



CHSE-Based Health Protocol Policy Related to Tourism During the Covid-19 Pandemic at the Tengger Laut Pasir National Park Management Resort

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ABSTRACT

The number of tourist visits that tend to fluctuate as well as the resistance of CHSE based health protocol policies related to tourism during the Covid-19 pandemic at the Tengger Laut Pasir National Park Management Resort (RPTN TLP), today raises new concerns about the chain of spread of the coronavirus in the work area of the Tengger Laut Pasir National Park Management Resort (RPTN TLP). This research uses qualitative data analysis techniques in 3 ways to obtain primary and secondary data, namely observation, interviews and literature studies. The 1975 Van Meter and Van Horn public policy implementation model theory was used as a tool to examine the implementation process of this policy, and then an assessment was given based on Dunn's policy evaluation criteria. The results showed that, 5 out of 6 results of the evaluation are effectiveness, efficiency, adequacy, responsiveness and accuracy have been met properly, except for equalization criteria. So that this policy can be considered the right policy to implement, although it still has shortcomings. Therefore, existing tourism stakeholders should maximize the potential of their policy resources and impose rewards and punishments.

Keywords: CHSE; Pandemic Covid-19; Public Policy; National Park; Tourism

1. Introduction

The emergence of the Covid-19 pandemic at the beginning of 2020. Today, it has dealt a hard blow to the world economy. This is because the effects of this pandemic will not only affect the economic and health sectors, but also the tourism sector. Where this is reinforced by the UNWTO statement which states that 80% of the tourism sector chain has been affected by the Covid-19 pandemic (UNWTO). In response to this, the majority of countries in the world agreed to take adaptive steps to reduce the impact of this pandemic, such as the complete closure of international tourist borders, encouraging vaccinations, focusing on domestic tourists, and encouraging quality tourism through the implementation of the CHSE protocol. (Cleanliness, Health, Safety, Environmental Sustainability).

The adaptive measures that have been implemented have actually been considered based on previous global crises, one of which is the 2003 SARS crisis. When compared to the 2003 SARS response, the current pandemic handling can be judged to be lacking. Because in the handling of SARS 2003, the existing stakeholders had better synergy in finding solutions to the existing problems. The measures to deal with SARS in 2003 that were implemented by the world, among others, were the obedient use of masks by the world community, the implementation of strict quarantine and good case tracking.

As the country with the highest number of deaths and the spread of Covid-19 cases as of July 14, 2021, it was 54,000 cases (BPS.go.id). So, tourism activities that occur in every tourist attraction in Indonesia today must be based on the CHSE (Cleanliness, Health, Safety, Environmental Sustainability) protocol.

As one of the targets for implementing this policy, the fact is that resistance to health protocol policies at the Tengger Laut Pasir National Park Management Resort (RPTN TLP) can still be found. On the other hand, the number of tourist visits that tend to fluctuate, finally raising new concerns about the chain of corona virus spread in the working area of the Tengger Laut Pasir Management Resort (RPTN TLP). Therefore, research on CHSE-based health protocol policies (Cleanliness, Health, Safety, Environmental Sustainability) related to tourism during the Covid-19 pandemic at the Tengger Laut Pasir National Park Management Resort (RPTN TLP) is important to do.

2. Methodology

This research was conducted at the Tengger Laut Pasir National Park Management Resort, Bromo Tengger Semeru National Park (RPTN TLP, TNBTS). with the type of data used is qualitative data and data sources include primary and secondary data (Sugiyono, 2014), with data collection techniques including observation, interviews with key informants such as the head of the Bromo Tengger Semeru National Park Center (BBTNBTS) represented by the head of the Division and Section of the Management of the National Park Region 1 (Sarmin S.Hut), the Head of the Resort Management of the Tengger Laut Pasir National Park represented by the appointed PLH (Budi Santoso), the head of the Tengger Tribe (Sutomo), the head of the association (street vendors / stalls, horses, culinary, street vendors, jeeps), local Tengger tribes) and 20 tourists who visit randomly. Literature study conducted by utilizing literature (reading) as a secondary data source (Nazir, 1988), as well as documentation in the form of books, archives, documents, written numbers and pictures in the form of reports and information that can support research (Sugiyono, 2015)

The informant determination technique used is purposive sampling which is a technique of determining informants according to selected (certain) criteria that are relevant to the research problem. On the other hand, the data analysis technique used is a qualitative descriptive analysis technique from Miles et al (1992). Miles and Huberman, who explained that there were three streams of analysis activities that occurred simultaneously, including data reduction, data presentation, and drawing conclusions or verification.

3. Results

3.1 Implementation of CHSE-Based Health Protocol Policies Related to Tourism During the Covid-19 Pandemic at RPTN TLP

Tourism sector policies in the context of adapting new habits in the new normal era within the working area of the Tengger Laut Pasir National Park Management Resort (RPTN TLP) are regulated in the Standard Operating Procedures (SOP) manual for natural tourism visits to Bromo Tengger Semeru National Park (TNBTS). The scope of the Standard Operating Procedures (SOP) manual consists of 2 things, namely Standard Operating Procedures (SOP) for natural tourism visits to the Bromo area and its surroundings and Standard Operating Procedures (SOP) for business actors providing services or natural tourism facilities. .

To facilitate these Standard Operating Procedures (SOP) are measured strictly while still being guided by the criteria for health, hygiene, security, and safety. So, the mechanism for reopening tourism activities in the Bromo Tengger Semeru National Park (TNBTS) area is divided into three stages, including:

1. Preparation Stage

At this stage, a coordination meeting (coordination meeting) regarding the plan for the gradual reactivation of the Bromo Tengger Semeru National Park (TNBTS) area was held on July 1, 2020. This coordination meeting (coordination meeting) was carried out online in combination with the presence of representatives of tourism service actors, community activist groups, tourism and conservation, as well as community leaders from the Tengger Tribe with the results of a coordination meeting in the form of a decision stating that tourism activities in the Bromo Tengger Semeru National Park (TNBTS) area may only use the one day trip system in the green and yellow zone areas or others with written recommendations from the Regents of the 4 related administrative regions (Malang, Lumajang, Probolinggo, Pasuruan). After this coordination meeting (Rakor) was successfully implemented. On July 16, 2020, further preparation and discussion activities were carried out regarding the Standard Operating Procedures (SOP) for natural tourism visits to the Bromo Tengger Semeru National Park (TNBTS) area as well as the formation of a monitoring and evaluation team.

The results of this activity are in the form of a guidebook for adapting new habits of visiting natural tourism in the Bromo Tengger Semeru National Park (TNBTS) during the Covid-19 pandemic which is described as follows: (from home) tourists who will carry out tourism activities in the Bromo Tengger Semeru National Park area. (TNBTS) must have made a reservation in advance through the official Bromo online booking site, namely <https://bookingbromo.bromotenggersemuru.org>. (entrance) after tourists arrive at the entrance to the Bromo Tengger Semeru National Park (TNBTS) the officer must check the temperature of tourists. In this process, tourists are encouraged to practice a clean and healthy lifestyle (PHBS) such as washing hands with soap/hand sanitizer and wearing masks. Tourists must also show proof of a Bromo online booking reservation that has been paid in advance through an available and still valid virtual account and show proof of a health certificate to the officer.

(within the area) when carrying out tourism activities in the area, tourists must maintain distance, clean and healthy lifestyle (PHBS), obey applicable regulations, bring personal eating utensils and worship, and bring back existing trash. (exit) when at the exit, tourists must wash their hands again using soap or hand sanitizer, keep their distance and keep queuing to leave the area to avoid crowds and congestion.

After the formation of the Standard Operating Procedures (SOP) guidebook, from July to August 2020, routine and periodic socialization activities (examination, banners, social media) were carried out to the local Tengger Tribe and tourism service actors by the district government, police and Kodim from the four related administrative areas (Malang, Lumajang, Probolinggo and Pasuruan) as well as simulations of Standard Operating Procedures (SOP) for natural tourism visits to Bromo Tengger Semeru National Park (TNBTS) that have been made. At this stage, administrative activities are also carried out in the form of a written report regarding the plan for the gradual reactivation of the Bromo Tengger Semeru National Park (TNBTS) to the Minister of Environment and Forestry (KLHK) through the Director General of KSDAE by the Head of the Bromo Tengger Semeru National Park Center (BBTNBTS). .

2. Implementation Stage

The mechanism for implementing Standard Operating Procedures (SOP) in the Bromo Tengger Semeru National Park (TNBTS) area during the Covid-19 pandemic is basically carried out according to the main tasks and functions of each agency with a note that officer/personnel costs and operational costs must be borne by each agency. . Therefore, the mechanism for implementing the Standard Operating Procedures (SOP) can be described as follows:

a. Bromo Tengger Semeru National Park Center (BBTNBTS)

Every day, the Bromo Tengger Semeru National Park Center (BBTNBTS) must provide 5 visitor service officers using personal protective equipment (PPE) complete with the division of tasks, including 2 people in charge of checking tourists' body temperatures, 2 people in charge of handling ticket services and 1 person serves as a supervisor.

b. district government

The district government must provide 2 medical personnel to handle if there are cases of visitors who have body temperatures above 37.30 C and prepare disinfectant fluids and carry out routine and periodic disinfection every day to visitor vehicles, both 2 wheels and 4 wheels and in their working area. In other cases, the district government must also prepare an ambulance and 2 officers to help arrange the vehicle together with the Police on duty.

c. police station

In order for the Standard Operating Procedures (SOP) for natural tourism visits to the Bromo Tengger Semeru National Park (TNBTS) to be carried out properly, the Resort Police from each related administrative area (Malang, Lumajang, Probolinggo, Pasuruan) has the main task of preparing 1 officer for help arrange tourist vehicles that will enter the Bromo Tengger Semeru National Park (TNBTS) area with Bromo Tengger Semeru National Park (TNBTS) officers, the Regency Government and the Kodim on duty.

d. Kodim

In this case, the Kodim from each related administrative area must prepare 1 officer to handle tourist vehicles that will enter the Bromo Tengger Semeru National Park (TNBTS) area together with Bromo Tengger Semeru National Park (TNBTS) and Regency Government officers on duty and 1 officers to handle visitors who are carrying out tourism activities in the Bromo Tengger Semeru National Park (TNBTS) area.

3. Monitoring and Evaluation Stage

At this stage, the monitoring and evaluation team that has been formed must periodically monitor the situation and conditions in the field. If from the results of monitoring and evaluation on security, health considerations, as well as the results of coordination with various related parties, there are changes in conditions in the field. Therefore, tourism activities in this area can be closed at any time by the Head of the Bromo Tengger Semeru National Park Center (BBTNBTS) on the basis of recommendations from the Regents of the four related administrative regions (Malang, Lumajang, Probolinggo, Pasuruan). In addition, if a Covid-19 case is found in the Bromo Tengger Semeru National Park (TNBTS) area, the integrated monitoring and evaluation team must report to the Covid-19 response task force so that immediate action can be taken in accordance with applicable procedures.

Based on the description of the standard operating procedures (SOP) manual for natural tourism visits to Bromo Tengger Semeru National Park (TNBTS), there is an analysis of the variables for implementing health protocol policies on CHSE (Cleanliness, Health, Safety, Environmental Sustainability) indicators related to tourism during the pandemic. Covid-19 at the Tengger Laut Pasir National Park Management Resort (RPTN TLP), including:

3.1.1 Analysis of Standard Variables and Health Protocol Policy Objectives Against CHSE Criteria (Cleanliness, Health, Safety, Environmental Sustainability)

A process of implementing public policy can be said to be successful or good, if the implementor of this policy understands very well what should be the standards and implementation mechanisms as well as the objectives of the existence of a policy. Therefore, standards and policy objectives are considered as important things that must be in every public policy. Based on this, the purpose of the CHSE-based health protocol policy (Cleanliness, Health, Safety, Environmental Sustainability) related to tourism during the Covid-19 pandemic at the Tengger Laut Pasir National Park Management Resort (RPTN TLP) is that there are no new cases of the spread of Covid. -19 in the working area of the Tengger Laut Pasir National Park Management Resort (RPTN TLP), with a policy direction that focuses on tourism activities that occur in the Tengger Laut Pasir National Park Management Resort area (RPTN TLP) during the Covid-19 pandemic, as well as other actors business of providing natural tourism services/facilities. On the other hand, the standards for implementing this policy against the CHSE criteria (Cleanliness, Health, Safety, Environmental Sustainability) can be described as follows:

a. Health Protocol Policy Implementation Standards Related to Tourism on Cleanliness Indicators

On indicators of cleanliness, standards and mechanisms for implementing health protocol policies based on CHSE (Cleanliness, Health, Safety, Environmental Sustainability) related to tourism during the Covid-19 pandemic at the Tengger Laut Pasir National Park Management Resort (RPTN TLP) implemented through the provision of supporting equipment. hygiene, such as the CHSE protocol (Cleanliness, Health, Safety, Environmental Sustainability), hand sanitizer and temperature check, hand washing tools, disinfectants, clean toilets and trash cans, brooms, plastic bags, horse manure bags, shovels, PPE (Tools Personal Protection) for field officers, etc., at every entrance to the Tengger Laut Pasir National Park Management Resort area (RPTN TLP), certain spots, street vendors / stalls and jeeps operating within the Tengger Laut Pasir National Park Management Resort area (RPTN TLP).

b. Standard Implementation of Health Protocol Policies Related to Tourism on Health Indicators

Regarding health criteria, the implementation mechanism for implementing this policy is carried out through the process of maintaining distance, crowd prevention, and checking the body temperature of tourists by National Park officers and partners on duty, public and work spaces with good circulation, vaccination of partners and National Park employees, a rapid antigen test that is carried out every 3 months for employees and partners of Bromo Tengger Semeru National Park (TNBTS), as well as checking a health certificate or rapid antigen test results for every tourist who will carry out tourism activities in the Tengger Laut Pasir National Park Management Resort area (RPTN TLP).

c. Standard Implementation of Health Protocol Policies Related to Tourism on Safety Indicators

The mechanism for implementing the Health Protocol policy on safety indicators is carried out through procedures for handling visitors who have symptoms by field officers who are then directed to the Covid-19 case prevention and security task force which has been previously set in the Standard Operating Procedures (SOP) book for visiting the park. Bromo Tengger Semeru National Park (TNBTS). Rescue yourself from disasters, first aid kits, fire extinguishers, year-end PAM activities, gathering points and evacuation routes, media and communication mechanisms for handling emergency conditions by National Park officials.

d. Standards and Mechanisms for Implementation of Health Protocol Policies Related to Tourism on Environmental Sustainability Indicators

On the other hand, the mechanism for implementing health protocol policies on environmental sustainability indicators is implemented through appeal boards to maintain cleanliness, not littering, verbal and written appeals for tourists to bring personal utensils, eating utensils and worship, cleaning activities area, efficient use of water and energy sources, provision of waste disposal sites, beautiful and comfortable environment, monitoring of policies by a designated monitoring and evaluation team.

3.1.2 Analysis of Health Protocol Policy Resource Variables Against the CHSE Criteria (Cleanliness, Health, Safety, Environmental Sustainability)

One of the success factors in the policy implementation process actually depends on how the implementor utilizes the policy resources they have. These resources are the strength for the organization or policy implementing agency to be able to implement a policy in the field. The policy resources owned by the Tengger Laut Pasir National Park Management Resort (RPTN TLP) are divided into two, namely human resources (HR) and financial resources (SDF). According to Mathias, et al (2006) Human Resources (HR) is a design of various formal systems within an organization that functions to maintain the use of human talents and interests to be used to achieve organizational goals effectively and efficiently.

Therefore, as for the context of human resources in this study, the Bromo Tengger Semeru National Park (TNBTS) officers who work within the Tengger Laut Pasir National Park Management Resort area (RPTN TLP) both civil servants (PNS) and civil servants (PNS) officers. contract/honorary as well as Resort Management partners for the Tengger Laut Pasir National Park (RPTN TLP) such as the Jeep Society, Kuda, PKL/Warung, Street Food, Culinary, etc., which helped in the smooth implementation of this policy.

In this case, the implementers of the CHSE-based health protocol (Cleanliness, Health, Safety, Environmental Sustainability) related to tourism during the Covid-19 pandemic at the Tengger Laut Pasir National Park Management Resort (RPTN TLP) are based on the standard operating procedures (SOP) manual. Natural tourism visits to Bromo Tengger Semeru National Park (TNBTS) consist of 6 staff with the status of civil servants (PNS) and 9 staff with contract/honorary status. In terms of gender, the Tengger Laut Pasir National Park Management Resort (RPTN TLP) is dominated by male staff with educational qualifications from forestry and educational sciences.

The partners of the Resort Management of the Tengger Laut Pasir National Park (RPTN TLP) who assist National Park officers in the field are dominated by local people, both those who are members of the associations and those who are not, with educational backgrounds ranging from Junior High School (SMP) to Senior High School. (SENIOR HIGH SCHOOL). In public policy, to be able to get quality human resources (HR), the provision of rewards and punishments is an important step to provide encouragement and motivation so that the implementers of a policy are willing to give the best action in carrying out their duties and obligations. However, regarding this policy, the Tengger Laut Pasir National Park Management Resort (RPTN TLP) does not provide incentives or rewards in any form for implementers who successfully carry out their duties and functions. Meanwhile, punishment is only given in the form of a warning for implementers who violate existing standard operating procedures (SOPs) or make mistakes.

In terms of financial resources. The financial resources owned by the Tengger Laut Pasir National Park Management Resort (RPTN TLP) to support the process of implementing this policy come from several agencies, including the DIPA of the Ministry of Finance of the Republic of Indonesia, the Ministry of Health (Kemenkes), as well as non-governmental organizations (NGOs) and the community. -community in the form of materials in the form of tools or materials as well as rapid antigen tests. The financial resources that come from DIPA include hand washing facilities, hand sanitizers, disinfectant liquid, gloves, personal use officers (PPE), water tanks, AP boot shoes, and CHSE protocol (Cleanliness, Health, Safety) appeal boards. , Environmental Sustainability). The rapid antigen test for implementing this policy is given by the Ministry of Health (KEMENKES) periodically every 2 to 3 months.

3.1.3 Analysis of Inter-Organizational Communication Variables and Health Protocol Policy Strengthening Activities Against CHSE Criteria (Cleanliness, Health, Safety, Environmental Sustainability)

The policy communication process that occurs at the Tengger Laut Pasir National Park Management Resort (RPTN TLP) is carried out formally with a downward policy communication direction (superior-subordinate) following the hierarchical line or position in Bromo Tengger Semeru National Park (TNBTS) with the implementor -implementors involved include the Bromo Tengger Semeru National Park Center (BBTNBTS), Regional 1 National Park Management Division (PTN Wi.1 Division), Region 1 National Park Management Section (SPTN Wil.1) and Resort Management of Tengger National Park Laut Pasir (RPPT TLP) and partners both directly in the form of socialization, focus group discussions (FGD), workshops, coordination meetings (Rakor) and direct word of mouth orders, as well as indirect communication using media/tools in the form of letters. decision (SK), webinars via zoom, and WhatsApp group (WA).

The policy communication process and strengthening activities related to cleanliness criteria, in this case, were carried out directly through the TNBTS employee development program on November 9, 2020, business development for nature tourism services (PKL/warung and street vendors) as well as area clean-up activities carried out regularly. periodically. In addition, related to this variable to health criteria, it is also carried out directly through vaccination activities and rapid antigen tests. On the other hand, related to safety criteria for the communication process and strengthening activities carried out directly through virus prevention activities by MUSPIKA on 5-7 April 2020, as well as PAM activities (year-end visitor safety from 23 to 31 December 2020. As well as environmental criteria Sustainability of this variable is also carried out directly through field review activities with the Probolinggo Regency Government regarding the Tengger Caldera Cross Path (JLKT), the title of conservation and Tengger culture on October 3, 2020, as well as coordination of ecotourism development plans on November 17, 2020.

3.1.4 Analysis of Variable Characteristics of Health Protocol Implementing Body Against CHSE Criteria (Cleanliness, Health, Safety, Environmental Sustainability)

An organization or policy implementing agency certainly has its own characteristics and characteristics. This characteristic is what distinguishes an organization or policy implementing agency from other policy implementing organizations or agencies, in terms of implementing the policies they have, whether the organization is an organization or policy implementing agency that tends to be strict and disciplined or democratic and persuasive. In addition, the size of the working area of the policy implementing agency is also another important consideration to identify the characteristics of the implementing agency of a policy.

Robbins (1990:161) explains that structurally an organization can be said to be large if it has a quantity of human resources (HR) ranging from 1500-2000 people. The greater the quantity of human resources (HR) owned, then the organization will tend to have the same characteristics as an organization with a quantity ranging from 1500-2000 people. Meanwhile, on the other hand, the smaller the quantity of human resources (HR) in an organization or policy implementing agency (less than 1500 people), the more visible the influence of the size of the organization on its structural characteristics will be.

The quantity of human resources (HR) at the Tengger Laut Pasir National Park Management Resort (RPTN TLP) which amounted to 15 people shows that the Tengger Laut Pasir National Park Management Resort (RPTN TLP) is a policy implementing agency that is relatively small because it has a large quantity of resources. less than 1500 human resources (HR) with strict and disciplined characteristics, considering that the Tengger Laut Pasir National Park Management Resort (RPTN TLP) acts as the implementer of the smallest structural policy in the Bromo Tengger Semeru National Park (TNBTS) area which does not carry out legislative functions but executive.

In carrying out its functions, the Tengger Laut Pasir National Park Management Resort (RPTN TLP) does not have a certain size or competence that must be possessed by each implementor. This is because the policy implementers at the Tengger Laut Pasir National Park Management Resort (RPTN TLP) receive strengthening activities in the form of socialization, focus group discussions (FGD) and periodic technical guidance designed to improve their quality and skills as policy implementers. This policy is controlled by the head of the Tengger Laut Pasir National Park Management Resort (RPTN TLP) through regular and unstructured field inspections several times a week.

3.1.5 Variable Analysis of Social, Economic, and Political Conditions of Health Protocol Policy on CHSE Criteria (Cleanliness, Health, Safety, Environmental Sustainability)

The success of the implementation process of a true policy cannot be separated from the social, economic and political conditions of the people who are the targets of the objectives of a policy. The social, economic and political conditions of the local community within the working area of the Tengger

Laut Pasir National Park Management Resort (RPTN TLP) are dominated by the Tenggerese people who are believed to be the original descendants of the Majapahit kingdom. The Tenggerese are followers of Hinduism, Buddhism, and Islam. In their daily life, apart from using a formal organizational structure, the Tenggerese also use non-formal organizational structures, especially in terms of worship, which in this case is led by "Romo Shaman", who is tasked with leading every traditional ceremony and religious ritual of the Tengger Tribe.

The majority of the Tenggerese work as farmers, with agricultural products in the form of potatoes, cabbage, leeks, celery, and carrots. The Tengger tribe generally inhabits 2 enclave villages of Bromo Tengger Semeru National Park (TNBTS), namely Ngadas Village and Ranupani Village as well as several other buffer villages in the Bromo Tengger Semeru National Park (TNBTS) area in 4 administrative areas, namely Malang, Lumajang, Probolinggo, and Pasuruan.

3.1.6 Analysis of Disposition Variables of Health Protocol Policy Implementers Against CHSE Criteria (Cleanliness, Health, Safety, Environmental Sustainability)

Implementors of CHSE-based health protocol policies (Cleanliness, Health, Safety, Environmental Sustainability) related to tourism during the Covid-19 pandemic within the working area of the Tengger Laut Pasir National Park Management Resort (RPTN TLP) understand this policy as a form of good mitigation measure in an effort to minimize the transmission of Covid-19 at the Tengger Laut Pasir National Park Management Resort (RPTN TLP). So, in this context, tourists will feel safe when visiting the Tengger Laut Pasir National Park Management Resort area (RPTN TLP). Parameters of attitude tendency can be seen from the tendency of the implementor towards a policy, as well as the response to the implementation of the policy. The direction of the implementor's disposition towards the standards and policy objectives can be considered a failure if the implementer of this policy refuses or does not want to understand what the standards and objectives of this policy are. On the other hand, if what happens is acceptance and support, the implementor will try to give his best contribution in the success of this policy.

Based on the results of observations and in-depth interviews with key informants, namely the Head of Regional 1 National Park Management Division and Section (Sarmin S.Hut) and the Head of the Tengger Laut Pasir National Park Management Resort (RPTN TLP) represented by the appointed PLH (Budi Santoso), facts were found that the implementers of this policy have a tendency to accept health protocol policies based on CHSE (Cleanliness, Health, Safety, Environmental Sustainability) related to tourism during the Covid-19 pandemic. Although in practice, policy resistance can still be found in some of its implementers (certain elements) in the form of frontal or indirect violations and neglect of orders and standard operating procedures (SOPs) that have been set.

3.2 Evaluation of CHSE-Based Health Protocol Policy Regarding Tourism During the Covid-19 Pandemic at RPTN TLP

Policy evaluation is one of the stages of public policy aimed at finding out whether the policies that have been implemented have been in accordance with community expectations and proven effective in solving existing problems or not. Anderson, J in Winarno (2007:229) divides policy evaluation into 3 types based on the evaluator's understanding of the evaluation process. The 3 types include policy evaluation as a functional activity, policy evaluation focused on the implementation process of a particular policy or program, and systematic policy evaluation.

Regarding this research, the type of systematic policy evaluation is considered the most appropriate and meets the criteria, because the type of systematic policy evaluation can see the extent of the impact of implementing a policy. Whether the policy has achieved the stated objectives, and what are the supporting and hindering factors in the process of implementing the policy. Therefore, the results of the analysis of the evaluation criteria for health protocol policies based on CHSE (Cleanliness, Health, Safety, Environmental Sustainability) related to tourism during the Covid-19 pandemic at the Tengger Laut Pasir National Park Management Resort (RPTN TLP) can be described as follows. :

3.2.1 Effectiveness Criteria

Dunn (2012:429) explains that the effectiveness criteria in the context of public policy actually discuss whether an alternative policy has achieved the desired objectives of the policy or not. Therefore, it can be understood that the value of the effectiveness of a public policy can actually be seen from the way the organization or policy implementing agency utilizes its policy resources, so that the desired output can be achieved properly.

Based on this, it can be seen that in the process of implementing a health protocol based on CHSE (Cleanliness, Health, Safety, Environmental Sustainability) related to tourism during the Covid-19 pandemic at the Tengger Laut Pasir National Park Management Resort (RPTN TLP), the utilization of policy resources owned by the Tengger Laut Pasir National Park Management Resort (RPTN TLP), both in the form of human resources (HR) and financial resources (SDF) are not utilized optimally. Where this can be seen from the visitor service activities that have been provided since the first issuance of the Decree Number: PG.03/T.8/BIDTEK/BIDTEK.1/KSA/3/2020 concerning vigilance and prevention of the risk of transmission of the spread of Covid-19 on 18 March 2020 by the Bromo Tengger Semeru National Park Center (BBTNBTS). During the visitor service process, policy resistance in the form of violations found basically shows that the quality of human resources (HR) owned by the Tengger Laut Pasir National Park Management Resort (RPTN TLP) is still very low despite socialization and technical guidance for policy implementers. this.

The policy resistance in the form of violations committed by certain elements at the Tengger Laut Pasir National Park Management Resort (RPTN TLP), among others, is the absence of temperature checks for tourists who will carry out tourism activities at the Tengger Laut Pasir National Park Management Resort (RPTN TLP).), not asking for health certificates or rapid-antigen test results to all visiting tourists, encouraging tourists to practice

a healthy and clean lifestyle (PHBS), washing hands, wearing masks while in the Tengger Laut Pasir National Park Management Resort area (RPTN TLP).) or keep a distance and prevent crowds, use inappropriate masks on field officers, hand sanitizers and temperature checkers that do not work and are not replaced.

This policy resistance actually shows that this policy tends to be considered trivial by some of its implementers because rewards and punishments are not enforced, although in this case, strengthening activities have been given in the form of training, technical guidance and socialization to improve the quality of human resources (HR). owned by the Tengger Laut Pasir National Park Management Resort (RPTN TLP).

However, even so, as for the expected output of this policy, namely the absence of new cases of the spread of Covid-19 in the working area of the Tengger Laut Pasir National Park Management Resort (RPTN TLP) it can still be achieved well. Therefore, the CHSE-based health protocol policy (Cleanliness, Health, Safety, Environmental Sustainability) related to tourism during the Covid-19 pandemic at the Tengger Laut Pasir National Park Management Resort (RPTN TLP) can still be assessed as an effective policy in dealing with the actual problems that arise. at the Tengger Laut Pasir National Park Management Resort (RPTN TLP).

3.2.2 Efficiency Criteria

The efficiency criteria in the CHSE-based health protocol policy (Cleanliness, Health, Safety, Environmental Sustainability) related to tourism during the Covid-19 pandemic at the Tengger Laut Pasir National Park Management Resort (RPTN TLP) are intended to find out what efforts have been made by the implementor this policy to achieve the desired goal. Based on the results of the analysis of standard operating procedures (SOP) for natural tourism visits to Bromo Tengger Semeru National Park (TNBTS) during the Covid-19 pandemic, it can be seen that the efforts made by the implementers of this policy can be divided into 3 stages. These stages include the preparation stage, the implementation stage and the monitoring and evaluation stage. At this preparatory stage, the efforts made by the tourism stakeholders of this policy were carried out in the form of a coordination meeting (coordination meeting) regarding the gradual reactivation plan regarding the development of cases of the spread of Covid-19 in the Bromo Tengger Semeru National Park (TNBTS) area which was then continued with the preparation and implementation of activities. discussion of Standard Operating Procedures (SOP) for natural tourism visits to the Bromo Tengger Semeru National Park (TNBTS), formation of a monitoring and evaluation team, technical considerations and written recommendations

3.2.3 Sufficiency Criteria

The adequacy criteria related to this policy are aimed at knowing how far the desired results or outputs are from the existence of a CHSE-based health protocol policy (Cleanliness, Health, Safety, Environmental Sustainability) related to tourism during the Covid-19 pandemic at the Tengger Laut Pasir National Park Management Resort (RPTN). TLP can solve the actual problems that exist in the local Tengger Tribe and tourists. Regarding the CHSE-based health protocol policy (Cleanliness, Health, Safety, Environmental Sustainability) related to tourism during the Covid-19 pandemic at the Tengger Laut Pasir National Park Management Resort (RPTN TLP), it can be seen that the desired output from this policy has basically met adequacy criteria because the process of formulating this policy has been carried out through a long, complicated and gradual process which was carried out in consensus with the relevant tourism stakeholders after considering various suggestions from each stakeholder at the Tengger Laut Pasir National Park Management Resort (RPTN TLP) , which has been reflected in the process of compiling a standard operating procedure (SOP) manual for visiting the Bromo Tengger Semeru National Park on July 16, 2020.

3.2.4 Equitable Criteria

Equity criteria related to this is intended to determine whether the costs and benefits of a public policy have been evenly distributed among different groups. Therefore, the criteria for equity can be seen from the impact of the existence of a policy. Based on this, the impact of the CHSE-based health protocol policy (Cleanliness, Health, Safety, Environmental Sustainability) related to tourism during the Covid-19 pandemic at the Temgger Laut Pasir National Park Management Resort (RPTN TLP) can be divided into 2, namely: positive impact and negative impact. The positive impact of this policy can be seen from non-tax state revenues (PNBP), which according to the Director General of Conservation and Natural Resources (KSDAE) in 2020 stated that Bromo Tengger Semeru National Park (TNBTS) is one of the ranks of the National Park area. (TN) which contributes the largest non-tax state revenue (PNBP) in Indonesia. Apart from the perceived positive impact, this policy has in fact also brought negative impacts, including the amount of waste, pollution, unequal distribution of health protocols to the associations,

Based on the impact of the CHSE-based health protocol policy (Cleanliness, Health, Safety, Environmental Sustainability) related to tourism during the Covid-19 pandemic at the Tengger Laut Pasir National Park Management Resort (RPTN TLP), it can be concluded that this policy has not met the criteria for equity. because the benefits of this policy have not been felt by all parties, especially partners, tourists, field officers, communities of nature lovers, etc.

3.2.5 Responsiveness Criteria

Responsiveness criteria in public policy are actually intended to determine whether the output of the existence of public policies can satisfy the needs, preferences or values of certain groups. Responsiveness criteria in this case can be seen from what benefits are obtained by stakeholders. Based on this, it can be seen that the CHSE-based health protocol policy (Cleanliness, Health, Safety, Environmental Sustainability) related to tourism during the

Covid-19 pandemic at the Tengger Laut Pasir National Park Management Resort (RPTN TLP) has benefits in the form of preventing the transmission of the corona virus and providing time for the ecosystem of the Tengger Laut Pasir National Park Management Resort area (RPTN TLP) to improve itself without the need to implement motorized vehicle-free Bromo Tengger Semeru area activities which are routinely carried out once a year.

These perceived benefits, ultimately affect the parameters of the attitude tendencies of the policy implementers. In the end, the implementers of this policy showed a tendency to support the existence of a CHSE-based health protocol policy (Cleanliness, Health, Safety, Environmental Sustainability) related to tourism during the Covid-19 pandemic at the Tengger Laut Pasir National Park Management Resort (RPTN TLP). So, based on this, the CHSE-based health protocol policy (Cleanliness, Health, Safety, Environmental Sustainability) related to tourism during the Covid-19 pandemic at the Tengger Laut Pasir National Park Management Resort (RPTN TLP) can be considered a fairly responsive policy because it can satisfy the needs of the community, preferences or values of tourism stakeholders at the Tengger Laut Pasir National Park Management Resort (RPTN TLP).

3.2.6 Accuracy Criteria

In this study, the accuracy variable is related to the vision and mission that must be adjusted to the actual needs and demands of the local community and tourists in the Tengger Laut Pasir National Park Management Resort area (RPTN TLP). So it can be understood that the accuracy criteria in this case are intended to determine whether the desired results (objectives) are really useful or valuable. Therefore, as for the actual needs of the local Tengger Tribe community and tourists in the Tengger Laut Pasir National Park Management Resort area (RPTN TLP) during the Covid-19 pandemic, which was later adapted into the goal of a CHSE (Cleanliness, Health)-based health protocol policy, Safety, Environmental Sustainability) related to tourism during the Covid-19 pandemic at the Tengger Laut Pasir National Park Management Resort (RPTN TLP), namely the absence of the spread of Covid-19 cases in the Tengger Laut Pasir National Park Management Resort area (RPTN TLP) has actually indicated, that indirectly this policy has met the criteria of accuracy because in the process of implementing this policy these objectives have been achieved quite well.

Based on the results of the assessment of the 6 criteria for evaluating health protocol policies based on CHSE (Cleanliness, Health, Safety, Environmental Sustainability) related to tourism during the Covid-19 pandemic at the Tengger Laut Pasir National Park Management Resort (RPTN TLP), it can be concluded that, this policy is a policy which is appropriate to be applied at the Tengger Laut Pasir National Park Management Resort (RPTN TLP). However, this policy still has some weaknesses or shortcomings that must be improved. The shortcomings/weaknesses include the low quality of human resources, and no reward and punishment for implementing CHSE-based health protocols (Cleanliness, Health, Safety, Environmental Sustainability) related to tourism during the Covid-19 pandemic at the Park Management Resort. National Sand Sea Tengger (RPTN TLP).

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