



Local Community Participation in the Management of Adventure Tourism in the Mount Batur Area, Kintamani District, Bangli Regency

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ABSTRACT

This research discusses the participation of local communities in the management of adventure tourism in the Mount Batur area with research limits namely the management of Mount Batur adventure tourism and Black Lava Adventure Tourism with the aim of analyzing the participation of local communities in the management of adventure tourism in the Mount Batur area which can be seen from the typology of the communit local area in Mount Batur.

This research uses qualitative and quantitative data types. Sources of data used include primary and secondary data. Data collection techniques in this study were observation, in-depth interviews, and documentation. The informant technique used was purposive sampling. The data analysis technique used is descriptive qualitative. Data analysis starts from data collection, data reduction, data presentation, and conclusion drawing.

Based on the results of the research, it can be seen The form of managing adventure tourism in the Mount Batur area is adventure tourism climbing Mount Batur and adventure tourism Black Lava which starts from planning, organizing, mobilizing and supervising. There are several aspects that are the main programs that need to be considered in their management, such as tourist attractions, management and improvement of Human Resources (HR), tourism facilities, and improving service quality.

In the planning until the supervision is managed by the local community. The typology of local community participation in the management of Mount Batur climbing adventure tourism by P3GB (Association of Mount Batur Climbing Guides) and Management of Black Lava tourist attractions by POKDARWIS (Tourism Awareness Group) Black Lava belongs to the Typology of Induced Participation. While the typology of local community participation in the management of the Black Lava ATV Motor belongs to the Spontaneous Participation typology. The suggestions in this study are local communities who are members of the P3GB and POKDARWIS Black Lava organizations.

The P3GB organization is expected to be able to increase the capacity of human resources by providing guidance to local communities as guides who are members of the P3GB regarding the implementation of scouting when climbing Mount Batur. Suggestions for POKDARWIS Black Lava are expected in the future to be even more effective in fostering members with related parties to welcome tourists at the time of retribution collection for Black Lava tourist attractions. And for the government, it is hoped that in the future it will always give a lot of attention to the management of Mount Batur climbing adventure tourism and the management of Black Lava tourist attractions in the form of coaching, socializing, and training for local communities so that later the management of Mount Batur adventure tourism and the management of Black Lava tourist attractions will develop.

Keywords: Local Community Participation, Management, Typolog

1. Introduction

Bali is one of the islands part of the State of Indonesia. Various tourists, both local and foreign, make visits to the island of Bali for vacations and other tourist activities.

Judging from the BPS data from the Bali Province BPS, the highest tourist visits were in 2019. The increase in tourist visits in Bali in 2019 was due to the influence of tourist attractions so that it could encourage tourist interest to visit.

Based on Law No. 10 of 2009 the definition of tourist attraction is anything that has uniqueness, beauty, and value in the form of a diversity of natural, cultural, and man-made wealth that is the target or purpose of tourist visits. According to Marpaung, in (Mulyo, 2005: 1) tourist attractions are classified into three classifications of natural tourism such as beach tourism, marine tourism, adventure tourism, wild and remote area tourism, park tourism and conservation areas. 2) cultural tourism with socio-cultural conditions, such as conditions of community customs, social conditions of the community, and traditional events. 3) Man-made attractions such as folk amusement parks, music festivals, annual festivals or race venues (boats, motorcross, etc.). Adventure tourism is included in the natural tourist attraction that is in demand by domestic and foreign tourists.

Adventure tourism is a type of tourism that involves exploration or travel that contains risks, requires special skills and equipment as well as the interaction of physical activity with nature and/or with culture (Kemenpar, 2018). The existence of adventure tourism needs to be supported by its tourism potential. As for the types of adventure tourism such as: Climbing, motocross, Moto ATV, Camping, etc. Adventure tourism can be found in the area of Bali, especially the Mount Batur area.

Mount Batur is an active volcano located in Kintamani District, Bangli Regency, Bali. Mount Batur or also known as Geopark Batur is an area that functions as a protected area and is used to manage geological heritage in a sustainable manner. Geopark Batur has been recognized as a world cultural heritage which has a very wide Batur caldera area. With the establishment of the Batur Global geopark, it will no longer be unstoppable, it will increase the motivation of tourist visits because of its tourist attraction which has been recognized by UNESCO as a Geological Heritage Site. Batur Global Geopark is a new nature-based tourist attraction.

Adventure tourism continues to get the interest of tourists because the tours offered get a different experience. There are various types of adventure tourism in the Mount Batur area, such as: Climbing Mount Batur, ATV (All Terrain Vehicle), Jeep Tour, Moto Cross and Camping. In the management of this adventure tourism, the provision of accommodation for adventure tourism such as Jeep tours, moto cross and camping is provided by local people from various villages. For adventure tour guide services for climbing Mount Batur, it is provided by local people who are members of the P3GB organization (Association of Mount Batur Climbing Tour Guides) while for ATV there is only one manager, namely the local community in the village of South Batur. For ATV activities carried out at the Black Lava tourist attraction in the Mount Batur area where the attraction itself is managed by the Black Lava POKDARWIS (Tourism Awareness Group).

The scope of this research focuses on adventure tourism which is a trend at this time. The researcher limits this research by discussing the participation of local communities in the management of adventure tourism for climbing Mount Batur and ATV Batur Black Lava adventure tourism activities in the Mount Batur area. the role of community participation is very important for the success and achievement of adventure tourism progress so that the prosperity of the local community will be achieved with the benefits received. In this study, the management of adventure tourism is important to do, because to know how the management starts from planning, organizing, mobilizing, and monitoring clearly and can be a guide for other tourist attractions. Based on these problems, it is important to research because it is to find out how the participation of local communities in the management of adventure tourism is from adventure tourism climbing Mount Batur by P3GB, Black Lava tourist attractions by POKDARWIS Black Lava which are used as facilitators in the implementation of ATV Batur Black Lava adventure tourism, and management of the Batur Black Lava ATV by the local community. So in this study, the researchers raised the title "Local Community Participation in the Management of Adventure Tourism in the Mount Batur Area, Bangli Regency, Kintamani District". With this research, we can see important phenomena and find research solutions to what participation local communities do to support the management of Adventure Tourism in the Mount Batur area.

2. Method Research

The research was conducted in the Mount Batur area, which is located in Kintamani District, Bangli Regency. The scope of the issues to be discussed include 1. Typology of Local Community Participation in the Management of Mount Batur Climbing Adventure Tourism and Black Lava Adventure Tourism, 2. Local community participation in planning for the management of Mount Batur climbing adventure tourism and black lava adventure tourism, 3. Community participation local communities in organizing local communities for the management of Mount Batur Climbing Adventure Tourism and Black Lava Adventure Tourism, 4. Local community participation in Local Community Movement towards the Management of Mount Batur Climbing Adventure Tourism and Black Lava Adventure Tourism and 5. Local community participation in Local Community Supervision in Management of Mount Batur Climbing Adventure Tour and Black Lava Adventure Tour.

The type of data used in this study is qualitative data such as a description of the location of the Mount Batur area, typology, planning, organizing, mobilizing and supervising local communities in running Mount Batur adventure tours and Black Lava adventure tours with Batur Black Lava ATV facilities. for quantitative data such as the number of people who are members of the P3GB organization and the POKDARWIS Black Lava organization. The data sources used in this study are primary data, data obtained directly from respondents such as P3GB Education and Training, the head of POKDARWIS Black Lava and Batur Black Lava ATV Manager. while for secondary data, data obtained or collected by people conducting research from existing sources such as: library materials, literature, previous research, books, and so on (Hasan 2002: 58). The technique of determining the informants used purposive sampling technique. To analyze the data in this study, a qualitative descriptive analysis was carried out with the interactive model of Milles and Huberman (1984) with the following steps: a. data reduction, b. Presentation of data, and drawing conclusions.

3. Literature Reviews

This research is supported by previous research, namely community participation research by Ni Ketut Ayu Martini (2020) in his journal entitled "Community Participation in Blangsinga Tourism Village Development" which was published in the International Research Journal of Management, IT & Social Sciences. This study discusses a) Blangsinga Tourism Village is formed from an alliance between certain parties, starting from the Community,

Village Apparatus, and Third Parties (Krisna Holding). Certain parties spread their ideas, find partners, and make innovations happen, and this is Blangsinga Tourism Village. b) The collaboration between Blangsinga Tourism Village and Krisna Holding is also the right choice and has a positive impact. These impacts include the ease of obtaining capital in developing activities that will be carried out by rural tourism and village development planning which is more planned and easy to realize because it is not hindered by funds. c) Community participation in Blangsinga Tourism Village is good, it is proven from the beginning that it has not been formed until now people always participate.

The form of Blangsinga community participation is still in the planning and implementation stages, while the supervision stage is only in the hands of the village government, third parties, and local governments. d) Efforts to increase community participation are carried out by village officials through policies in accordance with the concept of Community Based Tourism (CBT) which will certainly have a positive impact on the community and will further increase community participation to continue to participate in the development of Blangsinga Tourism Village. The conclusion of this research is that the development of Blangsinga Tourism Village cannot be separated from community participation. The form of the Blangsinga community participation in the planning and implementation stages. Efforts to increase community participation are carried out by the village government and third parties by making policies that certainly have a positive impact on the community and the development of the Blangsinga Tourism Village.

Previous research was also conducted by BayuAriwangsa I.M, et al (2021) in a journal entitled "Tourism-Supporting Resources Based on Typology of Adventure Tourism Destinations in Karangasem Regency" published in the European Modern Studies Journal. The results of this research are that there are 16 types of adventure tourism that have activities which are divided into 8 land-based activities, 7 water-based activities, and 1 air-based activity which are spread evenly in every sub-district in Karangasem Regency. The results of the analysis of supporting resources for adventure tourism activities in Karangasem Regency show that among all these activities only 48% of supporting resources for adventure tourism are almost available and meet the criteria, there are 48% that are not fully available and do not meet the criteria completely, and only two criteria (location and marketing) covering 4% were not fully available for some activities. It is an activity whose supporting resources have fully met the required criteria for strengthening and improving quality for sustainability.

The existence of adventure tourism needs to be supported by its tourism potential. This potential needs to be developed and utilized to improve the welfare of the community through the conservation of natural resources and their ecosystems so that a balance is achieved between protection, preservation, and sustainable use of nature (Lindsay et al, 2008). The sustainability of tourist attractions, especially adventure tourism, is carried out by reducing the impact of the rate of tourism itself. Realizing sustainable tourism in a tourist attraction is not easy. In realizing sustainable tourism in the attraction of adventure tourism, it takes direct community participation in its management.

Local communities as one of the important components in tourism as well as land owners should be able to benefit from the development of adventure tourism activities that have been carried out well. Supporting resources that have not fully met the development needs in accordance with the criteria in order to improve quality for sustainability.

Meanwhile, in the case of unavailability of supporting resources to meet the criteria elements, more intensive planning is needed in line with the development of tourism plans and the RTRW of Karangasem Regency.

This study also uses concepts and theories, namely the theory of Participation Typology (Tosun's Typology of Participation) by (Tosun, 2006) and the management concept by George R. Terry (2006: 342).

4. Results

tourism on an adventure tourism attraction that takes place in their area. The criteria for adventure tourism in terms of management and development by the participation of local communities are ready in terms of quantity and quality of adventure tourism attractions and support social and organizational organizations, especially local communities. The existence and participation of local communities in a tourist attraction is also a benchmark for success and will later affect the success and sustainability of tourist attractions, especially adventure tourism.

Community Based Tourism is Tourism Development and Management with a high level of local community involvement and can be accounted for from social and environmental aspects. The development and management of community-based tourism uses a collaborative approach between parties, including the government, the community, tourism businesses, non-governmental organizations (NGOs). As well as colleges and research institutes at all stages. To develop and manage community-based tourism, especially in the early stages, community assistance is needed so that the community is involved in the entire development and management process starting from the planning and implementation stages. Community involvement can be channeled through selected village committees. The role of tourism in community development is seen as very important. Tourism is considered as a strategic medium that can be used as an instrument in community empowerment by providing the maximum opportunity for the community to develop and manage tourism, even not infrequently every community has the potential that must be developed in an effort to achieve community independence.

In this discussion, several forms of local community participation in the management of adventure tourism in the Mount Batur area will be presented, namely adventure tourism climbing Mount Batur and Black Lava adventure tourism with Batur Black lava ATV facilities by discussing the typology of local community participation as well as planning, organizing, mobilizing to the stage of supervision.

1. Typology of Local Community Participation in the Management of Mount Batur Climbing Adventure Tourism and Black Lava Adventure Tourism

The participation of local communities in this study discusses the participation of local communities in the management of Mount Batur Climbing adventure tourism and Batur Black Lava ATV. Community participation in managing adventure tourism has a very important role in carrying out tourism development programs with the participation of the government as a facilitator. Participation results in empowerment, that is, everyone has the right to

express opinions in making decisions concerning their lives. In an alternative form, participation is interpreted as a tool to achieve efficiency in activity management as a tool in implementing policies that need to be applied to the management of Mount Batur adventure tourism attractions and adventure tourism attractions in Black Lava. Participation is the role of a person or group of people in the development process both in the form of statements and in the form of activities by requiring input in the form of energy, time, expertise, thoughts, capital etc. local community. With participation, it will certainly benefit from the implementation of tourism activities.

Community participation for the implementation of Mount Batur climbing adventure tourism, management as climbing guides is carried out by local communities with the formation of an organization, namely P3GB. while the management of Black Lava attractions as adventure tourism is managed by POKDARWIS Black Lava and the managers of Batur Black Lava ATVs are native local people from South Batur village. For this reason, it will be discussed how the typology of local communities between each in each management will be discussed.

a. P3GB and POKDARWIS Black Lava are included in the type of Induced Participation with the following explanation.

1) Local communities who are members of P3GB and POKDARWIS Black Lava have the opportunity to hear and be heard, although not necessarily the views or proposals are considered in decision making by BKSDA in managing adventure tourism in the Mount Batur area, namely adventure tourism climbing Mount Batur and tourist attractions Black Lava as an attraction that is used as an off-road adventure tourism.

2) Local communities who are members of the P3GB and POKDARWIS Black Lava organizations and local communities outside the organizations involved in adventure tourism are starting to get a share of the profits from organizing adventure tourism in the Mount Batur area, namely Mount Batur and Black Lava tourist attractions such as officers who manage Basecamp, become a climbing adventure tour guide, as an officer who manages Black Lava tourist attractions and traders.

3) local community participation from P3GB and POKDARWIS Black Lava is still top-down in managing Mount Batur adventure tourism and Black Lava tourist attractions. This participation is also seen as passive in decision making

b. The manager of Batur Black Lava ATV is included in the type of Spontaneous Participation (Spontaneous Participation) with the following explanation.

1) local communities as managers of Batur Black Lava ATV are said to be active and bottom-up participation in which local communities participate directly in the management of Batur Black Lava ATVs by using private capital by managers in planning, developing, implementing, and evaluating the management of Batur Black Lava ATVs. All rules in the management of the Batur Black Lava ATV are held directly by the manager of the Batur Black Lava ATV. ATV management is carried out based on the initiative of the local community.

2) local communities as managers of Batur Black Lava ATV as decision-making rights can accept or not the suggestions and proposals of the guides which can be used as considerations in the steps of determining the planning, development, implementation, and evaluation policies of the Batur Black Lava ATV management. Here the local community as a guide is also involved in decision making, although the decision will be determined by the manager.

3) local communities in carrying out tourism operations by selling products such as Batur Black Lava ATV rental will have a very good impact on the economy both from the manager and guide of the Batur Black Lava ATV

It can be seen that the participation of local communities in the management of Mount Batur adventure tourism by P3GB and Black Lava tourist attractions by POKDARWIS Black Lava in the Mount Batur area are classified in the Induced Participation typology. Encouraged participation means that local community participation is influenced by support from the government as well as officially agreed orders. Based on the results of this research analysis, the management of Mount Batur adventure tourism and the management of Black Lava tourist attractions, participation occurs where local communities are involved in operations or implementation but are not involved when making a decision. Then the participation of local communities both in P3GB and POKDARWIS Black Lava based on encouragement from superiors or the government that owns the Mount Batur area, namely BKSDA and this management gets economic benefits for the participating communities so that people are willing to be involved in managing Mount Batur adventure tourism and tourist attractions Black Lava

As for the manager of the Batur Black Lava ATV, the participation of the local community belongs to the typology of spontaneous participation (Spontaneous Participation). Spontaneous participation is participation that is carried out without any support from the government where all decision-making is absolute right by the manager of the Batur Black Lava ATV related to the management of the Batur Black Lava ATV adventure tourism. All forms of activities from planning, development, implementation and evaluation will be carried out directly by the manager and with assistance from the Batur Black Lava ATV adventure tour guide.

Local Community Participation in Planning for the Management of Mount Batur Climbing Adventure Tourism and Black Lava Adventure Tourism

An explanation of the planning carried out by local communities in the management of adventure tourism will be explained as follows.

a. Batur mountain climbing adventure tour

The beginning of the formation of adventure tourism is that many local people guide by guiding tourists to climb to the top of Mount Batur. but based on the direction of the BKSDA that the activity is illegal, the counseling from the BKSDA is to form an organization. In this case, the local community finally cooperated in planning adventure tourism by forming an organization called P3GB. P3GB was formed to make it easier for local communities to obtain legality of scouting. After the formation of the organization, the local community planned for attractions such as making hiking trails, for the P3GB Base camp facilities, and making food stalls both near P3GB and at the top of Mount Batur. The P3GB organization has received approval from ASITA, HPI, Bangli Regency Disbudpar and Tourism Office.

b. Black Lava Adventure Tour

The beginning of the formation of Black Lava adventure tourism is where Black Lava which has lava rock is exploited on a large scale by local people for personal gain. So in this case, BKSDA as the owner of the Mount Batur area provides counseling to the community to stop exploiting lava rocks and immediately establish POKDARWIS Black Lava. counseling provided by the community so that local people can understand how to use the Black Lava place as a tourist attraction for the long term. After the formation of the Black Lava POKDARWIS, attraction planning is carried out from the formation of off-road routes, planning facilities at Black Lava tourist attractions such as toilets, stalls, BKSDA post or office, signposts, and gazebos.

After planning the Black Lava tourist attraction was formed, local people outside of POKDARWIS Black Lava took advantage of it by providing facilities, one of which was the Batur Black ATV. Planning for the provision of ATV facilities in order to aim to gain profit for the manager (the price of ATV rental) and from the POKDARWIS Black Lava (the price of admission to Black Lava). ATV managers also provide other personal facilities such as lodging, toilets, basic food shops, gazebos, etc.

3. Local Community Participation in Organizing the Management of Mount Batur Climbing Adventure Tour and Black Lava Adventure Tour

An explanation of the organizing carried out by local communities in the management of adventure tourism will be explained as follows.

a. Batur mountain climbing adventure tour

After the formation of the organization, the board recruited local people again to become tour guides for climbing Mount Batur adventure. before covid-19, tourist visits to climb more and more so that they need more guides from P3GB. So the P3GB recruited local people from various villages to become guides. by recruiting local communities, initially only 65 members in 2014 until now, they have increased to 450. However, only a few guides who have a pilot certificate or are called senior guides and dominantly local communities become novice guides.

b. Black Lava adventure tour

After the formation of the Black Lava tourist attraction, it was used as an off-road adventure tour. Local communities who are POKDARWIS immediately provide counseling in the implementation of maintenance of attractions and facilities for the convenience of tourists who do adventure tours at Black Lava tourist attractions. but in the case of POKDARWIS Black Lava that still requires local people to join POKDARWIS Black Lava. so that in this case, the head of POKDARWIS Black Lava in collaboration with the Perbekel of South Batur village and the BKSDA as an advisor, then the re-recruitment of members is carried out.the local community of South Batur village is more dominant than other villages. This is because the Black Lava tourist attraction is geographically close to the village of South Batur, so that people from South Batur are more dominant in contributing to POKDARWIS Black Lava.As for the manager of the Batur Black Lava ATV, coordinate with the guide to conduct training in guiding tourists to ride the Batur Black Lava ATV. in this case, the ATV manager does not have a member structure like POKDARWIS Black Lava because the ATV manager is independent with his own capital in providing South Batur ATVs.

Local Community Participation in Mobilizing the Management of Mount Batur Climbing Adventure Tourism and Black Lava Adventure Tourism

a. Mount Batur petualangan adventure tour

local community participation in mobilizing the management of Mount Batur climbing adventure tourism. local people make tour packages by determining the prices given to tourists. For foreign tourists it takes 1 guide max 5 tourists around 400 thousand. While local tourists 1 guide max more than 5 tourists around 400 thousand. Foreign tourists if there are more than 6 members, they need to use 2 guides so that the price increases 2 times. While local tourists, if there are more than 5-20 members, only 1 guide is needed, so tourists only pay 400 thousand.

In addition to the formation of tour packages, local communities also promote climbing tour package guide services through collaboration with hotels, villas, inns, etc. Promotions are also carried out by local people through social media by posting the beauty of the peak of Mount Batur. In addition to

mobilizing in the formation of tour packages, local communities conduct training and coaching on certain days. Local Communities create and organize a coaching schedule in the management of adventure tourism run by P3GB.

The guidance carried out by P3GB is by providing understanding to novice guides related to English language training and also training on what procedures are needed when climbing with tourists such as first aid equipment, orienting the weather field, handling conflict situations, and managing hazards. Mountain. The local community also maintains the facilities at Basecamp P3GB and always maintains cleanliness for the convenience of tourists when they come to Basecamp P3GB

c. Black Lava adventure tour

participation of local communities in mobilizing the management of Black Lava adventure tourism. local people from POKDARWIS Black Lava before covid-19 withdrew entrance tickets to domestic and foreign tourists. For domestic tourists, the ticket per person to enter Black Lava is IDR 5,000. while foreign tourists are charged a ticket for IDR 100.00 per person. For tourist entrance tickets to Black Lava, it is managed by BKSDA. Tickets for the entry of off-road facilities used by tourists are subject to tariffs as well. For off-road motorbikes, the price is IDR 25,000 per motorbike. As for the off-road Jeep, the tariff is IDR 50,000. Ticket fares from off-road facilities are managed directly by POKDARWIS Black Lava members. But during covid-19, the POKDARWIS Black Lava only asked for donations in exchange for maintenance services in managing Black Lava tourist attractions. In addition, local community mobilization for local community training and development is still being carried out. Examples of this training include English language training, hospitality training at welcoming tourists and training in facility maintenance.

Local people also take care of tree plants and always maintain cleanliness for the convenience of visiting tourists. For the manager of the Batur Black Lava ATV, the determination of the Batur Black Lava ATV adventure tour package. for the management of the Batur Black Lava ATV adventure tour packages, domestic tourists buy tour packages at a price of IDR 350,000 per person for 2 hours. As for Tandem itself, a tour package rate of IDR 425,000 will be charged. for foreign tourists, the rate charged when renting an ATV Batur Black Lava is IDR 425,000 per person 2 hours and the tandem rate to be paid by foreign tourists is IDR 500,000.

The manager of Batur Black Lava ATV coordinates with the guide to always carry out training on certain days. Examples of training include: English language training and training in implementing Batur Black Lava ATVs by providing information on both the use of Batur Black Lava ATVs and information related to Black Lava tourist attractions, and providing excellent service to tourists.

Local Community Participation in Supervision of the Management of Mount Batur Climbing Adventure Tourism and Black Lava Adventure Tourism.

a. Mount Batur Adventure Tour

local community participation in supervising the management of Mount Batur climbing adventure tourism. The local community from the P3GB organization coordinated with the BKSDA and the Batur Tengah village community to purify Mount Batur using Hindu rituals/offerings. This purification is carried out through the Pasar Agung temple which is owned by the local community of Batur Tengah village and continues the ceremony under the foot of Mount Batur. The purification of Mount Batur was carried out because Mount Batur was dirty due to tourists who were climbing an accident that led to death. The P3GB party will provide funds for the making of the ceremony.

Monitoring and evaluation are also carried out by the local community once a month regarding developments and problems that occur in Mount Batur. local communities oversee the adventure tourism attractions of Mount Batur in order to avoid fires caused by nature and humans. For future supervision, the local community coordinates with the BKSDA in monitoring facilities both at Basecamp (toilets, Mount Batur climbing service posts, parking lots, information center facilities for the Mount Batur area, etc.) by local people. The local community also evaluates the quality of service in guiding Mount Batur adventure tourism.

b. Black Lava Adventure Tour

participation of local communities in supervising the management of Black Lava adventure tourism. The local community of Black Lava POKDARWIS members will coordinate with the BKSDA to conduct monitoring and evaluation of the Black Lava rock path planning, and will make signposts for tourists and off-road guides. POKDARWIS Black Lava coordinates with BKSDA and the local Batur Selatan Village head office in conducting supervision and evaluation of cleanliness so that tourists' comfort when visiting will be able to get a good positive response to tourism actors, namely adventure tourism from POKDARWIS Black Lava.

while for the manager of the Batur Black Lava ATV. the manager of the Batur Black Lava ATV supervises and evaluates the Batur Black Lava ATV. Every day the manager must re-check the ATV maintenance so that the desired thing does not happen to tourists. In this case, the supervision carried out by the relevant manager before the implementation of the Batur Black Lava ATV adventure tour by preparing important things such as: checking the ATV engine, gasoline, oil, tires, etc. In addition, the manager collaborates with the Batur Black Lava ATV guide to improve safety and service quality. This is

done in order to avoid complaints addressed to the manager of the Batur Black Lava ATV and so that tourists are comfortable choosing the Batur Black Lava ATV tour package with the aim that tourists can come back again to order the Batur Black Lava ATV adventure tour package.

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