a strategy to bring in domestic tourists. This strategy is used to increase the number of tourist visits and support the circular economic process, where the arrival of tourists is expected to encourage the growth of new sectors, namely seaweed. The seaweed sector is hoped to become a brand for Jungut Batu Village. Many alternatives can be used as a source of income from the seaweed sector. From exports utilization as tourism products in the form of souvenirs to education-based marine tourism.

In addition, there are new attractions in the form of surfing at Tanjung Ental, where to promote this, the village holds surfing events attended by local surfers. The two strategies above are actions to restore tourism by adjusting the tastes and demands of the domestic market.

3. Sustainability as a Competitive Advantage

Currently, Jungut Batu Village is also promoting sustainable tourism. In its implementation, the Village has designed a circular economy by prioritizing locally-owned businesses and empowering local labor, promoting gender equality, and empowering people with disabilities.

In addition, Jungut Batu Village also prioritizes innovative tourism products that rely on local natural resources, namely the seaweed sector, which is managed and developed by the community and local businesses.

The village government also maximizes stakeholder involvement to lead to the development of resilient sustainable tourism, such as cooperation in infrastructure development, as well as organizing training and capacity building, which can provide positive feedback for business and tourism actors, tourists, and the community itself.

4. CONCLUSION

Based on the results of the study on the Resilience of Tourism Destinations in

Jungut Batu Village, the following conclusions can be drawn:

In risk, crisis, and disaster management, the Jungut Batu Village Government has taken steps by the ten stages of destination resilience assessment initiated by PATA 2020. They can identify risks threatening the village and organize strategies to overcome them. They have made plans for mitigation, emergency response, and post-crisis management.

Jungut Batu Village has also built adequate infrastructure to provide better services for tourists, tourism workers, and the local community. The village government has also organized training and capacity building involving various parties. Tourism development in Jungut Batu Village has also been adapted to market tastes and demands by prioritizing sustainable tourism. The seaweed sector is expected to become a brand for Jungut Batu village, entitled to education-based marine tourism.

The implementation of these steps has been supported by cooperation with various relevant stakeholders. Thus, it can be concluded that Jungut Batu Village is classified as resilient.

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