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DIGITAL MAPPING OF TOURISM DESTINATIONS IN BANGKA REGENCY BASED ON THE WELLNESS TOURISM MODEL

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ABSTRACT

In the dynamic landscape of global tourism, a notable shift has occurred with the rising importance of wellness tourism. This research aims to systematically identify and evaluate tourism destinations within Bangka Regency that have successfully implemented indicators of the wellness tourism model. The study employs scalogram analysis to assess the service capacity of these destinations for visitors, considering factors such as accessibility, facilities, attractions, destination cleanliness and the implementation of health protocols. The findings reveal a nuanced categorization of destinations exhibit extensive facilities (I), while 14.29% possess satisfactory (II), another 14.29% have adequate (III) and again of 14.29% have destinations with less than adequate (IV). Furthermore, 21.42% of the destinations are characterized by insufficient (V). The identified groupings offer insights for policymakers, stakeholders and businesses to enhance wellness tourism experiences, thereby contributing to the overall development of the tourism sector in the region.

KEYWORDS

wellness tourism, scalogram analysis, tourism destination

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1. INTRODUCTION

In recent years, the primary revenue source for Bangka Belitung has undergone a notable shift from tin mining towards the burgeoning tourism industry. Particularly, Belitung Island has emerged as a prominent destination for domestic tourists, gaining heightened popularity following the release of the best-selling novel and film entitled *Laskar Pelangi*. The surge in tourist influx to Belitung Island has consequently influenced the visiting statistics of Bangka Island.

Tourist numbers experienced a consistent upward trajectory until late 2019, instilling optimism for the progressive development of the tourism sector. However, the trajectory was abruptly disrupted by the global propagation of the COVID-19 virus, precipitating a substantial decline in tourist numbers throughout 2020. As of December 2021, the recorded occupancy of star-rated hotels in the Bangka Belitung Islands Province stood at 48,086 individuals, indicating a 15.99% increase in domestic guests (Badan Pusat Statistik, 2021).

Bangka Regency is strategically directing its efforts towards the enhancement of its tourism sector. Covering an extensive area of approximately 3,028 km², Bangka Regency is actively fostering the development of specific regions within its jurisdiction, designating them either as tourism sites or as areas possessing untapped potential for tourism growth. These initiatives are meticulously designed to exert a profound influence on various facets, including economic advancement, societal and cultural enrichment, sustainable management of natural resources and environmental support. Beyond the fundamental components integral to tourism, the identified areas slated for tourism development must showcase products distinguished by their unique characteristics and themes. These themes encompass the realms of natural, cultural and artificial tourism, adding an additional layer of exclusivity and allure to the region's burgeoning tourism landscape.

Research on wellness tourism during the recovery phase of Bangka Island's tourism suggests that the efficacy of wellness tourism in the region hinges on the enhancement and rejuvenation of hotels and tourism destinations. This imperative arises from the need to sustain growth and ensure tourists experience a profound sense of immersion, spirituality and community engagement. The analysis of stakeholders underscores the pivotal role played by entities situated in quadrant II (key players) are groups that have high influence and interest, in steering the recovery of Bangka Belitung tourism amidst the new normal (Valeriani et al., 2021). Notably, the government, stateowned enterprises (Badan Usaha Milik Negara), academics and tourism-awareness groups emerge as the stakeholders with the most significant impact (Valeriani et al., 2021).

The research findings pertaining to the inner wellness tourism model for the recovery of tourist activities on Bangka Island during the new normal have revealed that the wellness tourism model in Bangka Regency encompasses the following indicators: (a) high standard sanitation; (b) high standard security; (c) staycation; (d) niche tourism; (e) private travel tours; (f) virtual tourism. Each of these indicators is intricately linked to aspects such as transportation, food, activities, health, service promotion, rooms, management and environment (Valeriani et al., 2021).

Despite the growing importance of wellness tourism and the increasing use of digital mapping tools in destination analysis, there remains a notable gap in the current research landscape concerning the application of scalogram analysis to assess the implementation of wellness tourism indicators in tourism destinations, particularly within the context of Bangka Regency. Existing literature primarily focuses on general wellness tourism models and digital mapping applications, yet a comprehensive investigation into the specific nuances of how these indicators are applied and manifested in the tourism landscape of Bangka Regency is lacking. This research aims to bridge this gap by employing scalogram analysis as a novel approach to discern the varying degrees of implementation of wellness tourism indicators across different destinations within Bangka Regency, contributing to a more nuanced understanding of the integration of wellness principles in the region's tourism offerings.

This research significantly contributes to the field by advancing our understanding of wellness tourism and its manifestation in the tourism landscape of Bangka Regency through the innovative application of scalogram analysis. The primary objective is to systematically identify and assess the destinations within Bangka Regency that have effectively implemented the indicators of the wellness tourism model, thereby facilitating a nuanced comprehension of the region's wellness-oriented tourism offerings. This study not only enhances theoretical knowledge but also offers practical implications for policymakers, destination managers and stakeholders involved in shaping the future trajectory of tourism in the region.

2. LITERATURE REVIEW

2.1. WELLNESS TOURISM POSITION IN TOURISM SECTOR

According to Kaspar (1996, as cited Mueller & Kaufmann, 2007), wellness tourism is positioned as a sub-category within the broader domain of health tourism, alongside various other forms of tourism. Health tourism, in turn, encompasses segments such as illness prevention tourism and convalescence tourism. The following provides an overview of the contextual placement of wellness tourism within the tourism sector.

The framework depicted in Figure 1 assumes critical importance when contemplating wellness tourism as an academic subject necessitating examination and evolution into a contemporary, contextually pertinent, construct concerning both supply and demand.

Examining it from the supply side, wellness tourism emerges as a modifiable product within the realm of tourism services, adaptable and able to be constructed through diverse approaches contingent on the social and environmental dynamics inherent to a given destination (Kaspar, 1996, as cited in Mueller & Kaufmann, 2007). Viewed from the demand perspective, wellness tourism has emerged as a prevailing trend within the global community, serving as a conduit for the promotion of fitness, preventive healthcare and self-satisfaction. Furthermore, as health and wellness tourism continue to permeate lifestyle choices, its appeal extends not only to foreign visitors but also to the local urban consumer demographic (Mueller & Kaufmann, 2007).



Figure 1. Demarcation of wellness tourism in terms of demand Source: Mueller and Kaufmann, 2007

2.2. Wellness tourism in Bangka Island

Tourism is a dynamic and intricate system subject to ongoing evolution and transformation, necessitating both continuous proactive and reactive interventions. It embodies an environmental context and a systemic perspective. The components within the communities examined in this study encompass various entities such as the retail and wholesale travel trade, transportation, accommodation, attractions, tourism and convenience suppliers, as well as food and retail services. Additionally, it involves local, state and national destination management organizations, tourismrelated media and numerous other commercial and non-commercial agents (Pramono, 2013).

Wellness can be characterized as a dynamic process wherein individuals deliberate and partake in activities that foster a healthy lifestyle, consequently yielding positive effects on their overall health (de la Barre et al., 2005). The demand for health and wellness products is anticipated to persist in its growth trajectory, exhibiting diversification contingent upon factors of social and environmental awareness (Mueller & Kaufmann, 2007). Luthfiani and Suryani (2022) asserted the necessity for strategic guidance in the development of tourism sites, emphasizing the importance of acquiring access to diverse resources and encouraging the involvement of external stakeholders to enhance human resource capacity, financial access, connectivity and digitization.

3. METHODOLOGY

3.1. POPULATION AND SAMPLE

The population in this study included all tourist destinations in Bangka Regency. The sample selected is of destinations with above 200 tourist visits on average per day. Fourteen destinations determined for Bangka Regency:

- 1. Tikus Emas Beach,
- 2. Batu Bedaun Beach,
- 3. Tongachi Beach,
- 4. Parai Beach,
- 5. Matras Beach,
- 6. Dewi Kwan Yin,
- 7. Rambak Beach,
- 8. Uber Beach Bay,
- 9. Tanjung Pesona Beach,
- 10. Cemara Beach,
- 11. Tirta Tapta Pemali,
- 12. Tri Agung Castle,
- 13. Turun Aban Beach,
- 14. Temberan Beach.

3.2. DATA COLLECTION AND MEASUREMENT

Data collection in this study employed the observation method, entailing direct scrutiny of the chosen tourist attractions by the researcher. The research team then completed the research instruments, based on on-site observations.

Before embarking on the observational study of the selected tourist destinations, the researcher meticulously designed the research instruments to be evaluated during the observation process. The instruments under scrutiny pertain to the availability of facilities within the respective tourist sites, as outlined in Table 1.

No.	Indicator	
1	Good road condition to destination	Accessibility
2	Distance from city center	
3	Journey time	
4	Road markings	
5	Transportation	
6	Clean restaurants	Facilities
7	Ticket booths	
8	Lodgings	

No.	Indicator	
9	Prayer rooms	Facilities
10	Shops	
11	Interesting photo spots	
12	Rest area	
13	Automated teller machines	
14	Cultural attractions	Attractions
15	Sport attractions	
16	Other activities (biking/ riding speed boat/ banana boat/ swimming etc.)	
17	Clean restaurants	Destination
18	Clean and appealing lodgings	
19	Clean prayer rooms	
20	Clean shops/stores	
21	Clean rest area	
22	Clean toilets	
23	General cleanliness	
24	Garbage bin availability	
25	Appointed janitors	
26	Health protocol signs	Implementation
27	Health protocol equipment	protocols
28	Workers wearing health protocol equipment	

Table 1 (cont.)

Source: processed by authors, 2022.

For data collection, the researcher constructed a matrix, delineating rows and columns to show the facilities present at each location. A numerical system was employed, wherein zero denoted the absence of a facility in a specific area, while one signified its presence.

3.3. DATA ANALYSIS

In this study, the researcher employs scalogram analysis to assess the service capacity of establishments, including hotels, restaurants/cafés and tourism destinations, within a specific geographical area. Higher-order values associated with these establishments signify a heightened proficiency in delivering services which encompass various facilities provided at hotels, restaurants/cafés and tourism destinations. Scalogram analysis was employed to identify the most suitable candidates for serving as focal points for tourism growth. These entities were categorized into five groups: (I) – extensive, (II) – satisfactory, (III) – adequate, (IV) – less than adequate and (V) – insufficient. The stages of scalogram analysis are as follows:

- 1. Generate a matrix by delineating rows and columns to identify the facilities present at each respective location.
- 2. Assign 'zero' to signify the absence of a facility in a given area, 'one' to denote its presence.
- 3. Arrange the facilities both horizontally and vertically, specifically by sorting the facility column and the area column according to facility availability. The area boasting the greatest number of facilities is positioned at the top, with the left column indicating the highest facility count and the right column reflecting the lowest facility count.
- 4. Determine the group for each area using the Sturges formula:

number of groups = $1 + 3.3(\log n)$

where:

n = numbers of destinations.

5. Determine the interval for each group:

6. Determine the coefficient of reproducibility (COR) through the following formula:

$$COR = 1 - \frac{\sum e}{n \times k}$$

where:

 $\sum e = \text{total number of errors},$

n = total number of facility types,

k = total number of areas.

A COR value ranging from 0.9 to 1 signifies a minimal error rate in the scalogram analysis, rendering it suitable and feasible for rigorous examination.

 Discern and analyze a group by considering the quantity of facilities within a given area. A higher value signifies an elevated group (Nandya, 2016).

Scalogram analysis is employed to ascertain the hierarchical order of a location based on the quantity and types of available facilities. The analysis involves determining whether a place possesses certain facilities or lacks them, without specifying the actual quantity. This ranking of existing facilities is not contingent on functional aspects but rather on the diversity and quantity present (Ismiwati & Sayuti, 2019).

Table 2. Types of facility in tourism destinations in Bangka Regency

4. RESULTS AND DISCUSSION

4.1. RESULTS

Conducting scalogram analysis served to assess the service capacity of tourism destinations for visitors. A destination's increased proficiency in service provision is associated with a higher order of available facilities. Criteria such as accessibility, facilities, attractions, overall cleanliness and the implementation of health protocols were utilized to classify the services provided.

4.2. SCALOGRAM ANALYSIS RESULTS

The steps of scalogram analysis of tourism destinations are as follows:

1. The group: based on the data, there were 14 tourism destinations and 28 facility indicators. Here is calculation of a group:

total group = $1 + 3.3(\log n)$

total group = $1 + 3.3(\log 14)$

total group = $1 + 3.3 (\approx 1.15)$

total group = 1 + 3.795

total group = $4.795 \approx 5$

Based on the results above, the number of classes was 4.795, rounded up to 5 groups.

Determine the range or class intervals: after gaining the number of groups, the researcher determines the class intervals or ranges for the five groups obtained using the following formula:

$$range = \frac{highest number of facilities - lowest number of facilities}{number of groups}$$

where: range = $\frac{27-17}{5}$

range = 2 The ran

The range of values obtained is 2, based on the number of facility type (Table 2), the highest number of facilities are 27 facilities and the lowest number of facilities are 17 facilities, ranges or intervals obtained for each group (I to V) is 2. The results of the survey on types of facility in 14 samples of tourism destinations in Bangka Regency are presented in Table 2.

The following are the groups and scalogram ranges in this study (Table 3):

Table 3. Group and scalogram range

Group	Intervals	Category
Ι	25.01 to 27	Extensive
II	23.01 to 25	Satisfactory
III	21.01 to 23	Adequate
IV	19.01 to 21	Less than adequate
V	17 to 19	Insufficient

Source: processed by authors, 2022.

Batu Matr Bedaun Beaa Beach Beaa	Matr Beac	as	Tikus Emas Beach	Teluk Uber Beach	Tanjung Pesona Beach	Rambak Beach	Tirta Tapta Pemali	Parai Beach	Cemara Beach	Tongachi Beach	Turun Aban Beach	Tri Agung Castle	Tem- beran Beach	Dewi Kwan Yin
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	Facilities	Batu Bedaun Beach	Matras Beach	Tikus Emas Beach	Teluk Uber Beach	Tanjung Pesona Beach	Rambak Beach	Tirta Tapta Pemali	Parai Beach	Cemara Beach	Tongachi Beach	Turun Aban Beach	Tri Agung Castle	Tem- beran Beach	Dewi Kwan Yin
	Shops	1	1	1	-	1	1	1	0	1	0	1	1	1	1
	Interesting photo spots	1	1	1	1	1	1	1	1	1	1	1	1	1	0
	Rest area	1	1	1	1	1	1	1	1	1	1	1	1	1	1
	Automated teller machines	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Attractions	Cultural attractions	1	1	1		1	0	0	0	0	1	0		0	1
-	Sport attractions	1	1	1	0	0	1	1	0	0	1	0	0	0	0
	Other activities (biking/ riding speed boat/ riding banana boat/ swimming etc.)		1	1	1	1	1	1		1	1	1	, , ,	, - 1	1
Cleanliness	Clean restaurants	1	1	1	1	1	1	1		1	0	0	0	0	1
	Clean and appealing lodgings	1	1	1	1	1	0	0	1	0	0	0	0	0	0
	Clean prayer rooms	1	1	1	1	1	1	1	1	1	1	1	0	1	0
	Clean shops/stores	1	1	1	1	1	1	1	0	1	0	1	1	1	0
	Clean rest area	1	1	1	1	1	1	1	1	1	1	1	1	1	-1
	Clean toilets	1	1	1	1	1	1	1	1	1	1	1	1	1	1
	General cleanliness	1	1	1	1	1	1	1	1	1	1	1	1	1	1
	Garbage bin availability	1	1	1	1	1	1	1	1	1	1	-	1	1	1
	Appointed janitors	1	1	1	1	1	1	1	1	1	1	1	1	0	1
Health	Health protocol signs	1	1	1	1	1	1	1	1	1	1	-	1	1	1
protocol implemen- tation	Health protocol equipment	1	1	1	1	1	1	1	1	1	1	1	1	1	1
	Workers wearing health protocol equipment	1	1	1	1	1	1	1	1	1	1	1	1	1	1
Number of fac	ility types	27	27	26	26	26	24	24	23	23	21	21	19	19	17
Note: 1 – <i>faci</i> Source: surv	ilities available, 0 – facilities 1 ey results, 2022.	rot availablı	0;												

3. The concluding step involved ascertaining the coefficient of reproducibility (COR), with a total of 30 errors identified. The COR was computed utilizing the formula:

$$COR = 1 - \frac{\sum e}{n \times k}$$
$$COR = 1 - \frac{30}{28 \times 14} \approx 0.923$$

The COR value approximately is 0.923, falling within the range of 0.9 to 1. This signifies that the results of the scalogram analysis regarding tourism destination facilities are deemed viable. Tourism destinations in Bangka Regency were categorized into five groups based on the scalogram analysis results as outline in Table 4.

Table 4. Scalogram analysis on tourism destinations

No.	Tourist destination	Total	Group
1	Batu Bedaun Beach	27	Ι
2	Matras Beach	27	
3	Tikus Emas Beach	26	
4	Teluk Uber Beach	26	
5	Tanjung Pesona Beach	26	
6	Rambak Beach	24	II
7	Tirta Tapta Pemali	24	
8	Parai Beach	23	III
9	Cemara Beach	23	
10	Tongachi Beach	21	IV
11	Turun Aban Beach	21	
12	Tri Agung Castle	19	V
13	Temberan Beach	19	
14	Dewi Kwan Yin	17	

Source: processed by authors, 2022.

Group I comprised destinations with extensive facilities, such as the beaches at Batu Bedaun, Matras, Tikus Emas, Teluk Uber and Tanjung Pesona, offering 26 to 27 types of facilities. Group II included those with satisfactory facilities, namely Rambak Beach and Tirta Tapta Pemali, providing 24. Group III involved those with adequate facilities, encompassing Parai and Cemara Beaches, which offered 23. Group IV, those with less adequate facilities, namely Tongachi and Turun Aban Beaches, with 21. Finally, Group V consisted of destinations with insufficient facilities, including Puri Tri Agung, Temberan Beach and Dewi Kwan Yin, offering only 17 to 19.

4.3. DISCUSSION

The results of this study demonstrate a discernible variation in the availability of wellness tourism facilities among different tourism destinations in Bangka Regency. The classification into five groups, as indicated by the outcomes of the scalogram analysis, offers a systematic framework for comprehending the array of wellness tourism experiences presented in the area.

Group I destinations, such as the beaches at Batu Bedaun, Matras, Tikus Emas, Teluk Uber and Tanjung Pesona, stand out for their extensive facilities, encompassing a wide array of facilities that cater to various wellness tourism needs. These locations are strategically positioned to appeal to wellness tourists seeking all-encompassing wellness experiences.

Destinations categorized under group II, specifically Rambak Beach and Tirta Tapta Pemali, present a satisfactory standard of facilities, offering an array of facilities to facilitate wellness tourism activities. Although not as extensive as those in group I, these destinations still offer viable alternatives for wellness tourists seeking a well-rounded wellness experience.

Destinations classified under group III, such as Parai and Cemara Beaches, furnish sufficient facilities, presenting an assortment of facilities that cater to fundamental wellness tourism requirements. These locations might attract wellness tourists seeking a more rustic or cost-effective wellness experience.

Group IV destinations, specifically Tongachi and Turun Aban Beaches, showcase facilities that are comparatively less adequate, offering a restricted set of facilities geared towards wellness tourism. These locations might be appropriate for wellness tourists who prioritize particular wellness activities or seek a more secluded experience.

Destinations categorized under group V, such as Puri Tri Agung, Temberan Beach and Dewi Kwan Yin, lack in terms of wellness tourism facilities, providing only a limited array of facilities. These locations might need substantial upgrades to improve their attractiveness to wellness tourists.

The results of this study are consistent with prior research emphasizing the significance of wellestablished facilities in drawing wellness tourists (Han et al., 2020; Khuong & Phuong, 2017; Pandža Bajs, 2015; Pyke et al., 2016; Reitsamer & Brunner-Sperdin, 2017; Singh et al., 2022; Thawornwiriyatrakul & Meeprom, 2020). Destinations equipped with extensive wellness tourism facilities are more capable of meeting the varied needs and preferences of wellness tourists, thereby enhancing their potential to attract and retain this expanding segment of the tourism market.

Apart from the presence of facilities, the significance of attracting wellness tourists is also influenced by the quality and distinctiveness of wellness experiences. Destinations that provide inventive and genuine wellness experiences can set themselves apart from competitors and draw a broader spectrum of wellness tourists in search of unique and distinctive wellness encounters (Khuong & Phuong, 2017; Nawijn & Filep, 2016; Pandža Bajs, 2015; Pyke et al., 2016; Reitsamer & Brunner-Sperdin, 2017; Ritpanitchajchaval et al., 2023; Singh et al., 2022; Thawornwiriyatrakul & Meeprom, 2020).

Moreover, the successful promotion and marketing of wellness tourism services are crucial for enticing wellness tourists to particular destinations. Destinations that adeptly highlight their potential in wellness tourism through focused marketing initiatives and partnerships with stakeholders in the wellness tourism sector can proficiently draw in and sustain the interest of wellness tourists (Chen et al., 2014; Nawijn & Filep, 2016; Page et al., 2017; Pandža Bajs, 2015; Pyke et al., 2016, 2016; Singh et al., 2022; Smith et al., 2010).

5. CONCLUSIONS

5.1. CONCLUSION

Based on the results of this study, scalogram analysis has successfully categorized tourist destinations into five groups based on the availability of their facilities. The distribution reveals that approximately 35.71% of the sampled destinations align with group I, characterized by extensive facilities. Additionally, 14.29% exhibit satisfactory facilities (group II), another 14.29% boast adequate facilities (group III), while a further 14.29% fall into the category of less than adequate facilities (group IV). Lastly, 21.42% are identified under group V, denoting destinations with insufficient facilities. These discerning categorizations provide a nuanced understanding of the diverse capacity levels within the tourism infrastructure of Bangka Regency.

5.2. THEORETICAL IMPLICATION

This research contributes theoretically by advancing the understanding of wellness tourism in Bangka Regency through the application of the wellness tourism model and scalogram analysis. The systematic identification and evaluation of destinations based on wellness tourism indicators establishes a conceptual framework for appraising the service capacity of these tourism destinations. The categorization into five distinct groups (I to V) elucidates the diverse levels of facility provision, presenting a nuanced taxonomy that enhances the conceptual understanding of wellness tourism destinations. This categorization establishes theoretical groundwork for subsequent studies, providing a foundation for comparative analyses and facilitating the exploration of factors influencing wellness tourism at the destination level.

5.3. MANAGERIAL IMPLICATION

This research findings offer valuable insights for destination managers, policymakers and stakeholders in Bangka Regency. Destinations falling under group I with extensive facilities can strategically position themselves as comprehensive wellness hubs, targeting tourists seeking a holistic experience. Those in group II and III can leverage their satisfactory and adequate facilities to enhance specific aspects of wellness offerings, catering to diverse preferences. Destinations in group IV and V, facing challenges with less than adequate or insufficient facilities, can use this information to identify areas for improvement and prioritize resource allocation. The results guide strategic planning, allowing for tailored interventions to enhance wellness tourism infrastructure and elevate Bangka Regency's competitiveness in the growing wellness tourism market.

5.4. LIMITATION AND FUTURE SUGGESTIONS

Bangka Regency government and all stakeholders should provide assistance for tourism destinations, especially in terms of facilities. This is important because less than 80% of tourism destinations in Bangka Regency have them. Especially automated teller machines are not yet available in the 14 sample of tourism destinations. In addition, improvement and addition of facilities are required for tourism destinations that are included in group IV and V. Better facilities will provide more comfort for visitors, as well as increase the number of visits.

However, this research has some limitations, including the reliance on a specific sample of tourism destinations in Bangka Regency, potentially limiting the generalizability of findings. The scope of the scalogram analysis focused on select indicators and the study provides a snapshot at a specific point in time, overlooking longer term changes. Future research suggestions include expanding the sample size for a more comprehensive representation, employing a more exhaustive evaluation framework, incorporating dynamic elements into digital mapping approaches, involving collaborative efforts with local stakeholders, conducting longitudinal studies and exploring comparative analyses with other regions. These approaches aim to address limitations and contribute to a more nuanced and comprehensive understanding of wellness tourism in Bangka Regency.

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