

Stakeholder Collaboration Strategy in Waste Management and Clean Water Sources in Sembalun Tourism Destination, East Lombok

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Abstract. The beauty of Sembalun can be reduced and even make it uncomfortable for tourists visiting the place, this is due to the waste scattered throughout the Sembalun area. Apart from that, lately, there have been complaints from the public and visitors about the limit of clean water. This indicates that the stakeholder's collaborative strategy has not been optimally implemented in waste management and clean water. The type of research used is a case study. Informants in this study according to the parameters were local government; private organizations; and potential groups. The data were collected through observation, interviews, documentation, and triangulation techniques. An interactive model is used to analyze the data. The research findings show that the local government has used a partial and pragmatic approach in managing waste and clean water at the Sembalun destination, thus showing a very worrying impact. Unmanaged waste will damage the environment and become a frequent conflict. Therefore, awareness arises to build a system by deconstruction and reconstruction which is carried out as a big theme to be able to gather stakeholders. Stakeholder's role collaboration strategy in managing waste infrastructure and clean water sources in tourism destinations in the Sembalun, East Lombok district, based on a system built by; a. Comprehensive and holistic thinking, b. The exposure approach, c. Awik-awik tourism exhibition, d. Lang-lang paer village and Lang-lang, and e. call center.

Keywords: Stakeholder-1; Collaboration-2; Management-3; Waste-4; Water Sources-5; Tourism Destination-6

1 Introduction

Sembalun is one of the destinations in the East Lombok district, where its natural beauty is famous to tourists, both local and foreign tourists, especially with Mount Rinjani's status as a geopark and a world biosphere reserve. The expected economic impact is not proportional to the externalities caused by the uncontrolled number of visitors. The unresolved household and agricultural waste problem is now getting worse with additional waste from the tourism sector. In this case, tourism is a business that requires a conducive climate. Even a small thing can reduce the interest of tourists and drastically reduce the number of visits [1].

Research related to the role of stakeholders has been conducted by previous researchers, such as [2]; [3]; [4]; [5]; [6]. Previous researchers studied the roles focused more on destination governance, involving stakeholders' roles in making systematic policies and planning so that

technical roles do not work as they should. Related research on stakeholder collaboration has also been carried out by previous researchers, such as [7]; [8]. The results of research conducted by [9], found that the collaborative process in managing waste is not perfect due to factors that also influence it, such as the low understanding of the community about waste, the mindset of the community's still traditional in waste handling, the motivation of waste workers and infrastructure and transportation management is less than optimal.

2 Method

A qualitative approach is used in this research, meanwhile, this type of research uses case studies whose results will be described in the form of words and language, in a special natural context, and by utilizing various scientific methods [10]. Data sources in this research are informants who are asked for information according to the research problem. To get valid data, it is necessary to have competent informants according to data needs (purposive sample). For this reason, research informants are selected who meet the parameters for data to be obtained.

These parameters are as follows: a. Know the policy of activities in tourism destinations; b. involved directly in activities at tourism destinations; c. Know the functions, roles, and responsibilities in tourism destinations; and e. Get involved in collaborating in relation to activities in tourism destinations. Informants who match the parameters are; a. Local government (district and village); b. Private sector (lodging owners, restaurants, and shops); c. Potential groups (Pokdarwis, NGOs, and BUMDES).

The data were collected through observation, interviews, documentation, and triangulation techniques. Triangulation is the most popular data validity-checking technique in qualitative research based on the fact that this method has the potential to simultaneously increase the accuracy, reliability, depth, and detail of data [11]. The interactive model [12], is used to analyze data by means of data reduction, data presentation, and drawing conclusions.

3 Results and Discussion

Based on Sembalun Nina 2021 data, household waste production according to SNI standards (0.5 kg/person/day) reaches 10,000 kg/day (10 tons/day), or 3,650 tons/year. More details on waste production in Sembalun according to producers in 2021, can be seen in Table 1.

Table 1. Sembalun waste production by producer

Waste Producer	Number waste Produce	According to SNI Standard (kg/hr)	Waste Production (kg/hr)
(1)	(2)	(3)	(4)
Non-Tourism			
Household	20.000	0.5	10.000
Agriculture	0	0	0
Tourism			

Rinjani (Covid)	75	0.5	37.5
Rinjani (Non Covid)	150	0.5	75.0
Hotel (Full Capacity)	1.000	0.5	500.0
Hill (High Season)	10.000	0.5	5000.0

Source: Sembalun Nina (2021).

The tourism growth projection aligns with the quantity-oriented regional tourism development strategy. This implemented strategy is not matched by adequate destination management so the implications will be felt by all parties. The projected tourism waste production reaches 500,000 kg (500 tons). Stakeholders involved in waste management in the Sembalun sub-district are as follows:

1. Government

The government that plays a direct role in handling waste in the Sembalun is the sub-district and village government. So far, the sub-district has not been able to coordinate the management of waste and clean water carried out by the village government, so the program is still partial because each village is trying to overcome it with sporadic independent programs, with concepts and institutions that are not yet good so that unable to provide a solution.

2. Society

The community has always been the main aspect because development is aimed as much as possible to benefit society. Likewise in waste management, the role of the community in waste management is important.

3. Private

Based on the available information, it is known that the business world's interest in investing in the sanitation sector is still low. Common reasons are economic and financial considerations, unsupportive laws and regulations, etc. This condition makes the government unable to rely on assistance from the private sector to manage waste.

The Sembalun sub-district head explained that the Sembalun and Timba Gading villages use cars as a means of transporting garbage, while other villages use the Emperor's motorcycle. Meanwhile, for waste produced by industries such as hotels, homestays and stalls, cafes, and restaurants, it is still up to each industry to handle the waste, but there is also waste that is taken to the TPA free of charge by the village government

Steps were taken to overcome the shortage of clean water in Sembalun, this was done in a very forced way, drilling was carried out at several points to meet the community's needs, which would be used for drinking and washing, if the burning is carried out, which increases in depth every year, bearing in mind that the source of water for drilling is in the old Sembalun caldera, it is possible that it will cause danger, as happened in Porong Sidoarjo, East Java, with the Lapindo mudflow.

Stakeholder's role in waste management and clean water in the Sembalun, based on field observations that have been carried out by the research team, there are still several problems such as not having a real role as Non-Governmental Organizations (NGOs), only limited to discussions and meetings, so there are no concrete steps in waste management and clean water. The role of the private sector in managing waste and clean water does not yet exist in the Sembalun sub-district. Meanwhile, the government, in this case, the sub-district government, has not been able to coordinate the role played by the village government, because the village government manages waste and clean water, which is still sporadic and partial so it has not been able to be a solution to two problems, namely waste and clean water (Field Findings,2021).

Concerning these problems, more comprehensive efforts are needed to find a waste management system, both from an institutional and operational perspective. Not only focusing

on the end pipe system but efforts must be made to overcome waste problems from the start, such as clean production or the utilization of waste into useful goods, as well as the role of institutions in supporting waste management. In other words, the problem of waste and clean water must be solved by means of collaboration between stakeholders.

The partial and pragmatic approach to waste and clean water management that has been carried out by the village government so far has shown a very worrying impact, where land conversion and drilling are two environmental problems that not only damage the environment but also become conflict areas. Likewise, the water distribution system that is not good and waste that is not managed properly adds to the slums. Waste management policies and programs so far, apart from not being conceptualized, also do not lead to the establishment of a system. On the basis of the incompleteness of the village government in implementing programs to solve waste and clean water problems, the community has not optimally played a role in solving waste and clean water problems, and the absence of the private sector has played a role in solving waste and clean water problems in Sembalun. In order to realize the completeness of the garbage and clean water problems in Sembalun, several stakeholders realize that there has been a miscommunication, wrong interpretations due to selfishness, and ironically not understanding the status of stakeholders so they blame each other.

Deconstruction and reconstruction of Sembalun tourism development are carried out as a big theme to be able to gather stakeholders, both those whose status is as key stakeholders, primary stakeholders, and secondary stakeholders. The results of this activity can give birth to the formation of a Destination Management Organization (DMO) or a Destination Maintenance Agency. The process of forming a DMO in the Sembalun sub-district was through a bottom-up approach and the DMO that was formed using this approach was the first time in Indonesia. In addition to forming a DMO, the meeting also gave birth to a joint BUMDES mechanism draft for clean water PES/Jasling and Independent UPS (Waste Management Unit). As a follow-up to this activity, a village connection forum was held, namely, a dialogue conducted by the Sembalun DMO to introduce themselves, and explore tourism potential, ideas, and problems from each village in Paer Sembalun, while Continuation is a dialogue forum with journalists from various media to introduce the Sembalun DMO and equalize perceptions of the role of the media as part of the Paer Sembalun tourism Pentahelix.

DMO, taking advantage of the pandemic momentum to develop a mitigative, innovative, and collaborative sustainable tourism development strategy adapted from the principles of handling the Covid-19 Pandemic; Corona-Based Tourism Management/CBTM (Corona-Based Tourism Management).

Stakeholder's role collaboration strategy in managing waste infrastructure and clean water sources in tourism destinations in the Sembalun sub-district, East Lombok district, based on a system built by:

1. Stakeholders in Sembalun must think comprehensively and holistically, looking at the Sembalun sub-district not only from an administrative regional perspective, but must also look at it from a regional perspective, because Sembalun is essentially a social and environmental ecosystem unit.
2. Stakeholder's collaborative work is carried out on the basis of a partnership approach, namely a regional approach that is non-negotiable and becomes a necessity as an adaptation and mitigation of changes brought by the tourism industry. To ensure the sustainability of tourism, as well as optimize the positive impact of tourism for the people and environment of Sembalun paer.
3. Stakeholder commitment in the Sembalun sub-district is built to address cross-border issues with good coordination, communication, and collaboration, requiring standard

regulations that must be obeyed by all stakeholders in the Sembalun sub-district. The mutually agreed regulations are in the form of awik-awik tourism in Sembalun which is in accordance with local wisdom values.

4. The formation of Lang-lang desa and Lang-lang paer as one of the awik-awik tools for tourism in Sembalun will ensure the enforcement of awik-awik in an honest and fair manner in order to create harmonious relations between the community and the world of tourism and between them and the Sembalun paer environment.
5. There is a call center to facilitate complaints and reporting of alleged violations by the crew members who will receive reports 24 hours a day, as a form of building a sense of brotherhood and a shared commitment to share responsibility in improving the Sembalun paer.

4 Conclusion

The collaboration of the role of tourism stakeholders in Sembalun in dealing with waste and water sources, is currently being realized on the basis of a strategy that uses a management system with a regional approach or is called Sembalun kepaeran, in which there is a comprehensive way of thinking and holistic considering that Sembalun is essentially a social and environmental ecosystem unit, it becomes a necessity as an adaptation and mitigation of the changes brought by the tourism industry. To ensure the sustainability of tourism, as well as to optimize the positive impact of tourism on the people and environment of the Sembalun paer, regulation is needed and mutually agreed upon in the form of awik-awik tourism at the Sembalun paer which is in accordance with local wisdom values.

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