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# **Perceptions of Archipelago Tourists Against Facilities and Infrastructure in the Tegenungan Waterfall Area, Gianyar, Bali during the Covid-19 Pandemic**

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## **ABSTRACT**

Tegenungan Waterfall is in great demand by domestic tourists today because it has instagramable photo spots, this makes Tegenungan Waterfall viral on social media and makes tourists come to Tegenungan Waterfall instead of other waterfalls in Bali. This study aims to determine the satisfaction of domestic tourists with the quality of facilities and infrastructure in the Tegenungan Waterfall area during the Covid-19 pandemic.

The sampling technique used was purposive sampling with a sample of 100 respondents which was calculated by the slovin formula. Data collection techniques were carried out by observation, interviews, questionnaires, literature studies and documentation. The research data were analyzed using quantitative descriptive analysis techniques with frequency distribution and Likert analysis.

The results showed that the condition of the facilities and infrastructure at the Tegenungan waterfall during the Covid-19 pandemic could be said to be managed very well. Perceptions of domestic tourists with the facilities and infrastructure at Tegenungan Waterfall, it is known that from 100 respondents, it is equally divided 50% men and 50% women, while for the age of domestic tourists who visit the age group of 18-25 years with 90. Origin most of the domestic tourists came from the island of Java with a presentation of 78%. While the work of most domestic tourists comes from students and students as much as 61%, then domestic tourists are also known to go with friends the most with a percentage of 63% of 100 respondents. Most domestic tourists visit during the day as much as 43% by spending 2-3 hours as many as 47% of domestic tourists at Tegenungan Waterfall. Archipelago tourists also have a purpose of visiting Tegenungan Waterfall, with the highest percentage for relaxing at 62%. From this it can be seen that the perceptions of tourist, especially on facilities and infrastructure, can be said to be well. So the manager should not be complacent and must continue to increase tourist satisfaction.

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Keywords: Perceptions Indonesian Tourists, Facilities and Services Infrastructure, Covid-19 Pandemic.

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## **1. Introduction**

Tourism is a sector that has a variety of tourist attractions and is a sector that contributes to Indonesia's foreign exchange. The many tourist attractions in Indonesia make many tourists come to carry out tourism activities. Moreover, Indonesia consists of thousands of islands so that there are various tourist attractions.

Currently, tourism travel is one of the needs that must be met because tourism is an activity, service and tourism product that can create experiences for tourists (Faggidae, 2020). A tourist trip cannot run without the support of adequate facilities and infrastructure. With the existence of adequate tourism facilities and infrastructure, tourism travel activities can run smoothly, so that it will create a separate perception for tourists who carry out tourism activities at these tourist attractions.

According to Kusumaningrum, perception is a process of choosing, receiving, organizing and interpreting existing information to get a meaningful picture of a particular object. Searching for tourists' opinions or perceptions in the world of tourism is an important thing that can be done by event actors. Perception is subjective because it is very dependent on the abilities and circumstances of the individual concerned. In psychology, perception is defined as a person's process of observing everything in his environment by using his senses, so that he becomes aware of everything in that environment.

Bali is one of the famous tourist attractions in the world. Many tourists come to visit Bali because of its beauty, culture and customs which are still maintained today. There are many tourist attractions in Bali that can attract tourists to visit. This makes Bali rely on the tourism sector as the engine of

the economy. Tegenungan Waterfall is one of Bali's mainstay tourist attractions in the Gianyar district. Before the Covid-19 pandemic, Tegenungan Waterfall was a tourist attraction that attracted many tourists, both local and foreign. The following is data on tourist visits to Tegenungan Waterfall in 2018.

the number of tourist visits to Tegenungan Waterfall before the Covid-19 pandemic. After the Covid-19 pandemic, it experienced a very drastic decline. According to the operational manager of Tegenungan Waterfall, Dewa Gede Oka, during the Covid-19 pandemic, only about 40 people visited Tegenungan Waterfall on weekdays, while on weekends tourist visits could reach hundreds of people. Tourists visiting Tegenungan Waterfall are dominated by domestic tourists. The tourism crisis due to the Covid-19 pandemic requires appropriate action to restart economic conditions in the Bali tourism sector. The local government has begun to open local Bali tourist visits starting in July 2020 (Kompas, 2020). This is done in order to revive the condition of Bali tourism in areas that have potential as well as tourism businesses. The Government of Bali in restoring tourism conditions to tourism actors aims to provide comfort and security for tourists visiting during the Covid-19 pandemic.

Domestic tourist is someone who travels in the territory of a country, in this case Indonesia, with a trip duration of less than 6 months and is not intended to earn income at the place visited and is not a routine trip (school or work), to visit commercial tourism objects, and or staying in commercial accommodation, and or traveling distances greater than or equal to 100 (one hundred) kilometers round trip (Ministry of Tourism, 2017). Domestic tourists are the backbone for a number of tourism destinations in Indonesia, one of which is Bali.

Tourism facilities are anything that complements and or facilitates the process of tourism activities to run smoothly while tourism infrastructure is also general infrastructure, meaning that it is not specifically used only for tourism purposes. The condition and function of the facilities and infrastructure are closely related to the preparation and maintenance of the facilities and infrastructure itself.

The local government through the Ministry of Tourism and Creative Economy (Kemenparekraf) has issued a policy to tourism actors and tourism businesses to implement the CHSE (Cleanliness, Healthy, and Environmentally Sustainable) policy which must be implemented in all tourist attractions so that tourists feel safe from the spread of Covid-19. During the current pandemic, the readiness of tourist attractions will influence tourists to visit, especially in facilities and infrastructure that are clean and in accordance with established health protocols. Various efforts were made by the local government to improve the quality of facilities and infrastructure during the pandemic in various regions because Bali has a lot of tourism potential, both natural and cultural, which attracts tourists to visit.

Gianyar Regency is one of the areas in Bali that has potential in the tourism sector. Gianyar is located in the center of Bali Province with an area of 368 km<sup>2</sup> and a population density of 1,339 people. With its location in the middle of the Province of Bali, Gianyar Regency has its own advantages, because it is located on the connecting route between the City and Regency of North Bali and South Bali. The tourism sector is the mainstay sector of Gianyar Regency as an important component in increasing regional income. The tourism potential of Gianyar Regency is natural tourism and cultural tourism. Research conducted by Atmojo (2007) states that Gianyar Regency has several supporting factors for the development of the tourism sector, namely culture and people's lives, natural beauty, historical and ancient heritage, adequate transportation and telecommunications facilities available, accommodation facilities such as hotels and home stays and also there are quite a lot of restaurants around the corner of Gianyar City. The environmental conditions of the tourist attraction owned by Gianyar Regency make this area visited by many tourists because of the beauty of its cultural and natural tourism. Some of the tourist attractions in Gianyar Regency are Tegalalang Rice Terrace Bali, Tirta Empul Temple Bali, Sacred Monkey Forest Bali, Campuhan Hill Ridge Walk, Tegenungan Waterfall, and many more.

Tegenungan Waterfall is a waterfall located in the Tegenungan Traditional Village to the south of Kemenuh Village. Tegenungan Waterfall is one of the mainstay natural tourist attractions which has natural beauty and has very clear water. Tegenungan Waterfall has a height of approximately 4 meters with a very heavy water discharge. Access to this tourist attraction is also quite easy because of the good road conditions. Tegenungan Waterfall is a tourist attraction that is managed directly by the Tegenungan Traditional Village and provides a levy to the regional government of Gianyar Regency as much as 12% (Putra, 2019). The attraction of Tegenungan Waterfall is not only its natural beauty, but also has a swing ride and has a small pool with clear water. There are tourist facilities at Tegenungan Waterfall, namely food stalls, public toilets, gazebos and parking areas. The tourist facilities and infrastructure provided at the Tegenungan Waterfall tourist attraction are quite adequate with the various tourist facilities provided. Tourism facilities as facilities and infrastructure are very important in meeting the needs of visiting tourists. Tourist facilities and infrastructure available at a tourist attraction must get attention in order to support tourism activities with good quality and quantity conditions in accordance with the needs of tourists (Salamah, 2017).

The tourist attraction of Tegenungan Waterfall has facilities with quality facilities and infrastructure that are already available and has tourist attractions that can attract tourist visits and of course will give rise to its own perception. This description is the reason for the author to take the title "Archipelagic Tourist Perceptions of Facilities and Infrastructure at the Tourist Attraction of Tegenungan Waterfall, Gianyar, Bali during the Covid-19 Pandemic". In addition, the reason researchers chose the tourist attraction of Tegenungan Waterfall is because Tegenungan Waterfall itself is in great demand by domestic tourists at this time because it has instagramable photo spots, this makes Tegenungan Waterfall viral on social media and makes tourists come to Tegenungan Waterfall. than to other waterfalls in Bali. For this reason, the researcher decided to choose Tegenungan Waterfall as the research location because the researcher wanted to know the perceptions of tourists on the facilities and infrastructure at the tourist attraction of Tegenungan Waterfall. It is hoped that the results of this study can help further studies to find data on tourist perceptions of facilities and infrastructure at the Tegenungan Waterfall tourist attraction during the Covid-19 pandemic.

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## 2. Research Method

Quantitative descriptive analysis is a statistic that is used to analyze data by describing or describing data that has been collected as it is without intending to make generally accepted conclusions or generalizations (Sugiyono, 2015: 199). The data used is data in the form of numbers obtained from

the results of measurements or sums with the help of the SPSS program. Quantitative descriptive analysis aims to change the results of the SPSS program data into a descriptive form so that it is easier to understand in the form of concise information where the research results and analysis will be formed into a conclusion. Quantitative descriptive analysis techniques in this study are in the form of numbers/scores from the results of questions that are given previous weights. The important thing to note from the quantitative techniques in this research is that they must be scientific principles such as empirical, measurable, objective, systematic and rational.

In analyzing the formulation of problems one or two there are procedures that are passed so that the data obtained can be arranged properly. The data analysis procedure will be carried out through several stages, namely:

#### 1. Data Reduction Stage

Data reduction is a selection process, focusing attention on simplifying and transforming raw data that emerges from written records from the field, so that it can be processed into a summary of the raw data obtained.

#### 2. Data Display Stage

This stage is also known as the data presentation stage. The things that have been processed in the next reduction stage will be systematically summarized and displayed in a certain form.

#### 3. Conclusion and Verification Stage

In the final stage, the data that has been presented will be carried out by drawing conclusions from everything that has been analyzed and testing the conclusions that have been drawn with the data or evidence found in the field, so that they can provide answers to the formulation of the problems that have been formulated. If the conclusion is still provisional and no strong evidence has been found to support it, it is necessary to verify it.

#### 4. Data Presentation Techniques

Presentation of data is the activity of compiling raw data that is scattered in a more orderly manner so that it can be read easily, understood, and analyzed in depth. Data presentation technique is a technique that presents data according to the results of data analysis in a descriptive form (Sugiyono, 2008).

Presentation of data has two objectives, namely:

- a. Make it easy to read and understand irregular raw data so that it can be read and understood
- b. Makes it easy to analyze raw data that has not been properly structured, so that it is easier to analyze and does not take a long time.

There are several forms of data presentation techniques which are generally grouped into three namely, data presentation techniques in the form of text, tables and graphics. In this study the researchers presented the data obtained by exploring and reviewing the perceptions of domestic tourists as well as the condition of facilities and infrastructure at the Tegenungan Waterfall tourist attraction, which will then be described and presented using data presentation techniques in text form. In addition, if it is necessary to clarify the presentation of data, it is necessary to perform presentation techniques in the form of tables or matrices.

## 3. Results

### 3.1 Overview

Tourism as one of the leading sectors is developed and preserved with the aim of increasing all tourism potential, increasing the number of visits by domestic and foreign tourists, increasing the length of stay of visitors, maximizing employment, increasing contribution to PAD and community welfare and realizing the image of Gianyar Regency as one of the districts in Bali which has a superior tourist attraction on the island of Bali.

The tourism sector experienced a downturn during the Covid-19 pandemic, many potential tourists who wanted to visit Bali canceled their plans for fear of contracting the virus, many tourist objects also closed for health and safety reasons for the spread of the Covid-19 virus. This condition can be seen from the number of foreign tourist arrivals which dropped dramatically. Based on data from the Ministry of Tourism and Creative Economy, foreign tourist visits have almost decreased by 75% from 2019 to 2020. The same can be seen from the activity of visiting domestic tourists which has decreased by 30%. Another impact of the global Covid-19 disaster can also be seen in the reduction in working hours. Data from the Central Statistics Agency (2020) shows that there are 939 thousand workers in 18 tourism sub-sectors who are forced to not work temporarily and 12.91 million people experience reduced working hours. As a result, income for tourism sector actors has also decreased (kemenparekraf.go.id, 2021).

Gianyar Regency, Bali is one of the areas that has also experienced a slump in the tourism sector. As part of the Bali region which incidentally really depends on the tourism sector for its economy, it cannot be denied that the Gianyar tourism sector seems to be in suspended animation. It is estimated that 78,310 workers were laid off and 3,246 people experienced layoffs (Kumparan, 2021). This condition is exacerbated by the closure of access for foreign tourists to Bali. The entrance to Bali's Ngurah Rai Airport, which is known as the 'Airport with the Most Visitors', dropped drastically to zero visitors in April 2020. The government has actually made various efforts to revive Bali tourism in the midst of a pandemic. This effort has been seen since the launch of the CHSE (Clean, Healthy, Safety, and Environment) Program in September 2020 as a guideline and standard in the tourism sector. This program is implemented by granting 'CHSE Certification' which guarantees comfort and security to tourists that the tourism business has complied with hygiene, health, safety and environmental sustainability protocols (Candranegara et al., 2021: 29). In addition, in October 2020, the government also launched the 'We Love Bali' program in the form of a trip around Bali with the aim of educating and campaigning for CHSE certification and tourist attractions in Bali (Syahrin, 2021:74). This is done as an effort to restore tourist confidence.

Gianyar Regency makes this area visited by many tourists because of the beauty of cultural and natural tourism. Some of the tourist attractions in Gianyar Regency include:

#### 1. Tegenungan Waterfall

The tourist attraction of the Tegenungan Gianyar waterfall also has another name, namely Kemenuh waterfall. Because the waterfall is located in the village of Kemenuh, Gianyar district. The address or location of the Kemenuh waterfall is in Kemenuh Village which is the Sukawati District, Gianyar Regency. The price of admission to Tegenungan Waterfall is IDR 20,000 / person. The clear water is suitable for tourists to soak and play in the

water at Tegenungan Waterfall. The Tegenungan Waterfall entrance ticket counter is open from 06:30 – 18:30. The best time to visit is early in the morning around 7:00 am, to avoid the hot weather. You can also come in the afternoon around 16:30, so that the sun is less hot.

#### 2. Tegalalang Rice Terrace Gianyar Bali

When visiting Bali, it's not fair if you just play in the water on the beach or just run on white sand. Bali also offers visits to the Tegalalang Rice Terraces. Also known as the Tegalalang Rice Terrace, this tourist attraction is a rice field area that offers unique and beautiful views. Different from rice fields in other cities, these rice fields are designed in terraces, thus creating enchanting green terraces. This area also looks more beautiful with the many trees that create a shady atmosphere under the hot sun while walking along the rice fields.

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#### 4. Sacred Monkey Forest Ubud

Sacred Monkey Forest Ubud is a unique tourist spot in the Ubud area. As the name suggests, in this forest which is sacred and has a temple, there are hundreds of monkeys. Every day, the monkeys that are sacred and guarded by local residents come down to the ground and interact with tourists who come. The thing that makes tourists choose the Sacred Monkey Forest Ubud is that here visitors can directly interact with monkeys that are considered sacred by the community and witness monkey activities in the Sacred Monkey Forest Ubud. Sacred Monkey Forest is located at Jalan Monkey Forest, Ubud, Gianyar, Bali.

#### 5. Campuhan Hill Ridge Walk

Campuhan Ridge Walk is a jogging track around the hills of Campuhan, Bali. This place is located on Jalan Raya Campuhan, Sayan, Ubud, Kelusa, Payangan, Gianyar Regency. The width of this track is only 1.5 meters wide with a length of about 2 kilometers. The Campuhan Hill Ridge Walk offers views of the hills with beautiful sunrise and sunset views. Campuhan Hill Ridge Walk is often used as a place for jogging and relaxing while enjoying the beauty of the sunrise and sunset that can be seen from this hill.

#### 6. Bali Safari & Marine Park

Bali Safari & Marine Park is located on Jl. Bypass Prof. Dr. Ida Bagus Mantra Km. 19.8 Gianyar and has a land area of approximately 40 hectares. Bali Safari & Marine Park stands in an area that includes three villages, namely Medahan Village, Lebih Village, Serongga Village, which are in Gianyar Regency, Bali. Bali Safari & Marine Park is a state-of-the-art amusement park offering Balinese cultural entertainment and the latest designs in wildlife encounters. This park is home to more than 600 individual animals from 60 selected exotic and endemic species of Indonesia such as the Komodo Dragon, Orang Utan, Bali Mynah, and Sumatran Elephant and many more.

#### 7. Hidden Canyon Beji Guwang, Gianyar

Hidden Canyon Beji Guwang is said to have been formed as a result of natural river erosion. This erosion occurred over thousands of years and eventually formed a canyon in the river flow. Beji itself in Balinese means a river that is considered sacred. The enchantment of Hidden Canyon Beji Guwang is one of the reasons why this tourist attraction is often sought after by visitors. High cliffs along the river are one of the attractions of this tourist spot. To get to the Hidden Canyon Beji Guwang tourist attraction, tourists must pass through rocks and rivers. The distance taken to tourist attractions is about 700 meters from the entrance. Hidden Canyon Beji is located in Banjar Wangbung, Jalan Sahadewa, Guwang, Sukawati District, Gianyar Regency, Bali.

#### 8. Gunung Kawi Temple

The Gunung Kawi site is located in Banjar Panaka, Tampaksiring Village, Gianyar Regency, Bali. This site is about 30 Km from Denpasar City. Geographically, the Gunung Kawi site is located in the Pakerisan river basin at an altitude of 469 meters above sea level. The Gunung Kawi Temple Complex is one of the monumental archaeological remains in Bali and is one of the ancient Balinese sacred buildings located in the Pakerisan Watershed (DAS). The Gunung Kawi Temple complex was first discovered by H.T. Damste in 1920. Research on the Gunung Kawi Temple Complex had been carried out since 1951 by J. C. Krygsman and has continued to this day (Kempers 1960, 81). The existence of sacred buildings in the Pakerisan watershed has been mentioned in inscriptions, including the Batuan Inscription dated 944 Saka (1022 AD) and the Tengkulak A Inscription dated 945 Saka (1023 AD) both issued by King Marakata.

#### 9. Kanto Lampo Waterfall

The name Kanto Lampo is believed to have come from a tree similar to Juwet which is found around the river by local residents. This waterfall also has a spring from the ground and irrigation canals. The irrigation water used by the residents to irrigate the subak overflowed because several of the canals were blocked. This overflow forms the flow of the waterfall until now. Unlike waterfalls in general, Kanto Lampo is not far from residential areas, precisely in the lowland area of Banjar Kelod Kangin. The trekking path that must be passed by visitors is also not too difficult, this is the advantage of Kanto Lampo Waterfall. Kanto Lampo is located in Banjar Kelod Kangin, Beng Village, Gianyar District, Gianyar Regency, Bali.

#### 10. Bali Bird Park Gianyar

Bali Bird Park Gianyar has an area of about 2 hectares and can accommodate around 1,000 birds of 250 different bird species. There are also tropical plants in Bali Bird Park Gianyar, the number of tropical plants here is around 2000 types of plants. Bali Bird Park is in a strategic location, namely the Singapadu highway, Singapadu village, Sukawati District, Gianyar Regency. The distance from Denpasar is about 13 km, while from Ngurah Rai Airport it is about 25 km, a very affordable distance from Bali's tourism centers such as Kuta, Nusa Dua and also Sanur. Activities that can be done besides enjoying the forest park and bird collection, visitors can also take pictures with birds, watch parrots fly and 4-dimensional theater.

The government has actually made various efforts to revive Bali tourism in the midst of a pandemic. This effort has been seen since the launch of the CHSE (Clean, Healthy, Safety, and Environment) Program in September 2020 as a guideline and standard in the tourism sector. This program is

implemented by granting 'CHSE Certification' which guarantees comfort and safety to tourists that the tourism business has complied with hygiene, health, safety and environmental sustainability protocols (Candranegara et al., 2021: 29). In addition, in October 2020, the government also launched the 'We Love Bali' program in the form of a trip around Bali with the aim of educating and campaigning for CHSE certification and tourist attractions in Bali (Syahrin, 2021:74). This is done as an effort to restore tourist confidence. In 2022 the tourism industry has started to rise, the number of domestic tourists coming to Bali has increased. Even though there is still a Covid-19 pandemic in 2022, the people are so enthusiastic that they decided to take a vacation to Bali.

### 3.2 Research Results

respondents with a percentage of 50% female and 50% male. Thus, it can be obtained that domestic tourists visiting the tourist attraction of Tegenungan Waterfall have a draw between 50% female tourists and 50% male tourists out of a total of 100 respondents.

Respondents with a percentage of 90% aged 18-25 years, 6% aged more than 45 years, 3% aged less than 18 years and 1% aged 26-35 years. Thus, it can be obtained that domestic tourists visiting the tourist attraction of Tegenungan Waterfall are dominated by the age group of 18-25 years with a percentage of 90% of the total 100 respondents. Vulnerable tourists aged 18-25 visit the tourist attraction of Tegenungan Waterfall because the place is instagramable and suitable for young people.

origin of domestic tourists visiting the Tegenungan Waterfall tourist attraction 78% came from Java, 10% came from Sumatra, 8% came from Kalimantan, 3% came from Sulawesi, and 1% came from East Nusa Tenggara. Thus, it can be obtained that domestic tourists visiting the tourist attraction of Tegenungan Waterfall are dominated by tourists from Java with a percentage reaching 78% of the total 100 respondents. The majority of domestic tourists who visit the Tegenungan Waterfall tourist attraction come from Java with a percentage of 78% because the area is close to Bali and easy to reach with various modes of transportation.

Respondents' work with a percentage of 61% is student/student, 19% is private/professional, 14% is self-employed, and 6% is civil servant/PNS. So, the result can be obtained that domestic tourists visiting the tourist attraction of Tegenungan Waterfall are dominated by respondents who are students with a percentage of 61% of a total of 100 respondents. Domestic tourists visiting the tourist attraction of Tegenungan Waterfall are dominated by students because they have more free time than other jobs so they have time to visit the tourist attraction of Tegenungan Waterfall.

partners visit respondents with a percentage of 63% with friends, 21% with family, 14% with partners, and 2% alone. So, it can be obtained that domestic tourists who visit the Tegenungan Waterfall tourist attraction are dominated by respondents who visit with friends with a percentage of 63% of the total 100 respondents. Tourists visiting the Tegenungan Waterfall tourist attraction are dominated by tourists visiting with friends, this is strongly related to young age so that tourists do not have a partner or family and prefer to visit with friends.

when visiting respondents with a percentage of 47% came during the day, 31% came in the afternoon. 22% come in the morning. So, it can be seen that the majority of domestic tourists visiting the Tegenungan Waterfall tourist attraction come during the day with a percentage of 47% of the total 100 respondents. The best time to visit Tegenungan Waterfall is during the day, based on observations and the results of interviews with researchers it is known that during the day is the time when the most visitors come to visit the tourist attraction of Tegenungan Waterfall.

the duration of the respondent's visit with a percentage of 47% with a duration of 2-3 hours, 27% with a duration of 1-2 hours, 19% with a duration of 3-4 hours, 3% with a duration of 4-5 hours, 3% with a duration of less than 1 hour, and 1% with a duration of more than 5 hours. So, it can be seen that the majority of domestic tourists visiting the Tegenungan Waterfall tourist attraction come with a duration of 2-3 hours which has a percentage of 47% of the total 100 respondents. Domestic tourists who visit the Tegenungan Waterfall tourist attraction are dominated by tourists who visit for a duration of 2-3 hours, this duration is the right duration to enjoy the beautiful waterfall views.

The purpose of visiting respondents with a percentage of 62% came to relax, 31% came to seek new experiences, 3% for sports, 2% for education and research, and 2% for hobbies. So, the results can be obtained that the majority of domestic tourists who come to the Tegenungan Waterfall tourist attraction come to relax with a percentage of 62% of the total 100 respondents. Domestic tourists visit Tegenungan Waterfall just to take pictures and enjoy for a moment the beauty of the waterfall by relaxing so it doesn't take much time.

### 3.3 Visitor Characteristics

Most visitors who come to the Subak Sembung Ecotourism are 62% male, and 38% female, this can be caused because in general men have more characters who like challenges, high explorers' souls than men. with girls. Visitors are 86% aged 15-24 years, 12% are 25-44 years old, and 2% are 45-64 years old. From the table above, it can be concluded that the age of 15-24 years is the most productive age or known as generation z where this generation spends more time doing activities outside the home such as sports, gathering with friends. Generation Z has the characteristics of wanting to explore new and unique things that they have never known, such as visiting the Subak Sembung Ecotourism. Meanwhile, 45-64 years old is the least age to visit Subak Sembung Ecotourism, this is due to at that age they spend more time at home and family. Visitors who come to the Subak Sembung Ecotourism lived in Denpasar as much as 63%, and from outside Denpasar as much as 37%. Visitors who come to the Subak Sembung Ecotourism are 51% high school students and 51% diploma/bachelor's degree.

Based on employment status, self-employed visitors as much as 2%, civil servants as much as 2%, private employees as much as 19%, students as much as 64%, and others as much as 13%, because the millennial generation and generation z prefer to do activities from outside their homes, where after they are busy from school assignments and college assignments they want to feel relaxed and also spend more free time with friends and their partners to visit Subak Sembung Ecotourism.

The frequency of visits that come to the Subak Sembung Ecotourism is 65% 1<sup>st</sup> time, 2-3 times as much as 32%, and more than 5 times as much as 3%. From the table above, it can be concluded that visitors who come to the Subak Sembung Ecotourism are the majority with a total frequency of 1 time visit as much as 65%. The reason if this are the lack of information about the existence of Subak Sembung Ecotourism, as well as recommendations from friends so that visitors want to come just out of curiosity. Sources of information obtained about the Subak Sembung Ecotourism are from friends

54%, family 11%, social media 28% and others 7%. Information about Subak Sembung Ecotourism is obtained from the experience of previous visits, so that curiosity and wanting to visit the place is done by word of mouth.

Visitor's spending when visiting Subak Sembung Ecotourism are less than Rp. 15,000 or 32%, Rp.16,000-Rp.30,000 in 31%, Rp.31,000-Rp.45,000 in 15%, Rp.45,000-Rp.50,000 in 10%, and over Rp.50,000 in 12%. The majority of spending is less than Rp. 15,000 is because the entrance ticket, and food - beverages prices are still very affordable, so visitors do not need to spend quite a lot of money to enjoy culinary. Travel companions to Subak Sembung Ecotourism are 7% by themselves, 46% with friends, 15% with family, 29% are couples, and 3% others. Most visitors travel with friends could be due to the large number of teenagers of several groups who came together to the Subak Sembung Ecotourism.

### 3.4 The Condition of Facilities and Infrastructure at the Tourist Attraction of Tegenungan Waterfall During the Covid-19 Pandemic

#### 1.) Parking Space Conditions

The tourist attraction of Tegenungan Waterfall has a very large and very adequate parking lot. The parking lot is located in front after the entrance and ticket booth to enter Tegenungan Waterfall. The large parking area can accommodate hundreds of motorbikes/cars of visitors who want to visit the Tegenungan Waterfall tourist attraction. At present, the construction of a new parking lot is underway at the Tegenungan Waterfall tourist attraction in order to increase the parking capacity of visitors' vehicles. Based on observations and from the results of interviews with the management, the condition of the parking lot at the Tegenungan Waterfall tourist attraction can be said to be good.

#### 2.) Photo spot conditions

The tourist attraction of Tegenungan Waterfall has various kinds of photo spots which are scattered around the Waterfall. The manager of Tegenungan Waterfall has uniquely designed these photo spots so that visitors are interested in taking pictures in the places that have been provided. There are photo spots that say welcome to Tegenungan waterfall, heart-shaped photo spots, bird nest-shaped photo spots and so on. The condition of the photo spots at the Tegenungan Waterfall tourist attraction is still very good because they receive routine maintenance once a month.

#### 3.) Conditions of restaurants or food stalls

The tourist attraction of Tegenungan Waterfall has a restaurant or food stall managed by the local community. Restaurants or food stalls located at the Tegenungan Waterfall tourist attraction sell various kinds of food such as suckling pig, mixed rice, ice cream, various types of drinks and so on. The condition of restaurants or food stalls at the tourist attraction of Tegenungan Waterfall during the Covid-19 pandemic was still considered good even though 80% of restaurants or food stalls were temporarily closed due to the tourist attraction of Tegenungan Waterfall experiencing a decrease in the number of visitors. Restaurant or food stall owners still maintain their restaurants by redecorating and cleaning the restaurant regularly.

#### 4.) The condition of the souvenir shop

The tourist attraction of Tegenungan Waterfall has many souvenir shops available along the road to the waterfall location. The souvenir shop at the tourist attraction of Tegenungan Waterfall sells various kinds of souvenirs such as bags, key chains, ashtrays, various merchandise typical of Tegenungan Waterfall and so on. The condition of the souvenir shop located at the Tegenungan Waterfall tourist attraction also still looks good even though it was temporarily closed during the Covid-19 pandemic lockdown.

#### 5.) Conditions of tourist attractions

The tourist attraction of Tegenungan Waterfall has tourist attraction rides such as swings and melukat places which are intended for visitors. The condition of the tourist attraction rides at the Tegenungan Waterfall tourist attraction is still very well maintained due to routine maintenance by Tegenungan Waterfall officers. Based on observations and from the results of interviews with the management, the condition of the tourist attractions at the Tegenungan Waterfall tourist attraction can be said to be good.

#### 6.) The condition of the gazebo/cottage is relaxing

The tourist attraction of Tegenungan Waterfall has seven relaxing gazebos / huts located in the parking area, next to a row of souvenir shops, and also scattered around the waterfall area. Relaxing gazebos/lodges are intended for visitors to rest after being exhausted from traveling to the waterfall. Gazebos / relaxing huts receive regular maintenance by the manager of the Tegenungan Waterfall tourist attraction. Based on observations and from the results of interviews with the manager, the condition of the relaxing gazebo/lodge at the Tegenungan Waterfall tourist attraction can be said to be good.

#### 7.) The condition of the ticket counter

The Tegenungan Waterfall tourist attraction has two entry ticket counters located at the entrance and the road to the waterfall location for ticket checking counters. The condition of the entrance ticket counter is also still good because it receives routine maintenance once a month by the manager of the Tegenungan Waterfall tourist attraction.

#### Condition of stairs

The tourist attraction of Tegenungan Waterfall has steps that are along the ranks of souvenir shops to the location of the waterfall. The many and steep steps make many tourists tired after passing through the many steps to get to the location of the waterfall. The condition of the stairs at the Tegenungan Waterfall tourist attraction is in good condition because every rung that is porous or damaged will be immediately handled by the officer to be repaired.

#### 9.) Water condition

The tourist attraction of Tegenungan Waterfall has infrastructure in the form of clean water in the toilet. The availability of clean water at the Tegenungan Waterfall tourist attraction is useful for tourists who want to clean themselves after playing in the waterfall. Based on observations and from the results of interviews with the manager, the water conditions at the Tegenungan Waterfall tourist attraction can be said to be good.

#### 10.) Condition of public toilets

The tourist attraction of Tegenungan Waterfall has adequate public toilet facilities. Public toilets are intended for visitors and are well cared for by the manager so that visitors can comfortably carry out their activities in public toilets. Toilet cleaning maintenance is carried out by special officers to maintain toilet cleanliness on a regular basis.

#### 11.) Condition of communication network/internet

The tourist attraction of Tegenungan Waterfall has a good communication/internet network because around the location of the waterfall there are signal towers from various providers. Tegenungan Waterfall does not have public wifi, wifi is only intended for the needs of the manager's office.

#### 12.) Condition of trash

The tourist attraction of Tegenungan Waterfall provides a lot of trash cans in every corner. Trash cans are provided by the manager to maintain cleanliness at the waterfall location so that visitors can dispose of trash in its place.

#### 13.) The condition of the hand washing area

The tourist attraction of Tegenungan Waterfall provides a place to wash hands for visitors during the Covid-19 pandemic as a health protocol according to government regulations. Handwashing stations are available scattered at various points around the waterfall location which makes it easier for visitors if they want to wash their hands.

#### 14.) Condition of Security Officer Post

The Tegenungan Waterfall tourist attraction has a security officer post aimed at monitoring the safety of visitors who are carrying out activities at the Tegenungan Waterfall tourist attraction. In addition to monitoring the activities of security guard posts, security officers also monitor visitor activities by walking around the areas that are usually used by visitors for tourist activities. Currently the security guard post at the Tegenungan Waterfall tourist attraction is undergoing renovation to repair damaged parts of the post such as tiles, walls, glass and ceramics.

Based on the results of observations of facilities and infrastructure as well as the results of interviews with researchers on the managers of the Tegenungan Waterfall tourist attraction, it is known that there are nine facilities and six infrastructures in the Tegenungan Waterfall tourist attraction. The facilities at the Tegenungan Waterfall tourist attraction are parking lots, photo spots, restaurants or food stalls, tour guides, tourist attraction rides, relaxing gazebos/lodges, souvenir shops, security guard posts, and entrance ticket counters. Meanwhile, the existing infrastructure at the Tegenungan Waterfall tourist attraction, namely stairs, clean water, public toilets, communication/internet networks, trash cans, and hand washing stations.

The condition of the parking facilities at the Tegenungan Waterfall tourist attraction is said to be good with the expansion of the current parking area, the Tegenungan Waterfall tourist attraction can accommodate a large capacity of visitor vehicles. Photo spots in the tourist attraction of Tegenungan Waterfall are also in good condition due to routine maintenance from the manager of Tegenungan Waterfall. Based on the observations of researchers, restaurants or food stalls in the tourist attraction of Tegenungan Waterfall have good conditions with a variety of foods being sold, such as suckling pig, fried rice, mixed rice and so on. According to Mr. Dewa Bhawayasa, the tour guides at the Tegenungan Waterfall tourist attraction are guides for tourists who want to visit the Tegenungan Waterfall tourist attraction. Tour guides are always ready in place if there are tourists who want to attack. Then there are relaxing gazebo/cottage facilities that can be used by tourists to relax or rest for a moment. The condition of the relaxing gazebo/lodge is said to be good because it also receives routine maintenance by the manager of the Tegenungan Waterfall tourist attraction. The existence of a souvenir shop that sells various kinds of Tegenungan Waterfall-style souvenirs is also a special attraction for tourists visiting the Tegenungan Waterfall tourist attraction. The condition of the souvenir shop in the Tegenungan Waterfall tourist attraction is also fairly good and neatly arranged. The security guard post is also being repaired/renovated by enlarging the security guard post so that officers can work comfortably. There are also two entry ticket counters at the Tegenungan Waterfall Tourist Attraction, the first is the ticket counter and the second is the entry ticket counter. The condition of the two ticket counters is in good condition because they receive routine maintenance every month by the manager.

The condition of the infrastructure of the stairs in the Tegenungan Waterfall tourist attraction is in good condition and also receives regular maintenance by the manager. Many tourists who visit the tourist attraction of Tegenungan Waterfall complain about the many and steep steps. The public toilet infrastructure in the tourist attraction of Tegenungan Waterfall is in good condition and also clean because of maintenance in the form of cleaning which is carried out by the manager every day. Public toilets also have clean water so visitors can use them comfortably and safely. The existing communication/internet network at the tourist attraction of Tegenungan Waterfall is in good condition. All kinds of providers have a strong signal so that visitors get a good communication/internet network. The manager of the Tegenungan Waterfall tourist attraction provides trash cans and handwashing stations in every corner to maintain the cleanliness of the Tegenungan Waterfall tourist attraction.

### **3.5 Perceptions of Indonesian Tourists on Facilities and Infrastructure at the Tourist Attraction of Tegenungan Waterfall During the Covid-19 Pandemic.**

Based on the questionnaire that was distributed by the researchers, 100 respondents were found to have filled out the questionnaire in order to obtain answers regarding the perceptions of domestic tourists on facilities and infrastructure at the Tegenungan Waterfall tourist attraction during the Covid-19 pandemic.

Domestic tourists' perceptions of the parking facilities at the Tegenungan Waterfall tourist attraction were declared "good" based on questionnaire data obtained by researchers with a percentage of 76.4%. A spacious and comfortable parking area is one of the factors that domestic tourists' rate well as parking facilities at the Tegenungan Waterfall tourist attraction. Spot photos get a percentage of 81.2% so that the perception of domestic tourists is "Very Good" for photo spot facilities in the Tegenungan Waterfall tourist attraction. The unique shape of photo spots such as bird nests, heart shapes, and photo spots that say Tegenungan Waterfall and also the location of very good photo spots makes domestic tourists' rate very well the photo spot facilities in the tourist attraction of Tegenungan Waterfall. The perception of "good" domestic tourists on restaurant facilities or food stalls in the Tegenungan Waterfall tourist attraction with a percentage reaching 76%. Facilities for tourist attractions at Tegenungan Waterfall obtained a percentage of 77.6% so that the perception of domestic tourists visiting Tegenungan Waterfall was "good" with existing tourist attractions. The tourist attraction of Tegenungan Waterfall has adequate relaxing gazebos/lodges so that the perception of domestic tourists is "Very Good" with the facilities of relaxed gazebos/lodgings at Tegenungan Waterfall with a percentage reaching 80.2%. Souvenir shops that sell various kinds of typical Tegenungan Waterfall souvenirs get a percentage of 75.4% so that it can be stated that the perception of domestic tourists visiting the "Good" Tegenungan Waterfall tourist attraction on the souvenir shop facilities in the Air tourist attraction Tegenungan Falls. The security guard post gets a percentage of 76.2% so that it

can be stated that the perception of domestic tourists is "Good" for the security guard post infrastructure in the Tegenungan Waterfall tourist attraction. The largest percentage was obtained by the entrance ticket counter facility at the Tegenungan Waterfall tourist attraction with a percentage reaching 81.8% so that it can be stated that the perception of domestic tourists is "Very Good" at the entrance ticket counter facility.

The perception of domestic tourists on the infrastructure of the stairs which is the access for visitors to the waterfall obtains a percentage of 82.4% so that it can be stated that the perception of domestic tourists is "Very Good" on the infrastructure of the stairs in the tourist attraction of Tegenungan Waterfall. The stairs in the tourist attraction of Tegenungan Waterfall are quite adequate even though the access is steep and there are so many stairs that the majority of visitors feel tired. Clean water infrastructure is highly considered by the manager of the Tegenungan Waterfall tourist attraction so that the perception of domestic tourists is "Very Good" on clean water infrastructure with a percentage of 82%. The manager of the Tegenungan Waterfall tourist attraction really maintains the cleanliness of existing public toilets so that visitors can feel comfortable using existing public toilets. Public toilet infrastructure obtained a percentage of 81.2% and it can be stated that the perception of domestic tourists is "Very Good" on public toilet infrastructure in the Tegenungan Waterfall tourist attraction. Adequate internet communication network infrastructure proven by various providers can be properly used in the Tegenungan Waterfall area, but the tourist attraction of Tegenungan Waterfall does not have public wifi that can be used freely by visitors. Internet communication network infrastructure obtained a percentage of 77.6% and it can be said that the perception of domestic tourists is "good" on the existing internet communication network infrastructure at the Tegenungan Waterfall tourist attraction. The availability of trash cans in every corner of the Tegenungan Waterfall area makes it easier for visitors to dispose of trash in its place and maintain the cleanliness of the waterfall environment. Garbage bin infrastructure in the tourist attraction of Tegenungan Waterfall obtains a percentage of 80% so that it can be stated that the perception of domestic tourists is "Very Good" on trash can infrastructure. Handwashing facilities received a percentage of 77% so that it can be stated that the perception of domestic tourists is "good" for handwashing facilities in the Tegenungan Waterfall tourist attraction.

The index value obtained was 78.9%, it can be concluded that the perception of domestic tourists on the facilities and infrastructure at the Tegenungan Waterfall tourist attraction is "GOOD" (Index Value 60% -79.99%).

The order of the two indicators of facilities and infrastructure with the highest score is the infrastructure indicator (rungs) with a score of 82.4% and the title "VERY GOOD" (Index Score 80% -100%). Followed by the indicator that obtained the lowest score was the facility indicator (souvenir store) with a score of 75.4% and categorized as "GOOD" (Index Value 60% -79.99%).

The results of this study were corroborated by previous research which was located in the same location at Tegenungan Waterfall with the title "Strategy of the Tegenungan Traditional Village in Managing Tegenungan Waterfall Tourism Objects, Sukawati District, Gianyar Regency". The research discusses the mandate given by the Tegenungan traditional village to CV. Tegenungan Merta Jiwa Wahana Tirtha as an active manager of the Tegenungan Waterfall tourist attraction. CV. Tegenungan Merta Jiwa Wahana Tirtha forms a clear hierarchy of managers of Tegenungan Waterfall attractions with a committee structure, manager, CV supervisor and coordinator, CV secretary, CV treasurer, as well as CV functional group positions such as ticket clerk, parking attendant, gardener, lifeguard, pecalang, janitors, garbage workers and toilet attendants. From the organizational structure, it can be said that the management of the Tegenungan Waterfall tourist attraction is clear and can be carried out quite well in the field. Evidenced by the decision to improve access to the waterfall and the expansion of the parking area that has been done. Tegenungan Traditional Village has several strategies, namely improving existing facilities (parking facilities, counter facilities, road access to tourist objects) and developing existing facilities such as expanding bathing pools from springs, adding photo spots and adding safety facilities, such as buoys. Everything has been completed and managed properly by the manager of the Tegenungan Waterfall tourist attraction.

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#### 4. Conclusions and Suggestions

Based on the research results, the following conclusions are obtained:

1. All of these facilities at Tegenungan Waterfall are still well maintained because maintenance is carried out at least once a month even though they were closed due to the Covid-19 pandemic. Meanwhile, the infrastructure at Tegenungan Waterfall is also routinely maintained by the managers in the Tegenungan Waterfall tourist attraction and based on observations made by researchers the condition of the infrastructure can be said to be good. But of all the facilities and infrastructure there is one thing that is lacking, namely free wifi for visitors.

2. It can be seen that the perception of domestic tourists on facilities and infrastructure can be said to be "GOOD". In terms of facilities, such as parking lots with a percentage of 76.4%, photo spots with a percentage of 81.2%, restaurants/food stalls with a percentage of 76%, tourist attractions with a percentage of 77.6%, gazebos/ huts with a percentage of 80.2% , Souvenir Shops with a percentage of 75.4%, Security Post with a percentage of 76.2%, and Ticket Booths with a percentage of 81.8%. As for Infrastructure, it was assessed from access to stairs with a percentage of 82.4%, clean water with a percentage of 82%, communication networks/internet with a percentage of 77.6%, garbage bins with a percentage of 80%, hand washing facilities with a percentage of 77%, and public toilets with a percentage of 81.2%. So that from the calculation of the total value the perception of domestic tourists on the facilities and infrastructure at Tegenungan Waterfall can be said to be "GOOD".

From the results of this study, the advice that can be given especially for managers of Tegenungan Waterfall is to maintain and add to the existing facilities and infrastructure. It can be said that the existing facilities and infrastructure at Tegenungan Waterfall are satisfactory, but there needs to be development or additions so that tourists can spend quite a long time and also feel comfortable, so they will return to visit Tegenungan Waterfall in the future. One of the additional facilities that can be added to the Tegenungan Waterfall tour is free wifi for visitors. Currently, the need for social media and the internet for tourists is a premier need to show or inform that tourists are at Tegenungan Waterfall. By showing photos of tourists while at the Tegenungan waterfall, this indirectly promotes the tourist attraction itself, so that free internet or wifi for tourists can make tourists more satisfied and comfortable. For the availability of tour guides, the manager can pay attention because at this point the lowest percentage of all questionnaire answers that have been processed is obtained. The manager is obliged to improve the quality of tour guides and be able to work with competent parties in this regard.



Meanwhile, domestic tourists who visit the Tegenungan Waterfall tour are expected to be able to maintain the preservation of nature and comply with the regulations that have been set in order to maintain mutual security. By complying with the regulations that have been set, domestic tourists will also feel more comfortable traveling and avoid unwanted things. In addition, for further research it is suggested that the research discusses more about tourist satisfaction regarding other facilities and infrastructure because currently at Tegenungan Waterfall the development of existing facilities and infrastructure is being carried out, so it is very interesting for further research.

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