

EXAMINING RESIDENT'S PERCEPTION OF SUSTAINABILITY TOURISM PLANNING AND DEVELOPMENT: THE CASE OF MALANG CITY, INDONESIA

Andy KURNIAWAN

Brawijaya University, Faculty of Administrative Science, MT. Haryono, Malang, Indonesia, e-mail: andy_fia@ub.ac.id

Dahlan FANANI

Brawijaya University, Faculty of Administrative Science, MT. Haryono, Malang, Indonesia, e-mail: dahlan_fia@ub.ac.id

SUPRIONO*

Brawijaya University, Faculty of Administrative Science, MT. Haryono, Malang, Indonesia, e-mail: supriono_fia@ub.ac.id

Citation: Kurniawan, A., Fanani, D., & SUPRIONO. (2022). EXAMINING RESIDENT'S PERCEPTION OF SUSTAINABILITY TOURISM PLANNING AND DEVELOPMENT: THE CASE OF MALANG CITY, INDONESIA. *GeoJournal of Tourism and Geosites*, 40(1), 242–252. <https://doi.org/10.30892/gtg.40129-825>

Abstract: Tourism development includes many studies on how planning and community views view the impact of tourism. This study presents the concept of tourism development that focuses on local people's perceptions of the impact of tourism. This study explores and explains the role of applied planning that affects the impact generated by tourism. The variables used in this study are key factors in supporting tourism development. This study uses a quantitative approach through statistical analysis of PLS-SEM and the distribution of a questionnaire that has been designed to 200 local communities. The sampling technique of this study used purposive sampling on local communities in tourist sites in Malang City. The findings show that optimal planning will support institutional stability which also has an impact on the perceived impact. This study contributes to broadening knowledge about the perceived impact of tourism by adding planning and stability aspects that are used to assess support for tourism development.

Key words: Tourism Planning, Institutional Stability, Perceived Tourism Impact, Tourism Development

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INTRODUCTION

The tourism sustainability has been known as one of the most interesting topics to discuss. Developments related to this topic are very fast due to technological developments and changes in environmental conditions as well as various benefits generated. Lemy et al., (2019) identifies three main objectives of sustainable tourism (1) to meet the needs of local communities to improve their standard of living, both in the short and long term; (2) to meet tourist demand; and (3) protecting the natural environment to achieve the previous two objectives. Even so, every tourism must have an impact which is an interesting topic to discuss. The growing interest in this topic is because tourism is considered to have various positive effects (Zeng et al., 2020; Andereck and Nyaupane, 2011; Diedrich and Garcia, 2009; Andereck et al., 2005) and negative effects (Prayag et al., 2013; Nunkoo and Gursoy, 2012; Vargas-Sanchez et al, 2011). The impact is felt by all parties involved in tourism such as residents or communities (Almeida et al., 2016; Andereck and Nyaupane, 2010; Oviedo-Garcia et al., 2008; Yoon et al., 2001), government (Siakwah et al., 2019; Bichler, 2019; Jamal and Camargo, 2018) and tourists (Hayati et al., 2020; Zhang et al., 2019; Neuts and Nijkam, 2012; Petrosillo et al., 2006).

Various studies have discussed predictors or antecedents from various perspectives of the impacts caused by tourism, which include economic, environmental, and socio-cultural. The positive impacts of tourism, among others, are that tourism is able to create new jobs for local residents, improve the economic standard of the community and become one of the supporters of state income by strengthening business networks, improving the quality of life of residents, helping to preserve local culture and related sites. Even so, the negative impacts caused by tourism cannot be avoided. This makes the negative attitude of tourism stakeholders grow. However, proactive and positive behavior in terms of stakeholder attitudes towards sustainable tourism development is very influential in minimizing losses due to tourism. Therefore, a careful planning is needed to support sustainable tourism. The importance of planning is evidenced by the important role that planning aspects have which are considered as a tool for integrating tourism and other sectors, controlling development patterns, protecting and conserving resources and even providing a framework for further tourism development. Hall (2008) suggests that the key to the success of sustainable tourism development is optimal collaboration of all stakeholders in tourism. Although each stakeholder group has different responsibilities and reasons, cooperation between them is necessary for supply and demand balance, tourism impact management, and resource allocation (Bregoli, 2012).

Through collaborative planning, the goals and objectives of the tourism development management plan become more integrated (Jamal and Stronza, 2009). Policy decisions related to optimal sustainable tourism should reflect the views of each stakeholder as a reflection of their participation in sustainable tourism (Bramwell, 2010). In addition, several studies have

* Corresponding author

shown that collaborative tourism planning is more effective than other types of tourism planning (Harril, 2004). Based on this, this study emphasizes that the planning function is very important in tourism development because it involves exchanges between stakeholders to be able to produce benefits. As in several similar studies discussing tourism planning to develop and review an integrated theoretical framework that has socially responsible goals (d'Angella and Go, 2009; Su et al., 2018; Su et al., 2016; Theodoulidis et al., 2017). Meanwhile, the tourism sector in Indonesia still needs to be developed further because it refers to T&T Indonesia had been declared the third largest economy after Thailand and the Philippines (Wilopo et al., 2020). Nevertheless, tourism development is still being encouraged to encourage national economic growth. Even so, tourism development planning is often seen as an action that is only carried out by the government so that input from the majority of the community or the non-tourism sector is not paid attention to (Moscardo, 2011). In line with this, several recent discussions show that the planning process in Malang City is also still centered on the local government so that it has not yet received optimal acceptance in practice. So there is still a need for further exploration of the practice and effectiveness of public participation in tourism planning. So far, the active participation of other parties is reflected in tourism development, such as participating in promoting and maintaining tourism objects in Malang City (Pramono et al., 2021). Discussions related to participatory planning to date have largely neglected to examine how participation and tourism planning affect the impact of tourism and the development of sustainable tourism. The current discussion requires a more critical understanding of how collaborative planning practices process. Therefore, the objectives of this study are threefold: (1) to provide a theoretical explanation of tourism planning and public participation in Malang City; (2) Assessing various impacts caused by tourism in Malang City; and (3) to discuss more broadly the factors that can influence tourism development in Malang City.

LITERATURE REVIEW

1. Stakeholder Theory

A set of ideas or ideas that aim to control human activities over time is known as planning (Hall, 2008). Stakeholder theory has been adopted in several studies related to tourism policy and planning (Su et al., 2018; Theodoulidis et al., 2017; Lee and Hsieh, 2016; d'Angella and Go, 2009). Stakeholder theory actually discusses how from a "managerial" point of view to perform tasks, and is closely related to business practices, value creation and trade (Laplume et al., 2008). In addition, stakeholders through relevant policies can manage destinations that can provide social impacts to the surrounding community and sustainable development in the tourism sector (Byrd et al., 2009). In this context, stakeholders who have an important role in tourism development and planning can generate benefits. The benefits derived and the reduction in costs can lead to residents' satisfaction with tourism and community development (Vargas-Sa'nchez et al., 2009; Vargas-Sa'nchez et al., 2011). According to stakeholder theory, all stakeholder groups should be involved in the whole process of tourism development (Goeldner and Ritchie, 2009), and the sustainability of tourism development is determined by stakeholder perspectives, for example, by involving residents, tourism entrepreneurs, government, and tourists (Lynch et al., 2011; Hallak et al., 2012). Several studies state that tourism planning was born out of the need to grow new business opportunities (Bianchi, 2018; Lohmann and Netto, 2016). Sustainable tourism certainly requires awareness of tourism activities that have a relatively low impact so that effective planning is needed. With planning, stakeholders can maximize benefits and minimize losses due to tourism for the community, government, environment and tourists (Ampong, 2018).

In the view of tourism, planning can be used as a key process to maximize the long-term benefits of tourism (Bianchi, 2018). The strength of the tourism business can be built as a regional or national strength. Long-term regulation is important because market or environmental conditions are inherently unstable and require a planning basis to measure the success rate of tourism in a sustainable manner (Wang and Bramwell, 2012). Faced with this strong economic outlook, the role of government in encouraging the development of tourism planners is not short-lived (Telfer and Sharpley, 2015). Planning is carried out by considering all activities that affect the sustainability of all aspects of tourism in the long term. Lack of precise long-term planning is often associated with ineffective formulation processes carried out by government institutions. The government certainly needs to maintain political legitimacy in the context of social relations in the implementation of tourism because without this stability the government can fail to maintain the necessary authority to regulate the economy and maintain social order which of course affects tourism activities (Adinolfi, 2019).

H1: Long-term planning has a positive effect on institutional sustainability

According to stakeholder theory, many stakeholders are involved in tourism including planning activities such as governments, local residents, non-governmental organizations (NGOs), non-profit organizations, and other tourism-related businesses. The collaborative approach to tourism planning focuses on the role of each stakeholder in planning. According to stakeholder theory, all stakeholder groups should be involved in the entire tourism development process (Goeldner and Ritchie, 2009). Such as recommendation by Buhalis and Amaranggana (2013) had suggested that there are six measures that need to be achieved for the success of tourism development, such as attractions, accessibility, facilities, available services, available activities, and supporting services. Each stakeholder must participate actively in all stages of planning development and implementation. Thus, the community can help with proper planning by ensuring that all participants are involved in the planning process so that the government can consider the role of the community in tourism. However, the implementation of tourism planning is currently centralized to the government with a minimum level of involvement of other stakeholders. These pressures support the need to review the participation of all stakeholders in tourism planning (Forester, 2000). Studies reveal that self-interest and lack of trust among stakeholders can frustrate many tourism planning and collaborative efforts (Serravalle et al., 2019; Saito and Ruhanen, 2017; Waligo et al., 2013; Byrd et al., 2009). This certainly has an impact on institutional sustainability because the plans formulated by the local government are less effective.

H2: Political Participation has a positive effect on institutional sustainability

Tourism planning certainly needs to pay attention to all existing aspects so that planning is prepared based on these aspects. This is because the development of tourism potential aims to increase the resources owned by a tourist destination in the form of physical and non-physical elements. Tourism planning and development itself is part of the political process related to the formulation of policies or decisions to achieve certain goals (Veal, 2002). Thus, the formulation of tourism development policies and the preparation of optimal structural plans must be integrated so as to create an appropriate policy (Tkaczynski et al., 2009). Tourism policy in Indonesia refers to the relationship between industry and the implementation of organizational functions. These policies can be in the form of laws, regulations and appeals with the aim of influencing the tourism industry, either directly or indirectly. Policies that exist in one area and another are certainly different. Kaiser and Helber (1978) explain that the levels of tourism planning start from the development of regional tourism or regional tourism or local planning. Local level planning is needed because it relates to various efforts to empower, develop, and manage all aspects of tourism in the City. At the local level, various interests of local communities, operators, tourists, local government authorities meet to create interactions with each other. The relationship between the tourism industry is also shown by the linkage of tourism services with other sectors such as forestry, urban areas, education, and infrastructure (Pforr, 2006). Inability to communicate, coordinate or differ in understanding of tourism planning is usually found. This can lead to uncertainty about the limits of authority, rights and obligations. As a result, it often creates problems or conflicts. This situation can threaten the success of tourism planning. Therefore, local planning policy also plays a role in institutional sustainability.

H3: Local planning policy has a positive effect on institutional sustainability**2. Institutional Sustainability**

In a general sense, governance refers to all patterns of power, authority and rules that can secure order, and it is relevant to situations where there is a hierarchical state, where the state is dependent on others, or where the state plays little or no role (Bramwell, 2011). Thus, one of the dimensions that influence tourism development is institutional sustainability (Ko, 2001). This dimension is the result of the interaction process inherent in the mode of governance (Lange et al., 2013). Ross and Wall (1999) also established a framework for sustainable tourism development that emphasizes the assessment of political and governance stability that can be affected by the relationship between local communities, tourism and resources. Given the many actors involved in tourism development, the concept of institutional strength in an area must be considered (Dabphet et al., 2012). Institutional agents are considered to play an important role in the creation and development of sustainable tourism. The number of initiatives and institutional policies developed affect the success of a tourism development. Several studies reveal that the key to implementing sustainable tourism lies in its practical application so that it depends on the skills of stakeholders governed by the government (Bianchi, 2004; Dodds, 2007; Waligo et al., 2013). Therefore, the institutional initiatives that emerge from development and tourism policies have a decisive role in the creation and acceptance of the concept of sustainable tourism. Sofield (2003) found that government stability such as decision-making processes, and optimal policy-making can affect tourism development. The successful implementation of sustainable tourism is highly dependent on the government's ability to coordinate and balance the roles and interests of stakeholder groups and to protect resources through appropriate development strategies. Institutional policies and initiatives have gradually evolved from the initial acceptance of sustainability in tourism as linked almost exclusively to environmental conservation, to a more global concept that takes into account the balance between people, the environment and the economy. Tourism itself is a multifaceted phenomenon that certainly has an impact on various aspects of the destination and its community. Therefore, institutional sustainability is one of the factors that influence the impact of tourism. Policies that are made can have a positive or negative impact on other stakeholders related to tourism activities. Scheyvens (2011) argues that it is the government that has the stable power to set policies that affect the utilization of economic benefits from local communities and the preservation of social, cultural and environmental resources.

H4: Institutional sustainability has a positive effect on the perceived economic impact

H5: Institutional sustainability has a positive effect on the perceived environmental impact

H6: Institutional sustainability has a positive effect on the perceived socio-cultural impact

3. Impact of Tourism

Understanding how stakeholders view tourism impacts helps to better understand how tourism currently benefits the many parties involved (Perskins et al., 2020; Wondirad et al., 2020). Thus, it is logical to examine their perceptions of the impact of tourism so that factors that contribute to positive attitudes related to tourism development can be found. Policy makers in the context of tourism often focus on stimulating tourism by providing the essential conditions for tourism growth (Minnaert, 2020), so tourism often has a significant impact on the economy, the environment, as well as social and cultural structures and dynamics (Rogerson and Rogerson, 2019). One of the easiest impacts to measure is the economy, studies conclude that the economic impact of tourism development is mostly viewed positively by the community (Gursoy et al., 2009). This is because tourism is an economic development tool because it provides employment opportunities so that it is considered able to improve the economy of the surrounding population (Choi and Sirakaya, 2005). The positive economic impact mainly comes from direct income, employment for the tourism industry, foreign exchange earnings, increased public and private investment and additional personal income. Meanwhile, the negative economic impact is reflected mainly in inflation and rising cost of living. The socio-cultural impact generated by tourism is considered less. Even so, the social impact of tourism development can be reflected in the improvement of the quality of life of the

population (Adinolfi, 2019; Andereck and Vogt, 2000). Positively, tourism development can lead to improved community services so as to enhance local cultural identity and the welfare of the population as a whole. However, negatively tourism also causes an increase in crime rates, moral degradation, cultural exploitation, overcrowding and overuse of resources along with tourism development. Meanwhile, environmental impacts are complex and specific to the environment. While tourism revenues can enhance existing attractions, the adverse environmental impacts are mainly seen in tourist flows such as natural feel, pollution and congestion. Even so, the type and magnitude of the impact caused by tourism is not easy to measure. This is because the extent to which tourism has contributed to the economic, social or environmental problems of an area is often not known with certainty (Mathieson and Wall, 1982). Lastly, the fact that different destinations experience different impacts or even the same impacts but with different degrees/stages, adds to the difficulty in understanding the impacts brought about by tourism. In this study, social exchange theory is used as a basis for discussing the perceptions of residents about the impact of tourism and their support for tourism development in the region. This theory has been used in several studies related to population perceptions (Adongo et al., 2019; Kang and Lee, 2018; Nunkoo, 2016; Ward and Berno, 2011). According to this theory, by suggesting the positive impact of tourism, stakeholders will tend to support tourism development because it is considered profitable. However, tourism does not only have a beneficial impact, there are also negative effects that arise. This of course creates a negative perception of stakeholders such as local communities related to tourism. This is important to note because the positive attitude and perception of residents is very important to encourage visitor satisfaction. By using social exchange theory, residents' perceptions can be well identified as valuable or not for tourism development. Therefore, there is a need for a comprehensive study that concentrates on people's perceptions of tourism development.

H7: Perceived economic impact has a positive effect on tourism development

H8: Perceived environmental impact has a positive effect on tourism development

H9: Perceived social cultural impact has a positive effect on tourism development

4. Tourism Development

Social Exchange Theory is considered to have contributed a lot in understanding public perceptions of the impact of tourism (Fredline and Faulkner, 2000). It is important to understand people's perceptions of the impact of tourism. It is undeniable that the surrounding community also feels that tourism development produces various impacts. At the same time, social exchange theory states that two parties make exchanges based on benefits and costs, and exchange can be achieved only if both parties feel that they get more benefits from the exchange (Su et al., 2018). Thus, between the two (stakeholders and local residents) to get more benefits, involvement in the tourism development process is needed which in turn contributes to a sustainable destination (Cheng and Wu, 2015; Su and Swanson, 2017; Wilopo et al., 2020). This will certainly have an impact in terms of social and economic aspects and even the environment from the development of tourism (Yoon et al., 2001) which are felt by different groups in the local community. However, not all tourism impacts are always beneficial. There are negative effects that appear that are felt by the surrounding community.

As tourism activities progress, the impact is felt differently in various regions, where adverse activities will trigger residents to harbor hatred and have a negative attitude towards tourism (Akis et al., 1995). In principle, the impact of tourism can be positive or negative, and following three basic categories of benefits and costs, namely economic, socio-cultural and environmental impacts (Brida et al., 2011). Unfortunately, the negative impact is sometimes ignored because the economic benefits provided are greater. As postulated by the Social Exchange Theory, local residents are more likely to support tourism development as long as they feel that the benefits of tourism development outweigh the associated development costs. Residents who perceive tourism development as having a positive impact on the environment tend to support the industry, while those who perceive tourism as an agent of environmental destruction tend to oppose its development (Hateftabar and Chapuis, 2020; Vargas et al., 2011; Butler, 1980). In general, various studies show that overall population support for tourism development is influenced by perceived environmental, socio-cultural, and economic benefits and costs (Lunberg, 2017; Almeida et al., 2016; Weaver and Lawton, 2013; Deery et al., 2012).

METHOD

This study empirically examines the influence of planning, the impact of tourism from the perspective of residents on tourism development. Quantitative techniques are used in this study through the distribution of online questionnaires during April 2021 to residents in the tourist area of Malang City with a sample of 200 people. The respondents of this study were local residents in the Colorful Village (Kampung Warna-Warni) and 3D Village (Kampung 3D) as a destination which choice in the strategic planning of Malang City. Therefore, the researchers used a quota sampling technique, in which each destination has a quota of 100 people. PLS-SEM was used in this study for statistical analysis and hypothesis testing. As recommended by Hair et al. (2014), PLS-SEM is a powerful statistical tool because it can be applied to all data scales, does not require many assumptions, and confirms relationships that do not yet have a strong theoretical basis. In relation to data processing, the PLS approach is used as a causal modeling approach and aims to maximize the explained variance of the dependent latent construct. In addition, PLS can also be used to develop hypotheses and predict complex situations. PLS differs from SEM in that it must meet theoretical evidence with clear parametric assumptions (Hair et al., 2014). Measurement of reliability in PLS-SEM uses Cronbach's and composite reliability with standard indicator loading of 0.70, while validity uses average variance extracted (AVE) with an acceptable value of more than 0.50, as recommended by Hair et al. (2014). The variables of this study were measured using a Linkert point scale of 1-5 (strongly disagree, disagree, undecided, agree, strongly agree). The indicators for each variable were obtained from various previous studies, Long-term Planning (Choi and Sirakaya, 2005), Political Participation and Local Planning Policy (Asmelash and Kumar, 2019),

Institutional Sustainability (Cottrel and Vaske, 2006), Economic Impact (Dyer et al., 2007), Environmental Impact and Social-Cultural Impact (Almeida et al., 2016), Tourism development (Woosnam, 2010).

RESULT AND ANALYSIS

Malang City tourism development has been carried out in stages by relying on heritage tourism as a leading tourism. The tourism development program certainly needs to be supported by the local community which is the government's goal in the welfare of the community. Therefore, this study investigates the local community's perception of the tourism development launched by the government. This study has distributed questionnaires to local communities which are presented in Table 1 below regarding the demographic characteristics of the respondents.

Table 1. Demographic Charactersits of Respondent

Demographic		Frequency (n)	Persentase (%)
Gender	Male	119	59.5
	Female	81	40.5
Age	20-25	34	17
	26-30	45	22.5
	31-35	52	26
	36-40	55	27.5
	≥41	14	7
Educa-tional Level	High school	67	33.5
	Undergraduate	108	54
	Master's degree	20	10
	Doctoral degree	5	2.5

The overall sample consisted of 119 men (59.5 percent) and 81 women (40.5 percent). Most respondents (27.5 percent, n=55) were 36-40 years old, 26 percent (n=52) were 31-35 years old, 22.5 percent (n=45) were 26-30 years old, 17 percent (n=34) aged 20-25 years, and 7 percent (n=14) aged 41 years. Meanwhile, the education level is as follows: 67 (33.5 percent) of the respondents are high school graduates, 108 (54 percent) of the respondents are undergraduate graduates, 20 (10 percent) are master's degrees, and 5 (2.5 percent) are doctoral graduates. Table 2 shows construct measurements for descriptive statistics (mean, standard deviation) and measurements proposed for the study and explains the reliability and validity assumptions using PLS-SEM. Based on Hair et al. (2014) recommendations, composite reliability and Cronbach's determine reliability, so all items must be greater than 0.70. In this study all variables have a high composite reliability value, which is more than 0.8, among

Table 2. Reliability and Validity Construct

Variables	Item	Mean	Standard Deviation	Cron-bach's β	Composite Reliability	Average Vari-ance Extracted (AVE)
Long-Term Planning	LTP1	4.364	0.900			
	LTP2	4.013	0.780			
	LTP3	3.876	0.620			
				0.731	0.849	0.653
Political Participation	POP1	3.964	0.617			
	POP2	4.227	0.852			
	POP3	3.951	0.707			
				0.757	0.859	0.670
Local Planning Policy	LPP1	3.978	0.643			
	LPP2	4.204	0.824			
	LPP3	4.004	0.670			
				0.789	0.876	0.701
Institutional Sustainability	IS1	4.147	0.859			
	IS2	4.142	0.759			
	IS3	3.938	0.752			
	IS4	4.271	0.860			
	IS5	4.249	0.843			
	IS6	4.311	0.854			
				0.876	0.906	0.618
Perceived Economic Impact	Eco_I1	4.027	0.742			
	Eco_I2	3.973	0.666			
	Eco_I3	4.231	0.848			
	Eco_I4	4.013	0.696			
				0.835	0.888	0.665
Perceived Environment Impact	Env_I1	3.956	0.804			
	Env_I2	3.982	0.800			
	Env_I3	4.004	0.892			
	Env_I4	3.969	0.866			
				0.906	0.934	0.780
Perceived Social-Culture Impact	SC1	4.191	0.945			
	SC2	4.204	0.824			
	SC3	3.924	0.723			
	SC4	3.969	0.599			
	SC5	4.382	0.763			
	SC6	4.120	0.765			
	SC7	4.111	0.694			
	SC8	4.329	0.899			
	SC9	4.147	0.712			
	SC10	4.347	0.907			
				0.912	0.926	0.558
Tourism Development	TD1	4.156	0.888			
	TD2	4.204	0.891			
	TD3	3.858	0.710			
	TD4	3.867	0.680			
	TD5	4.076	0.928			
	TD6	3.889	0.767			
	TD7	4.089	0.890			
	TD8	3.973	0.827			
	TD9	3.911	0.755			
				0.944	0.952	0.688

others, 0.849 (Long-Term Planning), 0.859 (Political Participation), 0.876 (Local Planning), 0.906 (Institutional Sustainability), 0.888 (Perceived Economic Impact), 0.934 (Perceived Environmental Impact), 0.926 (Perceived Social-Culture Impact) and 0.952 (Tourism Development). Furthermore, Cronbach's for all variables has a value of more than 0.7: 0.731 (Long-Term Planning), 0.757 (Political Participation), 0.789 (Local Planning), 0.876 (Institutional Sustainability), 0.835 (Perceived Economic Impact), 0.906 (Perceived Environment Impact), 0.912 (Perceived Social-Culture Impact), 0.944 (Tourism Development). All of these values are considered acceptable and confirmed quite reliably. To ensure validity, show that a set of indicators represent the same basic construct, which can be demonstrated through its unidimensionality. The validity of the discriminant variable is proven by calculating the extraction average value (AVE) and the value obtained between variables. That is, the AVE value for all variables is greater than 0.5, indicating that the variables of convergent validity are sufficient (Hair, 2019). Furthermore, each variable is measured and has a value of more than 0.5: for example 0.653 (Long-Term Planning), 0.670 (Political Participation), 0.701 (Local

Planning), 0.618 (Institutional Sustainability), 0.665 (Perceived Economic Impact), 0.780 (Perceived Environment Impact), 0.558 (Perceived Social-Culture Impact), 0.688 (Tourism Development). That AVE is a measure of communality for each latent variable (Hair et al., 2014) and shows adequate results because all variants show a value each exhibit above 0.50. Thus, the measurement of the construct of this research is indicated to be strong.

This study has nine relevant hypotheses tested using a statistical approach with PLS-SEM. It determines model-fit and path coefficients as quantities used in determining the overall relationship effect in the model. Regarding the sequential partial model was determined to run statistical analysis. Thus, the first hypothesis, the effect of long term planning is tested with institutional sustainability which shows a positive and significant effect (LTP = 0.170, p-value <0.05) and therefore H1 is accepted. The second hypothesis, Political Participation in institutional sustainability was tested and the results showed that it was not significant (POP=0.046, p-value>0.05) to conclude that it was rejected for H2. While the third hypothesis gives the results of the relationship between long term planning and institutional sustainability and shows a positive and significant effect (LPP = 0.650, p-value < 0.05), so H3 can be accepted. In addition, the fourth hypothesis shows that institutional sustainability on the perceived economic impact has a significant effect (IS = 0.776, p-value > 0.05), so H4 is accepted. The fifth hypothesis shows that the relationship between institutional sustainability and perceived environmental impact has a negative and significant effect (iS=-0.111, p-value <0.05), so H5 is rejected. While the results of testing the relationship between institutional sustainability and perceived socio-culture showed a positive and significant effect (IS = 0.761, p-value <0.05), then H6 was accepted. Table 3 also presents the mediating role of destination image from program content, quality of facilities, convenience, quality of information, and staff on revisit intentions, the implications of which will also be discussed. The seventh hypothesis, namely the effect of perceived economic impact, was tested with tourism development which showed a positive but not significant effect (Eco_I = 0.011, p-value <0.05) and therefore H7 was rejected. Then, the eighth hypothesis, namely testing the effect of perceived environmental impact on tourism development, was tested and showed significant and positive results (Env_I = 0.366, p-value> 0.05) so that H8 was accepted. While the ninth hypothesis gives an insignificant relationship between socio-culture and tourism development (SC=0.033, p-value <0.05), so H9 can be rejected. Table 3 also presents the mediating role of destination image from program content, quality of facilities, convenience, quality of information, and staff on revisit intentions, the implications of which will also be discussed.

Table 3. Hypothesis Testing

Relationships	Direct Effect (β)	Indirect Effect (β)	T-Score	Probability	Conclusion
LTP → IS	0.170		2.957	0.003	Accepted
POP → IS	0.046		0.604	0.546	Rejected
LPP → IS	0.650		8.558	0.000	Accepted
IS → Eco_I	0.776		23.566	0.000	Accepted
IS → Env_I	-0.112		2.856	0.004	Accepted
IS → SC	0.761		18.723	0.000	Accepted
Eco_I → TD	0.011		0.076	0.940	Rejected
Env_I → TD	0.366		3.659	0.000	Accepted
SC → TD	0.033		0.228	0.820	Rejected
LTP → IS → Eco_I	0.132	2.898		0.004	Accepted
POP → IS → Eco_I	0.036	0.599		0.549	Rejected
LPP → IS → Eco_I	0.505	7.522		0.000	Accepted
LTP → IS → Env_I	-0.019	2.070		0.039	Accepted
POP → IS → Env_I	-0.005	0.557		0.578	Rejected
LPP → IS → Env_I	-0.073	2.614		0.009	Accepted
LTP → IS → SC	0.130	2.786		0.006	Accepted
POP → IS → SC	0.035	0.594		0.553	Rejected
LPP → IS → SC	0.495	7.878		0.000	Accepted

N = 200; R² = IS (0.646); Eco_I (0.603); Env_I (0.013); SC (0.580); TD (0.133)
 *Sig. p-value < 0.10; **Sig. p-value < 0.05; *** Sig. p-value < 0.01

DISCUSSION

The findings in this study revolve around three main areas to give particular attention to tourism development in the context of local people's perceptions. First, tourism planning as defined earlier. Second, institutional stability was found to influence the success and subjective perception of tourism planning in tourist destinations in Malang City. Third, the results regarding the impacts of tourism that are felt by the community regarding tourism that have an impact on the main impetus for tourism development are summarized. Finally, a collaborative tourism planning process to improve subjective well-being at the local level (Hemmonsbey and Tichaawa, 2019). Optimal tourism planning is a must to achieve sustainability which is one of the most significant influences on how tourism develops which are closely interrelated in the context of tourism governance (Dredge and Jenkins, 2007). In this study, attention is directed to the point of view of tourism planning which has not been widely discussed. The results of this study are in line with previous research which reflects that good long-term tourism planning can promote good governance (Ampong, 2018; Gibson, 2009). Furthermore, effective tourism planning can help in dealing

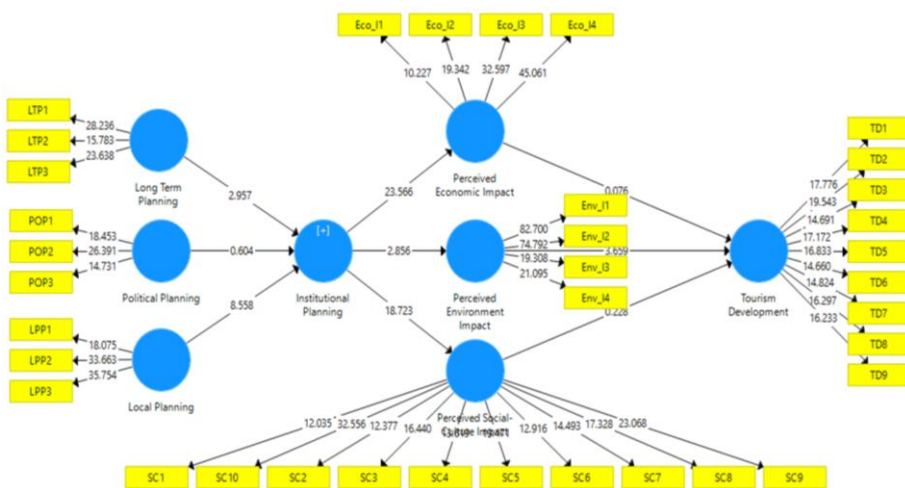


Figure 2. Structural Model Output

with the negative consequences of this sector, especially environmental and community impacts so that governance tends to be more stable (Almeida et al., 2017). Apart from that, as a framework for decision making, long-term planning is also a guide for all future development activities. With clear long-term planning, the government and local communities can identify the strengths and weaknesses of a tourism product, define a set of goals and objectives. An area that has the right long-term planning allows it to maximize all its potential so that it does not only focus on instantaneous profits. The long-term planning carried out by the City of Malang related to tourism has been contained in the Regional Tourism Development Master Plan (RIPPD) which was formulated to realize the leading tourism of Malang City.

Political participation is one of the recommended topics in tourism development. With the participation of the community in planning, it will bring up a shared view of tourism development (Ramukumba, 2019). This type of tourism planning process allows many tourism actors to consider tourism development and how their well-being will be affected by tourism growth (Jamal and Getz, 1995). An example of participation in planning is a public meeting with the actors involved with the opportunity to respond to a planning proposal (Buanes et al., 2005). In addition, recent research on planning models has shown that community-involved tourism plans are more successfully implemented and maintained than other types of tourism planning (Plummer et al., 2006). The tourism planning developed in Malang City has not involved the community much in its preparation. Meanwhile, the problem that may be faced by the government according to Forester (1982) is that when producing an effective plan, a public planner will experience confusion in his alignment with a decision. People's input comes from the point of view of ordinary people and may lack the technical background and knowledge needed later in decision making so they are not too much involved in planning. In addition to the aspect of involvement in planning, the focus of the policy planning taken also needs to be adjusted to certain regions. Therefore, regional policy planning is formed so that tourism development can optimize every advantage that exists in the region. This shows that the tourism sector certainly requires a tourism development plan that is specifically structured according to the potential of an area. Malang City itself has issued several regional regulations that regulate the tourism process so that Malang City's local policy is considered adequate. The results of this study support the opinion of several previous studies which state that tourism development can be influenced by local environmental, social and economic contexts which may require more attention to certain aspects than others (Lawton and Weaver, 2015; Harrill and Potts, 2003). In the tourism process, policy can be used to regulate stakeholders and as a tool to prevent potential conflicts (Beritelli and Laesser, 2011). With a strong link between local policies for development prevents inappropriate implementation at a local scale and helps find solutions that are shared by local communities and targeted at specific priorities.

Governments change over time as they adapt to evolving social circumstances, such as "shifts in the influence of influential actors or hegemonic values" (Dredge and Jenkins, 2007). Changes in extreme conditions such as environmental, economic and social conditions as well as inappropriate government activities can be factors that undermine institutional stability. Meanwhile, to support tourism development optimally, institutional stability is needed because it affects various aspects of tourism. The positive and significant influence is shown by the results of the study in Table 3 for institutional stability on the perceived economic impact of the local community. Stability in government is a political construction affecting the economy that involves the process of mobilizing and coordinating social action so that it affects economic conditions (Beaumont and Dredge, 2010). The economic impact of institutional stability has been widely applied in the social sciences, but rarely in tourism (Bramwell, 2010). A positive relationship shows that the government is considered to help regulate the community to reduce various economic crises with its stability in tourism development. Political legitimacy in the context of unstable social relations leads to the failure of the necessary authorities to regulate the economy. Then, this study also examines the indirect effect of long term planning, political participation and local planning policy through institutional sustainability. However, only long term planning and local planning policies were accepted, while political planning had no significant effect.

The current stability of the Malang City government which is considered not to have a positive environmental impact. The lack of environmental care activities with the existence of tourism carried out by the City of Malang is one of the causes. The difficulties experienced are expressed by Hall (2003) where ecotourism policies are more complicated because economic impacts tend to be prioritized. A very constructive role cannot be ignored in the process of economic growth and development, but at the same time the environmental aspect cannot be ruled out because it also affects social welfare (Rogerson and Rogerson, 2019). The results of the research by Xuchao et al. (2010) stated that energy consumption and CO₂ emissions are mainly caused by the hotel and tourism industry. Negative environmental impacts can certainly be minimized by making appropriate policies that require government stability as the executor. Institutional stability is seen as capable of providing tourism development that is compatible with the maintenance of vital ecological processes, diversity and biological resources (Katerina and Gabriela, 2012).

Furthermore, to examine the indirect effect, this study also measures the mediating role of institutional sustainability from long term planning, political participation and local planning policy through institutional sustainability. However, only long-term planning and local planning policies were accepted, while political planning had no significant effect. Perceptions related to the social impact of tourism in this study are related to positive or negative changes in social and cultural conditions (Park, 2007). Tourism itself is a social phenomenon that also plays a role in producing places and preserving culture and the development of social activities. Good institutional stability guarantees social welfare and the protection of local culture. It is very important for the government to understand how people perceive the benefits and disadvantages of tourism. Several studies state that institutional stability makes it easier for people to obtain better social welfare because it reflects better tourism planning and development (Deery et al., 2010). This welfare can be in the form of encouraging cultural activities, improving infrastructure and increasing security and living standards of local

communities. Indirect influence is also measured which shows the results that long-term planning and local planning policies are accepted, while political planning does not have a significant influence. Community support related to tourism development is generally divided into two categories, namely economic and non-economic rationality.

The first category emphasizes residents' perceptions of the economic impact of tourism development and relies on calculating material benefits to explain supportive attitudes and behaviors (Nunkoo and Gursoy, 2012; Nunkoo and Ramkissoon, 2011). The results of this study are certainly contrary to the principle of the direction of tourism development in Malang City which focuses on increasing employment opportunities so that it can accelerate economic growth and alleviate poverty. According to social exchange theory, residents' perceptions of the benefits and costs incurred can determine support for tourism (McGehee and Anderek, 2004).

Low or even negative economic impact is a trigger for rejection of tourism development (Nunkoo and Gursoy, 2012). Then, when this research was conducted, the condition of tourism in Malang City experienced a drastic decline which also affected the local community's economy. In addition, the situation where the economic impact felt by tourism and institutional stability may be uneven and only focuses on a few major tourist destinations is also the cause. The most influential important factor in explaining tourism support is the personal economic benefits derived from tourism (Dyer et al., 2007; Gursoy et al., 2010), especially in areas where tourism is expected to alleviate poverty or become a pillar industry (Gursoy and Rutherford, 2004). So by ensuring a balanced exchange between the benefits expected by the whole society received from tourism it becomes a tool for driving tourism development.

There is no doubt that people's views on environmental impacts have changed over time. Every development activity leads to environmental change, tourism is one of them (Lee et al., 2013). Tourism often has the potential to contribute positively to local development but at the same time, its rapid and sometimes uncontrolled growth can be a major cause of environmental degradation and loss of local identity and traditional culture (Zhang and Gao, 2016). Errors in planning tourism activities due to government instability can intensify natural degradation and environmental damage. Various studies reveal negative environmental impacts of tourism (eg, Barros et al, 2013; Rashid and Romshoo, 2012). Malang city itself has great natural tourism potential. Nature-based tourism itself has long been recognized as an agent of ecological change in natural systems (Monz et al., 2010). However, the results of research showing a positive influence indicate that the development of natural environmental conditions due to tourism has a positive impact. One of the phenomena that occurs is the emergence of various new tourist attractions based on local wisdom which used to be slum housing. The tourist destinations here have the effect of increasing the environmental index significantly higher than the surrounding non-tourism areas. With this positive perception, it will increase local community support regarding tourism development (Ramukumba, 2019). The next focus is the social and cultural perceptions felt by the local community as a result of tourism activities on tourism development. Some researchers have argued that people's support for tourism is likely to depend on the emotions, affections, and beliefs that shape behavior (Lee et al., 2012; Boley et al., 2017). Similar to economic perceptions, tourism development support is also measured based on the perceived social impact (Adinolfi, 2019). The results of this study indicate that social and cultural perceptions are not the main predictors of tourism development. This is explained by Deery et al (2012) who state that the social impact of tourism cannot be overestimated. The perception of the social and cultural impact felt by the community from tourism is not too large due to a decline in tourism activity during Covid-19. The interactions that exist automatically also decrease so that the socio-cultural impact is not significant.

Implications, limitations, and future research

Local community planning and support is very important in tourism development. Experts have identified suitable planning models in tourism development, but few have taken into account the stability of the institution and the perceived impact on the community. Stakeholder theory is used to examine the most ideal tourism planning. Meanwhile, Social Exchange Theory is used to see the perception of the local community in supporting tourism development. The findings of this study can broaden the theoretical perspective regarding the complexity of planning and community support for tourism. Furthermore, this research provides important insights to the city government regarding tourism development planning. Based on this research, institutional stability is a key factor influencing people's perceptions of tourism development. Tourism planners should also emphasize citizen participation and pay attention to profit sharing in supporting the economic and social impacts of tourism development. Although tourism brings tremendous benefits, the positive impacts are not being felt evenly and the Covid-19 pandemic is making things worse. The government needs to pay attention to the comparison of benefits can create a sense of injustice, which can greatly weaken local community support for tourism. Tourism planners should also seek to identify the negative impacts of tourism activities. Planners should consider that the community is not a tourist attraction that is intended only to meet the needs of tourists. More attention needs to be paid to the daily comfort of residents and the safety of residents when planning tourism projects. Although this study made some important contributions, some limitations need to be considered to support future research. First, this study only measures tourism planning that focuses on the region and does not discuss it at a higher level. Future research can evaluate higher-level policies and their alignment with existing local policies. Furthermore, this study only examines the perception of the impact of tourism from local communities in tourist destinations; in fact, the impact of tourism development on other stakeholders such as restaurants, transportation bureaus and shopping centers is also felt. Future research should evaluate the perceptions of other tourism stakeholders in more detail.

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