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Challenges and Solutions

# Proceedings



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Indonesia's Ability in Implementing Green HRM to Achieve SDG's Goals (Especially in Goal No.12) Suryo Prakoso, Sartika Dewinta.....	106
Implementation of Sustainable Livelihood Approach in Developing Country: A Proposal to Solve Problem of Poverty, Hunger, Low Quality Education and Health Muhammad Nasir, Yossita Wisman.....	121
Effect of Human Resource Management Management, Performance Through Innovation Organization Sina Setyadi.....	133
Creative Industry Competitiveness in Indonesia (Especially on Creative Industry Map) Kurniawan Subagja.....	148
Effect of Implementation of Quality Assurance and Business Incubator on Entrepreneur Quality of SMEs in East Java Muhammad Arifin, Rudy Wahyono, Sihwahjoeni .....	178
Effect of Electronic Word of Mouth, Trust, Perceived Risk, Website Quality on Transactions using E-Commerce Nurjung Candra Ervia Danis, Budi Istiyanto, Elia Ardyan.....	197
Effect of Transformational Leadership, Organizational Culture on Employment Motivation on The Managerial Performance through Organizational Citizenship Behavior Hariyono .....	209
Analysis of Competitiveness Traditional Retail To Modern Retail from Consumer Perspective Nuryati Hardiani, Nanik Sisharini .....	224
The Application of Sustainable Development Concept for Tourism Development in Indonesia Liliani Risfandini, Sunardi .....	232
The Influence of Social Media and Service Quality on Satisfaction and Loyalty Muhammad Eka Suprajang, Nazief Nirwanto, Achmad Firdiansjah .....	245

Development in Research-Based Villages by Utilizing ADD Prayoga .....	258
System of Personnel Movement Using Global Positioning (GPS) Design Budiyanto, Aries Boedi Setiawan, Suherman, Yusuf Novrianto	265
Room Lighting Electric Power Savings Using PIR Sensor W. Koka, Aries Boedi Setiawan, Mochammad Viky Aditya, .....	280
Integration of Accelerometer Sensor and GPS Module Smart Bike Design Saeuru, Aries Boedi Setiawan, Nachrowi, Rachmat Hidayat S.	299
Patterns on Traditional Houses in Java as an Effort to Preserve Historic Buildings Budiyanto, Pindo Tutuko, Hery Budiyanto .....	312
Designing of GSM and CDMA Signal Budiyanto, Nachrowie, Aries B. Setiawan, Sanditiya Kristian S, Dina S. W.....	325
Quality in Architecture of traditional Sasak settlements in Lombok Arief, Achmad Tutut Subadyo.....	337
Designing The Role of Artificial Lighting In Commercial Buildings Ayu Retno Wulan, Dina Poerwoningsih, Doko Bonifacius .....	352
Development of Residential Development in Urban Fairies Priyono, Pindo Tutuko.....	363
Designing Prefabricated Homes Using the Faster, Better, Cheaper Concept Budiyanto, Pindo Tutuko, Hery Budiyanto, Dina Poerwoningsih	370
Challenges of Green Open Space (Its Roles, Forms and Functions) in the Era of Sustainable Development Goals Budiyanto, Dina Poerwoningsih .....	382



Evolution of the Philosophy, Traditions and the Concept of Islamic Architecture and Its Implementation in the Design of Architecture Izzuddin, Dina Poerwoningsih.....	397
Design of Sustainable Lake Tourism Design in Ranu Klakah, Tengger Region, East Java, Indonesia Rosalia Niniek Sri Lestari, A. Tutut Subadyo .....	409
Thermal Impulse Study Of Solid Propellants Combustion Containing Activated Carbon From Coconut Shell As A Catalyst Achman Supadmana Muda, I.N.G.Wardana, Nurkholis Hamidi, Aliati, Aries Boedi Setiawan.....	425
The Design of "Kampung Tematik Malang 2016" on Kampung Kasin, Malang, Indonesia Bayoko, Erna Winansih, Junianto.....	434
Monitoring System Design System as Measuring Temperature Measures Prayuda, Aries Boedi Setiawan, Nova Suryangga.....	446
Design of "Kayangan Api Park" at Bojonegoro as Facilities The 15 Th Asian Olympic Games Tut Subadyo, Junianto .....	458
Effectivity of "Pokdarwis" Role on Successfully Marketing Tourism Village Towards "Mega Tourism: Batu City For The World" Hidayatullah, Ike Kusdyah Rachmawati, Umu Khourah, Imany Alhyastiti.....	467

## **The Effectivity of "Pokdarwis" Role on Successfully Marketing of Tourism Village Towards "Mega Tourism: Batu City For The World"**

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Tourism sector is the one of the leading sectors of Batu City. To enhance the spirit of tourism sector development in the international sphere, in 2017 Government of Batu City launched the slogan "Mega Tourism : Batu City For the World". To facilitate the achievement of the target of marketing Batu City in the international world, Government of Batu City can not rely solely on artificial tourism conducted by private parties such as Jatim Park Group, but also have to develop various nature tourism or other uniqueness of Batu City. The Government of Batu City can explore the natural attractions or the uniqueness of local tourism through the development of Rural Tourism. The development of Tourism Village in Batu City, the participation of the villagers through the formation of the Community Based Tourism called Pokdarwis. This research is a case study on Pokdarwis in Village of Pesanggrahan, Junrejo and Dadaprejo in Batu City. Analytical techniques used in this study is descriptive analysis. Based on the results of data analysis in three locations of tourism villages shows that Pokdarwis still has not played an effective role in tourism activities. In general, Pokdarwis in three villages faced obstacles in the implementation of activities in terms of: 1) Pokdarwis members still lacked awareness about the importance and benefits of increasing tourism activities in the region, 2) Pokdarwis members still due independently marketing and promoting their personal business, not their region; 3) The Government of Tourism Department does not coordinate and assist them intensively. These three things, hampered the development of tourist villages. In fact in these three villages each has excellent potential that can be developed. Therefore, to improve the role of Pokdarwis it is suggest that: 1) The leader of Pokdarwis should be given to village officials who have the authority to direct and control activities and have a high interest and motivation in improving the tourism sector, 2) Government of Tourism Department must conduct socialization and training to open the the community mind about the importance and benefits of tourism activities development in the region, 3) Government of Tourism Department should conduct intensive coordination and assistance. In general it can be concluded that the existence of Pokdarwis needs to be supported and nurtured continuously, so that it can play a more effective role in mobilizing public participation in creating conducive environment and atmosphere to improve and develop tourism activities around tourism destinations.

**Keywords:** pokdarwis, community based torism, tourism village

## 1. INTRODUCTION

Tourism sector is the one of the leading sectors of Batu City. The number of tourists in Batu City in 2016 reached 4,2 million tourists. In 2016 local budget, Government of Batu City set a revenue target of IDR 1 trillion, which 80% comes from the tourism sector. Government of Batu City has a target to conjure Batu City into an international tourism destination. Furthermore, to enhance the spirit of tourism sector development in the international sphere, in 2017 Government of Batu City launched the slogan "Mega Tourism : Batu City For the World" to support the image Batu City as Swiss Van Java. To achievement of these target, Government of Batu City can not rely solely on artificial tourism conducted by private parties such as Jatim Park Group, but also have to develop various nature tourism or other uniqueness of Batu City. The Government of Batu City can explore the natural attractions or the uniqueness of local tourism through the development of tourism village. Local communities play an important role in the development of tourism villages because the resources and uniqueness of traditions and cultures inherent in the community is the main driving element of tourism village activities. On the other hand, local communities that grow and co-exist with a tourism attraction become part of an interconnected ecological system. The success of developing a tourism villages depends on the level of acceptance and support of local communities (Wearing, 2002). The local community acts as the host and becomes an important player in the development of the tourism village in all phases from the planning, supervision and implementation stage.

To support the development of tourism in Batu City, Tourism Department make a community called "Pokdarwis". Pokdarwis is implementation of Community Based Tourism (CBT) as an empowerment approach that involves and putting the community as an important player in the context of a new paradigm of development that is sustainable development (sustainable development paradigm). Community-based tourism is an opportunity to mobilize all the potential and dynamics of society, to offset the role of large-scale tourism business actors. In general, the development of tourism potential still places the community as an object not as a subject or an important player in tourism development. This caused many local people have not received the benefits of tourism development optimally and adequately. Therefore, in the development of tourism should make the empowerment of society as a modernization with a more complete supporting infrastructure (VK Muzha et al., 2013).

The formation of Pokdarwis is one of the marketing activities of City Branding namely people marketing. A tourism city can not only rely on promotions by local governments. The role of community support is need to create a conducive culture and climate to the develop of tourism in their area. Entrepreneurs, lodging, tour services, transportation rentals, merchants, hotels must all work together in advancing the region (Intyaswono et al., 2016). The



purpose of this study is to explore of the effectiveness of Pokdarwis role in the tourism development in Batu City.

## **2. THEORETICAL BACKGROUND**

### **2.1 Community Based Tourism (CBT)**

CBT is a tourism that realizes cultural, social, and environmental sustainability. This form of tourism is managed and owned by the community for the community, to help tourists raise their awareness and learn about the community and local way of life. Thus, CBT is very different from mass tourism. CBT is a model of tourism development that assumes that tourism must depart from the awareness of community needs as an effort to build tourism that is more beneficial to the needs, initiatives and opportunities of local communities (Pinel, 1998:277) . CBT is not a tourist business that aims to maximize profit for investors. CBT is more related to the impact of tourism for communities and environmental resources. CBT was born out of a community development strategy using tourism as a tool to strengthen the capacity of rural / local community organizations.

The concept of CBT has principles that can be used as a tool of community development for local communities, i.e: acknowledge, support and promote community-owned tourism, involve community members from the beginning on every aspect, promote community pride, improve quality of life, ensure environmental sustainability, maintaining unique local character and culture, Help develop cross-cultural learning, respect for cultural differences and human dignity, distributing benefits fairly among community members, and contributes a defined percentage of the community's project income.

### **2.2 CBT Development Model**

Interest in public participation in the world of tourism begin in America in the early 1970s. Gunn (1972: 66) campaigned the use of a joint forum that was attended by community leaders, constituents, tourism stakeholders as expected. Gunn believes that the benefits of the community approach, he advocates may be beneficial to the population anbegid visitors. Then the one who popularize the concept of community-based tourism development is Murphy (1985). He argues that tourism products are locally articulated and consumed. Tourism products and consumers must be visible to locals who are often very aware of the impact of tourism. Therefore, tourism should involve local people, as part of tourism product, then industry should also involve local people in decision making. Because local communities have to bear the cumulative impact of tourism developments and they need to have greater input, how communities are packaged and sold as tourism products. (Murphy, 1985: 16). Getz and Jamal (1994) criticize the Murphy model, because it does not offer blueprints to implement it in concrete form. Murphy concept in its implementation still have many problems. Public participation is seen as a tool for maintaining the

integrity and authenticity as well as the competitive ability of tourism products (Gunn, 1994). However, when public participation emerges, tourism destination planning remains focused on commercial interests and very little public engagement. The purpose of this model's tourism planning is more focused on preserving the uniqueness and attractiveness, and in fact more top-down, business-oriented, and economically oriented approach (Bahaire and Elliott-White, 1999: 248). The community approach model becomes the standard for tourism development process, which involves the community in it is a very important factor for the success of tourism products.

In the 1990s, along with the development of interest in developing sustainable tourism products, the form of community participation became very urgent. This form of community participation becomes essential for the achievement of sustainable tourism and for the realization of quality tourism. Getz and Jamal (1994) developed the theoretical foundations of community involvement in tourism planning and development and analyzed the nature and purpose of different collaboration models of cooperative models. They both define collaboration as "a process of joint decision-making among autonomous stakeholders of the interorganizational domain to solve problems or manage tourism-related issues (Getz and Jamal, 1994: 155). The collaboration process includes; 1) Problem Setting by identify key stakeholders and issues. 2) Direction Setting by share a collaborative interpretation, appreciating common goals. 3) structuring and implementing, 4) institutionalization.

D'amore provides guidance models for the development of community-based tourism, i.e : Identify development priorities by local residents (resident), promote and encourage local people, engaging local people in industry, investment in local capital or entrepreneurship is needed, participation of the population in events and extensive activities, tourism products to describe local identity, addressing problems that arise before further development. That points are summaries of the community approach. Local communities should be "involved", so they can not only enjoy the benefits of tourism and continue to support the development of tourism in which the community can provide lessons and explain in more detail the history and uniqueness. In order for CBT to work successfully, there are elements of CBT that must be considered, namely: Natural and cultural resources, community organizations, management and learning. The lesson here aims to help the learning process between Hosts and Guest, educate and build understanding between different ways of life and culture, raising awareness of cultural conservation and resources among tourists and the wider community (REST, 1997).

### **2.3 Tourism Village**

Tourism village is a rural area that offers a whole atmosphere that reflects the authenticity of the countryside, both in terms of cultural social life, daily customs, architecture and spatial structure of the village and has the

potential for the development of various components of tourism such as attractions, souvenirs, and other tourist needs. (Document Criteria Village Tourism, Ministry of Culture and Tourism, 2001: 3). The countryside with its uniqueness, such as the natural environment, the beautiful landscapes, the diverse plants, the rural communities and their distinctive lifestyle, is an alternative to providing 'other' experiences to tourists and at the same time to diversifying tourism products (Lane, 1994).

Kuvacic, et al. (in Damanik, 2010: 1648) interpreted tourism village by showing a geographical environment where tourism activities took place and original characteristics of traditional culture, agricultural culture, inland landscapes and simple lifestyles. The context of space is important to positioning activity and the implications of rural tourism development. Tourism village is an alternative form of tourism that can contribute positive changes to social, economic and cultural resources in rural areas.

## **2.4 The Development of Tourism Village**

The orientation of tourism development needs to put the facts of environmentally alternative tourism development as the main consideration in developing capacity and capability in society (Beeton, 2006). It can improve the service as well as realize the central role of the community in tourism development activities in accordance with the expectations and capabilities possessed. Public participation is important for decision making in tourism development as well as benefits to be accepted as the implication of on-going rural tourism activity (Wall, 1995).

In Indonesia, the development of tourism village is more facilitated by the state, while the people tend to be passive. As a result, local capacity in responding to state-sponsored innovations through the development of tourism villages still faces a number of crucial issues (Damanik, 2009: 131-133). The involvement of villagers in the development of tourism village becomes crucial, because from them, we will know and understand the extent of the potential of the region. In addition, this engagement is vital to gaining support and ensuring that what is to be gained is related to the needs and benefits of the local people. Finally, the role of citizens in the development of tourism is urgent to be developed and placed as an integrated part. Community participation is not primarily a process of strengthening the capacity of local communities, but it can act as a mechanism to increase the empowerment of citizens to engage in joint development. Some forms of community involvement are the provision of accommodation facilities in the form of homestay, the provision of tourist consumption needs, tour guides, the provision of local transportation, art performances, and others.

In the context of tourism development, community participation is important to be encouraged in order to distribute the benefits of tourism activities directly to the community. The spirit of decentralization and the full

granting of authority for citizens to manage tourism in their areas is essential for the realization of community-based tourism. The importance of participation in development means that anything related to economic policy-making, such as attracting outside investors, must involve citizens (Bryson, 1995, 2007). In the process of economic development in the rural areas the citizens should not only be the object, but as subjects in determining the direction of the development of society, so if the people reject the incoming investment, then the government also can not impose his will. Furthermore, the essence of community participation is a form of increasing bargaining power for the community itself, so that its position becomes balanced with the government or investors. It also serves as a power to control the policies taken by the government, resulting in synergies between local resources, the political power of the government, and outside resources or investors. In accordance with the nature of tourist villages which should be initiated internally and independently by local (local) communities this means that the government, both central and local levels only as a facilitator. The process of growing and developing a tourist village will depend on the community itself.

## **2.5 Tourism Awareness and Pokdarwis in the Development of Tourism Destination**

Tourism needs a variety of empowerment efforts, so that people can play a more active and optimal, at the same time receive positive benefits from development activities undertaken to improve welfare. Community empowerment in the context of tourism development can be defined as: "Strengthening and capacity building efforts, roles and initiatives of the community as one of the stakeholders, to be able to participate and play an active role as subject or actor or beneficiary in sustainable tourism development". (Directorate of Community Empowerment, 2010)

The definition affirms the important position of the community in development activities, i.e. the community as the subject or the agent of development; and communities as beneficiaries of development. The community as the subject or the developer means that the community becomes an important player who must be actively involved in the planning and developing process of tourism, together with other relevant stakeholders from both government and private sector. In its function as subjects or actors of the community have a role and responsibility to jointly encourage successful development of tourism in its territory. The community as beneficiaries means that the community is expected to obtain significant economic value from the development of tourism activities to improve the quality of life and social welfare of the people concerned.

Within the framework of tourism development, one of the fundamental aspects to the success of tourism development is the creation of a conducive environment and atmosphere that encourages the growth and development of

tourism activities in a place. The climate or conducive environment is mainly associated with the realization of "Tourism Awareness" and "Sapta Pesona" which is developed consistently among the people who live around the tourism destinations. Tourism Awareness in this case is described as a form of public awareness to play an active role in the following 2 (two) things, i.e: a) Communities realize the role and responsibility as a host is good for guests or tourists who visit to realize conducive environment and atmosphere as stated in the slogan of Sapta Pesona; b) The public realize the right and need to be a tourism stakeholders..

SAPTA PESONA, as mentioned above are: "7 (seven) elements of charm that must be realized for the creation of a conducive environment and ideal for the development of tourism activities in a place that encourages the growing interest of tourists to visit". The seven elements of Sapta Pesona mentioned above are: 1) Safe; 2) Orderly; 3) Clean; 4) Cool; 5) Beautiful; 6) Friendly and 7) Memorable. The realization of the seven elements of Sapta Pesona in the development of tourism in the region will lead to: 1) Increase interest in tourist visits to destinations; 2) The growth of prospective tourism business climate and 3) Increase employment and income opportunities, as well as multi economic tourism impact for the community.

There are four general strategies in marketing or encouraging a city to be more attractive to tourists, entrepreneurs or investors to a particular city or region (Kotler, 2002: 245) by: 1). Image marketing: the uniqueness and goodness of the image . Often supported by slogans 2). attraction marketing: attractions or natural beauty, buildings and historic sites, parks and landscapes, convention and exhibition centers, malls and supermarkets. 3) Infrastructure marketing: infrastructure as a supporter of environmental attractiveness of life and business environment, including roads, railways, airports, and communication networks and information technology. 4) People marketing: among other things includes hospitality, heroes or local renowned, competent personnel, entrepreneurship skills and positive comments or responses of the former resident to the market place.

Tourism awareness and "Sapta Pesona" as an important element in support the development of tourism destinations certainly can not be realized automatically without any steps and efforts to pioneer, grow, develop and implement consistently in tourism destinations. Therefore, community participation is needed to be actively promoted in developing Tourism awareness and Sapta Pesona together with other relevant stakeholders. In this case the Pokdarwis or the tourism drive group as an informal institutional establishment formed by members of the community (especially those concerned with developing tourism in the region), is one of the stakeholder elements in the community that has important linkages and roles in developing and realize the tourism awareness and Sapta Pesonoin the area.



### 3. METHOD

This research is a case study on Pokdarwis in Village of Pesanggrahan, Junrejo and Dadaprejo in Batu City. Analytical techniques used in this study is descriptive analysis. This data analysis is done by understanding and compiling data that has been collected systematically based on community response in all three villages

### 4. RESULT AND DISCUSSION

In general, the three villages of Pesanggrahan, Junrejo and Dadaprejo have interesting tourism potential (Table 1). But unfortunately the potential has not been optimally revealed. People who are able to produce their own products tend to work alone to sell their products. Whereas if people work together to promote their village, it will be a lot of tourists come to the village. One of the participating community's exemple is community around the Depok Parangtritis beach in Yogyakarta (Nawawi, 2013). The communities jointly set up "Koperasi" to manage and recycle garbage around the beach. It is beneficial for the environment and provide additional income for communities around the beach. If the beach in a clean condition, it will attract more tourists come to the beach.

Pokdarwis was formed to mobilize community participation to jointly develop tourism potential in the village. But unfortunately, the role of each Pokdarwis in 3 villages is not optimal yet. The community does not yet have an awareness of the importance and benefits of developing tourism activities in the village. One of the Leader of Pokdarwis in Pesanggrahan Village is actually quite active and creative trying to develop his village. One of his ideas is to develop the area of Mount Panderman to be like the area of Mount Bromo. If people around Mount Panderman want to work together to provide horses and "motor trail" to facilitate tourists climbing Mount Panderman, it will attract more tourist. But unfortunately, this creative idea is still difficult to accept by society. In this case, the Government of Tourism Department should play an active role in raising public awareness and facilitating the activities of Pokdarwis.

**Table 1.** Tourism Potential Village

Village	Hamlet	Tourism Potential
Pesanggrahan	Wonosari	Fishing tour and quoting vegetables
	Macari	Religious tourism (the oldest mosque that stood in 1825) Herbal education tours (tours that offer educational traditional medicine / beauty products)
	Srebet Barat	Religious tourism (Mayangsari Tomb) Nature tourism Source "Kasinan" (hot water)
	Srebet Timur	Cultural tourism "Bantengan" Nature tour jogging track on the slopes of the

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		mount Panderman
	Krajan	Cultural Tour (art studio of Mr. Sunarto) Cultural Tour (traditional music "campursari" owned by Mr. Jumeneng songwriter Batu Tourism City)
	Toyomerto	Historical tour (royal heritage statue) Nature tourism (Mount Panderman) Dairy cattle tour (biggest milk supplier in Batu City where number of cows more than the population)
Junrejo	Rejoso	Cultural tourism (source ceremony) Wood craft tour (kitchen appliance)
Dadaprejo	Karangploso	Ceramic craft tour
	Areng-areng	Plant breeding tour Earthenware tour Cultural tourism "Jaranan"

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Based on the results of data analysis shows that in the three locations of tourist villages, Pokdarwis still has not played an effective role in tourism activities. In general, Pokdarwis in the three villages faced obstacles in the implementation of activities in terms of: 1) Pokdarwis members still lacked awareness about the importance and benefits of increasing tourism activities in the region, 2) Pokdarwis members still due independently marketing and promoting their personal business, not their region; 3) The Government of Tourism Department does not coordinate and assist them intensively. These three things, hampered the development of tourist villages. That results are in accordance with the opinion that lack of coordination and cooperation between departments of government can be very damaging to not only the quality of the tourism product, but also to the efectiveness of participatory tourism develoment approach. On the other hand, lack of roles of agencies, overlap in responsibilities of government departments and little accountability between them make the most needed coordination for participatory tourism development approach less possible. In brief, a participatory tourism development strategy will invite more actors to play roles in the tourism development process, and thus increase the need for interaction amongst agencies. Any lack of coordination may frustrate potential opportunities for the community to involve itself in tourism development (Tosun, 2000)

In fact in these three villages each has excellent potential that can be developed. Therefore, to improve the role of Pokdarwis it is advisable: 1) The leader of Pokdarwis can not walk if given to the community, should be given to village officials who have the authority to direct and control activities and have a high interest and motivation in improving the tourism sector, 2) Tourism must conduct socialization and training "open mind" to open the minds of the community related with the important and the benefits of development of tourism activities in the region, 3) Goverment of Tourism Department should

conduct intensive coordination and assistance. In general it can be concluded that the existence of Pokdarwis needs to be supported and nurtured continuously so that it can play a more effective role in participating in mobilizing public participation in creating environment and atmosphere conducive to the growth and development of tourism activities around tourism destinations.

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Demikian Surat Keterangan ini dibuat, agar dapat dipergunakan sebagaimana mestinya.

Malang, 31 Desember 2019

Ketua  
  
**Pindo Tutuko, ST., MT. Ph.D.**