Analysis of Security and Safety of Tourists at Waterfalls in Gianyar Regency

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ABSTRACT
Background: Nature tourism is in great demand because it offers a different sensation, one of which is waterfalls. Waterfall natural tourism has experienced very rapid development in various places in the province of Bali, one of which is the waterfall in Gianyar district. However, in its development, it has not been balanced with security and safety standards according to the rules that have been set. From the pre-research conducted by the researchers, there were still several incidents at waterfall destinations. There are no handrails on the stairs, the position of the road/stairs is steep and there are no warning signs. Therefore, it is necessary to analyze security and safety so that the researcher raises the title “Analysis of security and work safety of tourists in waterfall tourism in Gianyar Regency”. Method: This study uses a descriptive research method with a qualitative approach. The aim is to find out about Occupational Security and Safety at Waterfalls in Gianyar Regency. Results: The results of the analysis show that from observations of waterfall natural tourist destinations in Gianyar Regency, human resources, infrastructure, and warning signs are inadequate from infrastructure and there is no special medical treatment room that should be available to anticipate if an accident occurs on the spot. Conclusion: Tourist Safety and Security in terms of Human Resources factors lack of training needed in handling accidents when they occur, inadequate infrastructure such as stairs and banisters, lack of warning signs such as evacuation routes, and natural factors there are several deficiencies. Natural waterfall destinations need to create work safety and security in that place, workers, tourists, and people who are around these tourist attractions.

Keywords: Work Security and Safety, Waterfall

INTRODUCTION
Tourism has a very large role as one of the alternative sources of foreign exchange receipts in development in Indonesia. The wealth of nature, culture, and different customs in Indonesia is the main capital of tourism. One of the areas with this capital is Bali Province a tourist destination in Indonesia. Geographically, Bali has a strategic position, which is in the middle of the Indonesian archipelago. Bali also has natural beauty, good culture, and distinctive customs so that it can be developed into a tourist attraction (Ferawan, 2016).

The island of Bali has many choices of tourist attractions that offer its charm and uniqueness. In addition to tourist attractions, exciting holiday activities in Bali also have many choices. One of the main attractions of
tourism in Bali is the natural beauty of the island of Bali. Beach conditions in southern Bali are pure white sand, mountainous areas equipped with lakes with cool air, highlands with volcanoes that are still active today, natural waterfalls, and protected forests that are very well maintained. Natural tourist destinations today are also widely developed such as rafting, lakes, mountains, and waterfalls which make an attraction for tourists who want to visit.

The island of Bali is a very fertile area for agriculture and at the same time has enormous potential to be developed as a tourism area. This success has been proven by holding a conference between countries in the world to discuss global warming in Bali as the host. The tourism sector has a significant role in the economy of Indonesia. Tourism is a multi-component industry, it cannot be separated from other economic sectors. During 2019, the number of foreign tourist visits to Indonesia reached 16.11 million visits, an increase of 1.88 percent compared to the number of foreign tourists in the same period the previous year which amounted to 15.81 million visits. The number of foreign tourists visited consisted of foreign tourists who visited through the air entrance as many as 9.83 million visits, sea entrances as many as 4.16 million visits, and land entrances as many as 2.11 million visits. (Central Bureau of Statistics, 2020). At the beginning of 2020, the world was shaken by the presence of the COVID-19 virus outbreak. According to WHO, COVID-19 or the so-called coronavirus is a large family of viruses that can cause disease in animals and humans. In humans, the coronavirus causes respiratory infections ranging from the common cold to more severe diseases such as Middle East Respiratory Syndrome (MERS) and Severe Acute Respiratory Syndrome (SARS) (Nicola, 2020). This has another effect on foreign tourist visits to be fluctuating (Satriawan, 2009).

As is well known that infrastructure facilities in natural tourism areas tend to be inadequate due to several factors, both human resources and knowledge about these tourism destinations. The government and managers are currently trying their best to increase visitors, good management needs to be done so that tourists feel safe, comfortable, and safe when traveling. Ensuring the security and safety of tourists is an effort by the manager and the government to attract tourists and also demands the community that destinations continue to be an attraction for tourists. Efforts to ensure the security and safety of tourism, especially tourists, are mandatory. In this regard, in 1991 the WTO recommended efforts that need to be taken for tourism security, namely that each country should develop a national policy in the field of tourism safety that is aligned with efforts to prevent risks for tourists (Gromang, 2002: 12). Various possibilities that will arise as a risk to the existence of tourists when in tourist destinations can be grouped into several things, including Environment, humans and non-tourism institutions, such as crimes due to theft, pickpocketing, persecution, gunning and kidnapping. Tourism sector and service business sector, such as limited safety standards in buildings, public facilities, tourist facilities, environmental sanitation from various things that pose risks to tourists, such as fire hazards, wild animals, land and water accidents, and so on.

The importance of tourist security and safety factors emerged from the idea of the World Tourism Organization (WTO) to guide a reference for policymakers in various tourism industries (Gromang, 2002: 2). The security and safety of tourists is not only the responsibility of the manager but the local government and the central government have a very large contribution in the progress of tourism. Security and Safety of tourists at a tourist spot will contribute to an increase in tourist arrivals who will visit.

There are many natural attractions in Bali Province, one of which is a waterfall. Waterfall tourism destinations are also found in Bali, one of which is water in Gianyar Regency. This tourist destination has received attention from the public and government because of its very good potential to increase tourist visits, both domestic and international. The number of natural waterfall attractions in Bali has not been balanced with the security and safety standards of tourists. The security and safety factors of tourists are regulated in the Tourism Law number 10 of 2009 article 26 (d) providing comfort, hospitality, security protection, and safety of tourists.

Security and safety aspects in a tourist destination are closely related to the comfort of each tourist trip (Hamm, 2021). Security and safety management is one of the efforts to increase visits to a tourist destination. Security and safety are very important requirements in the tourism industry today (Xiaobin, 2021).

Regarding the importance of security and safety of tourists in tourist destinations, it is necessary to conduct a study. This research was conducted in Tegenungan Village, Gianyar Regency to conduct a Security and Safety Analysis of Tourists at Waterfalls in Gianyar Regency. This research was conducted because this waterfall tourist destination is estimated to pose a risk to the safety and security of tourists both to their physical environment (natural environment) and non-physical such as the presence of animals. This study aims to determine Work Security and Safety at Waterfalls in Gianyar Regency.
METHOD
The method used in the research Analysis of Security and Safety of Tourists at Waterfalls in Gianyar Regency is a descriptive research with a qualitative approach. This research was conducted in Gianyar Regency. Data collection techniques used by researchers include interviews, documentation, and observation. The focus of the research is to determine the security and safety of tourists at the Waterfall in Gianyar Regency. Respondents in this study were tourists who visited the waterfall with a total of 60 correspondents.

RESULT
Analysis of Security and Safety of Tourists at Waterfalls in Gianyar Regency. In this case, managers of tourist attractions local governments, and the central government need to pay attention to the security and safety of tourists which has been regulated in Law number 10 of 2009 article 26 (d). Because of the importance of Tourist Security and Safety issues in this waterfall, one of them uses 5W + 1H analysis as follows:

Table 1. Analysis of the 5W+1H Waterfall Problem in Gianyar Regency

<table>
<thead>
<tr>
<th>5W+1H</th>
<th>Problems</th>
<th>Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>What</td>
<td>What are the causes</td>
<td>Causes of accidents occur due to negligence of tourists, stairs / slippery roads, there being no railings on the road, signs are not complete</td>
</tr>
<tr>
<td></td>
<td>There was an accident at the Falls?</td>
<td></td>
</tr>
<tr>
<td>Who</td>
<td>Who becomes the cause of the accident at the Falls?</td>
<td>Some tourists do not pay attention to the road and are not careful in lowering the stairs/road leading to the waterfall</td>
</tr>
<tr>
<td>Why?</td>
<td>Why at the Waterfall</td>
<td>Because tour managers do not maximize the rules and lack of signs around these tourist destinations</td>
</tr>
<tr>
<td></td>
<td>There can be accidents.</td>
<td></td>
</tr>
<tr>
<td>When</td>
<td>When is the accident in the Waterfall is happening?</td>
<td>That often happens when it rains, and the road to the waterfall is slippery. And when tourists do not pay attention to the steep road.</td>
</tr>
<tr>
<td>Where</td>
<td>Where did the accident occur?</td>
<td>Accidents occur on stairs and roads leading to the Waterfall</td>
</tr>
<tr>
<td>How</td>
<td>What is the standard procedure at Tegenungan Waterfall?</td>
<td>In this case, the waterfall manager does not have a specified standard</td>
</tr>
</tbody>
</table>

Based on the presentation of security and safety problems of tourists in this waterfall, some tourists have accidents such as slipping because of a lack of caution in walking to the waterfall. The manager of the tourist attraction has not met the standards specified in the management, the a lack of signs at the tourist attractions. In addition, the accident at the waterfall was caused by a series of factors that contributed to the tragic incident. One of the main causes is the lack of adequate supervision and regulation around the waterfall area. Visitors tend not to be given clear directions about safe boundaries and risky areas around the falls. In addition, a lack of adequate warning signs also plays a role in these incidents, as visitors may not be aware of the potential dangers. Another contributing factor is the careless behavior of some visitors who may be desperate to approach the edge of the cliff or attempt dangerous actions to obtain photos or personal experiences. Slippery natural conditions and unstable rocks are also factors that aggravate the situation. To prevent such accidents in the future, it is important to increase surveillance, provide visitors with clear information about the risks and limitations of the area, and ensure that appropriate warning signs are posted in strategic locations.

DISCUSSION
Based on a descriptive evaluation, it was found that tourists who come to the waterfall often have accidents such as slipping due to the lack of signs in the place, besides that the manager also has not used the standards that have been set. With the implementation of Occupational Safety and Health (K3) in the tourism sector, it is very necessary to reduce the risk of work accidents among visitors and workers at tourist attractions the application of Occupational Safety and Health (K3) is very important (Surahma, 2020). Regulation of the Minister of Culture and Tourism No.KM.18 / HM.001 / MKP / 2011 concerning Guidelines for the National Program for Community Empowerment (PNPM) independent tourism said that efforts are needed to build public awareness and strengthen institutions so that the community can become reliable actors in the country's
tourism business. With the application of K3 in tourist attractions, it can reduce the risk of accidents. And can form countermeasures and prevention (Simon J, 2018).

Accidents at tourist attractions will cause losses to attraction owners and visitors (Tangka, 2023 &; Wildaniati, 2023). The manager of the tourist attraction will experience losses experienced by victims and visitors, as well as other losses that imprint the reputation of the tourist attractions in the eyes of visitors will be bad, so restoring the reputation of the tourist attractions takes a long time for visitors to believe again that the tourist attractions are safe and forget the previous events. (Yudistira, 2012). Tourist safety in traveling is one form of obligation and responsibility of the management of a tourist destination. This is also one of the benchmarks for a tourist destination worthy or not to visit, especially regarding the safety aspect of tourism. The safety of tourists is very important and also a form of satisfaction with the services provided (Khalik, 2014). Therefore, the manager must make this a top priority to maintain the image of the destination in the eyes of tourists. (Wiratami, 2018). Tourism management is how to create a balance of human existence when in tourist destinations with the environment or tourist objects in the tourist destination itself. Environmental conservation campaigns for every visitor in a tourist destination should continue to be campaigned for the safety and security of visitors themselves. Especially when tourist objects in a tourist destination are active, management must be directed to the safety and security of visitors. (Suharto, 2016). Infrastructure systems in the form of facilities or installations will be needed to encourage the quality and quantity of a tourist attraction. (Rozy, 2017)

Based on the discussion above, it is necessary to strengthen knowledge and continuous counseling to increase the knowledge of waterfall tourism managers in implementing Occupational Safety and Health (K3) in the management of waterfall tourist destinations.

CONCLUSION

The conclusion of this study is a descriptive analysis of qualitative approaches with interviews and observations that needs to be an increase in the implementation of occupational Health and Safety in the management of waterfall tourist destinations.

REFERENCES
