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## WASTE MANAGEMENT IN SUPPORTING SUSTAINABLE TOURISM CASE STUDY OF TOURIS DESTINATION MALIOBORO YOGYAKARTA

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**Abstract :** *In general, waste is defined as the result of human activities and natural processes in solid or liquid form. Waste that is not managed properly can cause various problems in various sectors, one of which is the tourism sector. The purpose of this study is to determine the perceptions of tourism stakeholders and waste management management in the tourist area of Malioboro. This study used a descriptive qualitative method with FGD, observation and unstructured interviews as techniques in data collection. The researcher uses George R. Terry's theory where management consists of 4 (four) factors, namely Planning, Organizing, Actuating, and Controlling. The results of this study state that waste management in Malioboro tourist destinations is carried out well, this is evidenced by the implementation or fulfillment of these 4 (four) factors. Suggestions from this research, it is hoped that related agencies dealing with solid waste can improve the current deficiencies, both in terms of human resources, completeness of existing facilities and infrastructure.*

**Keywords :** *Sustainable Tourism, Stakeholders, Waste Management*

### I. INTRODUCTION

Tourism destination is a geographic place or space in which a visitor or tourist stops for either one night or for a specified period, or the tourist terminal point of a holiday, whether they are traveling for tourism or business purposes. Bunghez (2015). In its development, tourist destinations have a goal framework that includes 5 elements, namely: Attraction, tourist attractions based primarily on natural and cultural wealth as well as artificial or artificial attractions such as events or those usually classified as special interests. Accessibilities, which include transportation system support including: terminal facilities, airports, ports, transportation routes / routes and other transportation models. Amenities, which include supporting facilities and tourism support including: accommodation, restaurants (food and beverage), souvenir shops, travel agencies, retail, tourist information centers, money changer facilities and other convenience facilities. Ancillary Services, which include hospitals, banks, postal, telecommunications and others. This is a supporting facility used by tourists. Institutions or usually referred to as institutions related to the existence and role of each element in supporting the implementation of a tourism activity including the local community. To support these five elements, and also support sustainable tourism, cleanliness and orderliness of the area from waste is also a concern that requires good waste management.

Tourism is currently starting to focus on sustainable tourism. Sustainable tourism can be defined as tourism which considers all current and future social and environmental impacts, and still meets the needs of visitors, industry, environment and host communities (UNWTO, 2018a). The principle of sustainability refers to the environmental, economic and socio-cultural aspects of tourism development, and a suitable balance must be established between these three dimensions to ensure its long-term sustainability. "Tourism that takes full account of its current and future economic, social and environmental impacts, addressing the needs of visitors, the industry, the environment and host communities" (UNEP&UNWTO, 2005). One of the aspects that must be considered in sustainable tourism is the environmental aspect so that a tourist area must have good waste management. Management can be defined as "the process of planning, organizing, staffing, leadership, and controlling for optimizing the use of resources and implementing tasks in achieving organizational goals effectively and efficiently".

Demirbas, (2011). Waste management is the collection, transportation, processing, recycling or disposal and monitoring of waste materials. A typical waste management system consists of collection, transportation, pre-treatment, processing and final reduction of residues. The waste management system consists of a whole series of activities related to waste handling, processing, disposal, or recycling. According to George R. Terry (2012), four factors that influence management are Planning, Organizing, Actuating And Controlling.

Based on the background the formulation of the research problems are:

1. How the stakeholder perception of waste management in Malioboro tourism destination related to the minister regulation No. 14th of 2016th in the scope of environmental preservation
2. How the proper waste management for Malioboro tourism destination.

## II. LITERATURE REVIEW

### Tourism Destination.

Tourism destinations is a geographic place or space where visitors or tourists stop off either for one night or for a specified period, or a tourist terminal point, whether they are traveling for tourism or business purposes Bunghez (2015). In the development of tourism destinations, Cooper has four aspects, namely attraction, accessibility, amenities and ancillary service in Sunaryo (2013 p. 159). According to the tourism law No. 10. year 2009 (Article 1 paragraph 6) states that tourism destination areas, hereinafter referred to as tourism destinations, are geographic areas within one or more administrative areas of public facilities, tourism facilities, accessibility and communities that are interrelated and complement the realization of tourism.

Figure 1 Illustration tourism destination construction



Cooper (Suryo, 2013)

### Sustainable tourism

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### Waste management

Ghinea, (2012). The waste management system starts when waste is temporarily stored in containers and covers the entire solid waste life cycle (collection, transportation, recovery, treatment, disposal). Environmental stresses from the generation, collection and treatment of waste including emissions to air, land and water have different impacts on human health and the environment. Demirbas, (2011). Waste management is the collection, transportation, processing, recycling or disposal and monitoring of waste materials. A typical waste management system consists of collection, transportation, pre-treatment, processing and final reduction of

residues. The waste management system consists of a whole series of activities related to the handling, processing, disposal, or recycling of waste materials. Management can be defined as "the process of planning, organizing, staffing, leadership, and controlling for optimizing the use of resources and implementing tasks in achieving organizational goals effectively and efficiently". George R. Terry (2012) four factors that influence management are as follows:

1. Planning. Includes planning in waste management, planning waste management process activities, forms and types of activities to be carried out, and implementation time.
2. Organizing. Includes tasks given, availability of human resources, availability of work equipment,
3. Actuating. Includes giving direction to supervisors and officers, providing training,
4. Controlling. Includes a supervisor, carries out supervision in the field.

### **III. METHOD**

The method in this study used a descriptive qualitative research method using a case study approach that was deepened by qualitative explorations. According to Creswell (2014, p. 32) qualitative research is research that uses an approach with the aim of exploring and understanding the meaning of individuals or groups related to social or human problems. Sugiyono, (2017 p. 9), qualitative research methods are methods that are based on the philosophy of post positivism, used to examine the conditions of natural objects where the researcher is a determining instrument, triangulation data collection techniques (combined), inductive / qualitative data analysis, and research results emphasize meaning rather than generalization. Data collection techniques in this study were carried out by means of FGD (focus group discussion), observation and unstructured interviews. Sekaran & Bougie, (2016, p. 98). Case studies focus on reporting information about a specific object or activity such as a specific business unit or organization. In a case study, the case is the individual, organization, event or situation that interests the researcher.

### **IV. RESULT AND DISCUSSION**

Based on the results of the FGD with tourism stakeholders who were given three questions, the speakers had a good perception of each question asked, these questions are as follows:

- a. in your opinion, what is the proper waste management for Malioboro tourist destinations? The interviewees answered that in order to manage solid waste properly, a professional waste management system must be used, namely by working with private parties who have expertise in this field.
- b. In your opinion, as a stakeholder, what is the right program that can be implemented to reduce the volume of waste in the Malioboro area? Stakeholders argue that there is a need for education to tourists, street vendors and the community to raise awareness to follow good waste disposal procedures, and its management, for example, separating organic and non-organic waste as well as waste banks.

Based on the observations that have been made it can be explained that:

1. Throughout the Malioboro area, bins are available with a distance of approximately 4-5 meters, but there is still trash that is not in its place. The garbage is in the form of plastic bags, drink bottles, and even cigarette butts scattered about.
2. The notice board in written form is still rarely seen, the notice board is only found at a few points.
3. At several points there are traditional transportation, namely horse carts that use horse power, the manure from the horses creates an unpleasant aroma.
4. Along the shopping areas of Malioboro, you can see that each shop has cleaning tools in the form of a broom stick and also a garbage pick-up dustpan. So that the need for cleaning tools is easy to obtain.
5. Regarding the Covid-19 pandemic that is currently hitting the world including Indonesia, along the Malioboro area there is also a place to wash hands.
6. Interview Findings

Some of the unstructured questions that the writer asked the janitor were as follows.

1. How many cleaners are there in the Malioboro area, from 0 km south to 0 km north? There are 25 cleaning staff on duty along Malioboro, divided into three shifts, namely morning, afternoon and evening.
2. What kind of waste is the most? Food and beverage waste, which affects a lot of waste, one of which is traders.
3. How is the garbage transportation system in Maliboro ? Garbage is collected, then transported to the garbage vehicle TOSA.
4. Are there controllers or officers who check the performance of the cleaners? Checks are carried out routinely every day by the group leader, the foreman, the supervisor of the management office.

5. Have any tourists complained about hygiene problems? There are often complaints from the public and entrepreneurs / traders if the waste has accumulated.
6. What is the distance between each trash can? the distance between one trash can and another is 2-3 meters on average.
7. Discussion of Problem Formulations

From the results of the FGD with an interviewees, observations and unstructured interviews, the conclusions that can be drawn are as follows:

1. The waste management in the Malioboro area, needs better management, this is indicated by the presence of waste, both plastic waste, food wrapping. like under a tree or on the side of the road. This requires special attention from each stakeholder to pay more attention and have awareness about the importance of good and correct waste management. Waste management in the tourist area of Malioboro has progressed compared to previous years, but according to stakeholders it would be even better if the management cooperates with a second party, in this case the private sector. This is so that management can be handled better.
2. Waste management in the Malioboro is good, this is supported by the presence of cleaning officers who routinely clean up garbage along the tourist area of Malioboro. In addition, there are also trash cans placed along the area that are close to each other, and there are several appeals not to litter, even though there is still rubbish that is not in its place. In waste management, according to the author, there are several important things in the waste management process to create a clean and healthy environmental quality, two of which are waste management mechanisms and community participation.
3. Waste management in Malioboro is good, this is evidenced in the overall process of waste management from planning, organizing, directing, and monitoring. However, in the organization there are still shortcomings, namely, the temporary garbage disposal for the Malioboro area is not smart, so the waste produced by Malioboro juice is temporarily disposed of in an inadequate place.

## V. CONCLUSION

Tourism stakeholders in the tourist area of Malioboro have good perceptions of waste management. This is evidenced by the opinion of those who say that programs to reduce the volume of waste must be carried out, such as waste banks, education on cleanliness and if necessary, the government can make proper regulations, such as fines or punishments for visitors and the community. Those who do not comply with this regulation aim to provide awareness, both to tourists, the community and merchants, of the importance of maintaining cleanliness in the tourist area of Malioboro. The management of waste management related to the condition of the waste in the Malioboro area is good, this is evidenced by the implementation of all planning, organizing, directing and controlling. However, in planning in waste management there are still shortcomings, namely, the container or place for separating the types and forms of waste is not evenly available. Recommendation for managers of the Malioboro tourist area, they must have strict regulations for both tourists, the community and business actors in the area related to cleanliness rules in the area. This is intended so that all stakeholders have the awareness to jointly maintain the cleanliness of the area.

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