

Aspiring Geopark Gorontalo: Geological Site Preparation Solution for Post-COVID-19 Tourism

Meilinda Lestari Modjo¹, Krishna Anugrah¹, Yuyu Indriati Arifin^{2*}

¹Tourism Study Program, Vocation Program, Gorontalo State University, Gorontalo, Indonesia.

²Geological Engineering Study Program, Faculty of Mathematics and Natural Sciences, Gorontalo State University, Gorontalo, Indonesia.

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Corresponding Author:

Yuyu Indriati Arifin

yuyuarifin78@gmail.com

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Abstract: The Geosite Area of Gorontalo Evaluated Using Quantitative Descriptive Research Method for Tourism Preparedness Post-COVID-19" The Gorontalo geosite area was evaluated using a quantitative descriptive research method in this study to determine its readiness to host tourism after COVID-19. Changes in the attitudes and behaviours of tourists have occurred as a result of the COVID-19 epidemic, significantly impacting the domestic and international tourism environment. The objective of this research is to gain an understanding of the factors motivating tourists, classify various forms of tourism, and observe specific geosites in Gorontalo based on official designations. Different local attitudes towards the "new normal tourism" are crucial factors in the highlighted destination preparation differences presented in the conclusions. Despite the economic considerations influencing the continuous implementation of health protocols, the government, local communities, and businesses must collaborate towards achieving optimal and sustainable tourism recovery.

Keywords: Tourism Preparedness; COVID-19; Geosite Area; New Normal Tourism; Health Protocols; Sustainable Recovery.

Introduction

All geoparks in Indonesia were designated as natural tourist destinations long before obtaining official geopark status (Ristiawan et al., 2023). Before and during the COVID-19 pandemic, tourist visits, especially on weekends and holidays, reached their peak (Grima et al., 2020). Data indicates that before COVID-19, the Ciletuh Geopark Area recorded the highest number of visits, totalling 14,723,559 people with revenue reaching IDR 1,300,000,000.

The empowerment of the local community in the Ciletuh Geopark Area encompasses various sectors, such as tour guides, labourers, accommodations, souvenir vendors, coffee shops, and traditional dance artists (Munandar et al., 2022). The impacts, both environmentally and socially, include issues such as congestion, waste disposal, motor vehicle pollution, and even ecological damage due to limestone mining activities at the site (Hengky, 2022). The high visitation

poses challenges in the protection and rehabilitation of the site (Cahyadi & Newsome, 2021).

The establishment of geoparks in Indonesia is supported by the Central Government with the hope of adding value to existing destinations. This program is reinforced by the financial policies of the Central Government aimed at enhancing the tourism potential in target areas. Between 2014-2019, the central government prioritized programs such as infrastructure development, improved connectivity, village tourism programs, homestays, and digital tourism (Liew et al., 2021).

These programs not only increase domestic tourist visits but also open Indonesian tourist destinations to the outside world through the development of infrastructure such as new airports (Wijaya et al., 2019). Although providing positive economic impacts in destination areas, the consequences of tourism facilitation, such as infrastructure improvement, also result in an increase in the number of visitors with all its

negative impacts, such as traffic congestion and pressure on natural sites (Schroeder et al., 2016). It is important to note that some geoparks also function as national parks, which have visitor limits. However, geoparks do not have capacity limits, often experiencing overcrowding, especially during peak seasons (Drápela et al., 2021). This constraint not only affects accommodation demand but also leads to negative social and environmental impacts, such as traffic jams, inadequate waste disposal, and indiscriminate littering (Ghulamrabbany et al., 2013).

During peak seasons, in particular, the lack of awareness among domestic tourists about environmental cleanliness becomes a serious problem that is difficult to address (Gössling, 2002). This phenomenon may be related to recreational preferences rather than ecological awareness, as previously observed by (Fereday & Muir-Cochrane, 2006) regarding Indonesian visitors to national parks. The visitor demographics indicate a focus on recreational activities such as picnics, and a lack of environmental awareness regarding site cleanliness becomes a constraint in addressing waste disposal and pollution issues (Kiessling et al., 2017).

Method

This research adopts the commonly used quantitative descriptive research method to explore tourism topics (Almquist et al., 2016). This approach allows researchers to track contemporary issues, analyze changes in phenomena, and present and explain the attributes of the studied subject (Kusumaningrum & Wachyuni, 2020). The focus of this research is to describe tourists' motivations and changes in their attitudes towards travel, especially after the emergence of the COVID-19 pandemic.

The COVID-19 pandemic has impacted various aspects of life, including the tourism industry (Capocchi et al., 2019). This research aims to understand tourist motivations by considering categories of tourism types (Rebuya et al., 2020) and to observe specific geosites in Gorontalo, based on their designation by the local government and their status as tourist destinations.

Data collection was carried out through an online questionnaire-based survey method. The survey method was chosen as it is a commonly used tool in tourism research. The questionnaire was distributed online using the Google Forms platform through WhatsApp messages. The online survey approach was selected to obtain responses and valuable information from various geosites in the Province of Gorontalo. The questionnaire survey is an appropriate method for collecting data on

individual attributes, perspectives, attitudes, and actions.

The survey process involved three main stages: questionnaire design, selection of survey strategy (in this case, online survey), and selection of appropriate respondents (Clifford et al., 2016). The sample was chosen using the simple random sampling method based on probability, involving 100 participants. The collected data were considered suitable for analysis in this research. The sample selection using random selection methods ensures a balanced opportunity for individuals in the relatively large population of tourists (Jager et al., 2017).

Result and Discussion

The research was conducted in several regencies and cities in the Province of Gorontalo. The questionnaire was distributed, and the results yielded a total of 252 respondents. However, due to errors in filling out the questionnaire, a total of 243 responses were considered valid for analysis. For a more detailed breakdown, the distribution of the questionnaires based on districts can be observed in Figure 1.

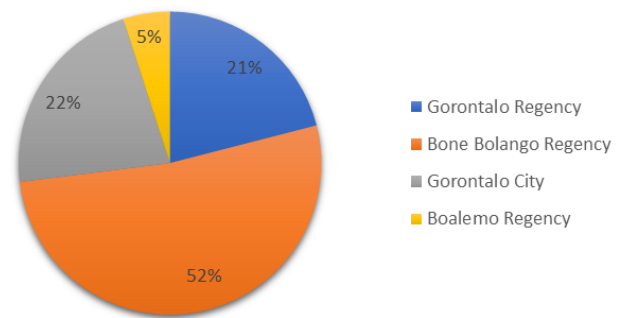


Figure 1. Diagram of Respondent Distribution Based on Regency

The questionnaire was distributed based on popular tourist destinations frequently visited by local tourists in Gorontalo. Survey findings indicate that tourist destinations in Bone Bolango Regency obtained the highest response rate at 52%, followed by Gorontalo City at 22%, Gorontalo Regency at 21%, and Boalemo Regency with the lowest response rate at 5%.

This research was conducted in six geosites that have not yet been developed as part of the Aspiring Geopark Gorontalo but have been established as tourist destinations. These locations are: 1) Molotabu Beach; 2) Arang Hill; 3) Blue Marlin Beach; 4) Leato Beach; 5) Kurenai Beach; and 6) Bolihutu'o Beach.

The questionnaire was distributed based on popular tourist destinations frequently visited by local tourists in Gorontalo (Figure 2). Survey findings indicate that tourist destinations in Bone Bolango Regency

obtained the highest response rate at 52%, followed by Gorontalo City at 22%, Gorontalo Regency at 21%, and Boalemo Regency with the lowest response rate at 5%.

This research was conducted at nine geosites officially designated by the governments of Gorontalo Regency and Bone Bolango Regency as part of the Aspiring Geopark Gorontalo project. The research locations include various sites, namely: 1) Pentadio Resort and Lake Limboto; 2) Dulanga Beach; 3) Dulamayo Pine Forest Peak; 4) Botubarani Beach; 5) Olele Beach; 6) Biluhu Beach; 7) Otanaha Fort; 8) Botutonu'o Beach; and 9) Lombongo Hot Springs.



Figure 2. Distribution of Questionnaires at Tourist Destination Locations

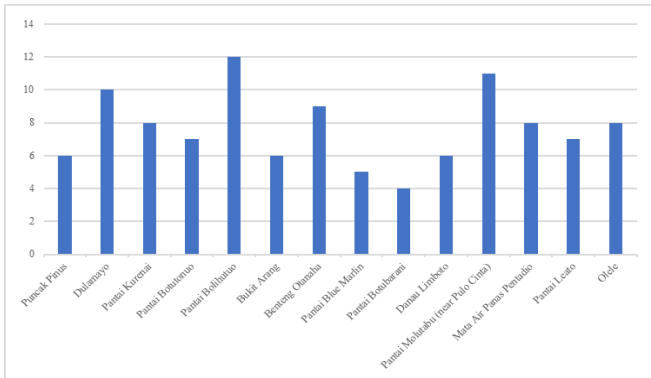


Figure 3. Diagram of Respondent Distribution Based on Tourist Destinations

The Local Community's Perception Regarding the Commencement of Tourism Areas in Gorontalo

The field indicates that tourist destinations are typically reopened when COVID-19 cases in Gorontalo start to decrease (Figure 3). After reducing the number of applications, the local government implements plans to revive old tourist destinations. This encourages individuals who often feel bored with their daily routines to take action to break the monotony. However, it is important to note that travel cannot be carried out extensively, such as visiting different provinces. Swab

antigen tests, PCR tests, and vaccination are some of the reasons behind this.

Local Community Readiness Regarding Tourism in the New Normal Era in the Province of Gorontalo

Overall, the readiness of the local community regarding tourism in the new normal era can be considered widely acknowledged, as depicted in the diagram below (Figure 4). The diagram indicates that 51% of participants are aware of the new tourism regulations, while 48% of them reported not being aware of these regulations. The current situation regarding the new tourism order is characterized by a nearly equal balance between individuals who know about it and those who do not. Conversely, the community has understood the implementation of health protocols and adheres to them in daily activities. Therefore, health protocols can also be applied during travel. This is evident from respondents' responses regarding support for the implementation of health protocols at tourist destinations.

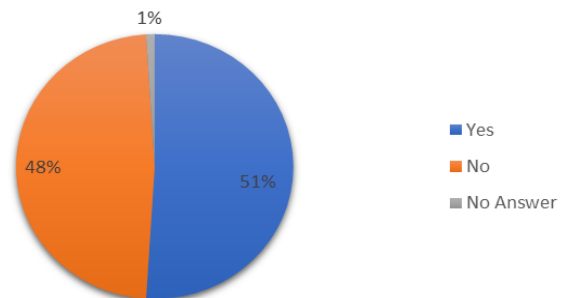


Figure 4. Diagram of Public Knowledge about the New Normal

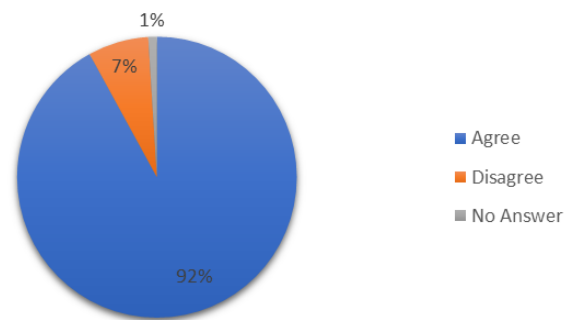


Figure 5. Diagram of Respondents' Agreement Statements Regarding the Implementation of Health Protocols at Tourist Destinations

The above diagram illustrates that the majority of the diagram above illustrates that the majority of respondents (Figure 5), namely 92%, agree with the implementation of health protocols at tourist destinations. The community obtains information about the implementation of health protocols and the prevention of the spread of COVID-19 from various media sources, as depicted in Figure 6.

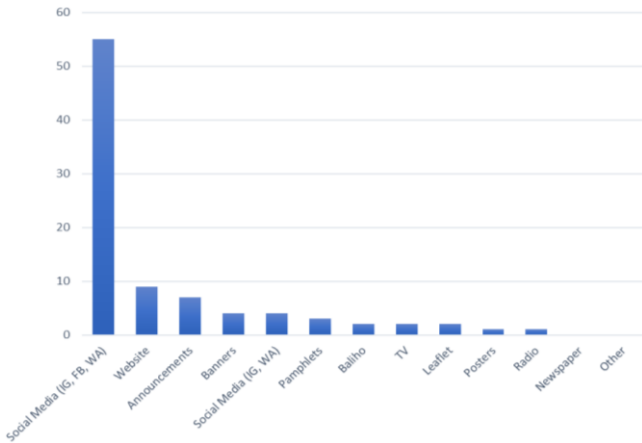


Figure 6. Diagram of Information Sources Regarding the Implementation of Health Protocols and Prevention of COVID-19 Spread

The largest information source, amounting to 55%, obtains information solely from social media (FB, WA, IG, Youtube, TikTok). The remaining respondents acquire information on this matter through other media such as TV, billboards, radio, and print media.

In terms of respondents' attitudes towards the implementation of health protocols, visitors agree with the implementation of health protocols at tourist destinations, especially in three crucial aspects: wearing masks, washing hands, and maintaining distance. On average, respondents who answered 'agree' exceeded 70%. For further clarity, please refer to the following diagram (Figure 7).

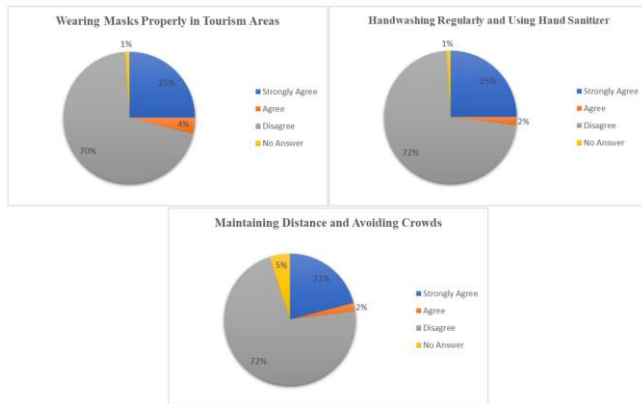


Figure 7. 3 M Health Protocol Diagram

Maintaining the cleanliness of a tourist destination is essential to make it appear clean, beautiful, and healthy. Therefore, keeping cleanliness is the responsibility of all parties, including respondents (tourists). This is agreed upon by 55% of respondents, as depicted in Figure 8.

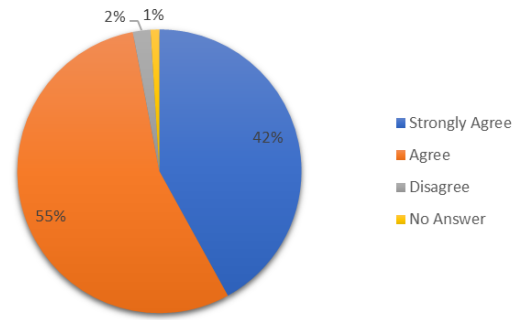


Figure 8. Diagram of Maintaining the Cleanliness of Tourist Destinations

Preparation of Geosite Destinations to Face the New Normal in COVID-19 Tourism

As much as 58% of respondents assess that the tourist destinations they visited have implemented health protocols, but not comprehensively. Meanwhile, only 26% of respondents stated that the health protocols implemented by the destinations are following the rules. This statement can be seen in the figure above (Figure 9).

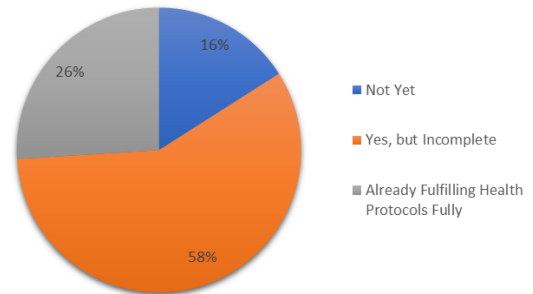


Figure 9. Diagram of Implementation of Health Protocols at Tourist Destinations

Related to the opinions above, respondents also provided feedback on the implementation of health protocols, where tourist destination managers have already informed about the implementation of health protocols within their areas. This received a response from 77% of respondents who answered that they have received such information, with only 26% saying they have not. This is illustrated in the diagram below (Figure 10).

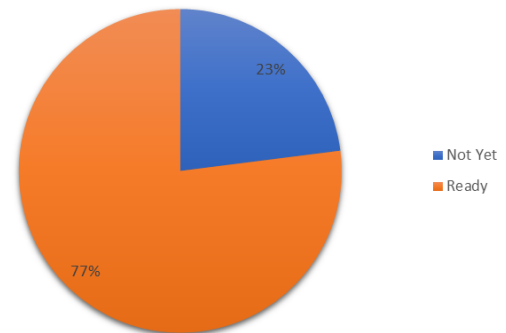


Figure 10. Diagram of Obtaining Information About Health Protocols Within the Tourist Area

Different media are utilized by tourist destination managers in an effort to ensure that visitors adhere to and implement health protocols for the sake of collective health. The most commonly used media is through the installation of billboards or banners, as indicated by 42% of respondents, while 14% of respondents are directly informed by the tourist destination managers. For a clearer view, please refer to the following diagram (Figure 11). 56% of respondents state that tourist destinations already have adequate facilities and information tools. Meanwhile, 34% say they are inadequate. For further clarity, please refer to the above diagram (Figure 12).

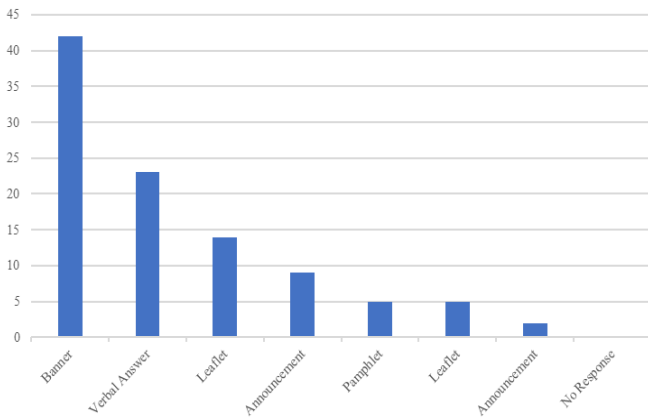


Figure 11. Diagram of Forms of Information on Health Protocols at Tourist Destinations

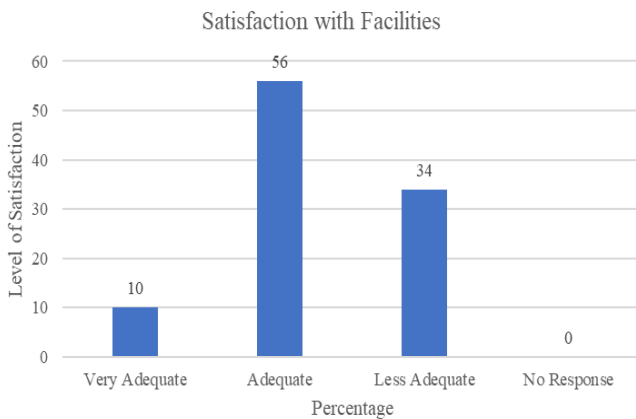


Figure 12. Diagram of the Availability of Facilities and Information Tools for the Implementation of Health Protocols at Tourist Destinations

In efforts to ensure the successful implementation of health protocols and compliance by all tourists during the operational hours of the destination, the presence of specialized officers overseeing the smooth implementation of health protocols is crucial. 46% of respondents believe that the presence of health officers is inadequate, 44% find it adequate, and only 7% consider it very adequate (Figure 13).

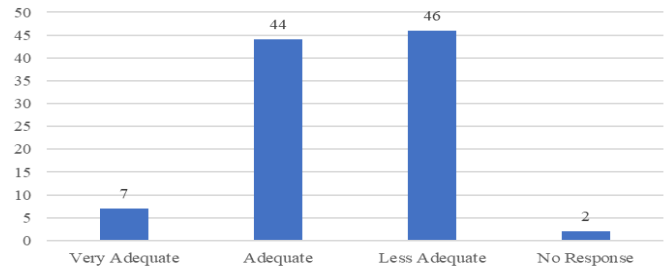


Figure 13. Diagram of the Availability of Officers

Incidents that are unexpected or unwanted can occur at tourist destinations, especially during the COVID-19 pandemic scenario. Tourist destinations must demonstrate vigilance and preparedness, including the presence of officers and other facilities. If there is evidence of transmission or if there is suspicion of mild symptoms among visitors or staff at the destination, swift actions need to be taken, such as providing a dedicated space for monitoring until health officers arrive.

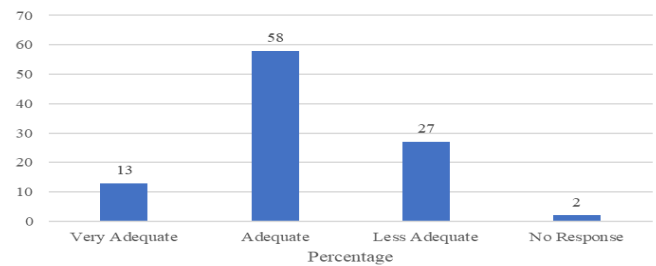


Figure 14. Diagram of Cleanliness of Facilities and Provision of Clean Water Facilities for Handwashing

Maintaining cleanliness at tourist destinations is crucial as it ensures the comfort and satisfaction of visitors. By upholding high cleanliness standards, tourists will feel comfortable and are more likely to revisit the place in the future. The presence of cleanliness officers is vital to ensure proper cleanliness maintenance at the destination (Figure 14). Diagram shows that 58% of participants consider the availability of cleanliness officers to be quite adequate, while 27% feel it is inadequate, and 13% feel it is very adequate.

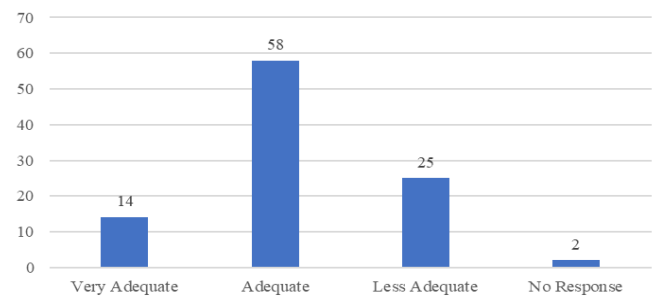


Figure 15. Diagram of the Availability of Cleaning Officers in Routine Cleaning of Tourist Areas and Facilities at the Destination

Strict compliance with health protocol implementation is crucial for collective well-being. To prevent anyone from becoming complacent with their surroundings, reminders must be continuously made. These reminders can be done directly or indirectly. Indirect reminders can be conveyed through various forms of media strategically placed in easily visible locations at tourist spots. Accessibility to information about the requirements for complying with health protocols at tourist locations is essential. 60% of participants state that the accessibility of information on this matter is quite adequate, while 28% express dissatisfaction with its sufficiency, and 10% find it quite satisfying (Figure 16).

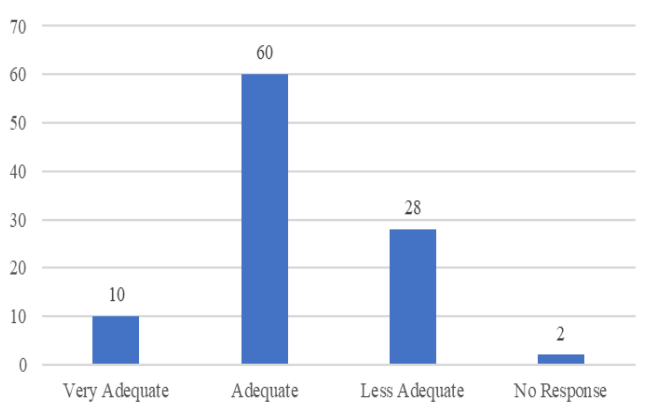


Figure 16. Diagram of the Availability of Information Regarding the Necessity to Comply with Health Protocols

The government, including both the central and regional governments, is implementing preventive measures for COVID-19. The Ministry of Tourism has developed the CHSE program (Cleanliness, Health, Safety, and Environmental Sustainability) intending to prevent the spread of COVID-19 and revitalize the national tourism industry. The initiation of this program's campaign took place at the end of 2020.

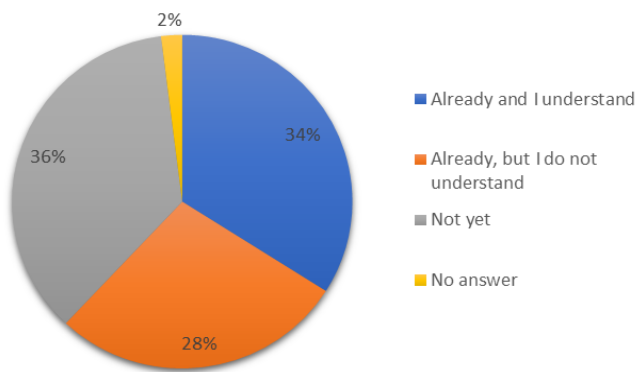


Figure 17. Diagram of Information Regarding the Implementation of CHSE at Tourist Destinations

Figure 20 illustrates respondents' awareness of information regarding the implementation of CHSE at tourist locations. About 36% of participants stated that they were not aware of this information. 34% of participants declared that they are aware of and understand the CHSE concept. 28% of participants mentioned that they are aware of the information but have a limited understanding (Figure 17).

The implementation of the government's CHSE program must be carried out by designated entities. In the application of CHSE, the government uses certification as a means to build trust, security, and comfort for visiting tourists. The research results indicate that the surveyed tourist attractions have not yet obtained CHSE accreditation. Nevertheless, the managers generally state that CHSE can be implemented at tourist locations. Results of the Survey on Attractions and Characteristics at Tourist Destinations

Blue Marlin Beach

The next tourist destination is Blue Marlin Beach, located in the city of Gorontalo.

Attractions of Blue Marlin Beach:

- Proximity to the city centre of Gorontalo.
- Accessible by both private and public transportation.
- Beach ambience with beautiful sea views.

Scenic natural views of the sunset in the evening.

Characteristics:

- Fine white sandy beach.
- Gentle slope of the beach, perfect for swimming and other beach activities.
- Located along the Tomini Bay coast, the seabed features unique and beautiful coral reefs, ideal for snorkeling and diving.

Table 1. Environmental conditions

Blue Marlin Item	Condition
Environmental Quality	Good
Cleanliness/Sanitation	Fair
Air Pollution	None
Odor Pollution	None
Water Pollution	None
Trash Pollution	Present
Vandalism	None
Clean Water Source:	PDAM
a. Water Quality	Clear
b. Water Odor	Normal
Waste Disposal System	Septic tank and redirected to the sea

Source: Field Survey Results, 2021

Table 2. Facility

Blue Marlin Item	Condition	Quantity	
Accommodation:			
a. Youth Lodge	None		
b. Non-Star Quality Room	None		
Restaurant	Available (Good)		
Kiosk	None		
Parking Area:	Available		
a. Capacity	Good	4 buses, 15 cars, 50 motorcyclers	
b. Surface Layer	Dirt		
c. Vegetation	Adequate		
Entrance Gate	Adequate		
Ticket Counter	Adequate		IDR 2,000 – IDR 10,000/car
Public Toilets	Available	4	
a. Cleanliness/Sanitation	Good		
b. Building Condition	Good		
Rinse-off Area:	Available	2	
a. Cleanliness/Sanitation	Good		
b. Building Condition	Good		
Shelters:	Available	6	
a. Cleanliness/Sanitation	Good		
b. Building Condition	Good		
Direction Signs	Not Available		
Security Post	Not Available		
Playground	Not Available		
Equipment Rental Facility	Not Available		
a. Type			
b. Number of Equipment			
Sports Facilities	Not Available		
Place of Worship	Available		Musollah (prayer room)
Trash Bins	Available (Good)	5	

Source: Field Survey Results, 2021

Leato Beach Tourist Destination

The next destination is Leato Beach in Gorontalo City.

Attractions of Leato Beach:

- Proximity to the city centre of Gorontalo.
- Accessible by both private and public transportation.
- Beach ambience with beautiful sea views.

- Scenic natural views of the sunset in the evening.

Characteristics:

- Fine white sandy beach.
- Gentle slope of the beach, perfect for swimming and other beach activities.

Table 3. Environmental conditions

Leato Item	Condition
Environmental Quality	Good
Cleanliness/Sanitation	Good
Air Pollution	None
Odor Pollution	None
Water Pollution	None
Trash Pollution	None
Vandalism	None
Clean Water Source:	PDAM
a. Water Quality	Clear
b. Water Odor	Normal
Waste Disposal System	Sea

Source: Field Survey Results, 2021

Table 4. Facility

Leato Item	Condition	Quantity	Notes
Accommodation:	None		
a. Youth Lodge	None		
b. Non-Star Quality Room	None		
Restaurant	Available (Fair)		
Kiosk	None		
Parking Area:	Available (Fair)		
a. Capacity	Fair		

Leato Item	Condition	Quantity	Notes
b. Surface Layer	Dirt		
c. Vegetation	Adequate		
Entrance Gate	Available (Fair)		
Ticket Counter	Available (Fair)		IDR 5,000/2 people
Public Toilets	Available	1	
a. Cleanliness/Sanitation	Fair		
b. Building Condition	Fair		
Rinse-off Area:	None		
a. Cleanliness/Sanitation	None		
b. Building Condition	None		
Shelters:	Available	1	
a. Cleanliness/Sanitation	Good		
b. Building Condition	Fair		
Direction Signs	Not Available		
Security Post	Not Available		
Playground	Not Available		
Equipment Rental Facility	Available		Snorkeling gear
a. Type	Fair		
b. Number of Equipment	Fair		
Sports Facilities	Not Available		
Place of Worship	Not Available		
Trash Bins	Available (Fair)	1	

Source: Field Survey Results, 2021

Kurenai Beach Tourist Destination

Another beach in the Bone Bolango Regency is Kurenai Beach.

Attractions of Kurenai Beach:

- Beautiful natural views of the beach and sea.
- Extensive area of fine sand, suitable for family recreational activities.
- Gentle beach surface, suitable for swimming.

Characteristics:

- Fine white sandy beach.
- Considerable length of coastline.

Table 5. Environmental conditions

Kurenai Item	Condition
Environmental Quality	Good
Cleanliness/Sanitation	Fair
Air Pollution	None
Odor Pollution	None
Water Pollution	None
Trash Pollution	Present
Vandalism	None
Clean Water Source:	Collected in gallons
a. Water Quality	Clear
b. Water Odor	Normal
Waste Disposal System	Soil absorption

Source: Field Survey Results, 2021

Table 6. Facility

Kurenai Item	Condition	Quantity	Notes
Accommodation:	None		
a. Youth Lodge	None		
b. Non-Star Quality Room	None		
Restaurant	Available (Fair)		
Kiosk	None		
Parking Area:	Available		
a. Capacity	Good	15 buses, 20 cars, 100 motorcycles	
b. Surface Layer	Dirt		
c. Vegetation	Adequate		
Entrance Gate	Available		
Ticket Counter	Available		IDR 10,000/car, IDR 5,000/motorcycles
Public Toilets	None		
a. Cleanliness/Sanitation	None		
b. Building Condition	None		
Rinse-off Area:	Available	6	

Kurenai Item	Condition	Quantity	Notes
a. Cleanliness/Sanitation	Good		
b. Building Condition	Fair		
Shelters:	Not Available		
a. Cleanliness/Sanitation	Not Available		
b. Building Condition	Not Available		
Direction Signs	Not Available		
Security Post	Not Available		
Playground	Not Available		
Equipment Rental Facility	Not Available		
a. Type	Not Available		
b. Number of Equipment	Not Available		
Sports Facilities	Not Available		
Place of Worship	Not Available		
Trash Bins	Available (Good)	2	Trash Burned

Source: Field Survey Results, 2021

Molotabu Beach Tourist Destination

Molotabu Beach is still within the Bone Bolango Regency.

Attractions of Molotabu Beach:

- Beautiful natural views of the beach and sea.
- Scenic sunset views in the evening.
- Availability of public facilities and tourist amenities to support tourists' activities while at Botutonu'o Beach.
- Proximity to the city centre of Gorontalo, accessible by both two-wheelers and four-wheelers.

Characteristics:

- Small pebble surface on the beach, derived from coral fragments.
- Part of the coastal area of Teluk Tomini, rich in marine products such as fish and other seafood like squid, clams, shrimp, etc.

- Wide visibility without obstacles, providing a clear view of the sea.

Table 7. Environmental conditions

Molotabu Item	Condition
Environmental Quality	Fair
Cleanliness/Sanitation	Good
Air Pollution	None
Odor Pollution	None
Water Pollution	None
Trash Pollution	Present
Vandalism	None
Clean Water Source:	Well
a. Water Quality	Clear
b. Water Odor	Normal
Waste Disposal System	Septic tank and drain

Source: Field Survey Results, 2021

Table 8. Facility

Molotabu	Condition	Quantity	Notes
Accommodation:	Available		
a. Villa	Available		
b. Non-Star Quality Room	Good	6	
Restaurant	Adequate		
Kiosk	Available (Adequate)		
Parking Area:	Not available		
a. Capacity			
b. Surface Layer	Not available		
c. Vegetation	Not available		
Entrance Gate	Not available		
Ticket Counter	Not available		
Public Toilets			
a. Cleanliness/Sanitation	Adequate		
b. Building Condition	Adequate		
Rinse-off Area:	Adequate		
a. Cleanliness/Sanitation			
b. Building Condition	Not available		
Shelters:	Available		
a. Cleanliness/Sanitation	Not available		

Molotabu	Condition	Quantity	Notes
b. Building Condition	Not available	1	
Direction Signs	Available (Adequate)		
Security Post	Adequate		Already unusable
Playground	Adequate	1	
Equipment Rental Facility	Available		
a. Type	Not available		Tires and Boats
b. Number of Equipment			
Sports Facilities			
Place of Worship		1	Mosque
Trash Bins			Garbage is collected and directly burned

Source: Field Survey Results, 2021

Arang Hill Tourist Destination

Bukit Arang is a quite spacious camping area located in the Bone Bolango Regency.

Attractions of Bukit Arang:

- Beautiful panoramic views of the city of Gorontalo, Bone Bolango Regency, and parts of the Gorontalo Regency from the top of the hill.
- Scenic views of rice fields resembling beautiful meadows.
- Beautiful night views with a clear and starry sky.
- The hill's panorama, valleys, and forests, accompanied by clouds and mist, are the main attractions at Bukit Arang.
- Pollution-free atmosphere due to its hilltop location.

Characteristics:

- Located at an elevation of ± 409 m above sea level, resulting in a cool air temperature.
- The hill's summit is barren and dry.

- Flat hilltop surface, suitable for camping areas.
- Wide and unobstructed visibility, providing a clear view of the natural landscape.

Table 9. Environmental conditions

Arang Hill Item	Condition
Environmental Quality	Fair
Cleanliness/Sanitation	Fair
Air Pollution	None
Odor Pollution	None
Water Pollution	None
Trash Pollution	Present
Vandalism	None
Clean Water Source:	River
a. Water Quality	Clear
b. Water Odor	Normal
Waste Disposal System	Septic tank

Source: Field Survey Results, 2021

Table 10. Facility

Arang Hill	Condition	Quantity	Notes
Accommodation:	Good		
a. Campsite			
b. Non-Star Quality Room			
Restaurant	Available (moderate)		
Kiosk	Not available		
Parking Area:	Available		
a. Capacity	Sufficient	15 cars, 150 motorcycles	
b. Surface Layer	Land		
c. Vegetation	Inadequate		
Entrance Gate	Available		
Ticket Counter	Moderate		IDR 5,000/person
Public Toilets	Available	1	
a. Cleanliness/Sanitation	Good		
b. Building Condition	Sufficient		
Rinse-off Area:	Available	1	
a. Cleanliness/Sanitation	Good		
b. Building Condition	Sufficient		
Shelters:	Not available		
a. Cleanliness/Sanitation			
b. Building Condition			
Direction Signs	Available	10	
Security Post	Not available		

Arang Hill	Condition	Quantity	Notes
Playground	Not available		
Equipment Rental Facility	Available (good)		
a. Type			Tent
b. Number of Equipment	Sufficient		
Sports Facilities	Not available		
Place of Worship	Available	1	Mushola
Trash Bins		1	

Source: Field Survey Results, 2021

Bolihutu'o Beach Tourist Destination

Pantai Bolihutu'o is one of the prominent natural tourist destinations in Boalemo Regency, known for its long coastline near the Trans Sulawesi Highway.

Attractions of Pantai Bolihutu'o:

- Beautiful natural views of the beach and sea.
- The rear area of the beach is adorned with many Sea Pine Trees, providing a distinctive and shady atmosphere.
- Fine sand and a spacious beach area, perfect for swimming and recreation.
- Behind the beach, there is a limestone hill that adds to the beauty of the surrounding scenery.
- Its proximity to the highway makes it easily accessible.

Characteristics:

- Fine brownish sand beach.

Table 12. Facility

Pantai Bolihutu'o	Condition	Quantity	Notes
Accommodation:	Available		
a. Cottage	Good	12	8 Operational
b. Non-Star Quality Room			
Restaurant	Available (moderate)		
Kiosk	Not available		
Parking Area:	Available		
a. Capacity	Good	10 buses, 50 cars, 100 motorcycles	
b. Surface Layer	Land		
c. Vegetation	Inadequate		
Entrance Gate	Available		
Ticket Counter	Moderate		IDR 5,000/person
Public Toilets	Available	3	
a. Cleanliness/Sanitation	Good		
b. Building Condition	Sufficient		
Rinse-off Area:	Available		
a. Cleanliness/Sanitation	Good		
b. Building Condition	Sufficient		
Shelters:	Not available		
a. Cleanliness/Sanitation			
b. Building Condition			
Direction Signs	Available		
Security Post	Not available		
Playground	Not available	1	Swimming pool
Equipment Rental Facility	Available (good)		
a. Type			Speed boat
b. Number of Equipment	Sufficient		
Sports Facilities	Not available		
Place of Worship	Available	1	Mushola
Trash Bins			

Source: Field Survey Results, 2021

- Fertile sand area, abundant with Sea Pine Trees.
- -Gentle slope at the beach's edge.

Table 11. Environmental conditions

Pantai Bolihutu'o Item	Condition
Environmental Quality	Fair
Cleanliness/Sanitation	Fair
Air Pollution	None
Odor Pollution	None
Water Pollution	None
Trash Pollution	Present (Toutirst's waste)
Vandalism	None
Clean Water Source:	PDAM
a. Water Quality	Clear
b. Water Odor	Normal
Waste Disposal System	Septic tank (and drain)

Source: Field Survey Results, 2021

Discussion

Due to social restrictions, many people feel confined and frustrated during the COVID-19 pandemic. The limitations in physical space lead people to stay or work from home using the internet. These restrictions prompted countries or regions to control the influx of migrants and the departure of residents. Lockdown is also known as Large-Scale Social Restrictions (PSBB) in Indonesia. Prolonged lockdowns and PSBBs have resulted in boredom. Hence, many consider tourism as a way to cope if the government eases PSBB rules. This phenomenon is often referred to as Revenge Tourism (BBC.com/indonesia). Revenge tourism can boost tourism in various places. The COVID-19 outbreak has impacted Indonesia's tourism industry, but the government is making efforts to revive it. Tourism has many impacts on other sectors. Tourism workers and others are struggling to meet their livelihood needs. Tourism regeneration requires support from all sectors, including tourists. This support ensures the safety, comfort, and confidence of tourists when visiting tourist locations. By doing so, tourist visits will increase, revitalizing the tourism industry. Tourist destinations can enhance planning, management, and other preparations for post-COVID-19 destinations by following upcoming regulations. The pandemic continues to restrict travel for the public, including tourists. Tourist locations must adapt and manage pandemic-related changes to remain attractive and trustworthy.

A survey found that more than 50% of respondents understand the "new normal." Social media is the primary source for respondents to get information about new habits. As people consume social media content directly, its influence becomes significant. The current society relies heavily on the internet in daily life. Social media should be used more to disseminate information and awareness about the "new normal." This will enable more people to accept the new normal and follow health procedures regularly. COVID-19 spreads through droplets, so preventive measures need to be taken. Promoting bringing one's food can be a good solution. This plan is beneficial for collective well-being and safety. The preparation of unhygienic food and beverages and the washing of utensils can pose health risks. Therefore, 68% of participants support this concept (Figure 9). However, tourist food and beverage businesses are the most affected. When tourists bring their food and beverages, vendors lose sales and waste increases. Tourism pollutes destinations because people eat and drink anywhere, not in designated areas. Therefore, tourist locations will need more professionals to maintain cleanliness.

The post-pandemic tourism recovery in Gorontalo Province requires additional safety and comfort

measures for tourists, especially for food and beverage vendors in tourist areas. A comprehensive health protocol awareness campaign for these vendors is needed to ensure tourist safety while eating and drinking at their establishments. As mandated by the Ministry of Tourism, vendors must adopt the CHSE program. This program is necessary for tourism operations during the pandemic. Although COVID-19 cases have decreased in Gorontalo Province, it does not mean the situation is entirely safe. Health protocols must be consistently followed. Other countries that have experienced a decrease in cases, as well as similar incidents in Indonesia, urge us to remain vigilant. Without such supervision, tourist locations could be closed, adding to the congestion.

58% of respondents (Figure 9) stated that tourist locations have implemented health standards but not consistently. According to 26%, tourist places fully comply with requirements. Failure to implement health protocols increases the risk of clusters or additional sources of transmission. Health protocols should begin with body temperature checks and thorough screening upon entry. Visitors with high body temperatures should be denied entry. Figures 12-14 and 19 show that respondents understand health protocols at tourist destinations.

Responsible staff should practice the 3M protocol (Wearing Masks, Washing Hands, and Keeping Distance) to reinforce respondents' knowledge of health protocols. Given the diversity of tourist locations, adequate staff during operational hours is crucial. Compliance with health protocols will be maintained by adding staff on busy days and reducing staff on slow days. According to respondent feedback (Figure 15), 46% believe that the number of staff is inadequate, and 44% believe that the number of staff is sufficient. Personnel should be strategically placed at tourist locations to monitor visitor activities and manage health protocols and operational services.



Figure 18. Billboard - Appeal to Adhere to Health Protocols at 2 (two) Tourist Destinations Before Entering the Destination Area in Bone Bolango Regency

The tourist attractions surveyed in Gorontalo have low levels of air, odour, and water pollution, except for one tourist spot facing difficulties in waste disposal. This issue requires a swift response to prevent olfactory and ecological contamination. Everyone, including tourists,

should prioritize clean air during the COVID-19 pandemic. Moreover, two city locations directly discharge waste into the sea, posing a long-term threat to marine and coastal ecosystems. Tourist spots in Gorontalo Regency maintain a clean environment, but one is contaminated due to poor waste management, necessitating rapid waste disposal infrastructure development, implementing regular schedules, and raising public awareness of cleanliness.

Two locations in Bone Bolango Regency experience water contamination and four others face waste contamination. Septic tanks, drainage, and irrigation systems are used for waste disposal, but tourism managers need to enhance environmental management. Environmental preservation is crucial for the appeal and longevity of tourist destinations. As the sole tourist attraction in Boalemo Regency, Bolihutu'o Beach offers clean air, no odour, and good water quality. However, it battles waste pollution from food and plastic beverage waste generated by visitors. To responsibly manage this tourist area, waste and environmental cleanliness must be addressed.

Public facilities and tourism-related facilities at surveyed tourist locations in Gorontalo Province are still inadequate. Poor planning and facility arrangements result in irregular configurations around gazebos and restaurants. These arrangements can lead to congestion and disrupt compliance with health protocols if not addressed during the pandemic. With the government's order to reopen tourist spots in Gorontalo Province, destination managers and the local community must examine and adjust facility arrangements to meet the standards of the "new normal" in tourism. This includes health protocols and CHSE accreditation, ensuring visitors feel safe, comfortable, and confident in returning.

The researched destinations offer a limited variety of food and beverages. To enhance guest satisfaction, offer options of local and traditional cuisines, as well as simple foreign menus. For the safety of employees and customers, sanitation and cleanliness must be prioritized during preparation, cooking, and serving by health guidelines. To meet the demand for professional destination management, the local community needs training programs. To boost tourism in Gorontalo Province, destination managers should undergo professional training sessions on guest services, basic hotel and restaurant management, and culinary skills. This is crucial as most destination managers lack tourism experience.

Conclusion

The conclusion from the recovery and readiness condition of the tourism sector post-pandemic in

Gorontalo Province indicates that there is variation in the preparedness of tourism locations. This variation is influenced by the local community's perspectives on the new normal in tourism. Although the majority of the community has acknowledged these changes, the implementation of health protocols at Geosite Destinations is not always consistent. Concerns about the decline in tourism and income have been partially associated with economic issues. Despite the formation of the COVID-19 Task Force, there are still difficulties in consistently fulfilling their tasks. On the other hand, the government and industry's role through CSR is considered a joint effort to create a safe environment for tourism. However, local community awareness needs to be enhanced to ensure compliance with health standards. Additionally, better cooperation between the government, local communities, and industry stakeholders is crucial to achieving optimal and sustainable recovery in the tourism sector in Gorontalo.

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Author Contributions

Conceptualization, Meilinda Lestari Modjo and Krishna Anugrah; methodology, Meilinda Lestari Modjo; software, Krishna Anugrah; validation, Meilinda Lestari Modjo, Krishna Anugrah, and Yuyu Indriati Arifin; formal analysis, Meilinda Lestari Modjo; investigation, Krishna Anugrah; resources, Krishna Anugrah; data curation, Meilinda Lestari Modjo; writing—original draft preparation, Meilinda Lestari Modjo; writing—review and editing, Yuyu Indriati Arifin; visualization, Krishna Anugrah; supervision, Yuyu Indriati Arifin; project administration, Krishna Anugrah; funding acquisition, Yuyu Indriati Arifin. All authors have read and agreed to the published version of the manuscript.

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