



Resilience Efforts during the Covid-19 Pandemic in the Bali Bird Park, Gianyar District

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ABSTRACT

Bali Bird Park is a tourist attraction that focuses on ecotourism in Gianyar Regency. In its application, Bali Bird Park carries out the preservation, conservation and breeding of birds. Bali Bird Park is one of the tourist destinations that survived the Covid-19 pandemic in Gianyar. This can be seen from the existence of several resilience that has been done. Seeing the existence of this resilience implementation, it is important to conduct research on "Resilience Efforts During the Covid-19 Pandemic Period in Bali Bird Park, Gianyar Regency". This research was conducted to find out and maximize the resilience that was carried out during the Covid-19 pandemic so that researchers could provide the right advice based on the analysis that had been carried out. The concepts used are the Covid-19 pandemic, CHSE, and resilience. This research uses qualitative analysis of inductive data.

Based on the results of research conducted at the Bali Bird Park, it can be concluded that during the Covid-19 pandemic, Bali Bird Park was completely closed due to government policy to close all tourist destinations. In July 2020 the Bali Bird Park was reopened with a health protocol with a letter provided by the Gianyar Regency Tourism Office. The resilience efforts carried out by Bali Bird Park during the Covid-19 pandemic were reviewed through social-ecological system-based resilience.

Keywords: Covid-19 Pandemic, CHSE, Resilience

1. Introduction

Coronavirus is a group of viruses that are known to cause respiratory tract infections in humans ranging from coughs or colds to more serious ones such as Middle East Respiratory Syndrome (MERS) and Severe Acute Respiratory Syndrome (SARS). Covid-19 is an infectious disease caused by the coronavirus itself. This disease was first discovered in Wuhan, China in 2019. Currently, Covid-19 has become a pandemic that has occurred throughout the world. This Covid-19 disease can be spread through droplets that come out of the nose or mouth when someone is coughing, runny nose, or sneezing. In handling it, several countries implemented lockdowns, namely closing access to a country in order to prevent the increasingly widespread spread of Covid-19. The implementation of this lockdown had a huge impact on all sectors, especially the tourism sector. One of the countries affected especially in the tourism sector is Indonesia.

In 2021, Indonesia will temporarily close entry gates for all foreign nationals (WNA) starting January 1, 2021. This closure is done to prevent the spread of the Covid-19 variant with the latest variant being first detected in the UK. After that, the government allowed 19 countries to visit Indonesia for tourism on October 14, 2021 with conditions based on Circular Letter (SE) of Air Transportation No. 85/2021 concerning Guidelines for Implementation of International Travel by Air Transportation During the Covid-19 Pandemic. This Circular Letter has been effective since 14 October 2021 referring to the Circular Letter of the Covid-19 Handling Task Force No.20/021 which aims to prevent the transmission of Covid-19 through monitoring, controlling and evaluating international travel by air transportation. On November 29 2021, Indonesia closed again for 8 countries to prevent transmission of the Covid-19 virus. The opening and closing for tourism has had a huge impact on several provinces in Indonesia, one of which is the Province of Bali.

Bali Province is one of the most visited tourist destinations by domestic and foreign tourists. There are several types of tourist objects in Bali that attract the attention of tourists, namely natural tourism, cultural tourism and artificial tourism. Even though the pandemic situation has not fully recovered, Bali remains one of the most popular tourist destinations. This can be seen in the increase in domestic tourist visits which increased in January 2022 which reached 527,444, while domestic tourists who came in January 2021 were only 282,248 (Ministry of Tourism and Tourism Economy, 2022). In addition, an increase in foreign tourists has also begun to be seen from the opening of international flights, especially to Bali. This international flight first landed on

16 February 2022 with Singapore Airlines. In an effort to prevent the spread of Covid-19, the Provincial Government of Bali has issued several requirements for foreign tourist visa flights to Bali. Some of these conditions are having a complete vaccine or booster vaccine, showing a negative PCR swab test result before departure (while still in the country of origin), and taking a PCR swab test upon arrival in Bali. With these requirements, the number of tourists coming to Bali can continue to increase. This will definitely have an impact on regions that have income from the tourism sector, one of which is Gianyar Regency.

Gianyar Regency is one of 9 Regencies/Cities in the Province of Bali. This district is very rich in diversity, arts, customs and culture that have developed and been preserved to this day so that Gianyar Regency is known as the Arts District which attracts tourists. Tourism development in Gianyar Regency is community-based, has global competitiveness, and is based on Tri Hita Karana, namely the good relationship between humans and the Creator, humans and each other, and the relationship between humans and nature itself. Apart from nature, Gianyar Regency also has several attractions based on preservation and conservation such as the Ubud Monkey Forest, Bali Safari and Marine Park, Kemenuh Butterfly Garden, and Bali Bird Park. Due to the Covid-19 pandemic, Bali has officially temporarily closed various tourist attractions in the area to prevent the spread of the Covid-19 virus. This closure was carried out in accordance with the Letter of the Ministry of State Secretary of the Republic of Indonesia and the call from the Governor of Bali to limit the movement of tourists in Bali. One of the affected tourist attractions is the Bali Bird Park.

Bali Bird Park is a tourist attraction that focuses on ecotourism in Gianyar Regency. In its application, Bali Bird Park carries out the preservation, conservation and breeding of birds. The birds in the Bali Bird Park are very diverse, starting from birds in Indonesia but also beautiful and exotic birds from various countries. Bali Bird Park really strives for the habitat that is there to be the same as the habitat in the wild. Inside there are lots of attractions related to birds accompanied by adequate facilities such as restaurants, cafes, and 4D theaters. The existence of the Covid-19 pandemic has greatly hampered tourism activities, especially at the Bali Bird Park. So far, Bali Bird Park has closed several times due to Emergency PPKM. This closure caused Bali Bird Park to experience a decline in revenue of up to 90%. This income greatly influences several things, one of which is animal care. This is very influential because Bali Bird Park's income comes from tourist visits. In its survival in the midst of this pandemic, Bali Bird Park has carried out CHSE (Cleanliness, Health, Safety and Environmental Sustainability) certification as a condition for operating. Apart from that, the Bali Bird Park has also reduced ticket prices from IDR 180,000 – IDR 400,000 per person to IDR 70,000 – IDR 100,000 per person.

Bali Bird Park is one of the tourist destinations that survived the Covid-19 pandemic in Gianyar. This can be seen from the existence of several resilience that has been done. Based on the several things that have been explained, the existence of CHSE certification and a reduction in the price of admission tickets is part of resilience. Seeing the existence of this resilience implementation, it is important to conduct research on "Resilience Efforts During the Covid-19 Pandemic Period in Bali Bird Park, Gianyar Regency". This research was conducted to find out and maximize the resilience that was carried out during the Covid-19 pandemic so that researchers could provide the right advice based on the analysis that had been carried out.

2. Methodology

WHO (World Health Organization) describes Coronavirus Disease (Covid-19) as an infectious disease caused by the Corona Virus (SARS-CoV-2) which attacks human respiration, this virus is spread primarily through droplets of saliva or nasal secretions when an infected person coughs or sneezes (www.who.int, 2020). Based on the press conference "Media Briefing on COVID19 - March 2020", Dr. Tedros Adhanom Ghebreyesus as WHO Director General announced that the Novel Corona Virus (Covid-19) was declared a global pandemic on March 11 2020 (Cucinotta and Vanelli, 2020).

RI President Joko Widodo declared Covid-19 a national disaster on 13 April 2020 (bnpb.go.id, 2020). This is stipulated in the Presidential Decree of the Republic of Indonesia Number 12 of 2020 concerning Designation of Non-Natural Disasters by the Spread of Corona Virus Disease 2019 (Covid-19) as a National Disaster.

CHSE (Cleanliness, Health, Safety, and Environmental Sustainability)

CHSE stands for Cleanliness, Health, Safety and Environmental Sustainability or hereinafter referred to as Guidelines for Implementation of Cleanliness, Health, Safety and Environmental Sustainability in Tourist Attractions, which is an operational guideline for the Decree of the Minister of Health Number HK.01.07/Menkes/382/2020 concerning Health Protocols for Communities in Public Places and Facilities in the Context of Prevention and Control of Corona Virus Disease 2019 (Covid-19). This guide is intended for entrepreneurs and/or managers, employees and local tour guides in meeting the needs of visitors for tourism products and services that are clean, healthy, safe and environmentally friendly during the Covid-19 pandemic (Kemenparekraf, 2020).

Resilience or resilience can be interpreted as the ability to adapt to individuals/society after physical and social changes occur. Butlers (2017). Butler (2017) suggests that individuals/local communities in tourist destinations should build resilience thinking with the aim of being able to survive disturbances and collisions, while increasing knowledge about recovery from natural, health, economic and security threats. So that resilient thinking can be used as a form of application to support the implementation of resilience strategies in the tourism context. One way to build resilience thinking is to understand the principles of building resilience with the principles of building resilience based on socio-ecology by Biggs and friends (2012b, 2015 in Butler, 2017), which consists of:

1. Diversity
2. Redundancy
3. Connectivity
4. Managing Slow Variables and Feedbacks
5. Experimentation and Learning
6. Participation
7. Polycentric Governance

According to Sugiyono (2010), data analysis techniques mean the process of searching for data, by classifying, describing, synthesizing, and organizing data into a pattern, choosing what is important and what will be learned, making conclusions, and making it easy to understand yourself and others. Qualitative data analysis is the result of in-depth investigation through non-numerical or non-statistical methods (Istijanto, 2008). Therefore, qualitative research does not have absolute formulas or rules for processing and analyzing data.

Qualitative research uses inductive data analysis for several reasons. First, the induction process is better able to find many facts contained in the data. Second, inductive analysis is more capable of making the researcher-correspondent relationship clear, identifiable, and accountable. Third, such an analysis is better able to describe the environment more fully, and can decide whether to transfer to another environment. Fourth, inductive analysis is more likely to find general effects that strengthen relationships. Fifth, such an analysis may explicitly consider values as part of the structure of the analysis.

3. Results

Overview

Bali Bird Park is a conservation as well as a recreational place for education which is located on Jl. Sergeant Cok Ngurah Gambir, Singapadu, Batubulan, Gianyar Regency, Bali Province. Bali Bird Park was inaugurated on October 24, 1995 which is managed by a private company, namely, PT TamanBird Citra Bali Internasional. This company was founded with the aim of ex situ conservation, education, and research. Bali Bird Park itself is led by Nick Blackbeard assisted by the General Manager held by Pande Suastika.

This conservation has an area of 2 hectares with a collection of nearly 1,000 birds representing more than 250 species which are divided into 8 zones according to the type and origin of the birds.

Bali Bird Park is widely known by local and foreign tourists for the beauty of the birds there. In addition to a collection of birds, Bali Bird Park has a fun attraction for tourists by walking leisurely in the park and exploring the world of birds by listening to the sounds of various types of birds and being able to observe how birds live in their own habitat up close. Apart from walking leisurely, tourists can also join the bird keepers at the Bali Bird Park and participate in feeding the birds and watching shows according to a predetermined schedule.

Tourists who came to the Bali Bird Park during the Covid-19 pandemic were dominated by domestic tourists, especially the Balinese themselves. Tourists who come are dominated by generation z with ages 12-26 years. The gender of tourists during the Covid-19 pandemic was dominated by women. This happens because Bali Bird Park has photo spots that can be used by tourists to take pictures. Tourists who come to Bali Bird Park are also dominated by student tourists. Therefore, most income from tourists at Bali Bird Park is under Rp. 1,000,000.

CHSE conditions at Bali Bird Park

During the Covid-19 pandemic, namely April 2020, Bali Bird Park was completely closed due to government policy to close all tourist destinations. This causes no revenue to come in from ticket sales. In July 2020, the government allowed the opening of tourist destinations by implementing health protocols. On 12 July 2020, Bali Bird Park was reopened with a health protocol issued by the Gianyar Regency Tourism Office.

Based on the Decree of the Minister of Health Number HK.01.07/Menkes/382/2020 concerning Health Protocols for Communities in Public Places and Facilities in the Context of Prevention and Control of Corona Virus Disease 2019 (COVID-19) every tourist destination carrying out its activities is required to implement CHSE (Cleanliness, Health, Safety and Environmental Sustainability). This is to increase the sense of security and comfort for tourists when visiting a tourist destination. The implementation of CHSE by Bali Bird Park must be carried out by tourists, tour guides, and employees who carry out tourism activities. The CHSE implementation carried out by Bali Bird Park is as follows:

1. Cleanliness

In terms of hygiene during the Covid-19 pandemic, Bali Bird Park requires employees who work to wash their hands before and after coming into contact with birds, visitors and other employees. Tourists are also required to wash their hands when entering the Bali Bird Park and when going to and after coming into contact with birds or other people. In terms of facilities, Bali Bird Park provides a place to wash hands and hand sanitizers in each zone. During the Covid-19 pandemic, disinfectant spraying was carried out every day in the morning and evening. In addition, the cleanliness of the environment and parks is also carried out every day so that no trash disturbs the view. In addition, the cleanliness of facilities such as toilets is also considered by cleaning the toilet twice a day. Apart from the cleanliness of tourists, Bali Bird Park also pays attention to the cleanliness of animals. This is done by holding bird care by the Bali Provincial Animal Husbandry and Animal Health Service every 2 months. Apart from that, the Bali Bird Park also has a clinic and isolation room for sick birds with veterinarians.

2. Health

Regarding the health aspect during the Covid-19 pandemic, Bali Bird Park restricted tourist visits in the form of limiting visiting days. Before the pandemic, Bali Bird Park opened visits every day but during the pandemic, visits were only open on Saturdays, Sundays and national holidays. This restriction is also carried out by placing a cross on the seat for attractions in maintaining distance or physical distancing between tourists. Apart from that, the Bali Bird Park also checks the body temperature of each tourist and the wearing of a mask before going inside. For tourists who have temperatures above normal temperatures, these tourists may not enter inside. Bali Bird Park also always reminds tourists who come to maintain oral and written health protocols. This verbal action was carried out by reminding tourists to maintain health protocols through loudspeakers. This written action was carried out by placing posters regarding health protocols in each area.

Apart from outdoor activities, Bali Bird Park also has indoor activities in the theater. Even though it is carried out indoors, Bali Bird Park continues to limit the capacity for tourists who watch in the theater. Apart from that, the Bali Bird Park also pays attention to medical equipment, namely First Aid (First Aid) which is used to handle minor accidents for tourists. This first aid kit contains medicines and minor accident handling kits. If a more severe accident occurs, tourists and employees will contact the nearest health center or hospital.

3. Safety

In terms of safety, the procedures implemented at the Bali Bird Park can be seen during the bird show where the officers urge visitors not to hold food and drink during the show. In addition, the officers also gave social distancing signs on the visitor seats and appealed to visitors to remain seated during the show. Apart from that, Bali Bird Park also has a gathering point in the event of a natural disaster. Employees who work have also received training on self-rescue from natural disasters such as earthquakes which are carried out 2 times a year.

4. Environmental Sustainability

In Environment Sustainability there are three main components namely threatened species, forest cover change and wastewater treatment. For the first component, namely Threatened species which has been carried out by the Bali Bird Park by conserving animal's species that must be protected and preserved, such as the Bali Starling, Rajawali and Komodo dragons. The second component is to reduce the Forest Cover Change in question is the area that is not covered by forest. The Bali Bird Park continues to maintain the natural conditions around it and minimizes the amount of development around the area. Then finally, for Wastewater treatment, there is no waste treatment plant in the Bali Bird Park.

Socio-Ecological System-Based Resilience during the Covid-19 Pandemic

The following is the resilience carried out by Bali Bird Park during the pandemic:

1. Diversity

Bali Bird Park has several very interesting tourist attractions by bringing tourists to the natural habitat of birds and interacting directly with existing birds. During the pandemic, the Bali Bird Park experienced a decrease in the number of tourist visits which had an impact on the maintenance of existing birds. In carrying out resilience at the diversity stage, Bali Bird Park focuses on its management, especially on bird feed and their breeding. In conducting breeding before the pandemic, Bali Bird Park had a special place for breeding and special staff to care for it. During a pandemic, breeding was done by installing bird nests in each bird cage so that birds could breed naturally. After hatching, the new baby birds will be transferred to the incubator and will be cared for by their own parents naturally.

This pandemic has also affected tourist attractions at the Bali Bird Park. Several tourist attractions in Bali Bird Park involve more than one type of bird. This is done to streamline the management of bird feed. Apart from that, in carrying out this principle of diversity, Bali Bird Park also has a new attraction during the pandemic, namely, a virtual tour. The virtual tour that was carried out during this pandemic was targeted for educational tours with promotions to several schools and could only be ordered through Bali Bird Park contacts. In this virtual tour program, Bali Bird Park holds 2 sessions in one day. The number of virtual tour participants in 1 session is 20 people. If more than 20 people, it will be divided into 2 sessions or will be scheduled for the next day.

2. Redundancy

In the principle of redundancy or diversity, Bali Bird Park has many tourist attractions that can attract tourists by interacting directly with birds. This tourist attraction owned by Bali Bird Park has one thing in common, namely feeding. This feeding is a tourist attraction where tourists can provide food directly to birds. The difference in each of these feeding attractions is the type of bird that is adapted to each zone. During this pandemic, this tourist attraction could not run optimally due to a reduction in bird species in the attraction. This is done to maximize the existing bird feed. Bali Bird Park itself continues to hold this attraction with a limited number of bird species.

3. Connectivity

Bali Bird Park is one of the surviving tourist destinations in Bali during the pandemic. In carrying out resilience based on the principle of connectivity or connectivity, the relationship between stakeholders has a big role in maintaining this existence. During this pandemic, the government held socialization and CHSE certification as a guarantee to tourists for the implementation of Cleanliness, Health, Safety and Environmental Conservation. In addition, the government also provides vaccinations for all employees and provides assistance funds and provides support by buying tickets and products at the Bali Bird Park.

The role of the community is also very large in maintaining the existence of the Bali Bird Park. During the pandemic, the local community around assisted Bali Bird Park in promoting it to tourists by becoming guides. Apart from the local community, the Balinese also have their own role in maintaining the existence of the Bali Bird Park by buying tickets for tours.

4. Managing Slow Variables and Feedbacks

This pandemic period has had quite a negative impact on Bali Bird Park. The negative impact that was felt directly by the management was the decrease in income due to the closure of tourist destinations at the start of the pandemic as well as large-scale restrictions that made the Bali Bird Park's operations not optimal. Apart from income, the lack of employee performance for tourists during the pandemic was also felt. This happens because of the lack of professional employees in assisting tourists.

In overcoming these negative impacts, Bali Bird Park uses the principle of managing slow variables and feedback by emphasizing openness to feedback in the form of positive responses to overcome this pandemic. This is done by holding feeding training, namely training to feed birds and provide product knowledge for all employees. To restore revenue, Bali Bird Park is making efforts in marketing by launching the WEEP (Wild Encounter Education Program) program. The WEEP program is carried out by coming to a café/beachclub/hotel by bringing a collection of birds from the Bali Bird Park to educate visitors as well as carry out promotions. After that, visitors who come can make donations and visitors who make these donations will get free vouchers to enter the Bali Bird Park. The birds that are usually brought in the WEEP program are Macau birds and have obtained permission from the BKSDA (Natural Resources Conservation Center).

5. Experimentation and Learning

The Covid-19 pandemic has not always had a bad impact on Bali Bird Park. In maintaining its existence, Bali Bird Park also conducts experimentation and learning or learning to receive new knowledge. With this pandemic, Bali Bird Park is also learning something new, namely virtual tours. This virtual tour was launched at the start of the Covid-19 pandemic in 2019 to reach tourists because they could not interact directly with the birds in the Bali Bird Park. In the process of this virtual tour, Bali Bird Park conducted several trials.

At first, Bali Bird Park conducted a trial using tabs but the results were not optimal because the video obtained was unstable, so Bali Bird Park conducted another trial. In the next trial, Bali Bird Park uses HP media and selfie sticks that can be replaced with gimbals. The results of this experiment are also not

maximized because the video obtained is still unstable. In addition to video capture media, Bali Bird Park is also testing media for conveying information using headsets. Initially, Bali Bird Park tried to use a wired headset. The results of this experiment were not maximized because it was not effective in explaining a material so it was changed to a Bluetooth headset. In addition to trials, Bali Bird Park is also holding a virtual tour comparative study with Reptile Park as one of the tourist destinations that has previously conducted virtual tours before Bali Bird Park.

Apart from the limited number of tourists, during the Covid-19 pandemic, Bali Bird Park also reduced its employees so that Bali Bird Park also held several trainings. One of the trainings held is feeding, namely training in feeding birds in the Bali Bird Park. This training was conducted by the Guest Experience Department for all employees at the Bali Bird Park. Apart from feeding, there is Hospitality socialization carried out by HR to all employees to increase hospitality in the Bali Bird Park environment. Apart from being internal, there is CHSE socialization which aims to prevent the spread of the Covid-19 virus. The socialization was carried out by the government to all employees at the Bali Bird Park.

6. Participation

In carrying out resilience, Bali Bird Park carries out the principle of participation or participation by providing facilities to hold meetings with the tourism office. This meeting aims to discuss the sustainability of the Bali Bird Park during the pandemic as well as socialization about CHSE. CHSE stands for Cleanliness, Health, Safety and Environmental Sustainability or hereinafter referred to as Guidelines for Implementation of Cleanliness, Health, Safety and Environmental Sustainability in Tourist Attractions, which is an operational guideline for the Decree of the Minister of Health Number HK.01.07/Menkes/382/2020 concerning Health Protocols for Communities in Public Places and Facilities in the Context of Prevention and Control of Corona Virus Disease 2019 (Covid-19). This guide is intended for entrepreneurs and/or managers, employees and local tour guides in meeting the needs of visitors for tourism products and services that are clean, healthy, safe and environmentally friendly during the Covid-19 pandemic (Kemenparekraf, 2020).

After the meeting was held, Bali Bird Park coordinated with the local tourism agency to carry out the CHSE certification. CHSE certification is a process of granting certificates to Tourism Businesses, Tourism Destinations and Tourism Products to provide guarantees to tourists regarding the implementation of cleanliness, health, safety and environmental sustainability (Kemenparekraf, 2020).

7. Polycentric Governance

In carrying out resilience with the principles of polycentric governance or polycentric governance, Bali Bird Park refers to the management of government authorities. In dealing with this pandemic, the government conducted CHSE. CHSE stands for Cleanliness, Health, Safety and Environmental Sustainability or hereinafter referred to as Guidelines for Implementation of Cleanliness, Health, Safety and Environmental Sustainability in Tourist Attractions, which is an operational guideline for the Decree of the Minister of Health Number HK.01.07/Menkes/382/2020 concerning Health Protocols for Communities in Public Places and Facilities in the Context of Prevention and Control of Corona Virus Disease 2019 (Covid-19). This is an obligation that must be carried out by all tourism destinations including the Bali Bird Park.

By implementing this polycentric governance principle in terms of resilience, Bali Bird Park also maintains good relations with the local government. In maintaining this good relationship, Bali Bird Park appreciates the government by giving special prices when visiting the Bali Bird Park.

4. Conclusion

Based on the results of research that has been conducted at the Bali Bird Park, the following conclusions can be drawn:

1. During the Covid-19 pandemic, Bali Bird Park was completely closed due to government policy to close all tourist destinations. In July 2020 the Bali Bird Park was reopened with a health protocol with a letter provided by the Gianyar Regency Tourism Office. The health protocol was also adjusted based on the Decree of the Minister of Health Number HK.01.07/Menkes/382/2020 concerning Health Protocols for Communities in Public Places and Facilities in the Context of Prevention and Control of Corona Virus Disease 2019 (COVID-19) which consists of CHSE (Cleanliness, Health, Safety and Environmental Sustainability).

2. The resilience efforts carried out by Bali Bird Park during the Covid-19 pandemic were reviewed through social-ecological system-based resilience.

Based on the conclusions above, suggestions that can be addressed to Bali Bird Park managers and tourists are as follows:

1. Managers are expected to be able to maximize virtual tour attractions by launching this attraction so that it can be booked in general so that tourists can also enjoy this attraction. Apart from that, it is hoped that the manager will also impose sanctions on tourists and employees who do not comply with the health protocols that have been socialized. This is done so that all tourists and employees at the Bali Bird Park can feel safe.

2. Tourists are expected to prepare themselves before traveling according to the regulations that have been socialized. Apart from that, tourists are also expected to comply with the health protocol regulations that have been socialized by the Bali Bird Park.

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