

Exploring Tourism Facilities to Enhance Ecotourism in Bukit Lawang

Nurlisa Ginting^{*1,2,3} , Firda Ristika¹, Narosu Siregar^{1,2,3} 

¹Departement of Architecture, Faculty of Engineering, Universitas Sumatera Utara, Medan, 20155, Indonesia

²Sustainable Tourism Center of Excellence, Universitas Sumatera Utara, Medan, 20155, Indonesia

³Monitoring Center for Sustainable Tourism Observatory (MCSTO) Universitas Sumatera Utara, Medan, 20155, Indonesia

*Corresponding Author: nurlisa@usu.ac.id

ARTICLE INFO

Article history:

Received 4 August 2025

Revised 16 September 2026

Accepted 7 August 2026

Available online 30 August 2026

E-ISSN: 2622-1640

P-ISSN: 2622-0008

How to cite:

Ginting N, et.al. Exploring Tourism Facilities to Enhance Ecotourism in Bukit Lawang. International Journal of Architecture and Urbanism. 2026. 10(2):322-330.



This work is licensed under a Creative Commons Attribution-ShareAlike 4.0 International.
<http://doi.org/10.32734/ijau.v10i2.27121>

ABSTRACT

Ecotourism is a form of tourism that promotes travel in natural settings, which is currently favoured by visitors. This rising interest for ecotourism will only be satisfactory if the destination could provide sufficient tourism facilities. Such facilities enable travellers to access the destination as well as allow them to experience the distinctiveness of a place and appreciate the natural environment. Bukit Lawang is one of the most popular ecotourism destinations in Indonesia. Located at the rainforest in Gunung Leuser National Park, Bukit Lawang offers visitors with hiking trails and opportunity to observe orangutans in their native habitat. This paper aims to identify the elements of tourism supporting facilities in Bukit Lawang. By implementing a mixed method research, this paper adapts ecotourism variables and triangulates data from observation, questionnaires, and interviews. It is found that tourism supporting facilities in Bukit Lawang remain unsatisfactory because they are yet to be properly organised. To improve the condition, the facilities and services in Bukit Lawang need to be adequately structured, arranged, and managed by strengthening the body of the Destination Management Organisation (DMO) thus the objective of ecotourism in Bukit Lawang can be achieved.

Keywords: Bukit Lawang, ecotourism, supporting facility, tourism facilities

1. Introduction

Ecotourism, a form of sustainable tourism that emphasises on the natural environment, continues to grow [1][2]. It is one of the key destination development strategies focused at preserving the environmental and cultural diversity by inviting visitors and involving local communities to come and protect a natural area without causing environmental damage [3][4]. The objectives of ecotourism are to improve the quality of tourism destinations, to stimulate regional economic growth, and to foster the involvement of local communities in tourism governance [5]. In a destination context, ecotourism can be promoted through the provision of tourism supporting facilities [6][7]. Excellent facilities can also encourage people to visit and spend a considerable amount of time at the destination [8][9]. Bukit Lawang, one of the natural destinations in North Sumatra, Indonesia, has begun to adopt the concept of ecotourism because of the wealth of its attractive natural features, such as the river, the rainforest, and the faunas [10]. Accordingly, in order to promote the development of Bukit Lawang as an ecotourism destination, it is necessary to enhance its tourism supporting facilities [11].

Besides encouraging visitors to spend longer time in a destination, good quality of tourism facilities also helps them to navigate their movements and diversifies the range of activities during their trips [12][13]. Conceptually, ecotourism is a responsible act of tourism that seeks to protect natural sites, provide benefits for the local economy, and preserve cultural integrity within the local community [14]. Meanwhile, tourism supporting facilities are elements or objects that complement the primary facilities in a destination. The supporting facilities are intended to provide ease and comfort for visitors, which include parking lots, public toilets, prayer rooms, souvenir shops, and seating areas (Table 1) [15].

Table 1. Supporting facilities

Element	Variable
Supporting Facilities	Parking lot, Garbage bins, Souvenir shops, Public toilets, Prayer rooms, Security post, Seating areas

2. Method

This research was conducted in Bukit Lawang, an ecotourism destination located within the boundary of Gunung Leuser National Park, North Sumatra, Indonesia. Administratively, Bukit Lawang is situated in Langkat Regency. The area was selected as the research location because it has strong natural tourism potential, including river landscapes, tropical rainforest, flora, fauna, and orangutan habitats. Some parts of the area are also designated for conservation purposes, making Bukit Lawang highly relevant for examining the relationship between tourism supporting facilities and ecotourism development. The geographical position and physical context of the research area are presented in Figure 1.

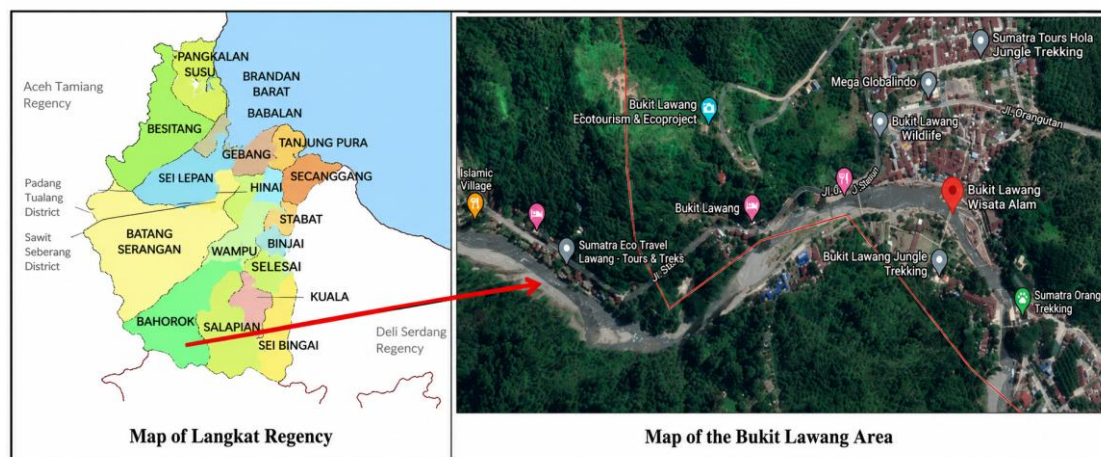


Figure 1. Research location

This study applied a mixed-method approach to obtain a comprehensive understanding of tourism supporting facilities in Bukit Lawang. The qualitative approach was used to identify the existing condition of facilities through direct field observation and semi-structured interviews, while the quantitative approach was used to measure visitors' perceptions through questionnaires. The variables used in this study were adapted from the ecotourism and tourism-facility literature, focusing on supporting facilities such as parking lots, garbage bins, souvenir shops, public toilets, prayer rooms, security posts, and seating areas. Qualitative data were collected through field observation and semi-structured interviews with tourism actors in Bukit Lawang. The observation focused on the availability, location, accessibility, arrangement, and physical condition of tourism supporting facilities. Interviews were conducted with key informants, including tour guides, local community

representatives, and academics, to obtain deeper information regarding facility management, local participation, and the role of supporting facilities in ecotourism activities.

Quantitative data were collected by distributing questionnaires to 100 visitors during the fieldwork. The questionnaire was designed to assess visitors' perceptions of the supporting facilities based on indicators derived from the literature. The responses were measured using a five-point Likert scale, ranging from 1, indicating "strongly disagree," to 5, indicating "strongly agree." The collected data were then analyzed descriptively by calculating the mean score for each facility indicator. The analysis was conducted by integrating quantitative and qualitative findings. The questionnaire results were used to identify visitors' level of agreement regarding the availability, accessibility, arrangement, and condition of each facility. Meanwhile, the observation and interview data were used to explain and validate the quantitative findings. This triangulation process enabled the study to provide a more comprehensive assessment of tourism supporting facilities in Bukit Lawang and their contribution to the development of ecotourism.

3. Result and Discussion

The analysis begins by classifying the questionnaire respondents based on gender, origin, age, and occupation. This classification is important because visitors' perceptions of tourism facilities may be influenced by individual characteristics, including personal background and travel experience [16]. A total of 100 questionnaires were distributed to visitors in Bukit Lawang. The respondents consisted of 66 male visitors and 34 female visitors. Based on their origin, 20% of the respondents were visitors from Langkat, while 80% were visitors from outside Langkat. In terms of age, the respondents were dominated by young adults, with 12% aged 17–20 years, 59% aged 21–30 years, 5% aged 31–40 years, and 24% aged above 40 years. Based on occupation, most respondents were students, accounting for 59% of the total respondents, followed by employees at 13% and civil servants at 6%. These characteristics indicate that the perception data were largely obtained from young and educated visitors, who represent an important segment in evaluating ecotourism facilities and visitor comfort.

Supporting facilities are physical elements provided to improve visitor convenience, comfort, accessibility, and safety in a tourism destination. In the context of ecotourism, these facilities should not only support tourism activities but also contribute to environmental quality, local community participation, and sustainable destination management. Supporting facilities may include parking lots, garbage bins, souvenir shops, public toilets, prayer rooms, security posts, and seating areas [17][13]. In community-based ecotourism, local residents play an important role in managing tourism services and facilities according to local values and practices [18]. However, the involvement of other stakeholders, including local government and destination managers, is also necessary to ensure that supporting facilities are properly arranged, maintained, and integrated into the overall management of the destination [19][20]. The visitors' assessment of supporting facilities in Bukit Lawang is presented in Table 2.

Table 2. Statement of supporting facilities

Supportting Facilities	Question	Mean (Langkat Tourists)	Mean (Tourists Outside Langkat)	Mean
Parking Lot	a. The parking lots are easy to find	3.65	3.57	3.61
	b. The parking lots are well-arranged	2.30	2.09	2.19
Garbage bins	c. The garbage bins are present and easy to find	2.50	2.48	2,49
Souvenir shops	d. The souvenir shops are easy to find	3.70	3.55	3,62
	e. The toilets are easy to find	3.50	3.49	3,49
Public toilets	f. The toilets are decent and suitable to use	2.45	2.20	2,32
	g. The prayer rooms are easy to find	3.40	3.35	3,37

Supporting Facilities	Question	Mean (Langkat Tourists)	Mean (Tourists Outside Langkat)	Mean
Prayer rooms	h. The prayer rooms are decent and appropriate to use	3.35	3.13	3.24
Security Post	i. The security posts are easy to find	2.40	2.11	2,25
Seating areas	j. The seating areas are present and easy to find	3.40	3.57	3,48
	k. The seating areas are in good condition	3.15	3.16	3,15
	Mean	3.07	2.97	3,01
1= Strongly disagree, 5= Strongly Agree				

Table 2 shows that the overall mean score of supporting facilities in Bukit Lawang was 3.01, indicating that visitors perceived the facilities as moderately available but not yet fully satisfactory. The mean score from visitors from Langkat was 3.07, while the mean score from visitors from outside Langkat was 2.97. This slight difference suggests that local visitors tended to give a more positive evaluation than visitors from outside Langkat. However, both groups generally indicated that several supporting facilities still require improvement, especially in terms of arrangement, cleanliness, quality, and accessibility. The highest mean score was found in the ease of finding souvenir shops, with an overall mean of 3.62, followed by the ease of finding parking lots with a mean of 3.61 and the ease of finding public toilets with a mean of 3.49. Meanwhile, the lowest scores were found in the arrangement of parking lots with a mean of 2.19, the ease of finding security posts with a mean of 2.25, the condition of public toilets with a mean of 2.32, and the availability of garbage bins with a mean of 2.49. These results indicate that the main problems are not only related to the presence of facilities but also to their quality, visibility, maintenance, and management.

The parking facility received a relatively positive response in terms of availability, as shown by the mean score of 3.61 for the statement that parking lots are easy to find. However, the arrangement of parking lots received a low mean score of 2.19, indicating that visitors considered the parking system insufficiently organized. The condition and location of the parking areas are illustrated in Figure 2, which shows that parking spaces are available but still require better spatial arrangement. The availability of parking is important in a tourism destination because it allows visitors to leave their vehicles safely and supports their comfort during tourism activities [21] [22]. Field observation showed that several parking areas are located on private land owned by local community members, while daily parking operations are managed through a revenue-sharing system regulated by the village authority. The parking fee is Rp 10,000 for cars and Rp 5,000 for motorcycles. This finding was supported by a tour guide who stated that parking spaces for cars are generally available, but motorcycle parking remains poorly arranged. Therefore, the parking facility in Bukit Lawang should be improved through clearer zoning, better circulation, visible signage, and more organized management.

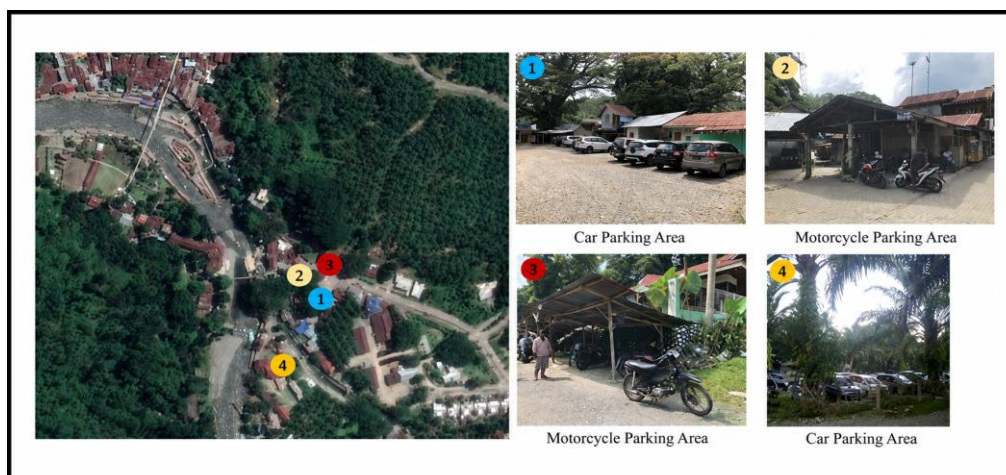
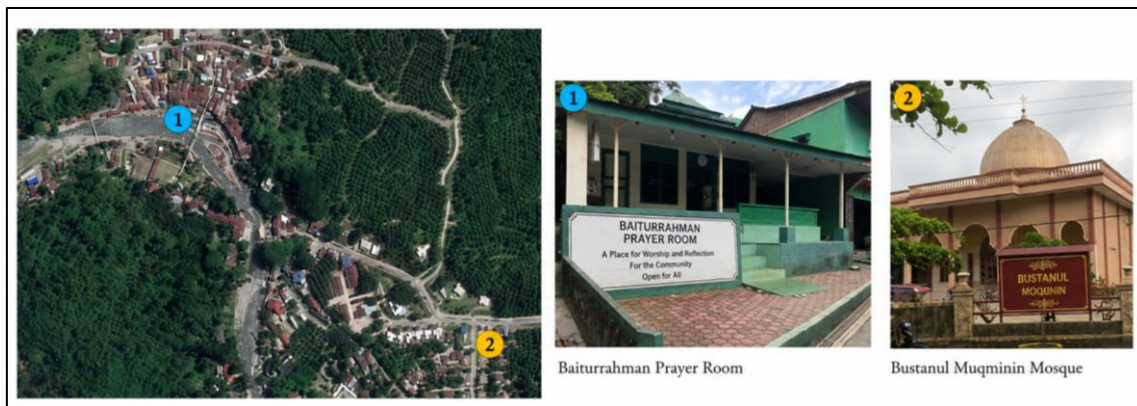
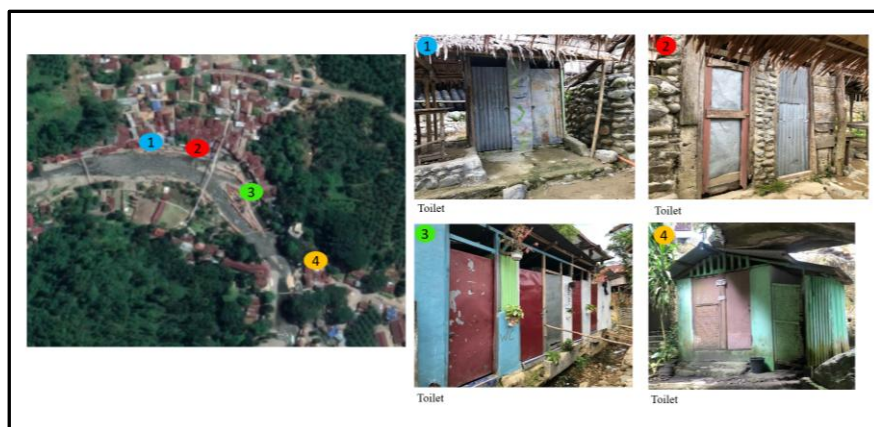


Figure 2. Parking lot location

Prayer rooms were also assessed positively by visitors. The statement that prayer rooms are easy to find received a mean score of 3.37, while the statement that prayer rooms are decent and appropriate to use received a mean score of 3.24. These scores indicate that prayer rooms are generally available and usable, although some improvement is still needed in terms of cleanliness and facility quality. The location and physical condition of the prayer rooms are shown in Figure 3. The availability of prayer rooms is relevant to the local context because the majority of the surrounding community is Muslim, making worship facilities an important component of visitor services [18]. An interview with a tour guide confirmed that the main prayer room is large, clean, and located close to the tourism area, although another prayer room near the river is smaller and less clean. This indicates that the provision of prayer rooms has supported visitor comfort, but regular maintenance and equal facility quality across different locations are still needed.

**Figure 3.** Location of musholla

Public toilets are among the most important supporting facilities in a tourism destination. Based on Table 2, the statement that toilets are easy to find received a mean score of 3.49, showing that visitors generally agreed that toilets are available and accessible in Bukit Lawang. However, the condition of the toilets received a low mean score of 2.32, indicating that visitors considered them inadequate or unsuitable for comfortable use. The existing condition of the toilets is presented in Figure 4, which shows that several toilet facilities require improvement in terms of cleanliness, lighting, physical appearance, and maintenance. Toilet availability is closely related to visitor satisfaction because sanitation facilities are basic needs in public tourism spaces [23]. Poor lighting and an unclean appearance may create the perception that public toilets are dirty and uncomfortable [9]. Since visitor comfort in using tourism facilities can influence satisfaction and the intention to revisit, the improvement of public toilets should become one of the main priorities in Bukit Lawang [24], [24][25].

**Figure 4.** Toilets location

Souvenir shops received the highest mean score among all supporting facility indicators. The statement that souvenir shops are easy to find obtained a mean score of 3.62, indicating that visitors considered these facilities accessible and well distributed within the tourism area. Souvenir shopping is an important part of the tourism experience because it allows visitors to bring home products that represent the uniqueness of the destination. Shopping activities may also contribute to the local economy because part of visitor expenditure is distributed to local traders [9][25]. In Bukit Lawang, souvenir shops are generally located near tourism activity points, making them easy to reach by visitors. This condition supports the role of local communities in ecotourism by providing economic opportunities through tourism-related products and services. However, although accessibility is considered good, the manuscript should further explain whether the souvenir products reflect local identity, environmental values, and community-based ecotourism principles [26].

Seating areas, shelters, or cottages are also important because Bukit Lawang is closely associated with river-based tourism activities. Visitors need comfortable resting spaces where they can enjoy the river landscape and other natural attractions. The statement that seating areas are present and easy to find received a mean score of 3.48, indicating that visitors generally agreed that these facilities are available. The location and distribution of shelters are shown in Figure 5. However, the condition of seating areas received a lower mean score of 3.15, suggesting that their quality was perceived as only moderate. An interview with a visitor revealed that although many cottages are available, their quality is considered ordinary, the rental price of approximately Rp 50,000 may be perceived as relatively expensive, and some cottages located directly on the riverbank may create safety concerns for children. Therefore, the management of shelters and seating areas should consider not only availability but also safety, comfort, maintenance, price transparency, and environmental suitability.

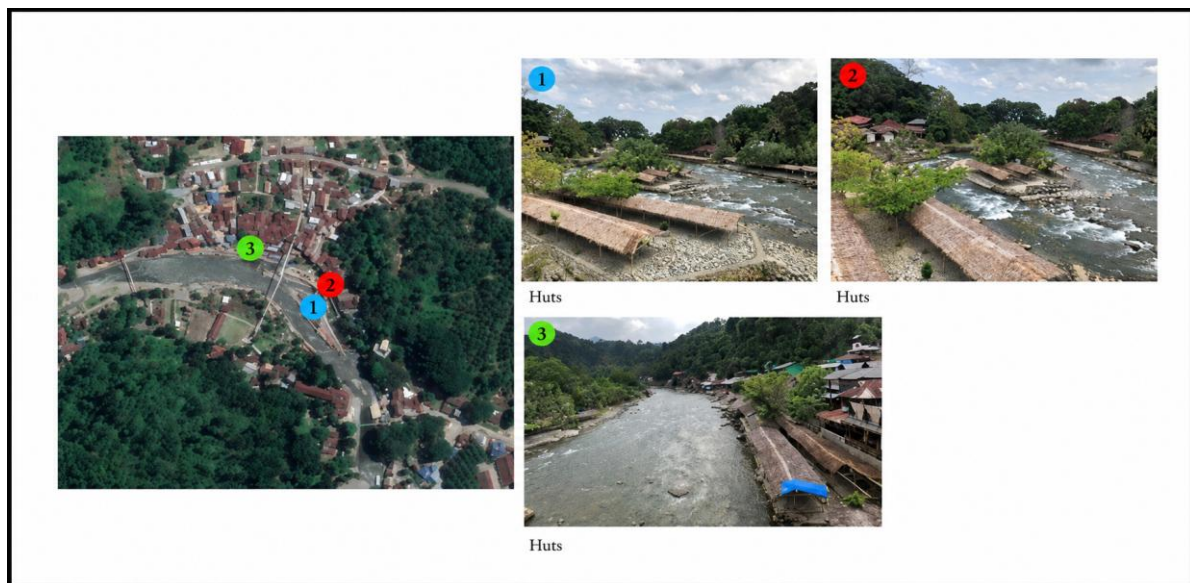


Figure 5. Location of shelters

The security post received one of the lowest mean scores in the study. The statement that security posts are easy to find obtained a mean score of 2.25, indicating that visitors generally disagreed that security facilities were visible and accessible. The location of the security post is shown in Figure 6. Although the security post exists near the entrance road to the tourism area, interview data suggest that newly arrived visitors often do not notice it, and the post is not always guarded except during holiday periods. Security is an essential component of tourism services because it affects visitor comfort, destination image, and the willingness of visitors to return [8] [27]. Therefore, Bukit Lawang requires more visible, accessible, and consistently operated security facilities. Improvements may include clearer signage, regular staff presence, coordination with local authorities, and better information for visitors regarding emergency assistance.



Figure 6. Security post

Garbage bins and hygiene facilities also received a low evaluation, with a mean score of 2.49 for the statement that garbage bins are present and easy to find. This result indicates that visitors perceived the number and distribution of garbage bins as insufficient, particularly in areas with high visitor activity such as the river zone. Cleanliness is a fundamental aspect of ecotourism because a clean environment increases destination attractiveness and supports conservation values [5]. In ecotourism destinations, waste management is especially important because tourism activities take place in or near sensitive natural environments. Conservation requires the wise use of natural resources so that environmental quality can be maintained for sustainable development [28][29]. Therefore, the limited availability of garbage bins in Bukit Lawang may weaken the destination's ecotourism objectives. The management should provide more waste-disposal points, separate organic and inorganic waste, improve waste-collection routines, and encourage visitors to participate in maintaining cleanliness.

The findings show that supporting facilities in Bukit Lawang are available but not yet optimally arranged, maintained, or managed. Facilities such as souvenir shops, parking areas, prayer rooms, toilets, and shelters are generally easy to find, but several aspects still require serious improvement. The most urgent issues are the poor arrangement of parking lots, the inadequate condition of public toilets, the limited visibility of security posts, and the insufficient availability of garbage bins. These weaknesses indicate that the development of supporting facilities should not focus only on physical provision, but also on facility quality, spatial organization, maintenance, safety, cleanliness, and integrated destination management. Strengthening collaboration among local communities, tourism actors, village authorities, and destination management institutions is necessary to ensure that Bukit Lawang can provide better visitor experiences while maintaining its ecotourism and conservation values.

4. Conclusion

This study concludes that the supporting facilities in Bukit Lawang are generally available, but they have not been optimally arranged, maintained, and managed to fully support the development of ecotourism. The findings show that several facilities, such as souvenir shops, prayer rooms, seating areas, and parking areas, are relatively easy for visitors to find. However, the quality and management of some facilities still require significant improvement. The most critical issues are related to the limited availability of garbage bins, the poor condition of public toilets, the low visibility and limited operation of security posts, and the inadequate arrangement of parking areas. These weaknesses indicate that the provision of tourism facilities should not only focus on availability, but also on cleanliness, comfort, safety, accessibility, and proper spatial organization. Improving hygiene facilities is a priority because cleanliness is closely related to the principles of ecotourism and environmental conservation. The number and distribution of garbage bins should be adjusted to visitor needs, especially around high-activity areas such as the river zone. Public toilets also need to be improved in terms of cleanliness, lighting, physical condition, and regular maintenance so that visitors can use them comfortably. In addition, security posts should be made more visible, accessible, and consistently

operated to ensure visitor safety and support a positive tourism experience. Parking areas also need better arrangement, clear zoning, and organized management so that visitors feel secure when leaving their vehicles during tourism activities. The improvement of supporting facilities in Bukit Lawang requires integrated management involving local communities, tourism actors, village authorities, and destination managers. Better facility management will not only increase visitor comfort and satisfaction, but also strengthen Bukit Lawang's role as an ecotourism destination that supports conservation, community participation, and sustainable tourism development. Future research is recommended to examine other ecotourism destinations for comparative analysis and to explore the role of destination management institutions in maintaining the quality of tourism facilities.

5. Acknowledgment

The authors would like to express their sincere gratitude to the Department of Architecture, Faculty of Engineering, Universitas Sumatera Utara, for its academic support during the preparation of this research. The authors also acknowledge the support of the Sustainable Tourism Center of Excellence, Universitas Sumatera Utara, and the Monitoring Center for Sustainable Tourism Observatory (MCSTO), Universitas Sumatera Utara. Appreciation is also extended to the local community, tour guides, tourism actors, and visitors in Bukit Lawang who provided valuable information and participated in the field observation, interviews, and questionnaire survey. Their contributions were essential in supporting the completion of this study.

6. Conflict of Interest

The authors declare that there is no conflict of interest related to the publication of this manuscript. The authors also confirm that the research was conducted independently and that no personal, financial, institutional, or professional relationships influenced the research process, data analysis, interpretation of findings, or conclusions presented in this study.

References

- [1] S. Khanra, A. Dhir, P. Kaur, and M. Mäntymäki, Bibliometric analysis and literature review of ecotourism: Toward sustainable development (Tour. Manag. Perspect, 2021) DOI: 10.1016/j.tmp.2020.100777.
- [2] T. K. Khoshtaria and N. T. Chachava, Prospects of ecotourism development in recreation areas of South Georgia (Ann. Agrar. Sci., 2017), pp. 312–317 DOI: 10.1016/j.aasci.2017.07.004.
- [3] I. B. de Lima, P. A. Kumble, M. G. de Almeida, E. F. Chaveiro, L. C. G. Ferreira, and R. D. Mota, Ecotourism community enterprises and ethnodevelopment: modelling the Kalunga empowerment possibilities in the Brazilian savannah (Brazilian J. Sci. Technol, 2016), pp. 1–25, DOI: 10.1186/s40552-016-0013-8.
- [4] M. S. Mancini et al., Ecological Footprint and tourism: Development and sustainability monitoring of ecotourism packages in Mediterranean Protected Areas (J. Outdoor Recreat. Tour, 2022), DOI: 10.1016/j.jort.2022.100513.
- [5] M. Heshmati, M. Gheitury, and S. Shadfar, Factors affecting possibility of ecotourism development and sustaining natural resources using SWOT approach in west Iran (Int. J. Geoheritage Park, 2022), pp. 173–183, DOI: 10.1016/j.ijgeop.2022.03.004.
- [6] D. Song and S. Kuwahara, Ecotourism and World Natural Heritage: Its influence on islands in Japan (J. Mar. Isl. Cult., 2016), pp. 36–46 DOI: 10.1016/j.imic.2016.05.006.
- [7] N. Sudipa, M. S. Mahendra, W. S. Adnyana, and I. B. Pujaastawa, Tourism impact on the environment in Nusa Penida tourism area (J. Environ. Manag. Tour., 2020), pp. 113–124 DOI: 10.14505/jemt.11.1(41).13.
- [8] L. Sechi, R. Moscarelli, and P. Pileri, Planning tourist infrastructures to regenerate marginalised territories: the study case of North Sardinia, Italy (City, Territ. Archit., 2020) DOI: 10.1186/s40410-019-0108-x.

- [9] I. P. A. Suputra and I. M. Adikampana, *Perencanaan Fasilitas Pariwisata di Desa Wisata Kerta, Kecamatan Payangan, Kabupaten Gianyar, Bali* (J. Destin. Pariwisata, 2019) DOI: 10.24843/jdepar.2019.v07.i01.p05.
- [10] N. Ginting and W. A. Adriansyah, *Penataan Tata Informasi di Bukit Lawang Sebagai Pengembangan Wisata Berkelanjutan* (Talent. Conf. Ser. Energy Eng., 2019) DOI: 10.32734/ee.v2i1.419.
- [11] H. P. Nasution, *Prospek pengembangan pariwisata di kawasan wisata Bukit Lawang Kabupaten Langkat* (Pros. Semin. Nas. ASBIS, 2017), pp. 144–156.
- [12] S. Wang, J. Wang, W. Shen, and H. Wu, *The evaluation of tourism service facilities in Chinese traditional villages based on the living protection concept: theoretical framework and empirical case study* (J. Asian Archit. Build. Eng., 2021), pp. 1–18, DOI: 10.1080/13467581.2021.2007109.
- [13] N. Ginting, V. N. Rahman, A. D. Nasution, and N. A. Dewi, *Geotourism development through the public facilities in Geotrail Bakkara, Toba Caldera Geopark* (Geoj. Tour. Geosites, 2021), pp. 914–920, DOI: 10.30892/GTG.37324-726.
- [14] S. K. Mallick, S. Rudra, and R. Samanta, *Sustainable ecotourism development using SWOT and QSPM approach: A study on Rameswaram, Tamil Nadu* (Int. J. Geoheritage Park., 2020), pp. 185–193, DOI: 10.1016/j.ijgeop.2020.06.001.
- [15] N. Ginting and A. Sasmita, *Developing tourism facilities based on geotourism in Silalahi Village, Geopark Toba Caldera* (IOP Publishing, 2018), DOI: 10.1088/1755-1315/126/1/012163.
- [16] N. Ginting, N. V. Rahman, and A. D. Nasution, *IMPACT OF GENDER ON SELF-EFFICACY: EVIDENCE FROM INDONESIA's KARO TOURISM* (Geoj. Tour. Geosites, 2022), pp. 218–224, DOI: 10.30892/GTG.40126-822.
- [17] T. C. Matisziw and A. Gholamialam, *Optimizing facility siting for probabilistic collection and distribution of information in support of urban transportation* (Appl. Netw. Sci., 2021), DOI: 10.1007/s41109-021-00372-9.
- [18] D. Adom, *The place and voice of local people, culture, and traditions: A catalyst for ecotourism development in rural communities in Ghana* (Sci. African, 2019) DOI: 10.1016/j.sciaf.2019.e00184.
- [19] V. Saluja, S. Anand, H. Kumar, and J. Peng, *The perceived impact of tourism development and sustainable strategies for residents of Varkala, South India* (Int. J. Geoheritage Park., 2022), pp. 184–195, DOI: 10.1016/j.ijgeop.2022.03.003.
- [20] J. Surjanti, A. Soejoto, D. N. Seno, and Waspodo, *Mangrove forest ecotourism: Participatory ecological learning and sustainability of students' behavior through self-efficacy and self-concept* (Soc. Sci. Humanit. Open, 2020), pp. 100009, DOI: 10.1016/j.ssaho.2019.100009.
- [21] P. S. Utari and I. M. A. Kampana, *Perencanaan Fasilitas Pariwisata (Tourism Amenities) Pantai Pandawa Desa Kutuh Kuta Selatan Badung* (J. Destin. Pariwisata, 2014), pp. 57–67.
- [22] R. Sulistiyana, *Pengaruh Fasilitas Wisata Dan Harga Terhadap Kepuasan Konsumen (Studi Pada Museum Satwa)* (J. Adm. Bisnis S1 Univ. Brawijaya, 2015), pp. 86214.
- [23] E. S. H. Hutahaean et al., *Fasilitas MCK Di Ruang Publik Untuk Keperluan Warga* (J. Abdimas (Pengabdian Kpd. Masyarakat) UBJ, 2021), pp. 215–226.
- [24] S. Keliwar and A. Nurcahyo, *Motivation and Perception Visitor Against Tourist Attractions Pampang Cultural Village in Samarinda* (J. Manaj. resort, 2015), pp. 10–27.
- [25] N. Supraptini, *Pengaruh Fasilitas, Transportasi Dan Akomodasi Terhadap Kepuasan Wisatawan Pariwisata Di Kabupaten Semarang* (BISECER (bus. Econ. Entrep.), 2020), pp. 56–67.
- [26] S. Marhanah and W. H. Wahadi, *Pengaruh Fasilitas Wisata Dan Kualitas Pelayanan Terhadap Kepuasan Pengunjung Di Taman Margasatwa Ragunan Jakarta* (J. Manaj. Resort dan Leis., 2016), DOI: 10.17509/jurel.v13i1.2134.
- [27] U. Hasana, S. K. Swain, and B. George, *A bibliometric analysis of ecotourism: A safeguard strategy in protected areas* (Reg. Sustain., 2022), pp. 27–40, DOI: 10.1016/j.regsus.2022.03.001.
- [28] G. W. Forje and M. N. Tchamba, *Ecotourism governance and protected areas sustainability in Cameroon: The case of Campo Ma'an National Park* (Curr. Res. Environ. Sustain., 2022), pp. 100172, DOI: 10.1016/j.crsust.2022.100172.
- [29] M. Sesotyaningtyas and A. Manaf, *Analysis of Sustainable Tourism Village Development at Kutoharjo Village, Kendal Regency of Central Java* (Procedia - Soc. Behav. Sci., 2015), pp. 273–280, DOI: 10.1016/j.sbspro.2015.05.091.