

Building Trust For Ijen Merapi Ungup-Ungup Crater Nature Park Development

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Abstract

This research aims to examine trust building and share understanding in the development of Ijen Merapi Ungup-ungup Crater Nature Park. There are allegations of corporate interests behind the expansion of Ijen Merapi Crater Nature Park. This research method is qualitatively descriptive approach through interviews from government, public and private. The results showed in 2020, the Minister of Environment and Forestry changed the main functions of forest areas into nature parks, leading to the formation of trust for the development of this nature park. But not yet formed due to constructive conflicts between stakeholders, egocentric interests, and lack of collaboration.

1. Introduction

Tourism drives economic growth, employment, and contributes to infrastructure improvements, promoting hygiene, health programs, cultural gym projects, and environmental conservation, benefiting local communities and tourists.

Tourism involves brief stays in off-road destinations and residential neighborhoods, driven by fun and entertainment options to create memorable travel and hospitality experiences (Tina, Melinda. et al., 2017).

Tourism development aims to improve living standards, maintain regional identities and customs, boost economic growth, focus on small- and medium-sized businesses, and maximize the use of attractions as agents of cultural traditions while minimizing negative impacts (Sufa et al., 2020).

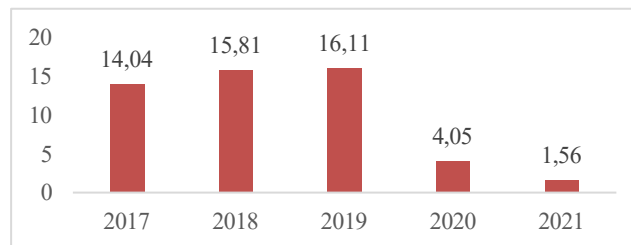


Figure 1. Number of foreign tourists to Indonesia in 2017-2021

Based on figure 1 shows that in 2017 there were 14.04 million foreign visitors to Indonesia and an increase of 12.61 percent in 2018. In 2019 it also increased by 1.88 percent to 16.11 million visitors. But unfortunately, the pandemic hit Indonesia so that in 2020 it decreased sharply by 74.84 percent. Throughout 2021, there were only 1.56 million visits, a decrease of 61.57 percent compared to 2020. Based on the tourism data, it implies that Indonesian tourism is still in demand by foreign countries.

(Imron & Anwar, 2019) highlight the significant role of stakeholders in national tourism development, including government in resource protection, community empowerment, tourism service provision, and data provision.

Private tourism companies, including hotels, airlines, travel agencies, and restaurants, can drive progress through investment, service innovation, and destination promotion, requiring local community involvement (Hidayat, N. C. & Setijaningrum, E., Asmorowati, 2020; Supriyono & Hakim, 2020; Wibowo, 2021).

The failure of governance in tourism development shows that many actors lead to a lack of trust and not reaching a common understanding (Towner, 2021). Principled engagement and fostering trust are important because they are towards achieving common goals (Bichler & Lösch, 2019; Pilving et al., 2019). Shared trust plays a key role in successful collaboration (Bianchi et al., 2021; Fisher et al., 2020). A common trust will emerge, and emphasis is compared by Emerson and Nabatchi (Emerson et al., 2012). Emphasis according to (Ansell & Gash, 2008) more success in the development of tourism governance. Emerson and Nabatchi's emphasis proved less successful as many of the actors involved created a lack of trust and did not reach mutual agreement.

Trust is a social impact that influences individuals and communities to work together effectively and efficiently (Fukuyama, 2017). Trust is essential for building cooperation between individuals and communities. Trust can be divided into various contexts in the field of tourism, including relationships between tourism providers and tourists, between tourism companies and tourists, between tourism and local communities, and between tourism companies, local communities, and the government (Williams & Baláž, 2021).

Belief in the importance of cooperation among stakeholders can increase productivity and achieve shared goals. For example, understanding the role of stakeholders in decision-making and implementing strategies for tourism development in Bandung is not effective due to individualism in decision-making and conflict resolution (Hamka et al., 2022). Unbalanced relationships and lack of cooperation between stakeholders can lead to poor decision-making and conflict resolution, resulting in poor work outcomes. The government's relationship with various tourism institutions also needs improvement. It is essential to foster cooperation and involve all parties to understand shared goals, interests, and interests. Cooperation can lead to better outcomes in the field of tourism.

Mount Ijen, is one of the active mountains in a nature conservation area. This area is located between three districts: Situbondo, Bondowoso, and Banyuwangi. The development of the area for tourism purposes has also raised concerns about its impact on the environment and local communities (Arifianto, 2023). Conflicts related to the boundaries of Ijen Crater have been ongoing since 2006, with differences of opinion from various stakeholders regarding the boundaries of the area. The conflict involved local governments and communities, as well as unclear boundaries that led to disputes (Kurnianto, 2021; Prayogi, 2021).

In 2011 the Decree of the Minister of Forestry No. SK 395 / Menhut-II / 2011 dated July 21, 2011 concerning the Determination of Forest Areas and Marine Conservation in East Java Province covering an area of 1,361,146 ha. The decree includes Ijen Crater Nature Reserve and Ijen Crater Nature Park located in Banyuwangi Regency and Bondowoso Regency. In 2020, the Decree of the Minister of Environment and Forestry No. SK.318/MENLHK/SETJEN/OLA,2/7/2020, dated July 30, 2020 concerning changes in functions in the main functions in forest areas from part of the Merapi Ungup-Ungup Nature Reserve Area to a Nature Park in Banyuwangi Regency and Bondowoso Regency, East Java Province, covering an area of 214.12 ha. The area of Merapi Ungup-Ungup Nature Reserve is 2,370.91 ha and the area of Ijen Crater Nature Park is 305.29 ha.

Ijen Crater, a geological site in Geopark Ijen, was designated as a national site in August 2023. It has contributed actively to geological conservation and is now part of the Unesco Global Geopark. The site's geological Nature Park (TWA) is also known for its "double-up" phenomenon.

The number of tourists in the Nature Park (TWA) Ijen Merapi Ungup-ungup Crater in 2020 there were 10,753 foreign tourists (tourists). Then in 2021 it dropped dramatically to only 152 foreign tourists. This is due to the COVID-19 pandemic hitting Indonesia. Meanwhile, in 2022, visits jumped dramatically to 15,444 foreign tourists. As of June 2023, Wisman Ijen Crater has 8,456 visitors. Not inferior to archipelago tourism in 2020 there were 65,983 visitors. Unfortunately, in 2021 there were only 19,653 visitors. In 2022 the difference is 55,266 with foreign tourism and in 2023 (as of June) there will be 47,472 visitors.

Table 1. Number of Domestic and Foreign Tourists in Nature Park (TWA) Ijen Merapi Ungup-ungup Crater 2019-2023

No	Year	Line	Tourist	
			Nusantara	Abroad
1	2019	<u>Banyuwangi Regency</u>	<u>260.344</u>	<u>25.256</u>
		Kabupaten	85.219	29.644
		Bondowoso		
2	2020	<u>Banyuwangi Regency</u>	<u>75.232</u>	<u>4.935</u>
		Kabupaten	43.484	5.821
		Bondowoso		
3	2021	Banyuwangi Regency	19.653	152

		Kabupaten Bondowoso	41.299	0
4	2022	Banyuwangi Regency	55.266	15.444
5	2023 (As of June)	Banyuwangi Regency	47.472	8.456

The Nature Tourism Park Ijen Merapi Ungup-ungup Crater is being developed by 15 stakeholders including East Java Provincial Culture and Tourism Office, Banyuwangi Regency Culture and Tourism Office, Bondowoso Regency Culture and Tourism Office, East Java Natural Resources Conservation Center, and buffer village communities.

PT Candi Ngrimbi promotes sulfur mining activities in Ijen Crater natural tourism, while PT Sura Parama Setia builds infrastructure for tourism (Rahmatin & Yudhiasta, 2021). The Nature Tourism Park allows foreign parties to visit the traditional mining process.

Activists protest against Nature Park of Ijen Crater expansion due to environmental concerns, wildlife threats, and corporate interests allegations (DaulatHijau, 2020; Ekosistem, 2016).

Activists argue that the expansion of TWA Ijen Merapi Ungup-ungup Crater could harm the environment and wildlife, and that the development of tourism facilities may not be sustainable (Pratami, 2017).

TWA Ijen Merapi Ungup-ungup Crater's expansion is allegedly driven by corporate interests, with activists accusing it of increasing tourism revenue rather than promoting conservation and sustainable development (Suryandari, 2005). Protests are based on concerns that the development may harm the environment and wildlife, and activists call for sustainable development and conservation efforts to protect the area's wildlife and environment (DaulatHijau, 2020; Ekosistem, 2016).

In addition, in the implementation of collaborative governance, there are several problems faced, including lack of conscious understanding of tourism by the community, lack of infrastructure for tourism development, lack of trust between stakeholders, limited human resources and budget and infrastructure facilities, power imbalances, lack of trust, accountability issues in decision making, and inadequate resources for tourism development (Aeni & Astuti, 2019; Hanafi, 2022; Mafaza & Setyowati, 2020; Molla et al., 2021; Putra et al., 2022; Seka et al., 2022).

Activists have protested against the expansion of TWA Ijen Merapi Ungup-ungup

Crater, citing concerns about tourism's impact on the environment and wildlife, and allegations of corporate interests. The protests emphasize the need for sustainable development and conservation efforts. Trust building is a challenge in the development of TWA Ijen Merapi Ungup-ungup Crater, and this study aims to analyze trust building and share understanding in collaborative governance for the development of Ijen Crater Nature Park since 2016.

2. Literature Review

The research paper "Building Trust for Ijen Merapi Ungup-ungup Crater Nature Park Development" requires a thorough examination of existing literature on trust-building, nature park development, and stakeholder conflict management. Relevant sources include academic publications on trust dynamics, sustainable park development strategies, and efficient conflict resolution mechanisms.

Birds on Fragmented Islands, evaluates the impact of deforestation on Indonesian forest bird distribution and provides recommendations for improvement (Balen, 1999). Although not directly linked to Ijen Merapi Ungup-ungup Crater Nature Park, it offers valuable insights into ecological and conservation aspects.

The Landscape and Visual Impact Assessment (LVIA) for the 34 MW Ijen Bondowoso geothermal project in Blawan provides valuable insights into the ecological and societal impacts of the project, despite not being directly linked to the Ijen Merapi Ungup-ungup Crater Nature Park (Finiguerra & Blaha, 2023).

The study by (Zen & Wulandari, 2016) explores the growth strategy of the tourism industry in Banyuwangi, focusing on the development of Ijen Crater, despite not being directly linked to the nearby Ijen Merapi Ungup-ungup Crater Nature Park.

3. Research Method

This study investigates trust building and shared understanding in collaborative governance on TWA Ijen Merapi Ungup-ungup Crater using qualitative research methods (Neuman, 2016). The study involved 30 informants, including East Java Provincial Culture and Tourism Office, Banyuwangi Regency Culture and Tourism Office, Bondowoso Regency Culture and Tourism Office, East Java Natural Resources Conservation Center, and more. The findings were analyzed using (Miles, Huberman, et al., 2014; Miles, Michael Huberman, et al., 2014) techniques.

4. Results and Discussion

Ijen Crater Nature Tourism Park, located in the Kawah Ijen Merapi Ungup-Ungup conservation area, is a well-liked tourist spot that features Paltuding, guest homes, food booths, and Pondok Bunder. It provides a rejuvenating environment for both local and international guests (BBKSDA, 2020).

Recently, there have been protests against the conversion of hundreds of hectares of the Ijen Crater conservation area into the Ijen Crater Nature Tourism Park. Activists and residents have criticized the move, arguing that it will harm the conservation area's function. The conservation area is home to various wildlife, such as the Javan leopard and various species of eagles (Hakim, 2020; Hendrizal, 2020). According to the Tourism and Culture Office of East Java Province as follows:

“TWA Ijen Merapi Ungup-ungup Crater, located in Bondowoso and Banyuwangi Regencies, is managed by the Natural Resources Conservation Division and East Java Natural Resources Conservation Center, with the Tourism Office supporting collaboration for UNESCO GEOPARK submission” (Results of an interview with the Tourism Studies Staff of the Tourism and Culture Office of East Java Province).

The Tourism and Culture Office of East Java Province is a cooperative function. Meanwhile, BBKSDA as the developer and maintainer of the area. This is clarified by BBKSDA as follows:

“TWA Ijen Merapi Ungup-ungup Crater is a collaboration between KSDA region III and BBKSDA East Java, with Telkomsel and PLN UID East Java aiming to increase tourism potential and manage nature reserve areas without damaging existing areas” (Results of interview with BBKSDA East Java).

In managing nature reserves, of course, BBKSDA cannot be alone, of course, it needs other parties. In this case it is the local government as explained by the Banyuwangi Tourism and Culture Office as follows:

“Banyuwangi's tourism department has partnered with local authorities to

promote TWA Ijen Merapi Ungup-ungup Crater, a Unesco World Heritage Site, with 73 hotels available and numerous travel agencies working in the area. Promotion includes social media, brochures, tours, and jazz concerts” (Results of an interview with the Banyuwangi Tourism and Culture Office).

Meanwhile, the East Java Provincial Bappeda explained that the development of the Ijen Merapi Ungup-ungup Crater Nature Park (TWA) needs more attention. Because many problems are encountered and it is necessary to formulate solutions to these problems. As explained by Bappeda of East Java Province as follows:

“The TWA Ijen Merapi Ungup-ungup Crater focuses on sustainability, environmental protection, and economic impact on the local community. Bappeda plays a crucial role in designing sustainable development policies and monitoring their impact. Construction is carried out in short and medium term, different and medium term, and CSR” (Results of an interview with Bappeda of East Java Province).

The Tour Guide Association also explained that in the construction of Bappeda has an important role. As an association only provides views on the experience in traveling. As explained from members of the East Java Tour Guide Association as follows:

“Tour guides provide valuable insights into their experiences and conditions in the area, including environmental issues, environmental degradation, and socio-economic issues. They also help in promoting a healthy environment and ensuring that the area is well-suited for development in TWA Ijen Merapi Crater”. (Results of an interview with Asita Korwil East Java).

TWA Ijen Merapi Ungup-ungup Crater, in East Java, is managed by the Conservation of Natural Resources and Tourism and Culture Departments, with private companies and state-owned enterprises involved. The Bappeda contributes to sustainability, environmental protection, and socio-economic impact, while private companies develop tourism infrastructure. The community plays a crucial role in waste management, environmental impact, economic benefits distribution, and preserving local culture.

In 2016, a meeting was held to coordinate tourism development in and around the

forest area, attended by officials like KSDAE Director General, Regent of Banyuwangi, and PJLHK Director.

“In May 2016, a cross-ministerial team held a synchronization meeting on TWA tourism development planning for Ijen Merapi Ungup-ungup Crater, attended by various officials including the Director General of KSDAE, Vice Regent of Banyuwangi, Director of PJLHK, and Head of Bappeda Banyuwangi Regency” (Results of interview with Bappeda of East Java Province).

In the development of tourism in TWA Ijen Merapi Ungup-ungup Crater, the private sector built several accommodation facilities and hospitality. As explained as follows:

“The development plan for TWA Ijen Merapi Crater includes not only a hotel but also several accommodation and hospital facilities. The Rp 400 million "Ijen Blue Fire Resort" project includes development areas, dormitories, hotels, visitor centers, food courts, parkir areas, villas, guest houses, and other related facilities”. (Results of an interview with the Banyuwangi Tourism and Culture Office).

However, according to the local community that there are allegations of the interests of the Corporation. As explained as wrestling:

“In 2012, PT Medco Geothermal Indonesia, an Indonesian company, expanded its operations to 62,620 hectares in two districts, Blawan, Bondowoso, and Gunung Ijen, Banyuwangi. The decision was made on July 30, 2020, following the coordination of several ministers and officials under the Minister of Environment and Natural Resources. The decision has been criticized by Banyuwangi society and experts.” (Results of interviews with community leaders of Banyuwangi buffer village).

According to the Banyuwangi Tourism and Culture Office, the ministry has supported the planning and implementation of TWA tourism development in Ijen Merapi Ungup-ungup Crater as follows:

“The development of Ijen will focus on the skyline and the concept of Ecotourism, ensuring harmony with the environment. The Pariwisata

department will support planning and execution of the Ijen Wisata, ensuring effective communication and coordination.” (Results of an interview with the Banyuwangi Tourism and Culture Office).

In 2016, officials from KSDAE, Banyuwangi, and PjLHK met to plan tourism development in the forest area for the "Ijen Blue Fire Resort," emphasizing communication and stakeholder collaboration.

5. Discussion

Anshel and Nabatchi differ on collaborative governance's challenges. (Ansell & Gash, 2008) define it as a government system involving state and non-state actors working together to achieve common goals. Emerson et al. suggest it requires shared understanding, clear goals, and effective communication among stakeholders to overcome these issues (Arrozaaq, 2016; Hariyoko & Wardiyanto, 2022; Molla et al., 2021; Qoyimah et al., 2023).

Collaborative governance involves stakeholder collaboration in decision-making processes, such as in the construction of Ijen Merapi Ungup-ungup Crater Nature Park. The government prioritizes nature-based tourism and diversification, while local communities are directly affected (Purnomo et al., 2019). Academics offer expertise for sustainable development (Admin, 2023b, 2023a).

The TWA Ijen Merapi Ungup-ungup Crater area, administratively part of Bondowoso and Banyuwangi, is managed by three institutions: East Java Conservation and Natural Resources Center, Perhutani, and PTPN XII, necessitating cooperation for conservation activities.

1. Trust Building in the Development of TWA Ijen Merapi Ungup-ungup Crater

To enhance trust in TWA Ijen Merapi Ungup-ungup Crater's development, improved communication, increased stakeholder participation, transparency, accountability, and community involvement are essential for collaborative governance.

McKnight & Chervany (2006) Construct a typology of beliefs based on the origin of beliefs, trust formation, and how beliefs work. The typology is described in the following diagram:

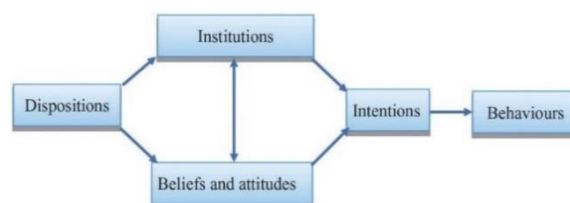


Figure 2. Model of the stages of development of trust

The study utilizes trust typologies by (Harrison McKnight & Chervany, 2001) to understand the stages of trust origin, formation, and its functioning. Dispositional trust, a personality-based belief (Mayer et al., 1995; Schoorman et al., 2007), demonstrates the reliability of others across individuals and situations (Kramer, 1999).

1) Dispositional trust

Dispositional trust relates to trust in one's personal level. Personally, everyone has a certain level of trust in other people and situations (Das & Teng, 2004).

TWA Ijen Merapi Ungup-ungup Crater's development relies on personal information and coordination between stakeholders, with Banyuwangi Regency and East Java Province overseeing the project. Private sector companies are selected through ministry coordination, providing stakeholders with tasks and roles.

2) Institutional trust

Institutional trust is a higher level of confidence in a protected environment and social security, based on the belief that trust in the environment will work properly. Since 2016, coordination has been conducted to establish trust between stakeholders, including colleagues, business, and politics. However, trust has not been established due to community criticism of the expansion of TWA Ijen, a Decree of the Minister of Environment and Environment, published on July 30, 2020, following a coordination meeting led by Coordinating Minister for Maritime Affairs and Investment Luhut Binsar Pandjaitan. Does the expansion of TWA Ijen have anything to do with geothermal exploration carried out by the private sector?

3) Belief dan Attitude

Trust in tourism promotion is based on individual attitudes and expectations. Tour guide associations promote tourism, while private companies develop

infrastructure for TWA Ijen Merapi Ungup-ungup Crater. Access to tourism is entrusted to Provincial Highways Public Works Office and local governments, with BKSDA playing a licensing role. Balai Besar builds tourist facilities, Banyuwangi Regency Government manages roads, interpretation rooms, and water reservoirs, and Bondowoso Regency Government supports TWA Ijen Merapi Ungup-ungup Crater.

2. Share Understanding in the Development of TWA Ijen Merapi Ungup-Ungup Crater

(Bittner & Leimeister, 2013) identify three categories of "Shared Understanding": shared meaning, shared mental model, and shared information. Shared meaning refers to the shared understanding of a common goal, shared mental model reflects the same cause and effect for group actions, and shared information refers to shared ownership during collaboration.

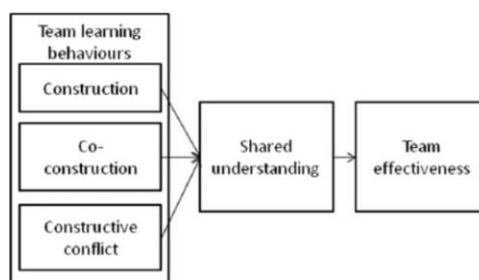


Figure 3. Conceptual Model Share Understanding

Adapting from research Van den Bossche et al., (2011), shared understanding is determined through three things: construct, co-construction, and constructive conflict.

1) Construction

Construction involves a group member explaining a problem and suggesting a solution, with the rest actively listening and participating in the reconstruction process.

The Coordinating Ministry for Economic Affairs, Tourism, and Creative Economy has developed development plans for East Java, including Mount Ijen, with the East Java Natural Resources Conservation Center managing TWA Ijen Crater.

2) Co-construction

Co-construction involves constructing meaning through problem-renewal, promoting mutual understanding, while collaborative performance involves coordinating group members' meanings for effective problem-solving.

The government aims to enhance TWA Ijen Merapi Ungup-ungup Crater's tourism infrastructure, but faces territorial authority and budget ownership issues. Private sector promotes area, while Bappeda Bondowoso Regency and Banyuwangi Regency allocate development budgets.

3) Constructive Conflict

This process of coordination involves mutual agreement, and through constructive conflict ensues, "bypassing differences in interpretation between group members and arguments and clarifications from each member" (Van den Bossche et al., 2011).

Ijen Crater Nature Park, located in the Ijen Merapi Ungup-ungup Crater conservation area, is being planned and implemented according to various sources.

- a) The East Java Natural Resources Conservation Agency (BKSDA Jatim) plans to develop the TWA Ijen Merapi Ungup-ungup Crater area in accordance with the existing plan.
- b) The article discusses the potential of Kawah Ijen as a high-quality tourist destination, emphasizing the need for sustainable tourism principles and community involvement.
- c) TWA Ijen Crater, situated in the Ijen Merapi Ungup-ungup Crater conservation area, is urged to develop sustainable tourism facilities with local community involvement.
- d) In 2016, a meeting was held to coordinate tourism development in and around the forest area, attended by officials from KSDAE, Banyuwangi, and PjLHK.
- e) The article suggests that the government should prioritize improving the environment in the Ijen Mountains area, rather than expanding TWA Ijen Crater due to corporate interests allegations.
- f) In October 2019, a forest fire occurred in TWA Ijen Merapi Ungup-ungup Crater, necessitating conservation efforts like the Siap Darling program to restore the environment.

Stakeholder egocentricity led to internal conflicts in TWA Ijen Merapi Ungup-ungup Crater's development, resulting in abandonment due to budget constraints and authority disputes.

4) Share Understanding dan Team Effectiveness

Shared understanding in a team is based on common goals, expectations, and vision (Langan-Fox et al., 2004). To enhance team effectiveness, a compelling direction, strong structure, supportive context, and shared mindset are essential (Haas & Mortensen, 2016). Effective teams become more resilient, experience positive synergy, and feel empowered in their careers, as noted by (Team Asana, 2023).

TWA Ijen Merapi Ungup-ungup Crater's development was halted due to conflicts of authority and alleged corporate interests, despite a lack of common understanding of development objectives.

Collaboration between stakeholders is crucial for sustainable tourism development and community impact. Trust building is essential for Alam Kawah Ijen, and government policies can influence ecotourism concepts. Rebuilding trust requires commitment, accountability, and authority avoidance.

6. Conclusion

TWA Ijen Merapi Ungup-ungup Crater, a tourist destination in Mount Ijen, Indonesia, was transformed from a nature reserve to a park in 2020. However, conflicts between stakeholders, egocentric interests, and lack of collaboration hindered its development. Successful collaboration requires rebuilding mutual trust, demonstrating commitment to goals, valuing all parties, and preventing misunderstandings.

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