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The Socio-Economic Impacts of Community-Based Tourism in The Villages Surrounding Borobudur Temple in Central Java

Thesis submitted by

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Doctor of Philosophy

College of Business, Law and Governance,

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January 2025

Statement of Original Authorship

The research presented in this thesis has not been previously submitted to fulfil the requirements for the Doctor of Philosophy degree at James Cook University or any other institution of higher education. To the best of my knowledge, this thesis does not contain any previously published or authored material except where appropriate references are provided.

Dwi Sugiharti

Acknowledgment

I would like to express my deepest gratitude to my academic advisors, Associate Professor Taha Chaiechi and Associate Professor Josephine Pryce, for their unwavering support and invaluable guidance throughout my PhD journey. Their invaluable guidance, patience, and encouragement have been instrumental in shaping this journey, and I am profoundly thankful for the time and understanding they have extended to me.

I extend my heartfelt appreciation to all the participants in this study. Their insightful responses and contributions have been instrumental in advancing our understanding of the socio-economic impacts of Community-Based Tourism in the villages surrounding Borobudur Temple in Central Java.

I am profoundly grateful to the Indonesia Endowment Fund for Education for financially supporting my doctorate, and to James Cook University, specifically the College of Business, Law, and Governance, the Graduate Research School, and the International Support Team, for their financial, administrative, and non-academic support. I also extend my gratitude to the thesis reviewers for their thoughtful feedback and guidance, which have been invaluable in refining this thesis.

As I approach the conclusion of my PhD journey, I reflect with immense gratitude on the remarkable individuals I have encountered along the way. Despite the challenges and uncertainties of this path, I sincerely appreciate the lessons I have learned and the support I have received. The guidance and compassion from those around me have left a lasting impact, and I am inspired to carry forward their kindness and wisdom in my future endeavours.

Acknowledgment of Others in This Thesis

Type of Support	Contribution	Names, Titles, and Affiliations of Collaborating Contributors
Intellectual Support	Supervision	Associate Professor Taha Chaiechi College of Business, Law, and Governance James Cook University
		Associate Professor Josephine Pryce College of Business, Law, and Governance James Cook University
	Proposal Writing	Associate Professor Taha Chaiechi Associate Professor Josephine Pryce
	Data Analysis	Associate Professor Josephine Pryce
	Editorial Support	Associate Professor Liz Tynan Dr Putu Mustika
Financial Support	Tuition and Stipend	Indonesia Endowment Fund for Education
	Conference and Transcription fees	James Cook University Student Services and Amenities Fee
Data Collection Support	Assistance with the recruitment of interview participants and conducting semi-structured interviews in 20 villages	Mr. Muhammad Khudhori Mr. Cahyo Senoaji
Interview Transcription Support	Assistance with transcribing the interview recordings	Ms Erni Purbosiwi

Acknowledgement of the Utilisation of Generative AI

The utilisation of Grammarly (www.grammarly.com) is acknowledged as an invaluable resource that greatly assisted in the English writing process throughout the development of this thesis and enhanced the editing of my work. I thoughtfully assessed and refined the suggestions provided by Grammarly to ensure precision, coherence, and compliance with established academic standards. This process allowed me to maintain the integrity of my original ideas through extensive research and rigorous analysis. While Grammarly served as a helpful aid, it is important to emphasise that the intellectual content and critical insights presented in this thesis result from my own efforts.

Dwi Sugiharti

Publication of This Thesis

Chapter Number	Details of the publications on which the chapter is based.	Peer-Review Procedure	The Intellectual Contributions of Each Author in the Publication
Chapter 5	Sugiharti, D., Chaiechi, T., and Pryce, J. (2020). Community-based Tourism in Villages Surrounding Borobudur Temple in Central Java and an Inclusive and Sustainable Path to 2030 Agenda. In: Proceedings of the 30th Annual Council for Australasian University Tourism and Hospitality Education Conference, pp. 28–40. From: CAUTHE 2020: 30th Annual Council for Australasian Tourism and Hospitality Education Conference: 2020 Vision: New Perspectives on the Diversity of Hospitality, Tourism and Events, 10–13 February 2020, Auckland, New Zealand. ISBN: 978-0-473-50922-4.	Double-blind peer-reviewed	Dwi Sugiharti and her primary supervisor, Associate Professor Chaiechi, co-developed the research aim. Dwi Sugiharti conducted the problem identification and literature review, collected the data, performed the data analysis, interpreted the results, and drafted the manuscripts. Associate Professor Chaiechi provided a critical review of the final manuscripts. Associate Professor Josephine Pryce assisted with the theoretical framework and meticulously checked the grammar, alongside a critical review of the final manuscripts.
Chapter 4	Sugiharti, D., Chaiechi, T., and Pryce, J. (2021). The role of visitors' resilience in understanding tourism resilience: A conceptual	Double-blind peer-reviewed	Dwi Sugiharti and her supervisors, Associate Professor Taha Chaiechi and Associate Professor Josephine Pryce, co-developed the research objective. Dwi Sugiharti conducted

	framework. In: Proceedings of the 31st Annual CAUTHE Conference. pp. 476–480. From: 31st Annual CAUTHE Conference: Transformations in Uncertain Times: future perfect in tourism, hospitality and events, 9-12 February 2021. ISBN: 978-0-99451-4158		the problem identification and literature review and drafted the manuscript. Associate Professor Chaiechi and Associate Professor Pryce assisted with the conceptual framework and the diagram and then provided a critical review of the final manuscript.
Chapter 4	Sugiharti, D., Chaiechi, T., Pryce, J. (2022). The Application of Netnography as a Tool for Understanding Visitors' Resilience: The Case of Villages in Central Java. In: Chaiechi, T., Wood, J. (eds) Community Empowerment, Sustainable Cities, and Transformative Economies. Springer, Singapore. https://doi.org/10.1007/978-981-16-5260-8_17	Double-blind peer-reviewed	The development of the research aim was a collaborative process between Dwi Sugiharti and her supervisors, Associate Professor Taha Chaiechi and Associate Professor Josephine Pryce. Building upon the conceptual framework of visitors' resilience from a previously developed working paper, the research aim was refined and extended to suit the context of the new study. In response to the constraints imposed by the COVID-19 lockdown and the absence of ethical clearance for in-person interviews, Associate Professor Josephine Pryce recommended adopting a netnographic approach. Associate Professor Taha Chaiechi contributed to the development of the inclusion criteria for data

			sources. Dwi Sugiharti was responsible for conducting the data collection, performing the literature review, and drafting the manuscript. Thematic analysis was guided by coding procedures suggested by Associate Professor Pryce. Both supervisors provided critical feedback on successive drafts and contributed to the refinement of the final manuscript through their detailed reviews.

Presentation sessions

Sugiharti, D., Chaiechi, T., and Pryce, J. (2020). Community-based Tourism in Villages Surrounding Borobudur Temple in Central Java and an Inclusive and Sustainable Path to the 2030 Agenda. Paper presented at CAUTHE 2020: 30th Annual Council for Australasian Tourism and Hospitality Education Conference: 2020 vision: New perspectives on the diversity of hospitality, tourism and events. The conference was held on 10-13 February 2020 in Auckland, New Zealand.

Sugiharti, D., Chaiechi, T., and Pryce, J. (2021). The role of visitors' resilience in understanding tourism resilience: a conceptual framework. Working paper presented at the 31st Annual CAUTHE Conference: Transformations in Uncertain Times: future perfect in tourism, hospitality and events, held on 9-12 February 2021.

Sugiharti, D., Chaiechi, T., Pryce, J. (2022). The Application of Netnography as a Tool for Understanding Visitors' Resilience: The Case of Villages in Central Java. In: Chaiechi, T., Wood, J. (eds) Community Empowerment, Sustainable Cities, and Transformative Economies. Springer, Singapore. Book chapter presented at the International Conference on Business, Economics, Management, and Sustainability (BEMAS). The conference was held at James Cook University, Cairns, 2-3 July 2022.

Abstract of This Thesis

Background. This thesis examines the socioeconomic impacts of Community-Based Tourism (CBT) around the Borobudur Temple in Central Java, Indonesia. The research is situated within Central Java's diverse cultural and natural heritage, focusing particularly on the government's strategic initiatives to leverage tourism for development. It underscores the historical and economic significance of Borobudur Temple, emphasising its role in fostering cultural pride and encouraging community participation in tourism activities.

Objectives and Scope of the Research. This research primarily aims to evaluate the effectiveness of implementing CBT initiatives in fostering stakeholder collaborations and achieving sustainable tourism development in Central Java. It explores these initiatives' socio-economic, cultural, institutional, and environmental impacts, specifically focusing on Borobudur Temple and the surrounding villages.

Methodology. The research employs a qualitative case study approach grounded in the interpretivism paradigm. This approach facilitates a detailed exploration of subjective meanings, experiences, and social constructions of reality. The following methods were utilised for data collection and analysis:

1. Netnography: Online communities were analysed to understand tourists' and residents' perceptions and experiences of CBT initiatives.
2. Semi-structured Interviews: To gather detailed insights into the socio-economic and cultural impacts of CBT, various stakeholders, including government officials, village leaders, and visitors, were interviewed. These stakeholders were chosen for their unique perspectives and roles in the CBT initiatives, ensuring a comprehensive and in-depth understanding of the topic.
3. Document Analysis: Relevant policy documents, tourism strategies, and reports were reviewed to identify themes related to CBT principles and their implementation.

The multi-method approach enhances the depth and breadth of the study, providing a comprehensive understanding of CBT's impacts. The research also acknowledges its limitations, such as focusing on a specific study area and potential biases in online reviews, thereby maintaining transparency and credibility.

Results. The findings indicate significant socio-economic, cultural, and environmental impacts of CBT initiatives around Borobudur Temple. They highlight the crucial role of stakeholder

collaboration in promoting sustainable tourism development. Effective partnerships between government, industry stakeholders, and local communities were identified as essential for resilient tourism destinations. The study advocated for a paradigm shift towards community-driven CBT practices, leveraging the unique comparative advantages of local villages.

The research also explores visitor resilience within the CBT context at Borobudur Temple. The results revealed that tourists displayed high adaptability when facing various challenges, such as weather changes and crowded conditions. Perceptions of safety and security significantly influenced their resilience. Engaging with local culture and support systems, such as knowledgeable guides and reliable infrastructure, further supports resilience. The research highlights that continuously collecting and analysing visitor feedback enables local stakeholders to make necessary adjustments, enhancing the tourism experience and addressing emerging concerns.

Additionally, the analysis of tourism policy documents, conducted using the READ (Research, Extract, Analyse, Discuss) framework and NVivo software, identified five key themes: the definition of CBT, community participation, government support, local tourism resource capacity development, and the protection of community resources and interests. The government's dual role as regulator and facilitator was emphasised, highlighting the importance of supportive policies for successful CBT implementation.

Conclusions. The research concludes that CBT initiatives profoundly impact stakeholder collaborations and resilient tourism development in Central Java. The study highlights the need for a paradigm shift towards sustainable tourism practices prioritising community empowerment, cultural preservation, and environmental conservation. Practical recommendations are offered to policymakers, practitioners, and local communities to enhance the effectiveness of CBT initiatives. The findings underscore the significance of integrating CBT principles into tourism policy and practice, suggesting that these can serve as a model for similar initiatives globally. Future research should address the limitations identified, incorporating quantitative assessments and in-depth analyses of tourist behaviour to validate the qualitative findings.

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Glossary of Terminology

Adaptive Management: A systematic process for continually improving management policies and practices by learning from the outcomes of operational programs.

Balai Ekonomi Desa / Balkondes: Community economic centres surrounding Borobudur Temple, aiming at promoting local economic development and tourism through community-based initiatives.

Capital Inflow: The movement of money into a region or country for investment, often from foreign sources, contributes to economic growth.

Community-Based Tourism (CBT): The type of Tourism in which local communities have control over its development and management, with benefits staying within the community.

CBT Principles: Guidelines for implementing CBT that emphasise local control, benefit-sharing, sustainability, and cultural respect.

Complex Adaptive System: A system consisting of interconnected and interdependent parts that modify and develop in response to environmental changes. It is commonly used to illustrate dynamic systems such as tourism.

Conventional Mass Tourism: A form of tourism characterised by large numbers of tourists visiting popular destinations, often leading to overcrowding and environmental stress.

Cultural Capital Theory: A theory that explores how individuals' cultural knowledge, skills, education, and other cultural assets influence their social mobility and interactions.

Cultural Preservation: The protection and maintenance of cultural heritage, including traditions, customs, languages, and artifacts.

Economies of Scale: Cost advantages gained by businesses as they increase production, leading to decreased per-unit costs.

Destination Management: The coordinated management of all elements of a tourism destination, including attractions, amenities, access, marketing, and pricing.

Document Analysis: A research method involving systematically examining and interpreting documents to gather data and insights**.**

Economic Impact: The changes in the economic environment of a host community due to tourism activities, including income generation and employment opportunities.

Ecotourism: A form of sustainable travel to natural areas focusing on environmental conservation and the well-being of local communities.

Environmental Conservation: The practice of protecting and preserving the natural environment to ensure sustainable use and prevent degradation.

Heritage Tourism: Tourism oriented toward experiencing the heritage of a location, including its historical, cultural, and architectural assets.

Policy Implementation: The process of carrying out or executing policies, laws, and decisions made by governing bodies.

Proximity Factor: The influence of the distance between a tourist's residence and a destination on travel decisions and behaviour.

Resilience: The ability of destinations, communities, or individuals to adapt to and recover from disruptions, ensuring long-term sustainability.

Responsible Tourism: Tourism that minimises negative social, economic, and environmental impacts and generates greater economic benefits for local people.

Social Capital: The networks, relationships, and norms facilitating collective action and community cohesion.

Sociocultural Impact: The effects of tourism on the social structures, cultural heritage, and traditions of host communities.

Social Exchange Theory: Theoretical framework that explains social behaviour in terms of the exchange of resources, where individuals seek to maximise benefits and minimise costs in their interactions.

Stakeholder Theory: A theory that considers the interests and influences of all stakeholders in an organisation or project's management and decision-making processes.

Stakeholder Collaboration: The process of different stakeholders working together towards common goals in tourism development and management.

Sustainable Development Goals (SDGs): A collection of 17 global goals set by the United Nations General Assembly in 2015 to address global challenges and achieve a better and more sustainable future for all.

Sustainability: The ability to maintain or improve specific processes or states over the long term without depleting resources or causing harm to the environment.

The COVID-19 Pandemic: A global health crisis caused by the novel coronavirus (SARS-CoV-2) that emerged in late 2019, significantly affecting all sectors, including tourism.

Thematic Analysis: A method of analysing qualitative data by identifying, analysing, and reporting patterns (themes) within the data.

Tourism: The activity of travelling to and staying in places outside one's usual environment for leisure, business, or other purposes.

Tourism Stakeholders: Individuals, groups, or organisations interested in or affected by the tourism industry, including tourists, local communities, businesses, and government agencies.

Tourism Carrying Capacity: The maximum number of visitors that a site or destination can accommodate without causing unacceptable alterations to the physical environment, significant declines in the quality of the visitor experience, or negative impacts on society.

Tourism Impacts: The effects of tourism on the environment, economy, and society, including both positive and negative consequences.

Tourism Policy: The set of regulations, rules, guidelines, directives, and development and promotion objectives and strategies provides a framework for collective and individual decisions that affect long-term tourism development and daily activities within a destination.

Tourism Suppliers: Businesses or entities providing goods and services for tourism, such as accommodation, transportation, food and beverage, attractions, and ancillary services.

Tourist Attractions: Places of interest that attract visitors due to their cultural, historical, natural, or recreational significance.

UNESCO World Heritage Site: A landmark or area recognised by the United Nations Educational, Scientific and Cultural Organisation (UNESCO) for its cultural, historical, or natural importance, deemed worthy of protection and preservation.

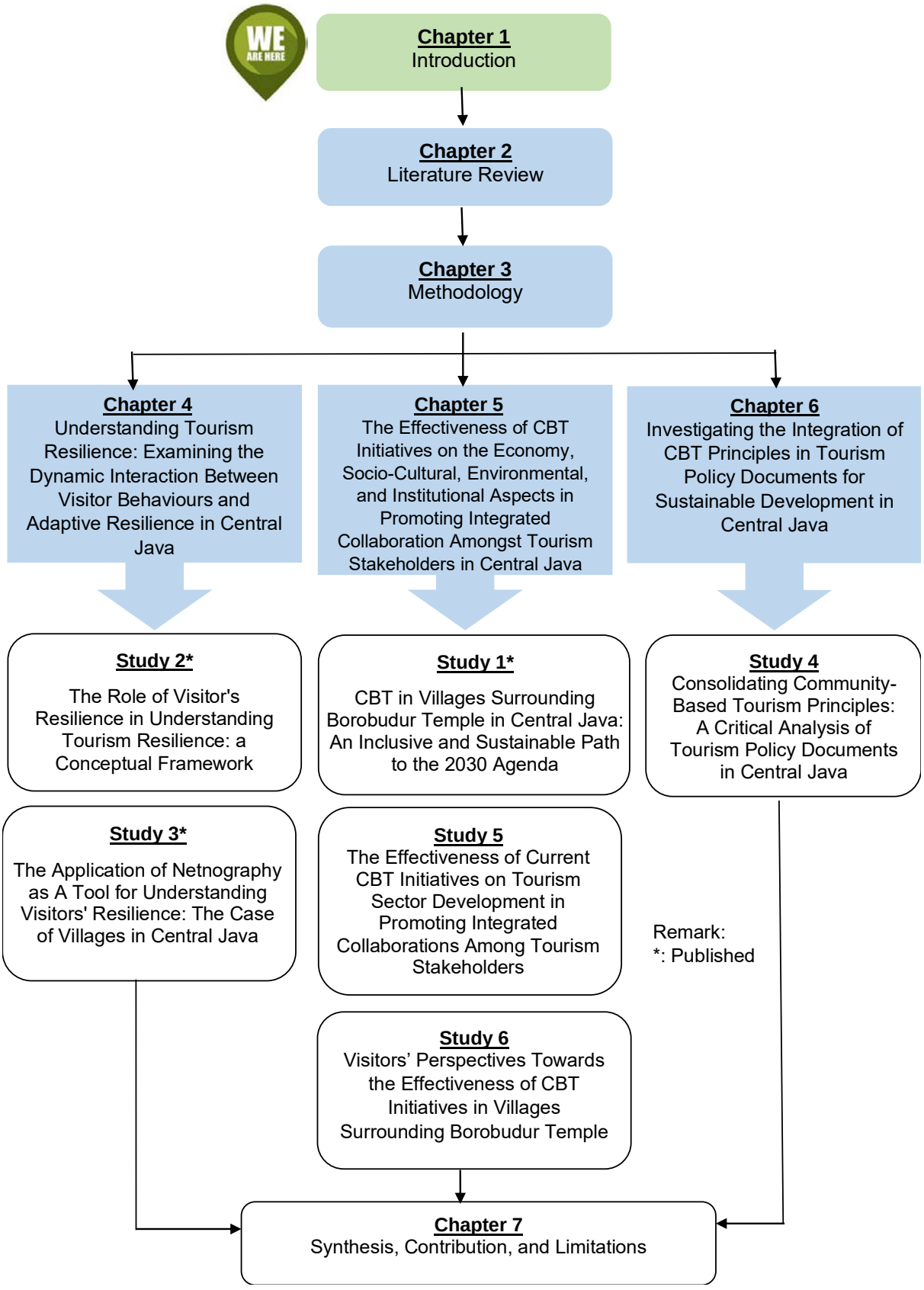
Visitor Experience: The cumulative impression, feelings, and outcomes a visitor derives from interacting with a tourism destination or service.

Visitor Perception: How tourists perceive or interpret the different aspects of a destination, including its attractions, amenities, and services.

Visitor Satisfaction: The measure of how a destination's products and services meet or exceed visitor expectations.

Visitor Spending: The amount of money tourists spend on goods and services during their visit to a destination.

Thesis Structure



1. Chapter 1

Introduction

Overview

The Introduction Chapter provides an overview of this thesis, beginning with the research background, which focuses on Central Java's tourism sector, particularly the twenty villages surrounding the Borobudur Temple, a primary heritage tourism site. It outlines the study's scope and identifies key research gaps, including the limited academic focus on visitor resilience in the tourism industry, the lack of research on integrated collaborations among tourism stakeholders in previous Community-Based Tourism (CBT) implementations, and the absence of comprehensive academic studies on the integration of CBT principles into policy documents.

The chapter also presents the research questions and objectives, highlighting the study's contributions to knowledge, practical implications, and specific research outcomes. It concludes by illustrating the connections between the research gaps, questions, objectives, and thesis structure.

1.1 Research Background

Indonesia, located in Southeast Asia, is a remarkable natural wonder with a vast archipelago. The country's rich cultural heritage is evident in its ancient temples, vibrant festivals, and enduring rituals that have endured through the ages (Wahid & Ikeda, 2015). Despite its diverse cultural tapestry, the country embraces the ethos of "Bhinneka Tunggal Ika" or "Unity in Diversity", where the spirit of tolerance and co-existence prevails (Dahuri, 1998; Fitriyah et al., 2022). Indonesia exemplifies the harmonious coexistence of diverse ethnicities, religions, and languages, from the lively streets of Jakarta to the serene landscapes of Bali.

With more than 17,000 islands, over 300 ethnic groups, and more than 250 spoken languages, Indonesia is very diverse and rich in culture (Hartanto, 2010; Kamiso, 2012). It offers tourists a unique experience, showcasing natural wonders, historic sites, and diverse cultural heritage. However, as a developing nation, Indonesia faces several challenges, including a low GDP per capita, low standards of living, and limited domestic savings and investments (Apriliana, 2021; Rothenberg et al., 2016). Recognising the potential of the tourism sector, the Indonesian government initiated the 'Visit Indonesia Year' program in 1991 to address these challenges. The program aimed to enhance output, income, employment, and foreign exchange through tourism (Kaosa-ard, 1994; Schansman, 1991). In 2011, the program was replaced with a new initiative, the 'Wonderful Indonesia Campaign' (Febrina, 2018; Rahayu et al., 2017). Despite setbacks due to the aftermath of the Bali bombing in 2002 and 2005, the campaign has successfully attracted international tourists to the country, with a steady increase in visitor numbers since 1991.

From 2015 to 2019, tourism in Indonesia exceeded 10 million visitor arrivals yearly, with the highest figure being 16,106,954 visitors in 2019 (Indonesia, 2020). However, in early 2020, the country experienced a 13.5% decline in tourist arrivals due to the global impact of COVID-19, significantly affecting tourism-dependent provinces. Since April 2020, Indonesia's borders have remained closed to international tourists, leading to the shutdown of many attractions, including museums and hiking trails (Indonesia, 2021).

According to the World Travel and Tourism Council, the direct contribution of travel and tourism to Indonesia's GDP in 2021 was IDR 426,218,750 billion (approximately USD 27.278 billion), accounting for 2.3% of the GDP (WTTC, 2021a). By 2023, these figures had risen to IDR 742,026.991 billion (approximately USD 47.487 billion), accounting for 3.6% of its GDP (Aziz, 2023). Following the pandemic, as borders reopened and mobility restrictions eased in

2022, Indonesia recorded 5.47 million international arrivals, representing a significant increase from the 1.46 million arrivals in the previous year (Indonesia, 2023). According to data from the Indonesian Statistical Bureau, foreign tourist arrivals in Indonesia experienced an increase of 8.72% year-on-year, reaching 1.24 million in December 2024, driven by heightened tourism activity at the end of the year. The majority of international visitors hailed from Malaysia (4.69%), China (9.07%), Japan (26.55%), South Korea (37.42%), Australia (9.14%), and the United States (6.97%). Over the course of the year, foreign tourist arrivals surged by 19.05% to a total of 13.90 million, marking the highest level since the COVID-19 pandemic began in 2020 (Bureau, 2025). This figure aligns with the government's annual target, which was set between 9.5 and 14.3 million, supported by enhancements in aviation infrastructure and the introduction of new destinations.

1.1.1 Central Java and Its Tourism Sector

Java, often referred to as the heart of Indonesia, boasts stunning natural beauty, rich cultural diversity, and vibrant cities. With a population of over 151.6 million (UNSD, 2021), it is the most populous island in the world. Java serves as a melting pot of ethnicities and cultures, embodying the essence of Indonesia. For centuries, Central Java was the historical centre of the Majapahit Empire, whose influence extended across much of Asia, including modern-day Myanmar, Cambodia, Vietnam, Malaysia, and Indonesia's outer islands. Landmarks like Borobudur in Central Java and Angkor Wat in Cambodia testify to the empire's cultural and historical significance.

Central Java remains a vital province due to its strategic location, serving as both an economic and political hub of Indonesia (Antlöv, 1995). Surrounded by five other provinces, including Jakarta, the capital of Indonesia, the province is easily reachable from all parts of the country. For instance, Semarang's international airport is only a 45-minute flight away from Jakarta, 30 minutes from Surabaya, and 1.5 hours from Singapore or Kuala Lumpur. Solo's Adi Sumarmo International Airport also offers convenient access, with flights to Jeddah, Saudi Arabia, Kunming, China, and domestic destinations only 50 minutes from Jakarta.

Central Java has many tourist attractions, including natural wonders, cultural sites, and man-made tourist destinations. The region is well-serviced by international airports and popular tourist venues (Disporapar, 2021). These attractions are specifically designed to captivate visitors and provide a wide range of experiences (Puustinen et al., 2009). Table 1.1 illustrates the number of tourist attractions in Central Java from 2018 to 2022.

Table 1.1 The Number of Tourist Attractions in Central Java From 2018 - 2024

YEAR	NATURAL	CULTURAL/ HERITAGE	MAN-MADE	SPECIAL INTERESTS	OTHERS	TOTAL
2018	240	132	200	43	79	694
2019	284	153	249	59	89	917
2020	351	159	305	71	94	1,069
2021	418	175	365	76	96	1,130
2022	607	172	456	81	100	1416
2023	693	232	468	81	100	1574
2024	750	267	590	83	106	1796

Source: (Disporapar, 2025)

All those tourist attractions have attracted domestic and international visitors. The number of tourists visiting those attractions increases from time to time (except in 2020 due to travel restrictions), as shown in Table 1.2.

Table 1.2 The number of visitors to Central Java from 2018-2024

YEAR	VISITORS		TOTAL	GROWTH (%)
	International	Domestic		
2018	677,168	48,943,055	49,620,775	
2019	691,699	57,900,863	58,592,562	18%
2020	78,290	22,629,085	22,707,375	-61%
2021	1,793	21,332,409	21,334,202	-6%
2022	144,691	46,465,437	46,610,128	118%
2023	464.719	56.485.087	56.949.806	22%
2024	593.168	68.887.558	69.480.726	22%

Source: (Disporapar, 2025)

1.1.2 Borobudur Temple as Primary Heritage Tourism in Central Java

Borobudur Temple, situated in Central Java, Indonesia, is an iconic symbol of the region's rich cultural and historical legacy. Built in the 9th century by the Shailendra Dynasty, Borobudur is the world's largest Buddhist temple (Miksic, 2012; Nagaoka & Nagaoka, 2016). The temple's intricate and sophisticated design underscores its cultural and religious importance during the height of the Srivijaya Empire. After being buried under volcanic ash in the 11th century, the

site was rediscovered in the early 19th century by Sir Thomas Stamford Raffles during British colonial rule in Java (Iguchi, 2015; Lamoureux, 2003). Raffles was intrigued by the archaeological site, prompting initial inquiries. This was followed by the commencement of a thorough restoration project in the early 20th century under the Dutch colonial administration (Bloembergen & Eickhoff, 2011, 2013; Levenda, 2011).

Heritage tourism, as a driver of economic growth, has successfully attracted visitors interested in exploring historical and cultural sites (Ismail et al., 2014; Jimura, 2011; Kirshenblatt-Gimblett, 1998), as well as experiencing the local communities living in these heritage areas (Chen & Rahman, 2018; Orbasli, 2002). Borobudur Temple plays a key role in the economic development of Central Java by driving tourism (Chapman, 2023). Its designation as a UNESCO World Heritage Site in 1991 underscores its outstanding cultural and historical significance, establishing its place as a pivotal heritage tourism destination. This recognition further highlights the importance of preserving the temple for future generations (Boonnumsirikij, 2011; Stubbs & Thomson, 2016).

Borobudur attracts visitors from around the globe who are eager to explore its intricate relief panels, stupas, and galleries depicting the life of Buddha and Buddhist cosmology. The temple also holds significant importance in shaping the socio-cultural landscape of Central Java. It symbolises Indonesia's commitment to preserving its rich cultural heritage and nurturing a strong national identity (Esposito Andujar, 2020; Salazar et al., 2010). The local community actively maintains the site and shares its cultural heritage with visitors with enthusiasm. Through the interaction between tourists and locals, a valuable exchange of culture occurs, fostering mutual understanding and respect. Borobudur, as a significant cultural heritage site, is instrumental in showcasing Indonesia's diverse history, attracting scholars and tourists to explore its cultural importance (Nag & Mishra, 2023).

1.2 Scope of the Study

This research was conducted in twenty villages surrounding Borobudur Temple in Central Java, Indonesia. In each village, the central government has set up a Rural Economic Centre called Balai Ekonomi Desa (Balkondes). These centres serve as hubs for Community-Based Tourism, aiming to empower residents by promoting connectivity and economic opportunities. They function as central points for socio-economic activities, enabling residents to engage in tourism-related ventures and manage the tourism sector in their area.

While the thesis does not focus on Borobudur Temple as a heritage site per se, its symbolic and

geographical proximity to the twenty villages plays a crucial role in shaping the research context, theoretical contribution, and methodological design. The Borobudur Temple, a UNESCO World Heritage site and one of Indonesia's most visited tourist destinations, serves as a key attraction that draws both domestic and international visitors to the region. This influx of tourists presents significant opportunities for nearby rural communities to capitalise on their proximity to the temple by offering complementary tourism products and services. As depicted in Figure 1.1, the spatial relationship between Borobudur Temple and the surrounding villages strengthens their collective tourism appeal and creates a dynamic landscape for CBT initiatives.

In response to this strategic location, and in partnership with local stakeholders, the government has implemented CBT programs by establishing Balkondes to develop innovative tourism products and services aimed at attracting more visitors and encouraging longer stays. These initiatives are not only economic strategies but also part of a broader effort to foster inclusive rural development.

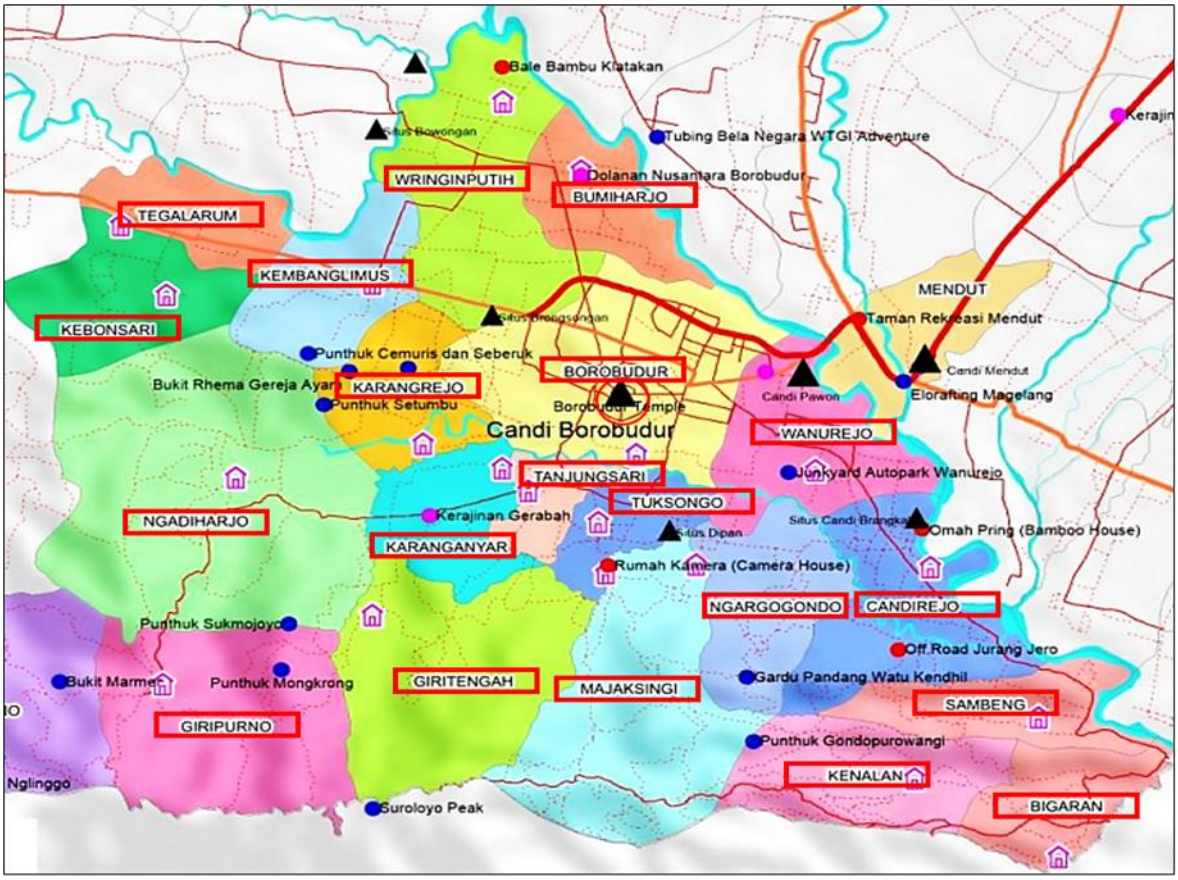


Figure 1.1 Maps of 20 Balkondes Surrounding Borobudur Temple

Source: (Taman Wisata Candi Borobudur, 2017)

The establishment of Balkondes represents a remarkable initiative by state-owned enterprises

as part of their Corporate Social Responsibility (CSR) program. This social initiative is designed to support and uplift local communities in various ways. Balkondes provides a platform to showcase a wide range of local competitive advantages, including culinary experiences, handicrafts, sunrise trekking, cycling, and farming, among others. Each Balkondes is unique and offers a diverse range of opportunities, as outlined in Table 1.3.

Table 1.3 Tourist Attractions in 20 surrounding Borobudur

NO.	NAMES OF BALKONDES	POTENTIAL TOURIST ATTRACTIONS
1	Wringinputih	The making of cassava crackers, traditional tempeh, bricks, palm sugar, and horse-drawn carriage toys
2	Bumiharjo	The making of traditional tempeh and tofu and baskets from tobacco leaves
3	Borobudur	Traditional markets Maryoto blacksmith Horse cart tour
4	Wanurejo	The making of traditional tempeh and handmade batik The tombs of Kyai Singoleksono and Kyai Jugil
5	Candirejo	The making of crackers, paper puppets, stone chisels, and Javanese traditional musical instrument-gamelan The tomb of Kyai Mijil Progo River Rafting
6	Sambeng	The making of cassava chips, traditional mat Klepu Agritourism
7	Bigaran	The making of pandanus leaf bags, taro chips, and traditional tofu
8	Kenalan	The making of traditional palm sugar and pandanus leaf mats
9	Majaksingi	The making of bird cages, black masks, and wood carving The habitat of Long-Tailed Monkeys
10	Ngargogondo	The making of bamboo handicraft Language group
11	Giritengah	Bamboo furniture and baskets The art of braiding a horse
12	Tuksongo	Catfish cultivation The making of bamboo carvings and animal masks The tomb of Kyai Segan
13	Tanjungsari	Honey Breeding The tomb of Kyai Sagin

14	Karanganyar	Pottery Academy
15	Karangrejo	The art of stone printing
16	Giripurno	Clove distillation The scenery of Mangkrok Hill
17	Ngadiharjo	Bamboo furniture Sight-seeing (sunrise and sunset)
18	Kebonsari	The art of bamboo souvenirs
19	Tegalarum	Farming oyster mushrooms Mushroom culinary Digital Heritage Homestay
20	Kembanglimus	The sacred tomb of Bogelan

Source: Author's expansion from (Taman Wisata Candi Borobudur, 2017)

The proximity of the twenty villages to Borobudur Temple, the primary tourist attraction, offers a significant advantage for tourism development in these areas. This aligns with the location theory, which proposes that individuals visiting the temple will have an easier and more cost-efficient time reaching the neighbouring villages. Additionally, the closeness of the villages positively influences local community support for tourism development (Arintoko et al., 2020). Research indicates that communities located near tourist attractions are more likely to support tourism initiatives than those farther away (Jurowski & Gursoy, 2004).

Establishing Balkondes in 20 villages surrounding Borobudur Temple provides opportunities for the host community to participate in delivering tourism services and be involved in partnerships with State-Owned Enterprises and private sectors (Team, 2020). The development of Balkondes follows a standardised model, featuring a café, a versatile Joglo-style hall, open-walled Pendopo seating areas, and various homestays, all designed in traditional Javanese architectural styles (Team, 2021). Each Balkondes is supported by one big State-Owned Enterprise by allocating a sum of money from IDR 750 million to IDR 2 billion to build each Balkondes (Taman Wisata Candi Borobudur, 2017).

After being established by state-owned enterprises, these Balkondes were given to the village communities to develop, using the concept of fostering partnerships with the government. Local producers partner with the government to deliver management training, support product marketing, provide financial assistance, and promote tourism, ensuring the long-term sustainability of Balkondes. Moreover, the government has launched electrification and clean water programs to support tourism and local 'people's well-being in some Balkondes. Table

1.4 shows that internationally recognised events have also been utilised to promote the area.

Table 1.4 International Events Annually Held in the Borobudur Area

Name of The Events	Time of The Events
Borobudur Marathon	November each year
Borobudur Photo Contest	May each year
Borobudur International Conference	October each year
Borobudur Vesak Day	Every Waisak for Buddhists
Borobudur Jazz Festival	September each year

Source: (Disporapar, 2021)

1.3 Research Gap

Recognising the existing research gaps is crucial for advancing knowledge in any field. In this research, it is crucial to identify and address these gaps to enhance our understanding of tourism resilience, implement CBT initiatives to foster collaboration among stakeholders, and incorporate CBT principles into policy documents. These knowledge gaps highlight areas of insufficiency in the existing literature, providing opportunities for further research and more effective approaches within the tourism sector.

The research emphasises the importance of CBT in promoting sustainable tourism, empowering local communities, and fostering collaboration and inclusivity. It focuses on implementing and maintaining CBT in Central Java, specifically targeting Borobudur Temple and the surrounding villages. The research is part of a larger framework addressing tourism resilience and governance in Central Java's tourism sector, aiming to empower local communities and promote sustainable tourism practices. The key elements of successful CBT include:

1. Tourism Resilience involves the ability of tourism destinations, communities, and systems to withstand and recover from different environmental, economic, or socio-cultural disruptions. This study highlights the significance of constructing resilient tourism systems, including strengthening visitors' resilience, when faced with constantly changing conditions, such as natural disasters and global crises like the COVID-19 pandemic. While this study focuses on CBT, it fosters resilience by advocating for diverse economic opportunities, safeguarding cultural heritage, and improving environmental stewardship.

2. Governance Structures: Governance in the context of the tourism industry encompasses the institutional frameworks, decision-making structures, and power relations that influence the design, execution, and evaluation of CBT initiatives (Nunkoo, 2017).

   Successful CBT relies on effective governance structures, necessitating cooperation among stakeholders such as local communities, government agencies, NGOs, and tourism operators. Good governance guarantees that decision-making is transparent, participation is inclusive, social equity is upheld, and environmental conservation is prioritised.

The critical role of visitors in fostering tourism resilience has not been given adequate academic attention. Despite being essential stakeholders in the tourism industry, their adaptability and resilience have not been thoroughly examined. Most existing research has focused on the recovery of the tourism sector without considering the roles and perspectives of visitors. This gap necessitates a comprehensive examination encompassing visitors' inherent and adaptive resilience to develop a more complete understanding of tourism resilience. Furthermore, successful CBT implementation requires strong partnerships among various stakeholders rather than just community involvement. Previous research has predominantly emphasised community participation, overlooking the significance of robust partnerships with diverse tourism stakeholders. There has also been insufficient research on integrating comprehensive CBT principles into policy documents. Effective governance frameworks should align CBT initiatives with community aspirations, social equity, and environmental conservation. Addressing this gap requires both theoretical exploration and practical examination of policy integration, which is essential for enhancing the implementation of CBT principles.

1.3.1 Research Gap 1: Inadequate academic attention to visitors' resilience in building tourism resilience in the tourism industry

As an essential stakeholder, visitors have a crucial role in affecting the success of the tourism industry. However, research on tourism resilience has often overlooked the adaptability of visitors, which is significant for the industry's ongoing growth. In prior studies, the focus on tourism resilience has been on the sector's recovery, using the Destination Sustainability Framework (DSF) to define and assess resilience and vulnerability (Calgaro & Cochrane, 2009). Additionally, the Sri Lankan government has established coastal buffer zones (Buultjens et al., 2015); and they have utilised a socio-ecological systems (SES) method to show that systems do not progress linearly but instead function in a cyclical pattern (Basurto et al., 2013).

In order to promote resilience in tourism systems, it is essential to thoroughly analyse the varied responses of each stakeholder group when confronted with external risks and potential system failures. It is imperative to consider the unique characteristics, adaptability, and capacity for recovery of each group. Therefore, prioritising a comprehensive examination of the interconnected individual, social, and economic factors that contribute to resilience is crucial (Sugiharti et al., 2021).

This gap indicates that acknowledging and understanding visitors' perceptions, behaviours, and adaptive capacities is critical for developing more comprehensive and responsive resilience strategies.

This thesis addresses this gap by investigating how visitors perceive and respond to changes in tourism destinations affected by external stressors. By exploring visitors' roles and adaptability in the villages surrounding Borobudur Temple, the research offers theoretical contributions to tourism resilience literature. It provides practical implications for tourism managers seeking to design more inclusive and sustainable resilience-building strategies..

1.3.2 Research Gap 2: Limited research on integrated collaborations amongst tourism stakeholders in the previous implementation of CBT

Previous studies on CBT have focused on identifying key success factors, particularly community involvement (Beeton, 2006; Blackstock, 2005; Tucker, 2016). However, successful CBT requires more than just community participation; it necessitates strong partnerships with tourism stakeholders to implement and sustain initiatives (Jamal & Getz, 1995; Salazar, 2012; Wilson et al., 2001). Creating a supportive environment ensures long-term success and benefits for all involved parties (Asker et al., 2010; Bittar Rodrigues & Prideaux, 2018). Collaborative efforts among stakeholders with shared vision and goals facilitate achieving communal benefits and better outcomes (Tasci et al., 2014).

Case studies from the Philippines, Southern Africa, and Eastern Europe demonstrate that partnerships between communities, private investors, and government entities can drive CBT success (Gutierrez, 2019; Iorio & Corsale, 2014; Nielsen & Spenceley, 2011). Governmental support is crucial in regulating and facilitating CBT endeavours (Giampiccoli & Saayman, 2017; Mtapuri et al., 2019). However, comprehensive research covering integrated collaborations among all stakeholders remains scarce, leaving ample room for further exploration (Hiwasaki, 2006; Kibicho, 2008; Mizal et al., 2014; Ngo et al., 2018; Nugroho et al., 2021; Tan et al., 2019).

This thesis addresses this gap by examining the dynamics of stakeholder collaboration in CBT initiatives facilitated through Balkondes in the villages surrounding the Borobudur Temple. By examining the interactions and coordination between government agencies, local communities, private sector actors, and civil society organisations, the study offers insights into the enablers and barriers of integrated stakeholder collaboration. These findings are intended to inform policy design and improve the practical implementation of CBT in heritage-adjacent rural settings..

1.3.3 Research Gap 3: Lack of academic research around the investigation of holistic integration of comprehensive CBT Principles in policy documents

Detailed mechanisms for executing and monitoring tourism programs are essential for effectively implementing CBT initiatives (Muangasame & McKercher, 2015). Policy instruments such as government support, fair distribution of tourism benefits, environmental conservation and local culture preservation play a crucial role in ensuring adherence to CBT principles (Hatipoglu et al., 2016). Accordingly, integrating comprehensive CBT principles into tourism policy documents is crucial for successful implementation (Giampiccoli & Saayman, 2018b; Vitálišová et al., 2021). Including CBT principles in official tourism guidelines provides a solid foundation for meaningful CBT implementation, thereby legitimising tourism policy documents and reinforcing CBT application within the tourism sector (Dangi & Jamal, 2016; Giampiccoli & Mtapuri, 2021; Giampiccoli & Saayman, 2018b; Saayman & Giampiccoli, 2016).

The current body of literature has primarily focused on individual CBT principles, leaving a gap in research for the comprehensive integration of these principles into tourism policy documents. The current academic focus often neglects the holistic approach needed to maximise community benefits and ensure fair distribution among community members. Examining countries like Botswana, Georgia, Armenia, Senegal, Argentina, and Guyana reveals complexities in CBT implementation and a lack of detailed studies on principles beyond community involvement and participation in tourism policy documents. Although government-administered tourism development strategies have embraced CBT principles, the literature suggests a need for more specific quality assurance and implementation frameworks (Dolezal & Novelli, 2022; Giampiccoli & Saayman, 2016; Harrison & Schipani, 2007; Ruhanen, 2008).

There is a noticeable gap in the academic exploration of how CBT principles are incorporated into tourism policy documents. There is a need for a more comprehensive academic analysis of how CBT principles can be systematically integrated into tourism policies and governance frameworks to ensure their effective support for the implementation of CBT practices. The lack of academic research on the integration of comprehensive CBT principles in policy documents is both theoretical, involving the development of the principles, and practical, encompassing the implementation and evaluation of these principles in policy documents. This research aims to address this gap by examining the extent to which broader CBT principles are integrated into tourism policy documents in Central Java.

1.4 Research Questions

The tourism industry, being dynamic and competitive, must adapt to external shocks (Becken, 2013), which impacts both visitors and tourism suppliers due to their interconnectedness (Dwyer et al., 2009; Mihalič, 2000). Therefore, those engaged in the tourism sector need to prepare for resilience by integrating adaptability and flexible capabilities into the dynamic social and economic structures (Brown et al., 2018; Luthe & Wyss, 2014). In the dynamic nature of the tourism industry, both suppliers and visitors face challenges that put their resilience to the test. However, current research on tourism resilience has primarily concentrated on the adaptive capacity and resilience of suppliers, overlooking the visitors' resilience on the demand side (Sugiharti et al., 2021).

In the meantime, optimising the tourism sector is best achieved by empowering local people to participate in tourism activities through CBT (Al-Oun & Al-Homoud, 2008; Okazaki, 2008; Sutawa, 2012), especially while facing budget constraints (Maggio, 2020).

Therefore, this research examines the socio-economic impacts of implementing CBT initiatives in 20 villages near the Borobudur Temple, a UNESCO World Heritage site in Central Java. Additionally, three research questions were devised in the following manner:

1. RQ1 - How do 'visitors' behaviours and their adaptive resilience develop tourism resilience in the tourism sector?
2. RQ2 - How effective are the existing CBT initiatives on tourism sector development in promoting integrated collaborations amongst tourism stakeholders?
3. RQ3 - To what extent do the tourism policy documents in Central Java reflect and adhere to the CBT principles for successful CBT implementation?

1.5 Research Objective

The overarching objective of this thesis is to examine the socio-economic impacts of Community-Based Tourism (CBT) initiatives in 20 villages surrounding the internationally significant Borobudur Temple in Central Java, Indonesia. This research is grounded in the evolving theoretical discourse on tourism resilience, stakeholder collaboration, and policy integration, emphasising how CBT can serve as a pathway toward enhancing community resilience and sustainable development in heritage tourism destinations. This research aims to fill the current gaps in the literature by achieving the main goal through three specific objectives outlined below.

1.5.1 Objective 1: Explore and understand visitors' resilience within the context of tourism resilience

- Presenting a new conceptual framework that integrates the adaptability of tourists into the wider notion of tourism resilience. This prompts researchers to reassess existing methods for resilience in tourism theories, frameworks, and models.
- Providing valuable perspectives into the visitors' adaptive capabilities and the local community, contributing to a comprehensive understanding of socio-economic resilience at Borobudur Temple.

1.5.2 Objective 2: Investigate the integration of collaborations among tourism stakeholders in CBT Implementation

- Evaluating the present state of tourism development in Central Java and identifying potential constraints on sectoral growth.
- Assessing the effectiveness of current CBT initiatives in promoting stakeholder collaboration and evaluating their impacts on the economy, socio-cultural aspects, environment, and institutional structures.
- Exploring visitors' perspectives on the impact of current CBT initiatives on the tourism sector, local economy, and community well-being.

1.5.3 Objective 3: Evaluate the holistic integration of the comprehensive CBT principles within tourism policy documents

- Investigating how thoroughly the government has incorporated CBT principles into policy documents for tourism development to implement CBT in the provincial tourism sector effectively.

1.6 The Connections of Research Gaps, Research Questions, Research Objectives, and Study Chapters

The identified research gaps underscore the need for a deeper understanding of visitors' resilience, the integration of collaborative efforts in implementing CBT initiatives, and the comprehensive incorporation of CBT principles into tourism policy documents. These gaps lead to the formulation of three research questions: 1) How does visitors' resilience contribute to the tourism resilience framework? 2) What are the dynamics and outcomes of integrated collaborations among all stakeholders in CBT implementation? 3) To what extent are comprehensive CBT principles integrated into tourism policy documents in Central Java?

The research objectives are aligned with these questions, aiming to examine visitors' adaptive abilities in strengthening tourism resilience, investigate the collaborative efforts of diverse tourism stakeholders in CBT initiatives, and assess how CBT principles are incorporated into official policy documents.

Focusing on each study's logic and the evidence they present, this research underscores three significant components: tourism resilience to answer RQ1, tourism development in Central Java to answer RQ2, and integrating comprehensive CBT principles into tourism policies to answer RQ3, which are elaborated as follows:

1.6.1 Research Question 1: Tourism Resilience with Studies 2 and 3 focusing on tourism resilience from a visitor-centric perspective:

In Study 2, a new conceptual framework is introduced, focusing on visitor resilience. This framework addresses a notable gap in the existing literature, which primarily emphasises supply-side resilience (government, communities, and tourism operators). This innovative framework extends current resilience theories by incorporating visitor behaviour and adaptability. Furthermore, Study 3 complements Study 2 by providing empirical evidence through visitor reviews and identifying themes demonstrating visitor resilience. The empirical evidence derived from actual visitor experiences strengthens the theoretical framework introduced in Study 2, grounding it in real-world data.

1.6.2 Research Question 2: Tourism Development in Central Java, with Studies 1, 5, and 6 collectively examining tourism development and Community-Based Tourism (CBT) initiatives:

Study 1 establishes the foundation for advocating community participation in tourism, aligning with sustainable development objectives, and emphasising the utilisation of local

resources. Study 5, furthermore, provides evidence of CBT's impact across various dimensions, confirming its role in economic growth, cultural preservation, and environmental sustainability through stakeholder collaboration. Finally, Study 6 complements these findings by assessing visitor satisfaction with CBT initiatives, linking positive perceptions to program effectiveness and sustainability.

1.6.3 Research Question 3: Integration of CBT Principles into Tourism Policies, with Study 4 assessing the integration of CBT principles into tourism policy documents in Central Java:

This study emphasises the importance of policy in supporting CBT initiatives, providing a regulatory framework that ensures their effectiveness. Examining policy documents provides valuable insights into how government support can improve the implementation and sustainability of the initiatives.

Each research objective corresponds to a specific chapter study, with the chapters serving as interconnected elements that address identified gaps and contribute to a more comprehensive understanding of sustainable and resilient tourism ecosystems. Table 1.5 summarises the relationships among research questions, objectives, and studies.

Table 1.5 The Connections of Research Gaps, Research Questions, Study Objectives, and Study Chapters

Research Gaps	Research Questions	Study Objectives	Study/Chapter/Title
Gap 1: Inadequate academic attention to visitors' resilience in building tourism resilience in the tourism industry	**RQ1:** How do 'visitors' behaviours and their adaptive resilience develop tourism resilience in the tourism sector?	There are two studies conducted to answer RQ1:	Studies 2 and 3 are located in Chapter 4
		Study 2: Proposing a new framework to integrate travellers' resilience into tourism resilience, advocating for reassessing current resilience concepts in tourism theories, frameworks, and models.	Chapter Title: **Understanding Tourism Resilience: Examining the Dynamic Interaction Between Visitor Behaviours and Adaptive Resilience in Central Java.**
		Study 3: Unveiling the essential insights into the adaptive capacities of both tourists and the local community, shaping a holistic understanding of socio-economic resilience within the context of Borobudur Temple.	
Gap 2: Limited research on integrated collaborations amongst tourism stakeholders in the previous implementation of CBT	**RQ2:** How effective are the existing CBT initiatives launched by the government on tourism sector development in promoting integrated collaborations amongst tourism stakeholders?	There are three studies conducted to answer RQ2:	Studies 1, 5, and 6 are located in Chapter 5
		Study 1: Examining the current state of the tourism sector in Central Java and identifying issues and potential constraints for its development.	Chapter Title: **The Effectiveness of CBT Initiatives on the Economy, Socio-Cultural, Environmental, and Institutional Aspects in Promoting Integrated Collaboration Amongst Tourism Stakeholders in Central Java.**
		Study 5: Examining the effectiveness of current CBT Initiatives in fostering collaboration among various stakeholders and evaluating their impacts on the economy, socio-culture,	

		environment, and institutional frameworks. **Study 6:** Uncovering visitors' perceptions of the effectiveness of the existing CBT initiatives on the tourism sector, local economy, and well-being.	
Gap 3: Lack of academic research around the investigation of Holistic Integration of Comprehensive CBT Principles in Policy Documents	**RQ3:** To what extent do the tourism policy documents in Central Java reflect and adhere to the principles of Community-Based Tourism (CBT), and what are the critical requirements for quality assurance and implementation frameworks necessary for successful CBT implementation in villages surrounding Borobudur Temple?	One study was conducted to answer RQ3: **Study 4:** Investigating whether the government has consolidated the CBT principles in the tourism development policy documents as guidelines to implement CBT in the tourism sector within the province successfully	Study 4 is located in Chapter 6 Chapter Title: **Investigating the Integration of CBT Principles in Tourism Policy Documents for Sustainable Development in Central Java**

1.7 Research Significance

The sustainability of the tourism industry relies on the resilience of stakeholders, with visitors playing a crucial role. However, current research on tourism resilience often needs to consider the adaptive capacities of visitors instead of focusing mainly on destination recovery. Two studies in this research aim to bridge this gap by examining the resilience of visitors within the broader concept of tourism resilience. While the involvement of the community in the implementation of CBT initiatives has been well-researched, there is still limited exploration of integrated collaborations among all stakeholders. Three studies in this research explore the multifaceted nature and significance of such collaborations to implement CBT initiatives successfully. Furthermore, the successful implementation of CBT principles requires their integration into tourism policy documents. Although existing literature highlights specific CBT principles, further research is necessary to understand the holistic integration of comprehensive CBT principles into policy documents and supporting regulations. This research seeks to investigate and address this gap in the context of Central Java.

The identified research gaps highlight the need for further investigation in the following areas: visitors' resilience and their role in enhancing tourism resilience, integrated collaborations among all stakeholders for implementing CBT initiatives, and the comprehensive integration of CBT principles into tourism policy documents. Addressing these gaps is crucial for advancing knowledge in the field, providing practical insights for policymakers, industry practitioners, and communities involved in the dynamic field of tourism, and contributing to the development of resilient and inclusive tourism ecosystems.

1.7.1 Contribution to Knowledge

This research aims to make a contribution to the current knowledge base in the tourism field by focusing on three crucial areas that have been overlooked.

Firstly, by emphasising the vital role of visitors in the tourism ecosystem, the research enhances understanding of tourism resilience. It examines the adaptability of visitors and investigates their contribution to destination resilience, a previously overlooked area in research. This approach recognises the importance of visitors in the tourism ecosystem and examines their ability to adapt and their contribution to supporting the resilience of destinations. By highlighting the role of visitors in tourism resilience, two studies in this research offer valuable insights that can assist destinations in improving their readiness and response to crises, ultimately enhancing the overall tourism experience.

Secondly, this research examines the partnerships of various stakeholders engaged in CBT initiatives, such as government, local communities, private sectors, and visitors. While previous research has emphasised the significance of community involvement, this study offers a more comprehensive perspective, highlighting the collaborative dynamics essential for ensuring the long-term viability of CBT projects. By delivering a more thorough analysis of the collaborative dynamics, the research contributes to the development of effective strategies for the successful implementation of CBT initiatives.

Thirdly, the research aims to significantly contribute to the literature by investigating the integration of comprehensive CBT principles into tourism policy documents in Central Java. This approach is crucial for ensuring that policy frameworks align with sustainable and inclusive tourism practices. The research fills the current gap in understanding how policy documents can serve as practical tools for implementing CBT in tourism. By exploring the integration of more comprehensive CBT principles in tourism policy documents, the research offers valuable insights into the development of tourism policies that can accommodate the interests of stakeholders, guide the implementation of CBT initiatives, and foster positive and enduring impacts on both the tourism industry and local communities.

1.7.2 Practical Implications

This research has practical implications relevant to various groups involved, offering applicable insights for resilience planning, CBT practices, and policy formulation in the tourism sector.

The practical implications that the tourism stakeholders can utilise are summarised in Table 1.6.

Table 1.6 Research Implications

Research Question	Implications	Beneficiaries	Applications
RQ 1	**Enhancing Tourism Resilience through Visitor Engagement**	• Destination Management Organisations • Tourism Operators • Government/Authorities • Visitors	Two studies on visitors' resilience provide valuable insights for tourism stakeholders to strengthen their readiness for external disruptions. By recognising and accommodating visitors' ability to adapt, destination managers and businesses can develop resilience plans for supply and demand. Simultaneously, visitors can equip themselves to handle difficult circumstances more effectively. This approach fosters a more resilient and adaptable industry capable of effectively navigating external disruptions.
RQ 2	**Optimising Collaborations among tourism stakeholders in the implementation of CBT initiatives**	• Policymakers • CBT Practitioners • Local Communities • Visitors	Three studies explored integrated collaborations among stakeholders in CBT. The studies provide practical guidance for tourism practitioners, local communities, the government, and visitors, highlighting the need for integrated collaborations among various stakeholders in CBT initiatives, from planning the programs and the implementation to the evaluation through the feedback mechanism. Tourism practitioners and local communities can use this knowledge to foster strong partnerships with the government, private sectors, and visitors. This can facilitate the development of sustainable and inclusive tourism practices, ensuring lasting benefits for all stakeholders involved.

RQ 3	**Guiding Holistic Integration of CBT Principles in Policy Documents**	• Policymakers • Local Communities	One study on integrating comprehensive CBT principles into tourism policy documents offers actionable insights for policymakers. This information guides the formulation of more impactful tourism policies that align with sustainability goals. Policymakers can use the research findings to establish regulatory structures that facilitate the effective execution of CBT initiatives, promoting responsible tourism practices and fair distribution of benefits.

1.7.3 Research Contributions

The research is designed to have a far-reaching impact beyond academia and is highly relevant to academics, policymakers, and multiple tourism stakeholders. The contributions are demonstrated in Figure 1.2, summarising the key findings.

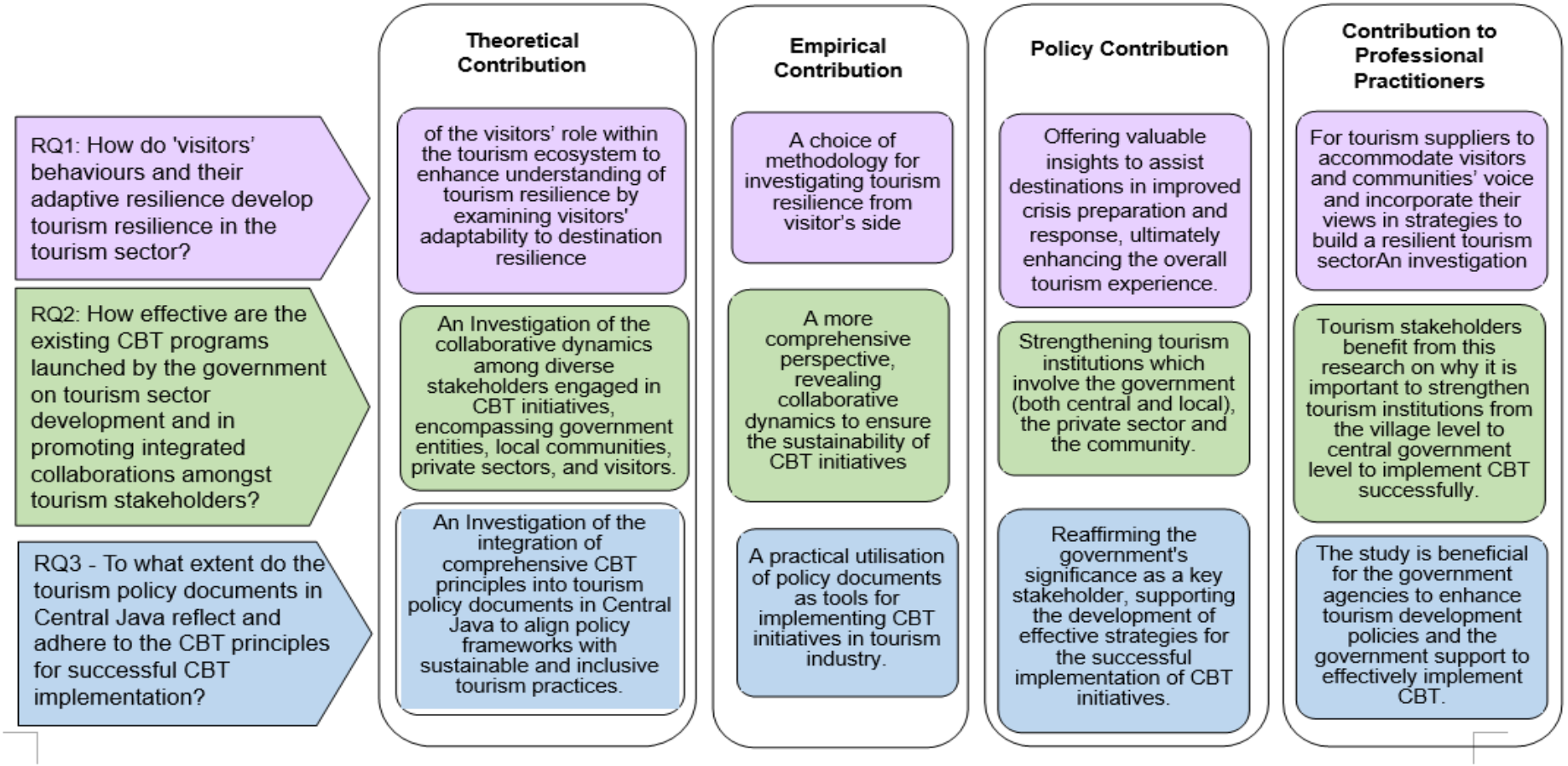


Figure 1.2 Research Contributions

1.8 The Overall Thesis Structure

The thesis comprises seven chapters, with three studies published in peer-reviewed journals, book chapters, and conferences. Figure 1.3 provides a visual representation of the comprehensive structure of the research. Each chapter serves a unique purpose in the investigation.

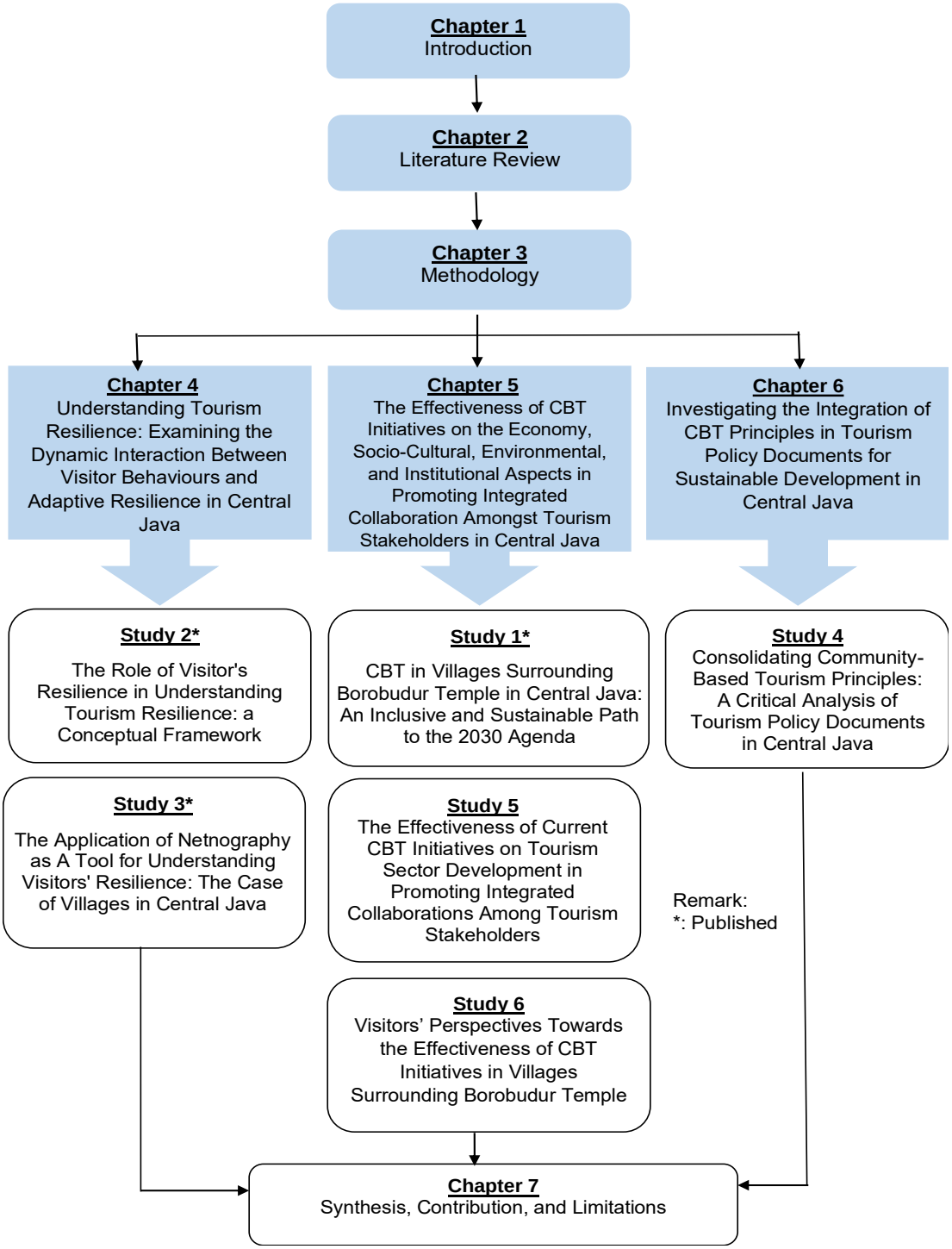


Figure 1.3 The Overall Thesis Structure

Chapter 1: Introduction

This chapter introduces the research context and topic areas. It also sufficiently explores the significance of the research and the questions it seeks to answer. Moreover, the thesis outlines are meticulously presented with a concise explanation of each study. This chapter establishes the basis for the remainder of the thesis by presenting a comprehensive outline of the research context, research questions, and the significance of the research.

Chapter 2: Literature Review

This literature review chapter encompasses a comprehensive exploration of key theoretical frameworks and concepts essential to understanding the dynamics of tourism development, particularly within the context of Central Java and its iconic site, Borobudur Temple. The chapter examines the impact of tourism on destinations, considering both positive and negative effects. The discussion transitions to the implementation of CBT, examining its principles, practices, and significance in sustainable tourism development. The Resilience Concept further takes centre stage as the literature unfolds, exploring its relevance to tourism systems and destinations. This chapter also introduces the Social Exchange Theory, providing insights into stakeholder relationships and interactions within the tourism context. The discussion then delves into Stakeholder Theory, providing a framework for analysing various stakeholders' diverse interests and influences in tourism development. Finally, the Cultural Capital Theory is explored in the context of tourism, examining how cultural assets contribute to the overall tourism experience.

This literature review chapter aims to build a strong theoretical framework for analysing and interpreting the research findings in six studies by synthesising various theoretical perspectives. This framework will provide a solid foundation for the subsequent chapters.

Chapter 3: Methodology

The Methodology Chapter outlines the research paradigms, strategies, and comprehensive data collection and analysis procedures while transparently addressing the selected approach's inherent limitations. This chapter provides the foundation for a thorough and detailed exploration of tourism development, CBT initiatives, tourism resilience, and policy documents in Central Java, particularly focusing on the context of Borobudur Temple and its surrounding areas.

Chapter 4: Understanding Tourism Resilience: Examining the Dynamic Interaction Between Visitor Behaviours and Adaptive Resilience in Central Java.

This chapter includes two studies that thoroughly investigate the connections between visitor

behaviours and adaptive resilience in the wider framework of tourism resilience. The findings of these studies contribute not only to the theoretical underpinnings of tourism resilience but also offer actionable recommendations for decision-makers, destination operators, and stakeholders engaged in tourism development, particularly around Borobudur Temple in Central Java.

Chapter 5: The Effectiveness of CBT Initiatives on the Economy, Socio-Cultural, Environmental, and Institutional Aspects in Promoting Integrated Collaboration Amongst Tourism Stakeholders in Central Java.

This chapter provides an in-depth analysis of the effectiveness of government-led CBT initiatives in Central Java's tourism sector. The chapter comprises three separate studies, each aimed at achieving specific research objectives and contributing to a comprehensive understanding of the impacts of CBT initiatives on stakeholder collaboration and sustainable development. This comprehensive analysis provides valuable insights for policymakers, researchers, and practitioners aiming to enhance the effectiveness of CBT initiatives in similar heritage tourism areas.

Chapter 6: Investigating the Integration of CBT Principles in Tourism Policy Documents for Sustainable Development in Central Java

This chapter is dedicated to a detailed investigation into integrating CBT principles in tourism policy documents for sustainable development in Central Java. One study employs a comprehensive and systematic approach to investigating the alignment of policy documents with CBT principles. Document analysis is applied to examine tourism-related policy documents, including official reports, strategic plans, and development frameworks. The study findings provide valuable insights into the role of governmental policies in shaping the trajectory of CBT in the region.

Chapter 7: Synthesis, Contribution, and Limitations.

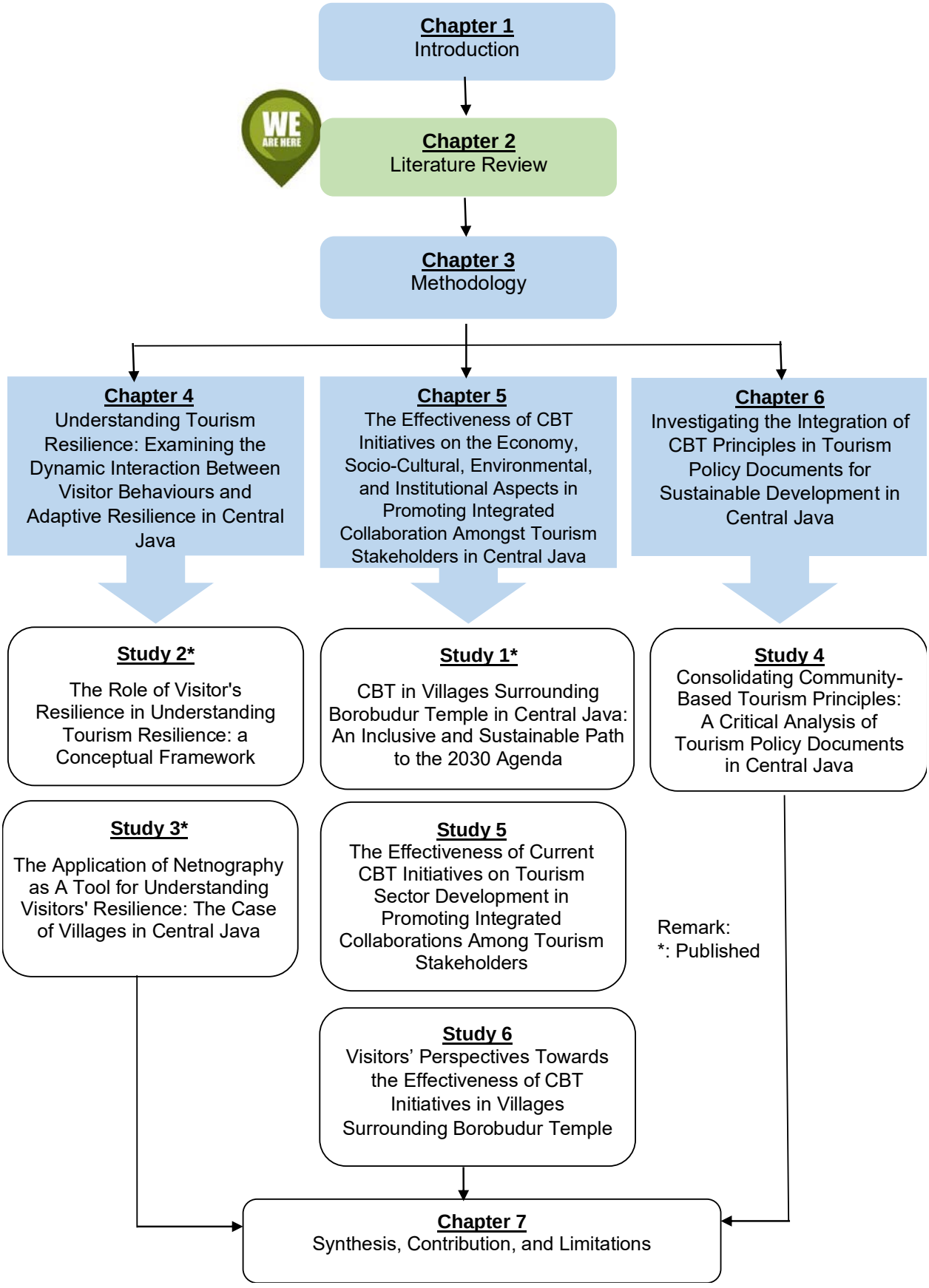
The Concluding Chapter provides a comprehensive overview of the dissertation's journey, summarising the studies, findings, and contributions to knowledge. The research synthesis is crucial to demonstrate the systematic connections among the six studies. This synthesis reveals three critical features that serve as the foundation for the overarching contributions of the dissertation. These features include the interdependence between community resilience and visitor behaviours, the role of policy frameworks in shaping sustainable tourism, and the dynamic relationships between stakeholders in tourism development. This chapter addresses the research questions and discusses the implications, limitations, and future research directions regarding the socio-economic impacts of CBT implementation in similar cultural and heritage tourism sites.

1.9 Publication status of the chapters

Studies	Publication Status
Study 1: Community-driven initiatives are essential for sustainable tourism development	**Published** Sugiharti, D., Chaiechi, T., and Pryce, J. (2020) Community-based Tourism in Villages Surrounding Borobudur Temple in Central Java and an Inclusive and Sustainable Path to 2030 Agenda. In: Proceedings of the 30th Annual Council for Australasian University Tourism and Hospitality Education Conference. pp. 28–40. From: CAUTHE 2020: 30th Annual Council for Australasian Tourism and Hospitality Education Conference: 2020 vision: New perspectives on the diversity of hospitality, tourism and events, 10-13 February 2020, Auckland, New Zealand. ISBN: 978-0-473-50922-4.
Study 2: Visitors' resilience is a crucial component of the tourism resilience paradigm	**Published** Sugiharti, D., Chaiechi, T., and Pryce, J. (2021) The role of visitor's resilience in understanding tourism resilience: a conceptual framework. In: Proceedings of the 31st Annual CAUTHE Conference. pp. 476–480. From: 31st Annual CAUTHE Conference: Transformations in Uncertain Times: future perfect in tourism, hospitality and events, 9-12 February 2021. ISBN: 978-0-99451-4158
Study 3: Netnography provides valuable insights into visitors' perceptions and adaptive capacities	**Published** Sugiharti, D., Chaiechi, T., Pryce, J. (2022). The Application of Netnography as a Tool for Understanding Visitors' Resilience: The Case of Villages in Central Java. In: Chaiechi, T., Wood, J. (eds) Community Empowerment, Sustainable Cities, and Transformative Economies. Springer, Singapore. https://doi.org/10.1007/978-981-16-5260-8_17
Study 4: Detailed and thorough guidelines in tourism policy documents are	**Prepared for publication in the special issue of the Journal of Hospitality and Tourism Management (JHTM)**, which is specifically open to current doctoral students and recent PhD

crucial for successful CBT implementation	graduates. Proposed title: **Consolidating Community-Based Tourism Principles: A Critical Analysis of Tourism Policy Documents**
Study 5: Government-led CBT initiatives significantly impact local livelihoods, cultural preservation, and environmental awareness	**Prepared for publication** in the Journal of Tourism and Cultural Change. Proposed title: **The effectiveness of the existing CBT initiatives on tourism sector development in promoting integrated collaborations among tourism stakeholders**
Study 6: Visitors' perceptions are critical for evaluating the effectiveness of CBT initiatives	**Prepared for publication** in the Journal of Destination Marketing & Management. Proposed title: **The Visitors' Perspectives Towards the Effectiveness of the Existing CBT Initiatives**

Thesis Structure



2. Chapter 2

Literature Review

Overview

The global economy is influenced by the tourism sector, which offers a wide range of services and experiences, enhancing travellers' lives while contributing to economic growth and cultural exchange. This chapter explores the multifaceted impacts of tourism, addressing its economic contributions as well as its role in promoting cross-cultural understanding and sustainable development. It acknowledges that the COVID-19 pandemic has presented unparalleled challenges to the tourism sector, disrupting travel patterns, leading to substantial revenue losses, and affecting recovery differently in various regions.

The evolution of tourism practices does not follow a linear path from mass tourism to sustainable tourism; rather, it represents an ongoing negotiation of economic, environmental, and socio-cultural priorities. While sustainable tourism is frequently presented as a transformative model for mitigating tourism's negative impacts, contemporary scholars increasingly critique its feasibility and question whether it serves as a genuine pathway to change or a strategic narrative used to legitimise continued economic growth under the guise of sustainability. This thesis adopts a critical perspective to examine how sustainability is interpreted and implemented within local tourism contexts, particularly through community-based approaches that seek to balance resilience, well-being, and development.

A notable example of this shift is Community-Based Tourism (CBT), which aims to economically and socially empower local communities while preserving cultural heritage and the environment. However, the key to achieving tourism resilience lies in implementing CBT initiatives, which robust policies and collaborative efforts among stakeholders should facilitate. These are essential for navigating external shocks and ensuring long-term sustainability. Effective tourism policies, guided by sustainability and community engagement principles, are crucial in shaping the trajectory of the tourism sector towards a sustainable and equitable future. The collaborative efforts between governments, industry stakeholders, and local communities are instrumental in fostering resilient tourism destinations and promoting responsible tourism practices worldwide.

This thesis utilises social-ecological resilience theory to provide a comprehensive conceptual framework that acknowledges the interdependence of environmental, social, economic, and cultural systems. However, the empirical focus is deliberately concentrated on the socio-economic dimensions of resilience. This choice aligns with both the research objectives and the findings from fieldwork, which indicated that the most immediate and measurable impacts of CBT in the Borobudur area were

economic empowerment, social cohesion, institutional capacity, and community governance. While environmental and cultural factors are recognised as essential components of broader resilience strategies, this research prioritises an in-depth exploration of how socio-economic mechanisms contribute to practical resilience. This focus enables a more nuanced analysis of how community well-being, economic diversification, and local agency influence adaptive capacity and long-term sustainability.

2.1 Introduction

Tourism encompasses intentional travel away from one's habitual residence (Eurostat, 2010), excluding remunerated activities. It includes various motivators aligned with areas such as recreation, business, or a combination of both (Dileep, 2019; Hall, 2005; Prentice, 2004; Robinson, 2012). Tourism involves various services and amenities catering to travellers' needs, including transportation, accommodation, hospitality, and entertainment, to enhance their experiences and facilitate cultural exchange (Camilleri & Camilleri, 2018; Jafari, 2002). Through tourism, individuals and host communities engage in meaningful interactions that foster mutual respect and appreciation across geographical boundaries (Molz, 2012; Nash et al., 1981).

Furthermore, tourism is crucial in promoting cross-cultural understanding, peace, and sustainable development (Carbone, 2017; Sharma et al., 2018). Museums, heritage sites, cultural festivals, and local cuisine contribute to the richness of tourism experiences, providing insights into destination heritage and traditions. Economically, tourism drives growth, job opportunities, and infrastructural development, significantly contributing to national and regional economies (Ashley et al., 2007; Mihalič, 2013).

2.2 Tourism Impacts

Tourism has emerged as a formidable aspect of the global economic landscape, establishing itself as one of the largest and most influential sectors. Over the years, its multifaceted contributions have played a pivotal role in steering economic growth on a global scale (Alhowaish, 2016; Archer, 1995; Schubert et al., 2011). Tourism has been recognised as a pivotal economic development driver because it generates substantial revenue and fosters diverse employment opportunities (Kinseng et al., 2018; Konarasinghe, 2015; West, 1993). Furthermore, its role in stimulating international trade through the amplification of exports underscores tourism's indispensable contribution to fostering economic prosperity (Gnoth, 2002; Lanza et al., 2003; Tang & Jang, 2009).

2.2.1 Economic Impact of Tourism

The economic impact of tourism extends far beyond immediate financial transactions, encompassing a broad spectrum of direct, indirect, and induced effects that resonate throughout various sectors of the economy (Harcombe, 1999; Jucan & Jucan, 2013; Stynes, 1997).

As illustrated by Figure 2.1, visitors' spending patterns serve as a key indicator of tourism's economic influence, revealing not only its direct monetary contributions but also its substantial indirect, induced, and catalytic effects. Such impacts affect various industries, including transportation, accommodation, food and beverage, retail, and entertainment, thus amplifying the economic influence of the tourism

sector and underscoring its significance as a fundamental aspect of global commerce and progress (Brown, 2010; Huang, 2019).

Figure 2.1 showcases the pivotal role of the tourism industry in the economy. The industry provides essential services such as transportation, accommodation, food, and beverage, which are indispensable for visitors to enjoy the attractions (Cooper, 2008; FaladeObalade & Dubey, 2014; Vellas, 2011). Consequently, tourism directly impacts other service industries such as transportation, accommodation, food and beverage, retail, and entertainment (Heng & Low, 1990; Khan et al., 1995; Turco, 1998). Visitors significantly contribute to the revenue generated by tourism-related industries through their spending in sectors such as transportation, accommodation, food and beverage, retail, and entertainment (Eadington & Redman, 1991; Mill, 1990; Tohamy & Swinscoe, 2000).

The secondary effects of visitor spending are divided into indirect and induced impacts (Lee & Taylor, 2005; Lejárraga & Walkenhorst, 2010; Stynes, 1997). Indirect impacts of visitor spending are changes in investment activity, such as the purchase of new aircraft or the construction of infrastructure such as new airports, shipping ports, and hotels, and the building of supply chains through purchases of food by hotels, restaurants, and catering services by airlines (Al-Aomar & Hussain, 2018; Tapper & Font, 2004; Vellas, 2011). Meanwhile, the induced effects of visitor spending are further perpetuated through the spending of income earned by employees working in the tourism industry and its supporting sectors, which further contributes to the growth of the local economy (Snyman, 2012; Tohamy & Swinscoe, 2000; Vellas, 2011). The economic impact of tourism is amplified through a multiplier effect as more money is spent within the community. Additionally, the spill-over effects of the tourism sector, known as catalytic effects, contribute to the supply side of economic development by influencing investment, trade, and overall economic productivity (Dwyer et al., 2000; Mihalič, 2014; WTTC, 2021b).

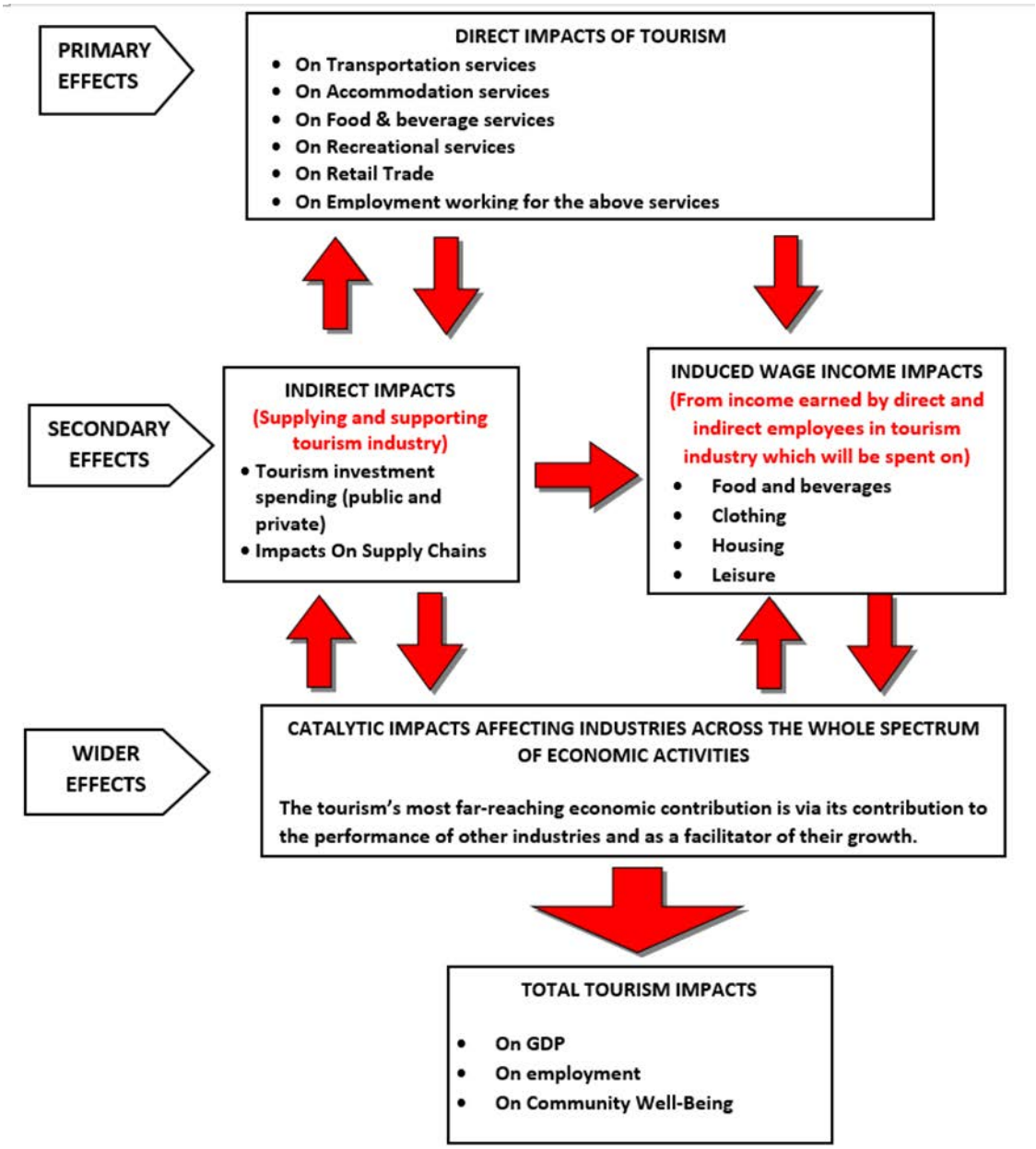


Figure 2.1 Impacts of The Tourism Sector on The Economy

Source: Researcher's expansion from (Jucan & Jucan, 2013; Vellas, 2011; WTTC, 2019, 2021b)

2.2.2 The Effect of COVID-19 on the Tourism Industry

The tourism sector has faced unparalleled difficulties due to the recent COVID-19 pandemic, leading to major changes in international travel and profoundly affecting the economic aspects associated with tourism (Abbas et al., 2021; Gössling et al., 2020; Villacé-Molinero et al., 2021). Travel restrictions, lockdown measures, and fear of contagion have resulted in a significant decline in international tourist arrivals and spending, causing substantial revenue losses for businesses reliant on tourism (Jafari et al., 2023; Mohajan, 2020; Orîndaru et al., 2021). In 2020, international tourist arrivals plummeted by approximately 74% compared to the previous year, leading to an estimated

$1.3 trillion loss in export revenue from international tourism, according to data from the World Tourism Organization (UNWTO) (UNWTO, 2021). The decline in tourism has ripple effects across various industries, from airlines and hotels to restaurants and attractions, leading to layoffs, business closures, and economic hardship for millions worldwide (UNCTAD, 2020). Governments and tourism stakeholders have implemented a range of measures to mitigate the impact of the pandemic. These measures include robust financial assistance programs, compelling marketing campaigns to bolster domestic tourism, and rigorous health and safety protocols to rebuild traveller confidence. (Hall et al., 2021; Ulak, 2020).

Post-COVID-19, the recovery of the tourism sector has been uneven, with some regions experiencing faster rebounds than others due to variations in vaccination rates, travel restrictions, and consumer confidence levels. For instance, countries heavily reliant on international tourism, such as Thailand and Spain, have implemented innovative strategies to revive their tourism sectors, including digital marketing campaigns, health and safety protocols, and sustainable tourism initiatives (Fuchs, 2022; Moreno-Luna et al., 2021; Pongsakornrungsilp et al., 2022; Robina-Ramírez et al., 2021). As the world gradually reopens and tourism begins to rebound, resilience, adaptability, and collaboration will be key in shaping the future of the tourism industry in a post-pandemic world (Huynh et al., 2022; Sharma et al., 2021).

Understanding the intricate dynamics of tourism's economic impact remains imperative for policymakers, industry stakeholders, and academia in light of its pervasive influence and far-reaching implications. Through carefully analysing the intricate relationships among tourism expenditures, employment generation, trade stimulation, and broader economic indicators, stakeholders can devise informed strategies to leverage the sector's potential as a catalyst for sustainable economic growth and prosperity.

2.2.3 Sustainability and Resilience

As the impacts of tourism, both positive and negative, have become more apparent, the need for sustainable practices and resilience in the tourism industry has gained increasing importance. Sustainable tourism seeks to balance the economic benefits with the protection of natural and cultural resources, ensuring that tourism contributes positively to local communities and the environment. On the other hand, resilience refers to the industry's capacity to withstand and recover from shocks, such as economic downturns, natural disasters, and global health crises like COVID-19. Building resilience involves developing strategies that enhance the adaptive capacity of tourism stakeholders, promote collaboration, and foster innovation. By integrating sustainability and resilience into tourism planning

and management, the industry can better navigate future challenges while maximising its benefits. This approach not only helps to mitigate the risks associated with external shocks but also promotes long-term viability and the well-being of destinations and their communities.

2.3 The Evolution of the Tourism Industry

Tourism has evolved significantly over the past few decades, shaped by changing consumer preferences, technological advancements, and global socio-economic trends (Buhalis et al., 2019; Ianioglo & Rissanen, 2020; Kumar & Shekhar, 2020). As tourism expanded, it became apparent that the industry's growth could not be sustained without considering its broader impacts on society and the environment. Initially, tourism development focused primarily on economic growth, with destinations competing to attract as many visitors as possible. This approach was driven by the belief that higher tourist numbers would bring greater economic benefits. However, as tourism grew, so did its environmental and social footprint. Issues such as overcrowding, resource depletion, and cultural homogenisation began to emerge, raising concerns about the industry's long-term sustainability (Andriotis, 2018; Blázquez-Salom et al., 2020).

The realisation that tourism could have detrimental effects on destinations led to a critical reassessment of traditional tourism models. Stakeholders, including governments, businesses, and communities, began to explore alternative approaches that could balance the economic benefits of tourism with the need to protect and preserve natural and cultural resources (Edgell et al., 2008; Job et al., 2020; Kişi, 2019; Neto, 2003). The transformation of the tourism industry from conventional mass tourism to sustainable tourism is a progressive response to the challenges posed by the former model. It embodies a commitment to fostering harmony between tourism activities and the broader socio-environmental context within which they operate, resulting in a more responsible and resilient tourism industry.

2.3.1 Conventional-Mass Tourism

Historically, the tourism industry has been dominated by mass tourism, characterised by the standardised assembly, distribution, and consumption of packaged products within the industry (Benur & Bramwell, 2015; Giaoutzi & Nijkamp, 2006). This type of tourism relies heavily on economies of scale (Beaver, 2005), often offering low-priced tour packages tailored to appeal to middle-class consumers (Gao et al., 2022; Uriely et al., 2002). The emphasis on cost-effectiveness can result in a producer-oriented industry where advantages accumulate to industry stakeholders rather than consumers and local communities (Shah & Gupta, 2000), thereby fostering a power dynamic that tilts towards industry control (Higgins-Desbiolles, 2006; Sindiga, 1999).

Furthermore, the pursuit of cost reduction through standardisation strategies exacerbates the commodification of destinations, diluting the uniqueness and authenticity that should ideally characterise tourism experiences (Ritzer & Liska, 1997; Stevens, 2018). In addition, conventional mass tourism prioritises profit motives over environmental conservation and visitor education (Murphy, 2013); (Scheyvens, 2012; Weaver, 2007). The unchecked influx of tourists, coupled with inadequate infrastructure and resource management, can lead to environmental degradation, habitat destruction, and cultural commodification, eroding the potential assets that attract visitors in the first place (GhulamRabbany et al., 2013; Gössling et al., 2012). Consequently, these shortcomings prompted a re-evaluation of industry practices and principles, triggering the emergence of sustainable tourism as a comprehensive framework aimed at mitigating negative impacts while maximising positive contributions to environmental conservation, sociocultural integrity, and economic development (Fletcher et al., 2020; Weaver, 2004). This evolution reflects an industry-wide acknowledgment of the need for responsible and ethical tourism practices to ensure long-term viability.

2.3.2 Sustainable Tourism

Embracing sustainable tourism signifies a pivotal moment in the tourism industry's trajectory, marking a departure from profit-driven approaches towards holistic and conscientious models of development (Boluk et al., 2021; Tribe, 2020). The shift was triggered by acknowledging the rapid growth of conventional mass tourism, which has brought a considerable capital inflow to host areas (Dorin-Paul, 2013; Lee & Brahmasrene, 2013), but how much of a share host communities gain is questionable (Honey, 2009). For positive long-term benefits, tourism development is recommended to take place slowly, allowing the local community to learn, develop experience and knowledge, and grow along with tourism growth (Jamal & Dredge, 2014; Murphy & Price, 2005). This underscores the intrinsic interconnectedness between tourism activities and host communities, ecosystems, and cultural heritage, advocating for a balanced approach that reconciles the interests of stakeholders while safeguarding the integrity of destinations (Dangi & Jamal, 2016; Dragouni, 2017; Fennell, 2007).

The implementation of sustainable tourism represents a fundamental departure from traditional models, reflecting a collective acknowledgment within the industry of the imperative for ethical and sustainable practices to ensure tourism destinations' long-term viability and resilience (Dangi & Jamal, 2016; Koščak & O'Rourke, 2023), while emphasising principles of environmental stewardship, social equity, and economic prosperity (Dodds & Graci, 2012; Hall, 2010; Liu, 2003). The evolution towards sustainable tourism. Sustainable tourism is achievable through controlled and well-managed

development (Aronsson, 2000). It offers the opportunity to drive economic growth, enhance community well-being, and conserve the environment (Edgell Sr, 2016).

2.3.3 Transition to Sustainable Tourism

In response to the negative impacts of mass tourism, there have been growing innovative and adjusted tourism programs towards sustainable tourism. Various destinations and initiatives worldwide have exemplified the shift towards sustainable tourism. For instance, Bhutan's concept of Gross National Happiness, which emphasises holistic development over purely economic growth, has guided the country's tourism policy, focusing on sustainability and cultural preservation (Namgyel, 2021; Tideman, 2016). Meanwhile, the designation of ecotourism sites like Costa Rica's Monteverde Cloud Forest Reserve and Kenya's Maasai Mara National Reserve served as exemplars of sustainable tourism in action, demonstrating the economic viability of conservation-focused initiatives (Bishwokarma et al., 2023; ESARO, 2020; Morgan, 2019; Puzzolo, 2017).

Furthermore, the Global Sustainable Tourism Council (GSTC) has developed criteria for sustainable tourism certification, providing guidelines for destinations and businesses to follow in their sustainability efforts (Council, 2013; Durband, 2021). These examples illustrate how the tourism industry has evolved from focusing solely on profit to a more balanced approach that considers environmental, social, and cultural impacts for the long-term benefit of destinations and communities. The evolution from mass tourism to sustainable tourism represents not only a response to the shortcomings of the former model but also a visionary embrace of tourism's potential as a force for positive change. By adopting sustainability principles and ethical conduct, the tourism industry is shaping a path towards a more responsible, resilient, and equitable future.

2.4 Community-Based Tourism (CBT)

Community-Based Tourism (CBT) has emerged as a sustainable tourism concept in response to the limitations and negative impacts of conventional mass tourism (Bartholo et al., 2008; Saayman & Giampiccoli, 2016; Tolkach & King, 2015). As a mechanism for economically and socially empowering local communities, CBT enables them to provide tourism services rooted in their cultural heritage and unique ways of life. This fosters memorable and authentic experiences for visitors (Richards & Hall, 2002; Subadra et al., 2019). Such services incorporate local wisdom (Dodds et al., 2018; Jungck & Kajornsin, 2003; Kongprasertamorn, 2007), local culinary, customs, and traditions (Cahyaningrum, 2017; Giampiccoli & Hayward Kalis, 2012; Islam et al., 2013). These elements are presented to visitors as distinctive and unforgettable experiences (Boonratana, 2010; Sutawa, 2012).

CBT emphasises the utmost importance of environmental conservation, community empowerment, and participation. It aligns with principles that prioritise the ability of local people to effectively manage tourism resources (Abukhalifeh & Wondirad, 2019; Goodwin & Santilli, 2009; Razzaq et al., 2011) while upholding conservation and the responsible utilisation of natural resources (Lapeyre, 2011; Sebele, 2010). Local communities' involvement in CBT facilitates income redistribution and fosters social equity within the community (López-Guzmán et al., 2011; Okazaki, 2008; Zapata et al., 2011).

The successful implementation of CBT fundamentally relies on the principle that local communities should have both ownership of and authority over tourism activities to ensure mutual benefits (Satarat, 2010; Suansri, 2003b). Central to this approach is the governance framework that facilitates inclusive, participatory decision-making processes, allowing communities to steer tourism development in ways that align with their social, cultural, and economic aspirations. Governance is critical in mediating CBT outcomes, such as community empowerment, equitable distribution of economic benefits, and cultural preservation. Where governance is weak or centralised, CBT risks becoming a top-down intervention that sidelines local agency. Conversely, inclusive, transparent governance fosters community resilience and enhances the long-term viability of tourism initiatives. This governance-centric model not only strengthens community agency but also enhances the legitimacy and sustainability of tourism initiatives (Ånstrand, 2006; Hussin & Kunjuraman, 2014b; Jugmohan et al.,2016).

Strengthening CBT governance requires deliberate efforts to build community capacity across various operational domains. This includes targeted training in homestay operations, the standardisation and branding of local products, and the participatory management of tourism enterprises (Halstead, 2003; Harun et al., 2012; Pandey, 2011). To mitigate financial limitations and exposure to market volatility, governments can introduce microcredit schemes and cooperative financial models that support local entrepreneurs (Chakravarty & Irazábal, 2011; Magali, 2019; Mizal et al., 2014). Moreover, digital platforms and partnerships with state-owned enterprises can be leveraged to enhance product visibility and improve access to broader markets, thereby amplifying the economic impact of CBT initiatives (Harris & Vogel, 2020; Iorio & Corsale, 2014).

By embracing principles of environmental stewardship, social inclusion, and economic empowerment, CBT initiatives contribute to creating tourism destinations that are both economically viable and environmentally and socially responsible. Through collaborative efforts and community-driven approaches, CBT exemplifies a model of tourism that prioritises the well-being of both people and the planet, offering a pathway towards a more resilient and sustainable future for tourism.

To provide a broader conceptual and empirical understanding of community-based tourism (CBT), this chapter draws on case studies from diverse geographical contexts, including Latin America and Africa. While these CBT destinations differ in sociopolitical environments, tourism maturity, and institutional arrangements, they share common challenges and aspirations relevant to the Indonesian context, particularly the villages surrounding Borobudur Temple. These case studies were selected based on their comparable characteristics, such as rural or semi-rural settings, reliance on cultural and natural assets, community involvement in tourism governance, and the pursuit of socio-economic empowerment through tourism. An example of this governance-oriented CBT approach is found in the Indigenous communities of Ecuador's Amazon rainforest. Initiatives such as the Napo Wildlife Centre exemplify how governance structures rooted in Indigenous knowledge systems can yield immersive and sustainable ecotourism experiences (Maldonado-Erazo et al., 2020; Meiser & Dürr, 2014). Here, initiatives like the Napo Wildlife Centre have empowered local tribes to leverage their ancestral knowledge of the land to create immersive ecotourism experiences (Renkert, 2017). Visitors can stay in eco-lodges run by Indigenous guides, embark on guided hikes through pristine rainforest trails, and learn about traditional healing practices from shamans (Bond, 2008; Date, 2009). Despite challenges related to ecosystem fragility, these initiatives demonstrate that robust local governance, supported by partnerships with conservation organisations, can mitigate environmental degradation while promoting cultural preservation and economic diversification (Rosales Dalgo, 2019; Wesche & Drumm, 1999).

The African continent also presents instructive cases where CBT governance models have been established through multi-level collaboration. In Kenya's Kajiado, Narok, and Trans Mara Districts, for instance, ecotourism projects were implemented through coordinated efforts between local communities and public-private stakeholders (Rutten, 2004). Similarly, in Senegal, governance structures supporting CBT were enhanced through the integrated management of Djoudj National Park, which collaborated with the International Union for Conservation of Nature (ESARO), facilitated by the Department of National Parks (DPN) to implement the integrated park management plan in 1994 (Sène-Harper & Séye, 2019).

In Central Java, CBT has become a strategy for promoting sustainable tourism around heritage sites like Borobudur Temple. While promising, the effectiveness of CBT in this context depends on how well top-down policies align with grassroots needs (Dangi & Jamal, 2016; Jamal & Dredge, 2014; Pawson et al., 2019). Research underscores CBT's potential to generate income, enhance cultural preservation, and protect natural resources when communities have real influence over tourism planning and development (Giampiccoli & Saayman, 2018a; Sithole et al., 2021; Tolkach & King,

2015). By involving local stakeholders in decision-making, CBT initiatives can ensure that tourism development aligns with community needs and values, promoting long-term sustainability (Tolkach & King, 2015). Furthermore, the cultural and environmental dimensions of CBT initiatives play a crucial role in shaping their overall impact. CBT programs often seek to preserve and celebrate local cultures while minimising negative environmental consequences (Dangi & Jamal, 2016; Scheyvens, 2007). Conversely, when government involvement is overly prescriptive or oriented toward tourism growth targets, CBT may risk becoming an instrument of elite capture, undermining its community-driven ideals (Tan et al., 2024; Zielinski et al., 2021)

Tourism's socio-economic contributions to local economies are well documented, encompassing increased income, employment generation, and infrastructure development (Khan et al., 2020; Li et al., 2018; Manzoor et al., 2019). These positive socio-economic impacts of tourism extend beyond income and employment generation to encompass various facets of local economies. For instance, tourism often stimulates the growth of tourism-supporting industries such as transportation, retail, and hospitality services, leading to multiplier effects that amplify economic benefits (Kachniewska, 2015; Li et al., 2018; Manzoor et al., 2019). Additionally, tourism can contribute to the diversification of local economies, reducing dependence on traditional sectors and enhancing resilience to economic fluctuations (Dahles & Susilowati, 2015; Tsao & Ni, 2016; Weidenfeld, 2018). This diversification facilitates the development of a more robust and sustainable economic base, fostering long-term prosperity for communities involved in tourism activities (Ashley et al., 2007; Honey, 2009; Yanes et al., 2019). Such analysis offers valuable insights into how CBT contributes to sustainable development, informing future policy and planning efforts in the tourism sector. However, without equitable governance mechanisms, these benefits may remain concentrated among a few, exacerbating social inequality (Ashley & Roe, 2002; Chok et al., 2007; Scheyvens & Biddulph, 2018).

The risk of marginalising vulnerable groups is high when CBT is co-opted by external interests or bureaucratised by government frameworks lacking meaningful local input (Bergeron et al., 2015; Rodan, 2013; Sinwell, 2009). The inequitable distribution of tourism benefits can perpetuate existing socioeconomic inequalities and lead to community tensions and conflicts (Bianchi & de Man, 2021; Winter, 2019). Some negative impacts, such as cultural commodification, economic leakages, and environmental degradation, accompany tourism growth (MacNeill & Wozniak, 2018; Schilcher, 2007; Suntikul & Dorji, 2016; Wilson, 2008).

The socio-economic impacts of tourism are intricately linked to environmental sustainability, as the tourism industry relies heavily on natural resources and pristine landscapes (Holden, 2016; Kuenzi & McNeely, 2008; Sisneros-Kidd et al., 2019). While tourism development can contribute to

environmental conservation through ecotourism and nature-based tourism initiatives (Kiper, 2013; Lanfranchi et al., 2014; Mandić, 2019), it can also pressure fragile ecosystems and exacerbate environmental degradation (Belsoy et al., 2012; Lee & Chen, 2021). Studies have shown that unchecked tourism growth can lead to habitat destruction, pollution, and biodiversity loss, posing long-term threats to both natural ecosystems and local livelihoods (Adla et al., 2022; Elisha & Felix, 2021; Tapper, 2006). Therefore, assessing tourism's environmental impacts within the context of CBT programs is crucial for ensuring the sustainability of tourism development.

Tourism's socio-economic impacts are not static but evolve over time in response to changing market dynamics, consumer preferences, and global trends (Corbisiero & Monaco, 2021; Nordin, 2005; Vanhove, 2022). As such, ongoing monitoring and evaluation of tourism development are essential for identifying emerging opportunities and challenges and adapting CBT strategies accordingly (Miller & Twining-Ward, 2005; Stelzenmüller et al., 2013). By examining the specific socio-economic impacts of tourism in the context of CBT programs, policymakers can ensure that CBT initiatives remain responsive to local communities' needs and aspirations while aligning with broader sustainable development goals (Jernsand & Kraff, 2020; Ruiz-Ballesteros & del Campo Tejedor, 2020).

2.5 Resilience in Tourism

Resilience, as a transdisciplinary concept, offers insights into how individuals and systems respond to external disruptions across diverse domains (Carpenter et. al., 2001). The concept is not only used to understand responses to various types of disturbances (Benard, 2002), including social trauma (Bonanno, 2004; Ungar, 2013), ecosystem changes (Berkes et al.,2002; Sgrò et. al., 2011) and changing economic and political conditions (Vale, 2014), but it is also widely applied to environmental systems (Gunderson, 2000; Nelson et. al., 2007), communities (Maguire et al.,2007), organisations (Sriskandarajah et al.,2010) and industries (Biggs, 2011), such as the tourism industry (Cochrane, 2010). In the context of the tourism industry, resilience encompasses the sector's capacity to absorb disturbances, maintain connections, and regenerate following disturbances (Espiner et. al., 2017; Felicetti, 2016).

The tourism industry, which is among the world's substantial industries (Holjevac, 2003; Roe & Urquhart, 2001) and a significant driver of economic growth (Rogerson, 2017; Summers et al., 2019), involves large groups of stakeholders (from individuals to organisations and government agencies) (Byrd, 2007; Tkaczynski et al., 2009) that often face difficulties during periods of economic instability (Köseoglu et al., 2013; Stylidis & Terzidou, 2014), climate change (Kyriakidis & Felton, 2008;

Mazilu & Marinescu, 2008), and pressures for sustainable travel (Ozili & Arun, 2020; Prideaux & McNamara, 2013). The complexity of the tourism sector and its networks involves addressing challenges faced by tourism operators and considering the resilience of consumer demand and the broader economic recovery process, positioning tourism resilience as a critical component for sustainable development (Biggs et al., 2012; Freitag et al., 2014; Parsons et al., 2018).

Tourism is a multifaceted network sector, encompassing diverse goods and services that collectively contribute to the tourism experience (Cellini & Cuccia, 2015; Smith, 1994). The industry's dynamism lies in its intricate interplay between supply and demand dynamics, which illustrates the diverse range of tourist products and the shifting demands of consumers (Decelle, 2004; Garin et al.,2007; Novelli et. al., 2006). In the tourism sector, the interactions between visitors, tourism operators, and the ever-changing environment make socio-economic resilience a vital component of destination systems (Becken, 2013; Brown et. al., 2018). Moreover, the crucial role of tourism in economic recovery highlights the significance of resilience in both the supply and demand aspects of the industry (Amore et. al., 2018; Chowdhury et. al., 2019).

2.5.1 Elements of Resilience in the Tourism Sector

To enhance tourism resilience, it is essential to focus on four key elements: identifying and managing capacities, nurturing social capital, and fostering interconnectedness among stakeholders, as shown in Figure 2.2.

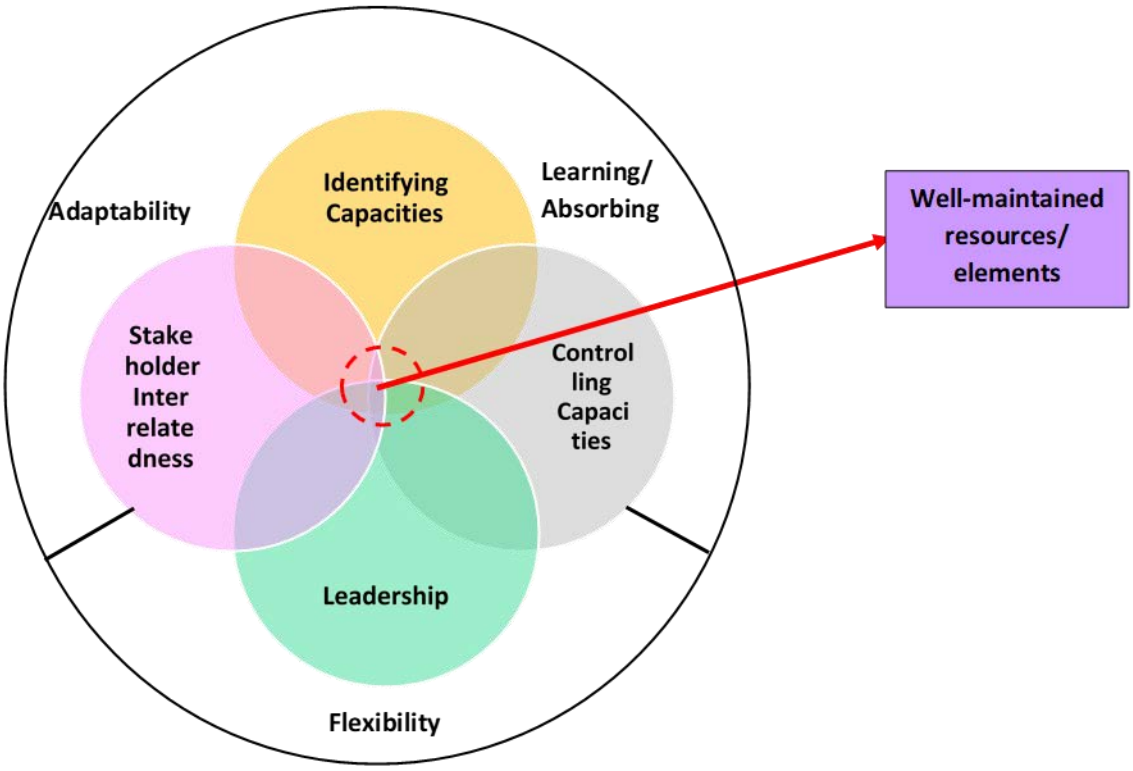


Figure 2.2 The Resilience Components Within the Tourism Industry

Source: Author's expansion from (Cheer & Lew, 2017b; Cochrane, 2010)

Identifying tourism potential and anticipating potential issues represents the pivotal first step, providing opportunities for adjustments, transformations, and strategic changes (Leach, 2008). Managing socio-economic and environmental impacts underscores the foundational importance of this initial phase. The third component, social capital, refers to the community's capacity and commitment to engage in collective efforts toward community goals amidst disruptions (Sherrieb et al., 2010). Social capital plays a vital role in enhancing the resilience of local communities by enabling adaptation and supporting community revitalisation when needed (Magis, 2010). And the interconnection of all stakeholders, including private, public, and third sectors, each making a unique contribution to the development of tourism, represents the fourth element (Quadri-Felitti, 2019). Collaboration and mutual support among these stakeholders are crucial for fostering sustainable tourism (Cheer & Lew, 2017b; Cheer et al., 2019) as the success of the system hinges on their meaningful involvement and responsiveness to market dynamics (Cochrane, 2010).

The four elements outlined above necessitate individuals or organisations with a distinct vision and responsible management, which require strong and committed leadership (Ruiz-Ballesteros, 2011). Such leadership is crucial to understanding disruptions, creating quick adaptation strategies, and maintaining ongoing adaptability (Pike et al., 2010).

Building resilience in tourism requires a comprehensive approach that addresses environmental, economic, and social dimensions. By implementing proactive strategies and policies, destinations can strengthen their capacity to withstand shocks, adapt to change, and sustain long-term development. Robust tourism policies that support and incentivise CBT endeavours can contribute to the establishment of a resilient tourism industry characterised by adaptive local capacity, sustainable growth, and equitable benefits distribution (Huqa, 2017; Young, 2019).

Equally essential is the cultivation of genuine stakeholder collaboration. Mechanisms such as public–private partnerships, multi-stakeholder forums, and destination management organisations coordinate resources, facilitate information sharing, and mobilise collective responses during crisis (Cahyanto et al., 2021; Panneer et al., 2021). Yet collaboration is not inherently benign: power imbalances or misaligned priorities can render stakeholder engagement tokenistic rather than transformative. For example, resilience interventions risk reinforcing existing inequalities when the private sector's commercial interests eclipse community concerns or marginalised groups lack meaningful representation. A critically informed perspective, therefore, underscores the need for equitable partnerships, transparent communication, and inclusive decision-making to ensure that resilience initiatives both endure and advance social justice. By facilitating dialogue and cooperation among government agencies, businesses, non-profit organisations, and local communities, these collaborative mechanisms strengthen the resilience of destinations and enable more effective responses to challenges (Chen et al., 2013; Nop et al., 2023).

Collaboration is often assumed to enhance resilience; however, its effectiveness can be significantly influenced by the balance of power and the willingness of stakeholders to unite toward common objectives. Public-private partnerships, for example, can become unbalanced when the interests of the private sector overshadow those of local communities or environmental considerations. Additionally, multi-stakeholder forums may face challenges from conflicting priorities or unequal representation, undermining collective decision-making processes. A more critical view of collaborative mechanisms emphasises the importance of equitable partnerships, transparent communication, and inclusive decision-making to ensure that resilience is not only sustained but also enhanced.

2.5.2 Social-Ecological Resilience Theory

Social-Ecological Resilience (SER) Theory emphasises the interconnectedness of social and ecological systems and their capacity to absorb disturbances, adapt to changes, and continue to develop over time. This theory is particularly relevant to tourism because it addresses both the

environmental aspect, such as natural resources and ecosystems, and the social aspects, including communities, stakeholders, and governance, which are critical for sustainable tourism development. The theory suggests that the stability of these interconnected systems determines the resilience of a tourism destination.

In the context of this thesis, collaboration is examined through the lens of SER Theory, which suggests that resilience arises from the adaptive capacity of systems interconnected across social and ecological domains. Within this framework, stakeholder collaboration serves as a mechanism for adaptive learning and resource sharing across sectors, particularly during times of crisis. By fostering collaboration among governments, industry stakeholders, and local communities, tourism policies and practices can be formulated that not only address immediate challenges but also build long-term resilience by strengthening the socio-economic and environmental fabric of the destination.

2.5.2.1 Application in Tourism

The tourism sector is highly susceptible to external shocks, including economic fluctuations, technological advancements, natural disasters, and public health crises like the COVID-19 pandemic. Therefore, the sector can be viewed as a Complex Adaptive System (CAS) (Farrell & Twining-Ward, 2004; Schianetz & Kavanagh, 2008). This complexity necessitates a holistic approach to understanding and fostering resilience in the system for long-term success and sustainability (Boschma, 2004).

Figure 2.3 highlights the thesis's core argument that resilience in tourism, especially in heritage and community-based settings, requires an integrated understanding of system dynamics, stakeholder roles, and adaptive strategies. It is based on Social-Ecological Resilience (SER) Theory, which provides a valuable framework for understanding how tourism destinations can build resilience by enhancing their adaptive capacity and social capital (Duke et al., 2017; Guo et al., 2018). This includes the capacity of stakeholders, such as local communities, businesses, and government, to learn from past experiences, innovate, and implement strategies that enhance the destination's resilience (Orchiston et al., 2016). For example, diversifying tourism offerings can reduce reliance on a single market segment, making the destination more resilient to economic downturns or shifts in tourist preferences. Investing in disaster-resilient infrastructure and developing flexible business models are other strategies contributing to a destination's adaptive capacity, ensuring its sustainability in the face of ongoing changes.

Moreover, the theory includes social capital, which consists of networks, relationships, and trust among community members and stakeholders. This is another critical component of resilience. In

tourism, strong social capital supports the local communities' contribution to tourism planning and management of local resources, ensuring that tourism development is aligned with the community's needs and values and enhancing the destination's overall capacity to adapt to and recover from disruptions (Dahles & Susilowati, 2015; Magis, 2010).

Figure 2.3. Resilience In the CBT Implementation

Source: (Boschma, 2004; Farrell & Twining-Ward, 2004; Schianetz & Kavanagh, 2008)

In Community-Based Tourism initiatives around Borobudur Temple, business and community resilience are essential for sustainable tourism development. Local communities play a central role in preserving cultural heritage and promoting local wisdom, making them integral to the tourism experience (Gonzales et al., 2018). Their engagement and empowerment contribute to the overall resilience of the destination, ensuring that it can withstand and recover from shocks while continuing to offer authentic and meaningful experiences to visitors. The concept of social capital and stakeholder cohesiveness further underscores the importance of resilience in tourism, particularly influencing the visitors' resilience (Sugiharti et al., 2021). Local stakeholders' willingness to participate in tourism development directly affects visitors' experiences during their visits.

This research draws on Lew's Scale, Change, and Resilience (SCR) model (2014), which offers a theoretical framework for analysing tourism resilience from a systems perspective (Lew, 2014). The SCR model emphasises the importance of examining tourism across three dimensions: spatial and temporal scale, the inevitability of change, and the capacity for resilience. By acknowledging the interconnectedness of economic, socio-cultural, and environmental subsystems, this framework supports a holistic approach to tourism resilience that recognises complexity, adaptability, and the necessity for continuous transformation.

The SCR model is particularly relevant to this research as it aligns with the evolving nature of CBT in Borobudur, where local communities must constantly adjust to external pressures such as policy shifts, market fluctuations, and global crises like the COVID-19 pandemic. By employing this model, the thesis investigates how resilience is nurtured not only within communities and businesses but also among visitors, who influence and contribute to the destination's adaptive capacity..

Ultimately, fostering collaboration among diverse stakeholders, including governments, businesses, non-profit organisations, and local communities, strengthens resilience. Inclusive decision-making and shared responsibility enable destinations to navigate change and uncertainty better. The SCR model offers a valuable lens through which these dynamics can be assessed, guiding efforts to promote long-term sustainability, community empowerment, and visitor well-being within tourism systems.

While resilience is widely recognised in tourism policy and planning, it has increasingly become a politicised concept. Critical scholars contend that resilience is often employed as a rhetorical tool to shift the responsibility for managing external shocks onto local communities, without sufficiently addressing the structural and institutional factors that contribute to vulnerability in the first place (Cretney, 2014; Davoudi et al., 2012). Within tourism discourse, this depoliticisation tends to obscure inequalities, reinforce existing power dynamics, and marginalise less powerful stakeholders under the guise of community empowerment and self-reliance. This depoliticisation of resilience tends to emphasise technical solutions and economic recovery, rather than questioning who benefits from such strategies or how governance structures shape them. Public–private partnerships and community initiatives may appear collaborative on the surface, but may conceal imbalances in influence and decision-making power. Without a critical approach, resilience planning risks reproducing the same vulnerabilities it claims to address.

This thesis challenges such depoliticised applications by situating resilience within broader debates around social justice, power, and participatory governance. It views resilience not as a neutral or universally beneficial goal, but as a contested terrain where multiple interests, voices, and values intersect.

2.5.2.2 Conceptual Versus Operational Resilience

While SER theory offers a rigorous conceptual model, emphasising systems' capacity to absorb disturbances, reorganise, and transform, its operationalisation in tourism contexts frequently simplifies these dynamics. Practitioners tend to prioritise recovery and continuity over transformation

or justice, thereby cherry-picking elements of resilience that align with economic imperatives while sidelining those that challenge entrenched power structures.

This theoretical framing of resilience, as dynamic, politicised, and interdependent, guides the analytical lens in Chapters 4 and 5, where both visitor and community voices are examined for evidence of adaptive capacity, negotiated power relations, and collaborative potential.

2.5.2.3 Holistic Approach to Enhancing Tourism Resilience

Adopting a holistic approach in the tourism industry is essential for addressing the industry's complex challenges in the context of tourism resilience. Social-ecological resilience theory highlights the need for tourism destinations to adopt integrated strategies considering social and environmental dimensions. These strategies enable destinations to withstand and adapt to disturbances such as economic fluctuations, environmental degradation, or socio-political crises. One of the most effective strategies for enhancing tourism resilience is diversifying tourism products and services. By developing a broad range of tourism offerings, such as eco-tourism, cultural tourism, and adventure tourism, and involving the host communities, destinations can mitigate the risks associated with over-reliance on a specific tourism segment. This diversification not only spreads risk but also attracts a broader range of tourists, enhancing the overall resilience of the tourism sector.

Another strategy for fostering tourism resilience is developing robust social capital, or the networks of relationships and trust within a community. Locals are more inclined to support sustainable practices in tourism initiatives when they actively participate in the planning, execution, and monitoring processes.

The implementation of CBT initiatives leverages local communities' social capital by involving them directly in tourism activities. As Social-ecological resilience theory underscores the importance of being prepared for crises and managing risks effectively, these community networks are further strengthened by involving the community members in developing disaster risk reduction strategies, such as early warning systems, emergency response plans, and resilient infrastructure. The establishment of social capital not only empowers communities but also guarantees a more equitable distribution of tourism benefits, enhancing the overall resilience of the destination.

2.5.3 Review Literature on Tourism Resilience

Research conducted by Dwyer et al. (2009) and Mihalič (2000) examines the interconnections between consumers (visitors), suppliers (tourism operators), and the environment (Dwyer et. al., 2009; Mihalič, 2000). Meanwhile, there is a focus on studying the resilience of tourism business suppliers, particularly within the hotel sector, as an essential component of the tourism industry, with

an emphasis on developing disaster resilience (Brown et.al,2018). Disaster management frameworks have been proposed to anticipate the effects of natural disasters (Faulkner, 2001). Given the crucial role of tourism development in economic recovery (Amore et. al., 2018; Chowdhury et. al., 2019), it is essential to consider tourism resilience from both the supply and demand perspectives.

The focus is primarily on the resilience of businesses rather than on the behaviour and resilience of visitors, which are essential for the industry to be sustainable. Previous studies on tourism resilience have often overlooked the significance of visitors' behaviour and resilience despite their crucial role as key stakeholders in the industry. Given that the industry heavily relies on travellers' adaptability, neglecting this aspect could pose risks to its sustainability. Therefore, integrating individual, social, and economic contexts of resilience is recommended to enhance the resilience of tourism systems (Sugiharti et al., 2021). Subsequently, this research explores tourism resilience from the visitors' perspective, contributing to the current body of literature on tourism resilience by expanding our understanding of visitors' inherent and adaptive resilience.

2.6 Theoretical Frameworks Supporting CBT and Resilience

2.6.1 Stakeholder Theory

Freeman's Stakeholder Theory (1984) is a central framework for understanding the role of various stakeholders in the tourism industry, particularly in the context of CBT. According to this theory, organisations and projects should consider the interests and needs of all stakeholders involved, not just those of shareholders or primary investors (Freeman, 1984). In the context of CBT, stakeholders include local communities, tourists, government agencies, non-governmental organisations, and private sector actors.

Particularly in cultural and heritage destinations like the Borobudur Temple and surrounding villages, applying Stakeholder Theory to implement CBT initiatives successfully goes beyond conventional transactional perspectives as it recognises various stakeholders' diverse roles and interests in tourism development (d'Angella & Go, 2009; Jamal & Stronza, 2009). The Borobudur Temple villages present a rich tapestry of stakeholders, including women representatives, entrepreneurs, religious leaders, village headmen, and government officials. Each contributes to different aspects of tourism and plays pivotal roles in economic activities, infrastructure development, environmental conservation, and socio-cultural enrichment.

One of the core principles of Stakeholder Theory is the equitable distribution of benefits. Aligned with this principle, CBT initiatives aim to ensure that the benefits of tourism development are shared among all stakeholders. This includes economic benefits, cultural preservation, and community well-

being. In the context of Borobudur Temple villages, establishing Tourism Awareness Groups within the villages where they plan, organise, conduct, and monitor tourism activities in each Balkondes allows for gathering resources, expertise, and knowledge to address common challenges and opportunities in tourism development.

Moreover, CBT initiatives, guided by Stakeholder Theory, prioritise the active involvement and empowerment of local communities and other tourism stakeholders in tourism development processes (Cheer & Lew, 2017a). By engaging with a diverse set of stakeholders, including women representatives, entrepreneurs, religious leaders, village headmen, and government officials, CBT fosters collaborative decision-making processes, resource sharing, and equitable distribution of benefits within tourism programs. This inclusive approach ensures that decisions are made collectively, considering the perspectives and interests of various stakeholders, leading to more sustainable and community-centric outcomes.

In villages surrounding Borobudur Temple, specific stakeholders such as religious leaders and village headmen play crucial roles in guiding the efforts to maintain cultural authenticity and foster community cohesion. Such efforts align closely with the principles of Stakeholder Theory and recognise the importance of cultural and social dimensions in tourism (Hassan, 2019; Jung, 2022).

In Central Java, cultural and religious values distinctly influence local governance. The societal framework places a high value on harmony, seniority, and spiritual guidance. Religious leaders (*tokoh agama*) and village headmen (*kepala desa* or *lurah*) serve not just as administrative figures; they also function as moral authorities and cultural custodians whose impact deeply pervades community life. Their endorsement is often seen as a means of legitimising decisions and ensuring alignment with local norms (Budijanto, 2009; Katiman, 2021). Thus, their involvement in CBT initiatives is both strategically important and culturally relevant.

However, this traditional authority structure invites critical examination. While such leadership can promote cultural preservation and social stability, it may also reinforce existing hierarchies or restrict the participation of women, youth, and marginalised community members in tourism planning (Davies & Hossain, 1997; Siangulube et al., 2023). This concern underscores a significant critique of Stakeholder Theory in practice: although it advocates for inclusivity, it frequently overlooks the power dynamics and structural inequalities that dictate who engages and who benefits (Andriof et al., 2017; Mercer-Mapstone et al., 2019). Therefore, while Stakeholder Theory offers a valuable framework for understanding stakeholder engagement in CBT, it must be applied with a keen awareness of the cultural context, governance dynamics, and underlying power relations. In the

context of the Borobudur Temple, a critical and culturally sensitive application of this theory is essential to ensure that CBT initiatives are inclusive, equitable, and reflective of local values.

2.6.2 Stakeholder Collaborations in CBT Implementation

Several previous studies of CBT have primarily examined specific factors that contribute to its success, such as community involvement and participation (Beeton, 2006; Blackstock, 2005; Tucker, 2016). These studies typically use qualitative methods, including case studies, interviews, and participatory observations, to understand how community involvement and participation impact the success of CBT initiatives. Tasci et al. (2014) and Simons & de Groot (2015) use stakeholder analysis and collaborative frameworks to study the integration of shared visions and goals among stakeholders (DA Tasci et al., 2014; Simons & de Groot, 2015). Meanwhile, research by Giampiccoli and Saayman (2017) and Mtapuri et al. (2019) employ policy analysis and stakeholder interviews to assess the role of the government as a regulator and facilitator in CBT (Giampiccoli & Saayman, 2018a; Mtapuri & Giampiccoli, 2017).

Existing research predominantly focuses on community-level collaborations without addressing broader stakeholder interactions. These studies often overlook the complexities and interactions between different levels of government and other stakeholders. Therefore, this research fills this void by investigating the degree to which broader CBT principles are integrated into tourism policy documents within the context of Central Java. Investigating the implementation and efficacy of policies promoting sustainable tourism practices can inform policymakers, practitioners, and researchers, enabling more informed decision-making and resource allocation in CBT initiatives and tourism resilience.

2.6.3 Policies and Governance in CBT and Resilience

As highlighted in the discourse on global tourism, policies serve as pivotal instruments in shaping the trajectory of the tourism sector (Edgell et al., 2008; Sofield & Li, 2013). In the vicinity of Borobudur Temple, where tourism intertwines with local communities and cultural heritage, well-formulated and effectively implemented policies become imperative. These policies regulate tourism activities and foster sustainable practices that benefit communities and the environment (Bramwell & Lane, 2011). As tourism continues to expand, the need for policies that go beyond mere regulation becomes imperative. The tourism sector is inherently susceptible to internal and external influences, ranging from economic fluctuations and geopolitical events to environmental concerns and cultural preservation. Hence, crafting comprehensive tourism policies becomes crucial to address these

challenges and leverage opportunities for sustainable tourism development (Haxton, 2015; Williams & Ponsford, 2009).

In an era of heightened environmental awareness and socio-cultural sensitivity, formulating and implementing robust tourism policies are paramount to steering the industry towards a sustainable and equitable future (Hall, 2021; Lampropoulos et al., 2021). The significance of tourism policies extends beyond mere regulation; they serve as strategic tools that guide the industry towards sustainable and responsible practices (Cardoso, 2020; Roxas et al., 2020). By delineating guidelines for community engagement, socio-economic resilience, environmental conservation, and government involvement, these policies create a blueprint for a tourism landscape that not only thrives economically but also nurtures the well-being of host communities and safeguards natural and cultural assets (Cheer & Lew, 2017c; Edgell et al., 2008). By integrating these principles into tourism programs, tourism stakeholders can foster a resilient tourism industry that not only withstands shocks but also contributes positively to the well-being of host communities and the preservation of natural and cultural assets (Fordred & Mearns, 2018; Jones et al., 2023).

In the context of the effective execution of CBT principles, the establishment of detailed mechanisms for implementing and monitoring CBT initiatives is crucial (Muangasame & McKercher, 2015). The mechanisms supported by the policy instruments to anticipate and resolve particular issues, such as government support, equal tourism benefit shares, and environmental and local cultural preservation, are indispensable to ensure adherence to CBT principles (Hatipoglu et al., 2016). Incorporating CBT principles into tourism policy documents legitimises CBT within the tourism sector and reinforces the commitment to sustainable and community-centred tourism practices (Giampiccoli & Mtapuri, 2021; Giampiccoli & Saayman, 2016). This integration ensures that CBT principles become integral to tourism governance frameworks, guiding decision-making processes and resource allocation strategies (Shahmirzadi, 2012). Furthermore, integrating CBT principles into policy documents serves to institutionalise these principles, embedding them into the official guidelines governing tourism practices (Strydom et al., 2017). This institutionalisation contributes to the long-term sustainability and effectiveness of CBT initiatives, fostering an economically viable, socially and environmentally responsible tourism sector.

As a highly influential stakeholder, the government is pivotal in fostering cohesive relationships among all-inclusive tourism stakeholders (Hardy & Beeton, 2001; Liu, 2003). As regulators, governments and local authorities are instrumental in formulating tourism policies that guide and govern tourism activities toward sustainability objectives (Hall, 2008; Ruhanen, 2013; Ruhanen et al., 2019). Based on their authority, both central and local governments are expected to manage the

complex phenomenon of the tourism sector and maintain political stability, providing legal and financial frameworks for sustainable tourism development.

To facilitate the implementation of CBT initiatives, the authorities must construct tourism strategies that integrate CBT principles into their policy frameworks (Bramwell & Lane, 2010; Connell et al., 2009; Hall, 2008). By embedding CBT principles within tourism policy documents, governments can effectively guide tourism development initiatives and ensure they align with sustainability goals. This strategic approach promotes community empowerment and environmental stewardship and fosters tourism destinations' resilience and long-term viability.

To contextualise the policy and governance dimensions of sustainable tourism, the following case studies illustrate how various governments have effectively collaborated with stakeholders to promote CBT implementation and enhance destination resilience. These cases are not presented as prescriptive models but as valuable examples that inform the analytical framework of this thesis regarding CBT implementation in Central Java. They specifically focus on understanding governance mechanisms, stakeholder dynamics, and strategies for building resilience. By examining how these destinations have operationalised sustainability through inclusive policies and cross-sectoral partnerships, this analysis provides comparative insights into the institutional conditions that either facilitate or hinder successful CBT outcomes.

In the realm of sustainable tourism development, government-led collaborative efforts with diverse stakeholders have been instrumental in fostering sustainable practices and mitigating adverse impacts associated with tourism activities. In destinations like Costa Rica, local governments have partnered with community organisations and non-profit groups to implement CBT initiatives (Forstner, 2004; Mannon & Glass-Coffin, 2019). These initiatives involve training residents in hospitality and tourism services, promoting sustainable practices such as waste management and eco-friendly transportation, and marketing the destination as a responsible tourism destination. By involving local communities in decision-making processes and ensuring that tourism benefits are distributed equitably, these initiatives have contributed to the long-term sustainability of tourism destinations (Howitt & Mason, 2018; Van Noorloos, 2012). In the meantime, New Zealand's government has implemented a comprehensive tourism strategy focused on sustainability and community engagement (Cradock-Henry et al., 2018; Pearce, 2015). The Tourism Industry Aotearoa (TIA) and the government collaborated to develop the Tiaki Promise, a commitment to protecting and preserving New Zealand's natural and cultural heritage, emphasising responsible tourism practices and encouraging visitors to respect the environment and local communities (Munshi et al., 2020; Patil, 2019).

Another successful story of policy implementations took place in Bhutan, where Bhutan's government prioritised sustainable tourism development through its Gross National Happiness (GNH) index. The GNH index measures societal well-being based on sustainable development principles, including environmental conservation, cultural preservation, and equitable socio-economic growth (Brooks, 2013; Namgyel, 2021). Bhutan's government has implemented policies to limit tourist numbers, promote low-impact tourism activities, and ensure that tourism benefits local communities (Rinzin et al., 2007; Schroeder, 2015). Moreover, in Australia, the Australian government has collaborated with Indigenous communities to promote Indigenous tourism and preserve cultural heritage, incorporating Indigenous perspectives into national tourism policies and strategies (Higgins-Desbiolles, 2019; Ruhanen et al., 2015). Initiatives such as the Indigenous Tourism Champions Program provide support and resources for entrepreneurs to develop tourism experiences showcasing Indigenous culture and traditions (Carr et al., 2019; Woodward et al., 2019).

The successful stories demonstrate governments' diverse approaches to fostering sustainable tourism development through policy implementation and stakeholder collaboration. By prioritising environmental conservation, community engagement, and cultural preservation, governments can contribute to the long-term sustainability of tourism destinations.

2.7 Challenges and Opportunities in Implementing CBT Initiatives and Enhancing Resilience

The implementation of CBT initiatives has numerous challenges. These challenges are often deeply rooted in the socio-economic and environmental contexts of the communities involved and require careful consideration and strategic action to overcome. However, CBT initiatives also offer sustainable tourism development pathways, empowering local communities while promoting environmental conservation and cultural preservation. The initiatives present significant opportunities to enhance tourism resilience and sustainability.

One significant challenge is finding the right balance between meeting the needs of tourists and protecting the local community and its environment (Bello et al., 2017; Henama et al., 2019; Suansri, 2003a). As CBT gains popularity, there is a risk of over-commercialisation, with communities sometimes giving in to the pressure of only catering to tourists' expectations, potentially diluting their authentic cultural offerings (Smith, 2015; Spencer, 2018; Wearing & McGehee, 2013). Case studies in destinations like Bali, Indonesia, and Chiang Mai, Thailand, exemplify the delicate position between satisfying tourist demands and maintaining cultural authenticity (Judisseno, 2015; Kontogeorgopoulos, 2003; Riddhagni & Taylor, 2019; Suartika, 2005). The rapid growth of tourism in these areas has led to concerns about cultural commodification, loss of traditional practices, and

environmental degradation (Brata et al., 2019; Cohen, 2008; Ernawati et al., 2017; Wanitchakorn & Muangasame, 2021). Reaching a balance becomes crucial in ensuring that tourism's benefits are sustainable and not detrimental to the cultural heritage that attracts visitors.

Furthermore, the empowerment of local communities through CBT faces barriers to skill development and capacity building, where community members may lack the necessary expertise in hospitality management, marketing, or sustainable tourism practices (Asker et al., 2010; Okazaki, 2008). A successful case study illustrating this challenge and its resolution is the Masaai Mara region in Kenya (Huqa, 2017; Nyika, 2021). Recognising the need for skill development, a collaborative effort between local communities, NGOs, and government agencies led to training programs covering hospitality, conservation, and business management (Manyara & Jones, 2007; Tubey, 2020). This enhanced the community's ability to manage CBT effectively and ensured their tourism endeavours' long-term success and sustainability (Dangi & Jamal, 2016; Goodwin & Santilli, 2009; Juma & Khademi-Vidra, 2019).

Additionally, financial constraints pose a considerable barrier to the success of CBT initiatives. Lack of capital can hinder the development of necessary infrastructure, marketing efforts, and the overall quality of community tourism services (DA Tasci et al., 2014; Jamal & Dredge, 2014; Tolkach & King, 2015). However, this challenge also presents an opportunity for innovation in funding mechanisms. Microcredit schemes, exemplified by the Grameen Bank model in Bangladesh, have shown promise in overcoming financial barriers by providing small, accessible loans to local tourism entrepreneurs (Akhter & Cheng, 2020; Vargas, 2000).

Another compelling example of CBT can be observed in the Indigenous communities of Ecuador's Amazon rainforest (Maldonado-Erazo et al., 2020; Meiser & Dürr, 2014). Here, initiatives like the Napo Wildlife Centre have empowered local tribes to leverage their ancestral knowledge of the land to create immersive ecotourism experiences (Renkert, 2017). Visitors have the opportunity to stay in eco-lodges run by Indigenous guides, embark on guided hikes through pristine rainforest trails, and learn about traditional healing practices from shamans (Bond, 2008; Date, 2009). Nonetheless, the implementation of CBT in Ecuador has faced its share of challenges, as there is a delicate balance between promoting tourism and safeguarding the fragile ecosystems of the Amazon (Rosales Dalgo, 2019; Wesche & Drumm, 1999). Despite these obstacles, CBT initiatives in the Ecuadorian Amazon have brought tangible benefits to indigenous communities. By providing alternative sources of income, tourism has helped reduce dependence on activities like logging and mining, which pose significant threats to the rainforest's biodiversity (Sinclair & Jayawardena, 2010; Wunder, 1999). Furthermore, partnerships with conservation organisations have facilitated the preservation of

ancestral lands, allowing Indigenous tribes to maintain their way of life for future generations (Rogers, 1996; Varumo, 2016).

Specific strategies and policies have proven effective in helping destinations build and maintain resilience in the face of environmental, economic, and social pressures. One such strategy is investing in infrastructure that mitigates the impact of natural disasters and climate change. Sustainable infrastructure projects, such as eco-friendly accommodation, renewable energy systems, and waste management facilities, minimise environmental degradation and reduce vulnerability to extreme weather events and resource scarcity (Legrand et al., 2022; Pan et al., 2018; Sev, 2009). Additionally, incorporating principles of sustainable development into urban planning and land-use regulations can help safeguard natural habitats, preserve biodiversity, and enhance the overall resilience of destinations (Labadi et al., 2021; Ronchi et al., 2020).

2.7.1 Effectiveness of Policies Supporting CBT

Good policies supporting CBT are critical to the success and resilience of these initiatives, creating an enabling environment that addresses the challenges communities face and promotes opportunities for sustainable development (Dodds et al., 2018; Dolezal & Novelli, 2022). The effectiveness of current policies in supporting CBT can be evaluated by examining how well these policies align with the core principles of CBT, including local participation, economic empowerment, environmental conservation, and the equitable distribution of benefits. Studies such as those by Muangasame & McKercher (2015) and Vitálišová et al. (2021) analyse policy documents and conduct interviews with policymakers and stakeholders to evaluate the effectiveness of policies in supporting CBT (Muangasame & McKercher, 2015; Vitálišová et al., 2021). These studies reveal that while policy intent often acknowledges the importance of community engagement, implementation is frequently hampered by institutional fragmentation, lack of coordination, and insufficient feedback and monitoring mechanisms. As a result, the long-term sustainability and resilience-building potential of CBT initiatives remain difficult to measure and realise.

Existing research principally concentrates on fundamental CBT principles like local participation and community engagement, often needing to fully integrate other essential CBT principles like stakeholder collaboration and environmental sustainability into overarching tourism policy frameworks. Many policies focus on immediate economic benefits, neglecting social capital development and adaptive capacity, which are critical to building resilience in tourism-dependent communities. A more structured approach to policy design, which includes clear guidelines for

stakeholder engagement, environmental stewardship, and the equitable sharing of economic gains, will enhance the resilience and effectiveness of CBT initiatives.

Although the broader literature on tourism policy has examined various national and regional frameworks (Bello et al., 2016; Dangi & Jamal, 2016; Giampiccoli et al., 2015; Yanes et al., 2019), there remains a gap in analysing how such policies specifically incorporate CBT principles into actionable strategies. Tourism policy is often shaped by top-down, economically driven agendas prioritising infrastructure development and tourist arrivals over community empowerment and environmental sustainability (Dong & Nguyen, 2023; Kubickova & Campbell, 2020; Sofield & Li, 2013). As a result, many policies promote CBT rhetorically but fail to operationalise key components such as social capital development, stakeholder collaboration, adaptive capacity, and long-term sustainability.

This research builds upon and extends these critiques by investigating how CBT-related policy rhetoric is enacted in practice within the context of Central Java. Rather than limiting the analysis to policy content, the study adopts an integrated methodological approach that combines policy document analysis with in-depth stakeholder interviews. This enables a more nuanced understanding of how key principles, such as stakeholder engagement, adaptive capacity, and governance mechanisms, are implemented at the local level.

In doing so, this research addresses a critical gap in the literature by evaluating the extent to which CBT-supportive policies in Central Java align with broader goals of sustainability and resilience. Through a systematic analysis of both policy formulation and on-the-ground implementation, the study explores how participatory planning, environmental stewardship, and equitable benefit-sharing are embedded, or absent, within tourism policy frameworks. This identified gap also substantiates the thesis's methodological approach, which integrates policy document analysis with stakeholder interviews to rigorously assess the degree to which CBT-related tourism policies in Central Java are aligned with the principles of sustainability, equity, and community resilience.

2.7.2 Geographical Scope of CBT Studies

Previous studies, such as those by Ahsani et al. (2018) and Hillary (2020), have employed comparative case study methods to evaluate CBT initiatives across various regions. A number of these studies have focused on specific locations, including the village of Candirejo and the surrounding heritage areas (Ahsani et al., 2018; Hillary, 2020; Nagaoka, 2016). Previous studies, such as those by Ahsani et al. (2018) and Hillary (2020), have employed comparative case study methods to evaluate CBT initiatives across various regions. A number of these studies have focused on specific locations,

including the village of Candirejo and the surrounding heritage areas (Arintoko et al., 2020). These studies provide valuable insights into the effectiveness of CBT initiatives at the local level and highlight the varying approaches used to foster tourism development.

However, despite the growing body of work, there remains a significant gap in critically evaluating the depth and quality of host community participation, particularly in decision-making processes. While community involvement is often cited as a foundational element of CBT (Dangi & Jamal, 2016; Giampiccoli & Mtapuri, 2015; Mayaka et al., 2018), several scholars have raised concerns about the superficial or tokenistic nature of such participation. Tosun (2005), for instance, argues that although participatory language is widely adopted, local communities frequently lack actual influence over key decisions due to top-down governance and institutional constraints (Tosun, 2005). Giampiccoli (2018) similarly critiques participatory approaches that serve more as legitimating tools for externally imposed agendas than as mechanisms for genuine empowerment (Giampiccoli & Saayman, 2018a). This study extends these critiques by undertaking a systematic analysis of the extent and quality of host community participation within CBT frameworks in Central Java, with a particular focus on mechanisms related to planning, governance, and community feedback.

This issue is particularly significant in the context of Borobudur's surrounding 20 villages, where the host communities, despite being directly affected by tourism development, have had limited influence over CBT planning and policy. The Indonesian government's launch of the 20 Balai Ekonomi Desa (Balkondes) pilot projects, aimed at promoting CBT and improving synergy between central and local authorities, represents a notable policy intervention. However, current literature pays little attention to how these top-down initiatives incorporate local voices or facilitate horizontal collaboration among communities, local government agencies, tourism businesses, and the Ministry of Tourism. This presents an opportunity for further research that examines the perspectives of all tourism stakeholders, encompassing planning, decision-making, monitoring, and evaluation of the current CBT initiatives. Accordingly, this research addresses this gap to provide a more inclusive understanding of how collaboration amongst all-inclusive stakeholders can enhance the effectiveness and sustainability of CBT projects.

2.8 Conclusion

The literature review in Chapter 2 outlines the relationships between CBT, resilience, and sustainable tourism. These connections are deeply interconnected through their shared goal of promoting tourism that benefits local communities, preserves the environment, and sustains cultural heritage. By integrating these elements into tourism policies and practices, destinations can enhance their

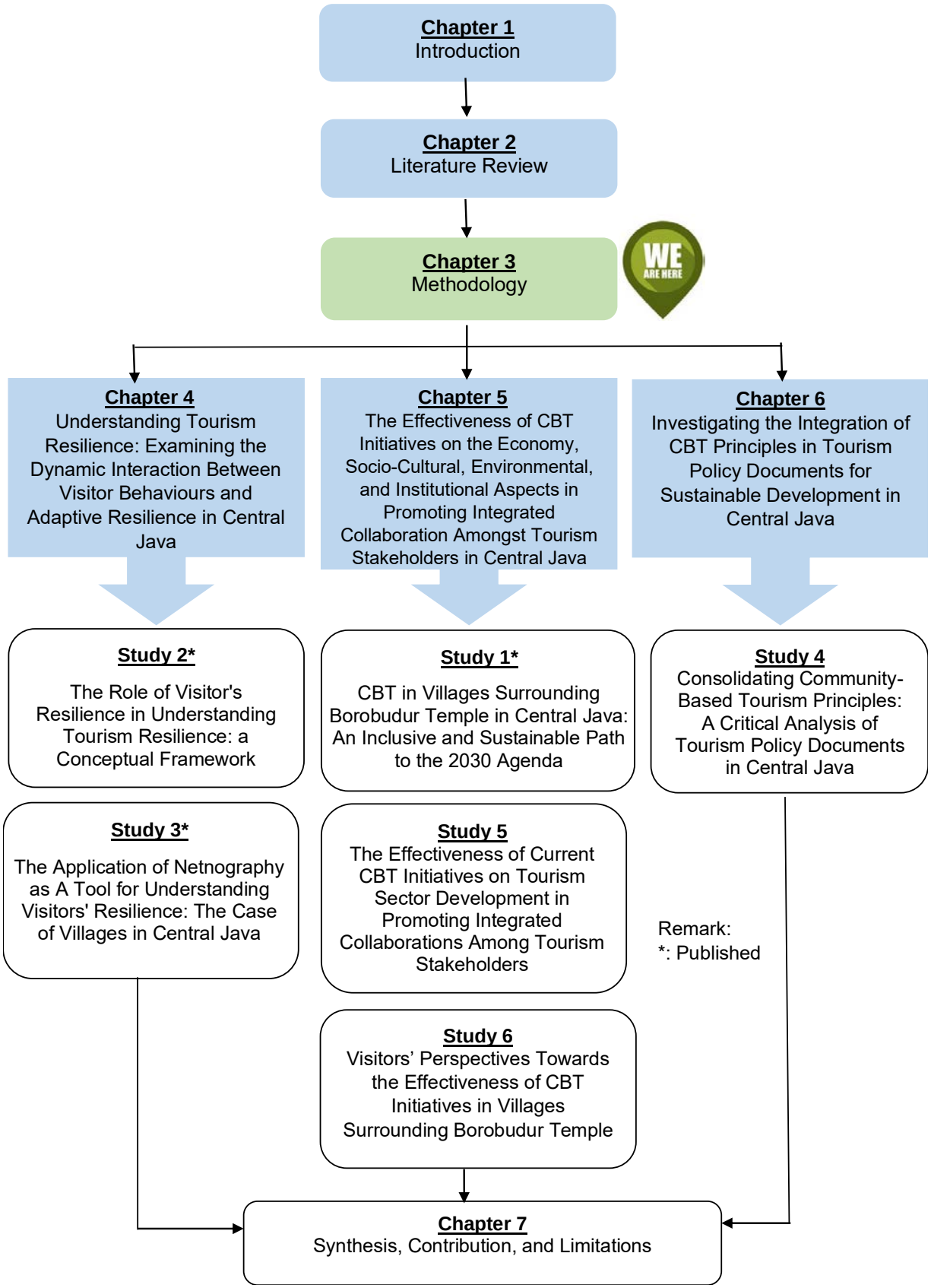
resilience and ensure long-term sustainability, benefiting local communities while ensuring environmental and cultural conservation.

CBT is presented as an alternative model to conventional mass tourism, emphasising the empowerment of local communities in managing and benefiting from tourism activities. As a tourism model, CBT is a vehicle for preserving cultural heritage, promoting local economies, and fostering social cohesion. By engaging community members directly in tourism governance, CBT initiatives help ensure that tourism growth aligns with local needs and values rather than being dictated by external interests. Furthermore, CBT creates opportunities for communities to preserve their cultural identities, offering tourists authentic and immersive experiences.

The concept of resilience is also critical in this discussion. Resilience, in the context of tourism, refers to the ability of a tourism system comprising local communities, ecosystems, and economies to absorb shocks, adapt to changes, and recover from disruptions. These disruptions may include natural disasters, economic downturns, or public health crises like the COVID-19 pandemic. The chapter draws on Social-Ecological Resilience Theory, which underscores the interconnectedness of social and ecological systems. The success of CBT initiatives hinges on building resilience within these systems, which involves enhancing the adaptive capacity of local communities, fostering social capital, and ensuring stakeholder collaboration.

Sustainable tourism provides the overarching framework within which CBT and resilience are situated. It aims to minimise tourism's negative impacts while maximising its positive contributions to environmental conservation, socio-cultural integrity, and economic development. The chapter illustrates how sustainable tourism is not only about preserving natural and cultural resources but also about empowering local communities and ensuring that tourism contributes equitably to their livelihoods.

Thesis Structure



3. Chapter 3

Methodology

Overview

The methodology chapter presents a comprehensive summary of the research design, paradigms, strategy, and methodology employed in investigating the socio-economic impacts of implementing CBT initiatives in the villages near the Borobudur Temple in Central Java. This comprehensive research adopts a qualitative-procedure case study approach, incorporating an interpretivism paradigm to understand reality's subjective meanings, experiences, and social constructions. The research methodology involves a multi-method approach, including Netnography, semi-structured interviews, and document analysis.

While the methodology is strategically designed, limitations, such as the specificity of the study area and potential biases in online reviews, are acknowledged. Despite these limitations, this research methodology chapter is strategically designed to provide insights into the complex dynamics of CBT implementation and contribute to sustainable tourism development discourse. The subsequent chapters will present and discuss the findings, aiming to advance knowledge in the field of tourism resilience and community-based initiatives.

3.1 Introduction

Methodology is a critical component of any scholarly research, as it ensures that the inquiry is conducted systematically, ethically, and coherently, aligning with the research objectives. The methodological decisions made throughout this study were closely aligned with the nature of the research problem, namely, the exploration of the socio-economic impacts of CBT initiatives in the villages surrounding Borobudur Temple.

Given the study's focus on lived experiences, social relationships, and local knowledge systems, a qualitative methodology was selected as the most appropriate approach. This methodology enables a deep and nuanced understanding of how CBT is implemented and experienced by local stakeholders, allowing the research to move beyond surface-level observations and capture the complexity of socio-cultural and economic processes in the study context..

3.2 Research Paradigms and Perspectives

Understanding the concept of a research paradigm is essential for grounding any research project. Paradigms refer to the underlying set of beliefs and philosophical assumptions that guide how researchers perceive reality (ontology), acquire knowledge (epistemology), determine what is valuable in research (axiology), and choose their methodology (Fassinger, 2005; Onwuegbuzie & Leech, 2005).

Thomas Kuhn (1970) introduced the term 'paradigm' to explain variations in scientific inquiry, arguing that knowledge is shaped by historical and contextual influences rather than being absolute. (Kuhn, 2012). This idea positioned research paradigms as frameworks through which researchers construct meaning and engage with the world.

This research is grounded in an interpretivist paradigm, which posits that reality is socially constructed and subjective. Unlike the positivist paradigm, which seeks objective and generalisable truths through empirical measurement, interpretivism values the depth of understanding derived from participants' lived experiences and social contexts (Krauss, 2005; Ponterotto, 2005). This perspective is particularly relevant for community-based tourism (CBT) research, where local narratives, values, and social dynamics are central to understanding tourism impacts and resilience.

This study prioritises subjective understanding, contextual richness, and co-construction of meaning between the researcher and participants by choosing interpretivism over paradigms such as positivism or critical theory. Interpretivism enables the researcher to explore the socio-economic impacts of CBT through the perspectives of various stakeholders, recognising multiple realities and contextual nuances. This paradigm supports qualitative inquiry methods that are flexible, emergent,

and responsive to the social meanings constructed by participants (Treagust & Won, 2023). By understanding their research paradigm, researchers can ensure that their findings are valid and reliable as they become aware of their research's underlying principles (Hussain et al., 2013; Kivunja & Kuyini, 2017). By adopting this philosophical stance, the research seeks to uncover in-depth insights into the implementation and lived experiences of CBT initiatives in the villages surrounding Borobudur Temple.

3.3 Research Designs

Research design is an essential aspect of conducting any research study. It involves a set of procedures and methods researchers use to conduct their investigations more systematically and effectively (Asenahabi, 2019; Rahi, 2017). This study adopts the "Research Onion Model" by Saunders et al. (2009), which outlines six interconnected layers: research philosophy, approach, strategy, methodological choice, time horizon, and data collection techniques (Saunders et al., 2009).

Informed by the interpretivist paradigm, this study employs a qualitative research design with a case study approach. This design is well-suited for exploring complex social phenomena in depth, particularly those embedded in specific cultural, economic, and political contexts (Gray, 2021; Kivunja & Kuyini, 2017).

An integrated approach involves combining qualitative methods to explore subjective experiences in studying the socio-economic impacts of CBT in the villages surrounding Borobudur. The research methods used in this study are the qualitative approach, combined netnography, semi-structured interviews, document analysis, and thematic analysis. These methods are essential for gathering rich and comprehensive data to help analyse the research problem more deeply and holistically.

3.3.1 The Research Philosophy Behind This Study

The research onion framework is a comprehensive model that guides the research process. At its core, the framework consists of several interdependent layers or "peels" that researchers must navigate to conduct a successful study. The first and most fundamental layer is the research philosophy, which is the basis for the knowledge generated during the research process. This layer helps researchers to identify and understand the underlying assumptions, beliefs, and values that inform their research approach and methodology. By establishing a solid research philosophy, researchers can ensure their research is rigorous and ethical and contributes to advancing knowledge in their field (Bryman, 2016).

The research philosophy is a theoretical perspective that defines the fundamental beliefs and assumptions that underlie the methodology selected for a study. It outlines the researcher's approach

to knowledge and how they interpret data. Therefore, understanding the research philosophy is crucial in comprehending the methodology used in a study (Al-Ababneh, 2020). By defining and understanding the fundamental principles and beliefs that underpin their research, a researcher can ensure that their study is conducted rigorously and systematically, with a clear rationale for their chosen approach. Ultimately, the research philosophy serves as a foundation for the entire research process, shaping the research question, data collection methods, analysis, and interpretation of findings (Easterby-Smith et al., 2012).

As illustrated in Figure 3.1, this research is based on a qualitative methodology with a long-term approach. The interpretive approach was utilised to understand human and social reality. The participants' opinions and experiences were analysed to understand the effectiveness of existing CBT initiatives and identify areas for improvement. A case study was adopted, with a multi-method approach, including netnography, semi-structured interviews, and document analysis. These methods were further analysed using thematic analysis.

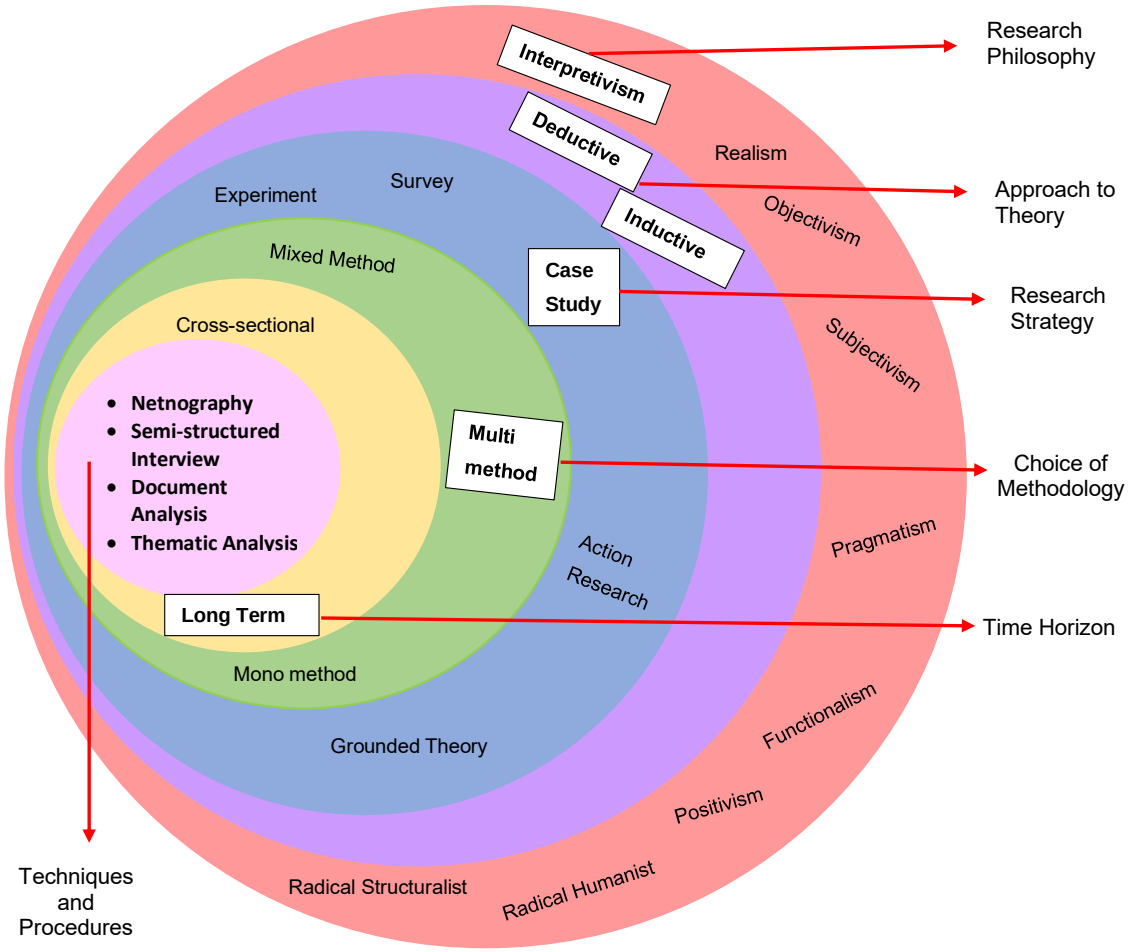


Figure 3.1 The Research Onion

Source: Author's expansion from (Saunders et al., 2009)

CBT has become a popular approach to tourism development, as it aims to involve local communities in the decision-making process and ensure that tourism benefits are distributed fairly (Mayaka et al., 2018; Zielinski et al., 2021). This research project seeks to investigate the impacts of CBT implementation from the perspective of various tourism stakeholders. By analysing their opinions and experiences, the research aims to shed light on the effectiveness of existing tourism programs and identify areas for improvement. As a qualitative research study, this project adopts an interpretive approach to understanding human and social reality. The focus is on comprehending the meaning behind the stakeholders' responses and interpreting the data meaningfully. Through this analysis, the researcher hopes to gain a deeper understanding of the impacts of CBT and contribute to the ongoing conversation around sustainable tourism development (Braa & Vidgen, 1999).

3.3.2 Interpretivism

The interpretive paradigm within the social sciences field offers a unique perspective, suggesting that reality is multi-faceted and the process of understanding it is subjective rather than objective (Bevir & Blakely, 2018; Elbardan et al., 2017). Within this paradigm, consensus among participants and communities is vital to ensure the credibility and trustworthiness of the research findings. To uphold these principles, this research adopts Lincoln and Guba's framework of trustworthiness, which includes four key dimensions. Credibility refers to the confidence in the accuracy and authenticity of the findings. Transferability concerns how the results can be applied to other settings or contexts. Dependability emphasises the consistency and transparency of the research process over time, while confirmability ensures that the findings are shaped by the participants' voices and not by researcher bias (Ahmed, 2024; Lincoln, 1985; Saber, 2024). These criteria reinforce the interpretive approach's emphasis on contextual understanding and shared meaning-making.

This interpretive orientation differs significantly from the positivist and post-positivist paradigms, which are rooted in objectivity, generalisability, and controlled experimentation. Interpretivist researchers position themselves as insider-observers, employing qualitative methods and critically interpreting data through the lenses of participants' lived experiences and relational contexts (Edwards, 2002; Thorne, 2016). Guided by this interpretive stance, the thesis explores tourism stakeholders' perspectives and visitors' experiences in Central Java. Through semi-structured interviews and thematic analysis, the researcher engages deeply with local actors, adopting an insider's perspective to unravel the complex social dynamics that underpin community-based tourism.

The interpretive paradigm underpins the exploration of visitors' behaviours and their adaptive

resilience in developing tourism resilience in the tourism sector (RQ1). Two studies in this research seek to capture the diverse and subjective ways visitors contribute to tourism resilience. The interpretive paradigm emphasises the importance of consensus within the community to maintain the credibility and trustworthiness of findings, recognising that visitors' behaviours and adaptive resilience are shaped by their unique perceptions and interactions within the tourism context.

The second research question of this study concerns the effectiveness of government-led CBT initiatives in fostering collaboration among tourism stakeholders. To address this question, three studies were conducted using an interpretive paradigm that recognises the subjective interpretations of stakeholders involved in these initiatives. Through semi-structured interviews with government officials, village leaders, religious figures, local business owners, and other relevant parties, the research employs an interpretive approach that allows for an in-depth examination of stakeholders' perspectives, experiences, and insights into the collaborative dynamics of the tourism industry. By acknowledging that reality is socially constructed, the interpretive paradigm uncovers the various meanings attributed to the effectiveness of CBT initiatives and the nature of collaborative efforts among stakeholders.

The interpretive paradigm further plays a crucial role in examining tourism policy documents in Central Java and their reflection on CBT principles for successful implementation in villages surrounding Borobudur Temple (RQ3). One study aims to comprehend how CBT principles are consolidated and understood within the policy documents by delving into the subjective interpretations of policymakers, local communities, and other stakeholders. The interpretive paradigm recognises that policies are socially constructed and influenced by various stakeholders, emphasising the importance of context in shaping individual and collective experiences. Through document analysis and thematic document analysis, one study conducted to answer RQ3 seeks to unveil the underlying assumptions, beliefs, and values of the CBT principles embedded in the policy documents, thereby contributing to a comprehensive understanding of the alignment between tourism policies as guidelines for the implementation of CBT initiatives within the Central Java context.

In conducting this interpretive research, it is essential to acknowledge the positionality of the researcher. As an Indonesian scholar with both academic and professional experience in tourism and community development, the researcher occupies an insider position within the cultural and social context of the study area. The shared language, cultural familiarity, and local knowledge facilitated the establishment of rapport and trust with participants, which in turn enabled deeper engagement and the collection of rich, nuanced data. This insider perspective also supported culturally informed interpretations and provided meaningful insights that might not have been easily accessible to external

researchers.

Throughout the research process, the researcher maintained a critically reflexive approach regarding the influence of her positionality on both data collection and interpretation. To support this reflexivity, a journal was kept to document evolving thoughts, assumptions, and potential biases. Additionally, regular, in-depth supervisory meetings were held to critically discuss emerging findings, theoretical frameworks, and methodological decisions. This rigorous supervisory process served as a valuable platform for intellectual accountability and ongoing critical reflection, thereby enhancing the research's credibility and trustworthiness. This reflexive stance aligns with the interpretivist paradigm, which recognises that knowledge is co-constructed and shaped by the researcher's situated engagement with the field.

The researcher adopted the Interpretivism paradigm and utilised qualitative methods to explore the diverse perspectives of the local communities, tourists, and other stakeholders involved in the CBT initiatives. The emphasis is on understanding the subjective experiences and interpretations of the socio-economic impacts within the cultural and historical context of the area. Table 3.1 provides a summary of the Interpretivism Paradigm, examining its perspectives on Ontology (the nature of reality), Epistemology (the relationship between the researcher and the subject matter), Axiology (the values underpinning the research), and Methodology (the research approach).

Table 3.1 The Research Paradigms

Paradigms	Ontology (the nature of reality)	Epistemology (the relationship between the researcher and the subject matter)	Axiology (the values underpinning the research)	Methodology (the research approach)
Interpretivism	• Interpretivism suggests that reality is subjective and socially constructed. It emphasises that individuals interpret the world based on their unique experiences and perspectives. • In the context of CBT initiatives, interpretivism might view reality as multifaceted, with diverse interpretations of the socio-economic impacts shaped by various stakeholders' perspectives.	• Interpretivism acknowledges the subjective nature of knowledge and emphasises understanding the meanings and interpretations that individuals assign to phenomena. • In the context of CBT initiatives, interpretivist researchers may seek to understand how villagers perceive and experience the socio-economic impacts of tourism.	• Interpretivism embraces understanding phenomena without imposing preconceived values or judgments. However, interpretivist researchers may acknowledge their biases and values, which could influence their interpretations of data. • In the context of CBT initiatives, interpretivist researchers try to understand the diverse values and perspectives of different stakeholders involved in tourism development.	• Interpretivist research often employs qualitative methods such as interviews, focus groups, and ethnographic observation to explore individuals' subjective meanings of phenomena. These methods allow researchers to delve into the complexities of human experiences and interpretations. • In the context of CBT initiatives, interpretivist researchers may use qualitative approaches to explore the lived experiences and perceptions of villagers, tourists, and other stakeholders.

Sources: Author's expansion from (Amineh & Asl, 2015; Bryman, 2016; Creswell & Creswell, 2017; Denicolo et al., 2016; Elbardan et al., 2017; Ryan, 2018; Williams, 2002).

This study is grounded in the interpretivist paradigm, which informs its ontological, epistemological, axiological, and methodological foundations. Ontologically, it assumes that reality is subjective and socially constructed, an approach well-suited to the context of CBT implementation in the villages surrounding Borobudur Temple, where diverse stakeholders interpret socio-economic impacts based on their lived experiences. Epistemologically, knowledge is viewed as co-created through interaction between the researcher and participants, aligning with the study's aim to understand how various actors perceive and respond to tourism development. Axiologically, the research recognises that the researcher's values and positionality inevitably influence the inquiry; thus, reflexivity is employed to critically examine potential biases and ensure transparency. Methodologically, a qualitative approach is adopted, with semi-structured interviews used to elicit rich, context-specific insights, consistent with the interpretivist focus on capturing complexity and meaning in social phenomena.

3.4 Time Horizon

This research considers a long-term approach to the time horizon for its ability to provide a comprehensive, nuanced understanding of the temporal dynamics, trends, and relationships involved in the long-term effects of tourism development on local communities (Sæþórsdóttir & Hall, 2020; Zhang et al., 2022). This research adopts a long-term analytical lens, focusing on tourism development initiatives implemented since 2016, particularly the establishment of the Centre of Economic Activities (Balkondes) in each village. By examining developments from 2016 to the time of data collection (2022–2023), the study captures meaningful shifts in socio-economic and governance dynamics over a seven-year period. This comparative analysis enhances the understanding of the trajectory of changes and enables a more comprehensive evaluation (Leonardi, 2013; Raudenbush, 2001). The long-term time horizon, therefore, supports the interpretive aim of understanding tourism as a socio-political and cultural process unfolding over time.

3.5 Research Strategy

The approach used in this thesis for research involves a case study, which is commonly used to examine and comprehend a specific issue (Darke et al., 1998; Simons, 2014). Case study research facilitates an in-depth understanding of a specific phenomenon by using diverse data collection methods, such as interviews, surveys, document analysis, and observations (Hancock et al., 2021; Schoch, 2020; Yin, 2003).

The justification for using the case study as a research strategy is based on the scope of the present study, which is 20 villages surrounding Borobudur Temple in Central Java, Indonesia. This site was chosen due to its significance as a national priority tourism destination and the Indonesian

government's effort to promote CBT in these villages through the establishment of the Centre of Economic Activities (Balkondes) since 2016. The shared temporal and policy context allows for a collective case analysis while enabling village-level comparisons. The 20 villages are treated as embedded units within a single bounded case study, enabling exploration of shared and divergent CBT implementation experiences. Villages differ in tourism potential, degree of stakeholder collaboration, infrastructure readiness, and historical-cultural capital. This variation supports comparative analysis and reflects the study's objective to explore the interplay between tourism development, socio-economic outcomes, and community resilience.

While alternative designs, such as a cross-regional comparative study or a single-village ethnographic study, were considered, they would not have provided the same ability to trace both convergence and divergence across similarly situated rural communities. A case study strategy is well-suited for providing an in-depth and rich contextual understanding of a specific phenomenon within its real-life context. This research allows for a detailed exploration of the unique socio-economic dynamics, cultural aspects, and historical factors that may influence the implementation of CBT. This approach comprehensively investigates the interrelationships and complexities in implementing CBT initiatives in a particular region (Banik & Mukhopadhyay, 2020). Moreover, a case study allows for collecting diverse data types, including interviews, surveys, observations, and document analysis (Baskarada, 2014; Hancock et al., 2021). This multi-faceted approach enhances the depth and breadth of the research.

3.6 Research Methodology

The research utilises a multi-method approach within a qualitative methodology to examine the socio-economic impacts of CBT initiatives. By leveraging various data collection techniques, such as netnography, semi-structured interviews, and document analysis, this study aims to provide a comprehensive and nuanced understanding of the impacts of CBT initiatives in 20 villages located near the Borobudur Temple in Central Java, a UNESCO World Heritage site.

The choice of a multi-method qualitative design is deliberate and grounded in methodological rigour. It is first necessary to distinguish between multi-method and mixed-methods approaches, as they are conceptually and methodologically different. Mixed-methods research involves integrating both quantitative and qualitative methods within a single study, aiming to combine the strengths of both paradigms (Shannon-Baker, 2016; Timans et al., 2019). Typically, this design includes the collection and analysis of numerical data alongside qualitative insights, often for triangulation or generalisation.

In contrast, a multi-method approach as applied in this research refers to the use of multiple qualitative

methods to explore different dimensions of a research problem within the same epistemological framework (Halverson, 2017; Palakshappa & Ellen Gordon, 2006). All methods used remain within the qualitative tradition, emphasising depth, context, and meaning-making.

The decision to exclude a mixed-methods design, such as incorporating quantitative elements, stems from a strategic methodological choice that aligns with the research objectives and the nature of the inquiry. This study explores lived experiences, perceptions, and socio-cultural dynamics that are best understood through in-depth qualitative engagement, rather than statistical generalisation or quantification. The multi-method qualitative approach thus enhances the credibility and depth of the analysis by allowing for triangulation across qualitative sources, while remaining faithful to an interpretivist paradigm. This design offers a robust and contextually grounded framework for investigating the multifaceted impacts of the implementation of CBT initiatives from the perspectives of diverse local stakeholders.

3.6.1 Techniques and Procedures

The geographic focus on the villages surrounding the UNESCO World Heritage-listed Borobudur Temple adds significance to the research, as it considers both the cultural and historical aspects of the site. The three research questions address the CBT ecosystem's critical facets, ranging from visitors' behavioural dynamics and their impact on tourism resilience to the effectiveness of government-led CBT initiatives and the alignment of policy frameworks with CBT principles. This multi-layered investigation contributes valuable insights to the academic discourse on sustainable tourism. It offers practical implications for policymakers, community leaders, and other stakeholders involved in tourism development in Central Java. Combining qualitative methodologies ensures a nuanced exploration of the subject, allowing for a richer understanding of the intricacies of fostering sustainable CBT initiatives.

3.6.2 Methodological Justification and Interlinkages Among Qualitative Approaches

This research employs a multi-method qualitative design to explore the socio-economic impacts and resilience dimensions of CBT in the villages surrounding Borobudur Temple. To address the three core research objectives, the study integrates semi-structured interviews, netnography, and document analysis. The triangulation of these methods was strategically chosen to enhance the credibility, depth, and theoretical coherence of the findings and to enable a more nuanced understanding of tourism resilience, stakeholder collaboration, and policy frameworks.

The selection of these methods was not only theoretically grounded but also shaped by practical considerations, particularly the unforeseen restrictions brought about by the COVID-19 pandemic. The

sequence and interrelation of methods reflect a deliberate effort to balance practical constraints with epistemological rigour. Focus Group Discussion (FGD) was initially planned as one of the data collection techniques, offering in-depth insights from both supply-side and demand-side tourism stakeholders. However, the emergence of the COVID-19 pandemic, accompanied by travel bans and mobility restrictions, made it impossible for the researcher to travel to the field and conduct the FGD. This unexpected challenge prompted the integration of netnography as a complementary technique to capture the voices and experiences of tourists who had engaged with Borobudur prior to the pandemic.

The integration and sequencing of the three qualitative methods were closely aligned with the research objectives as follows:

1. Objective 1: Explore and understand visitors' resilience within the context of tourism resilience.
   Netnography was employed to capture digitally mediated narratives of visitors who had interacted with Borobudur prior to and during the pandemic. Analysing tourist-generated content on platforms such as TripAdvisor enabled the researcher to explore expressions of adaptability, perceptions of risk, and the affective dimensions of tourism resilience. This method was particularly effective in compensating for the restricted physical access to tourists during the height of the pandemic, and contributed to a broader conceptualisation of resilience that includes visitor agency in adaptive responses.
2. Objective 2: Investigate the collaborations among tourism stakeholders in CBT implementation.
   Semi-structured interviews were conducted with a purposefully selected group of supply-side and demand-side stakeholders, including government officials, local community leaders, tourism entrepreneurs, and domestic tourists. This method was most suitable for eliciting nuanced insights into stakeholder experiences, collaborative practices, and perceived challenges in CBT implementation. The flexibility of semi-structured interviews enabled the emergence of context-specific themes while remaining grounded in the theoretical dimensions of sustainability and social-ecological resilience.
3. Objective 3: Evaluate the integration of comprehensive CBT principles within tourism policy documents.
   Document analysis was undertaken to examine the extent to which CBT principles are embedded within tourism policy frameworks at the provincial level. This method enabled the researcher to assess the alignment between policy discourse and on-the-ground practices, and to identify institutional gaps that may hinder effective CBT implementation. The findings from document analysis complemented interview data and offered a macro-level perspective on governance and planning structures influencing community tourism.

Collectively, these qualitative methods formed a coherent and context-sensitive research design. Each technique served a distinct but complementary role: netnography provided access to digital representations of visitor resilience; document analysis offered a lens into institutional and policy-level dynamics; and semi-structured interviews captured lived experiences and stakeholder interactions within the CBT ecosystem. Together, these methods ensured comprehensive coverage of the research objectives and demonstrated adaptability and rigour in qualitative inquiry amid the unprecedented challenges of the COVID-19 pandemic.

Table 3.2 outlines the research strategy employed to answer three research questions related to tourism resilience and the effectiveness of CBT initiatives in Central Java, specifically in the Borobudur Temple region. Each row corresponds to a specific research question and elaborates on the data type, collection methods, sampling techniques, and analysis methods used to address each question.

Table 3.2 The Overview of the Research Strategy

Research Questions	Data Type and Sources	Data Collection	Sampling Techniques	Methods of Analysis
1. How do 'visitors' behaviours and their adaptive resilience develop tourism resilience in the tourism sector?	Secondary Data from: An online travel community platform named TripAdvisor	Online reviews from TripAdvisor were selected by applying inclusion criteria, which are time frame (March 2018 to March 2020), language (English only), visitor's place of origin, traveller rating, travel companions, and brevity (reviews must consist of at least ten words)	Random Sampling	Netnography was selected to describe and explain the multifaceted phenomenon of tourist resilience. The data were analysed using thematic analysis.
2. How effective are the government-launched existing CBT initiatives on tourism sector development in promoting integrated collaborations amongst tourism stakeholders?	Primary data from: Semi-structured interviews of locals, government officers, and visitors. The interview questions explore stakeholders' views of CBT implementation in their villages.	Data was collected from participants in 20 villages by interviewing them.	1. For the interviews with local communities, Purposeful selective sampling was used to select participants based on their knowledge, roles, experiences, influence, and involvement in CBT initiatives so they could provide in-depth and detailed information about the CBT implementation in	The semi-structured interviews with local communities and visitors adopted thematic analysis to analyse the data further.

			their villages. 2. For the interviews with the visitors, random sampling was utilised to ensure that every member of the population had an equal opportunity to be included, minimising selection bias and leading to more unbiased results.	
3. To what extent do the tourism policy documents in Central Java reflect and adhere to Community-Based Tourism (CBT) principles?	Primary Data from: Documents such as previous studies, government annual reports, government strategic plans, research papers, statistical reports	Data was collected from open data resources and related government institutions.	Purposive selective sampling involves selecting documents most relevant to the research objectives, ensuring they provide valuable insights into the research questions.	The document analysis adopted a thematic document analysis approach, following the procedures outlined in the READ (Research, Extract, Analyse, and Discuss) framework.

3.6.3 The Ethics Process

In this research on the socio-economic impacts of implementing CBT initiatives around Borobudur Temple, obtaining ethics clearance for primary data collection through semi-structured interviews is essential. This process ensures that the participant's rights, privacy, and well-being are protected throughout the research process. To achieve this, the researcher followed systematic procedures to obtain ethics clearance before conducting semi-structured interviews with representatives of local community members, government officers, and visitors.

Obtaining ethics clearance, which involves submitting a detailed Ethics Application to the James Cook University ethics committee, is a crucial step in this process. The application outlines the research objectives, methodology, potential risks to participants, and the measures in place to mitigate these risks. In the case of semi-structured interviews with local communities, government officers, and visitors, obtaining informed consent, ensuring confidentiality, and respecting cultural sensitivities are key ethical considerations.

Special attention was given to the informed consent process to ensure that all participants, comprising local community members, government officers, and visitors, were fully aware of the research purpose, procedures, and potential implications of their involvement. Participants were provided with clear information sheets and consent forms in the local language, enabling them to make informed decisions regarding their participation.

Beyond procedural ethics, the research also placed strong emphasis on cultural sensitivity, especially given the diversity of participants and the complex socio-cultural context surrounding Borobudur. The researcher was mindful of local norms, values, and social hierarchies when designing interview protocols and engaging in fieldwork. Interactions were conducted respectfully, with deference to community leaders such as village headmen and religious figures, whose endorsement was often essential for community engagement. Recognising the influence of power structures and cultural protocols, the researcher navigated the research setting with attentiveness to local expectations and social etiquette, thereby fostering trust and minimising potential discomfort or misrepresentation. This culturally responsive approach aligns with the interpretivist paradigm guiding the research, where ethical engagement is understood not only as a procedural obligation but as an ongoing, relational, and reflexive process.

This research received formal ethics approval from the James Cook University Human

Research Ethics Committee (Approval No. H8637); the full approval letter is provided in Appendix 1, and the Participant Information Sheet and Consent Form are in Appendix 5. By obtaining ethics clearance, the researcher demonstrated a commitment to upholding ethical standards and safeguarding the rights and well-being of all individuals involved in the research process, thereby enhancing the credibility and trustworthiness of the study's findings.

3.6.4 Netnography

Netnography, as one of the methods employed, involves observing and analysing online interactions and tourism-related behaviours (Whalen, 2018). This approach recognises the increasing influence of digital platforms on travel experiences, allowing the research to capture a virtual dimension of visitor behaviours and sentiments (Tavakoli & Wijesinghe, 2019; Wu & Pearce, 2014). By examining online discussions, reviews, and social media interactions, the study gains insights into tourist engagement patterns and their potential effects on tourism resilience (Sugiharti et al., 2022).

Netnography, derived from ethnography (Addeo et al., 2019; Kozinets, 2006), explored tourist resilience comprehensively. TripAdvisor, the biggest online platform for travel communities, provided the data with 867 million reviews. These reviews included different aspects of tourist experiences, such as destinations, accommodations, restaurants, airline tickets, and cruises (TripAdvisor, 2019). For this study, 225 online reviews of the "Borobudur Tour" posted on TripAdvisor from March 2018 to 2020 were selected to analyse and categorise tourist experiences at the Borobudur temple in relation to resilience. The reviews were selected using inclusion criteria: time frame, language, visitor's place of origin, traveller rating, travel companions, and brevity.

This study employed thematic analysis, a qualitative method widely utilised to uncover, interpret, and analyse qualitative data, capturing the meanings generated by individuals, situations, and events. Initially, 'free nodes' were created from 225 visitor reviews by removing irrelevant words, resulting in 101 free nodes. Subsequently, these 101 nodes were condensed into 29 interpretive codes further distilled into seven primary themes.

3.6.5 Document Analysis

As one of the techniques and procedures used in research, document analysis is frequently adopted as either a primary method of data collection (Adebiyi et al., 2019; Katchmarchi et al., 2018) or as a complement to other methods (Khartishvili et al., 2019; Owen, 2014) to support and strengthen the research. This technique is efficient and effective in gathering data because

documents are stable, accessible, manageable, and practical resources as the researchers can re-read and review the same documents several times during the research process (Karppinen & Moe, 2012), and the documents remain unaffected (Bowen, 2009; Scott, 1990). Unlike conducting interviews, where appointments must be made and established with documents, a researcher can work at any time (Caulley, 1983).

This research selected 12 associated tourism policy documents for Central Java province, Indonesia. These include strategic government planning documents, legal regulations, and academic papers addressing tourism development in the region. While academic papers are not formal policy texts, they are included because they inform the broader policy discourse and often influence decision-makers' views on CBT and tourism resilience. The government strategic planning and regulation documents, in particular, shed light on the alignment between tourism policies and broader development goals and strategies.

By examining how tourism policies in Central Java align with regional, national, or international development frameworks, this study evaluates the coherence and consistency of policy approaches. Analysing these associated tourism policy documents provides valuable insights into the region's tourism development strategies, objectives, and priorities. Moreover, the analysis identifies synergies and potential areas for improvement in integrating CBT principles into tourism policy frameworks, as well as opportunities for cross-sectoral integration.

The decision to apply a qualitative document analysis is further supported by the research's interpretive policy analysis framework, which prioritises the understanding of values, meanings, and policy narratives embedded within texts. Given the research focus on CBT, resilience, and inclusive governance, a qualitative approach is better suited than traditional quantitative analyses to explore these dimensions in depth and to capture the complex, socially constructed nature of tourism policymaking in Central Java.

3.6.6 Semi-Structured Interviews

In the field of tourism studies, the semi-structured interview is commonly utilised as a research method that involves engaging with individuals or groups who have a vested interest or involvement in the tourism industry, such as tourism managers, local community members, government officials, tour operators, and other relevant stakeholders (Bittar Rodrigues & Prideaux, 2018; Graci, 2020).

The rich stories the participants shared during semi-structured interviews can provide valuable

insights and generate new ideas or themes that may have yet to be anticipated beforehand (Ben Youssef et al., 2019; Japutra & Situmorang, 2021). This qualitative approach allows for a deeper exploration of the participants' perspectives and the contextual nuances surrounding the effectiveness of the establishment of CBT on the local community's economy and well-being (Dolezal & Novelli, 2022; Pasanchay & Schott, 2021).

3.6.6.1 Semi-Structured Interviews with Tourism Stakeholders Surrounding Borobudur Temple

The semi-structured interviews conducted in this research are to examine the effectiveness of the CBT establishment in the villages surrounding Borobudur Temple on local communities' economy and well-being by considering the tourism stakeholders' perspectives towards the existing tourism programs (Hardy & Beeton, 2001; Kuvan & Akan, 2012) from the environmental (Imran et al., 2014; Mani-Peres et al., 2016), economic (Cheng et al., 2020; Hardy & Beeton, 2001), and social perspectives (McNeill et al., 2018) on villages surrounding Borobudur Temple. Furthermore, the interviews aim to analyse whether the CBT establishment has successfully promoted integrated collaborations amongst tourism stakeholders. The findings from these interviews will contribute to assessing the effectiveness of CBT in achieving its intended goals and identifying any potential challenges or areas for improvement. Additionally, the perspectives shared by the stakeholders will provide valuable insights into the overall impact of tourism on the local communities and their quality of life.

The researcher interviewed participants classified into the supply-side and demand-side groups to provide valuable insights into various perspectives and experiences. By conducting interviews with participants from both the supply-side and demand-side groups, the researcher will understand the community-based tourism establishment's effectiveness, its impact on the local economy and well-being, and the perspectives of various stakeholders involved in the tourism industry (Pessot et al., 2021; Pookaiyaudom, 2012; van Wyk-Jacobs, 2018). Table 3.3 shows the profiles of the semi-structured interview participants.

Table 3.3 The Participant Profile of Semi-Structured Interviews

Group	Participant Role	Number of Participants	Description / Focus Area
Supply-Side	Government Officer	5	Perspectives on tourism policies, governance roles, and tourism's socio-economic impact.
	Village Headman	8	Local leadership roles in CBT, benefits and challenges of tourism development.
	Religious Leader	8	Insights into the relationship between tourism and religious or cultural practices.
	Homestay/Restaurant Owner	8	Experiences in hosting tourists, economic benefits, and community well-being.
	Local Tour Guide	8	Role in promoting CBT, challenges faced, and community-tourist interactions.
	Women's Representative	8	Women's participation in CBT, empowerment, and gender-related challenges or opportunities.
Demand-Side	Domestic Tourist	40	Reflections on CBT experiences and perceived community and tourism sector impacts.

During the interviews, the researcher maintained a semi-structured approach using a predefined set of questions as a guide while allowing participants to share their experiences and perspectives in-depth. The interviews were recorded with participants' consent or detailed notetaking, ensuring accurate and comprehensive data collection. All interviews were conducted in Bahasa Indonesia and audio-recorded upon permission from the participants. The recordings were then transcribed verbatim.

3.7 Data validation and credibility

Rigorous measures were implemented to ensure the accuracy, consistency, and credibility of the data obtained from semi-structured interviews with tourism stakeholders around Borobudur Temple and Netnography.

3.7.1 Semi-Structured Interviews

Semi-structured interviews were employed as the primary data collection method to explore stakeholder perspectives on the socio-economic and environmental impacts of community-based tourism (CBT) in the villages surrounding Borobudur Temple. This method enabled both structure and flexibility, allowing the researcher to explore emerging themes while remaining

aligned with the thesis objectives.

The interview protocol was grounded in key dimensions of sustainable and resilient tourism, namely, environmental, economic, and social perspectives, reflecting the theoretical frameworks of social-ecological resilience and sustainable tourism (Cheng et al., 2020; Hardy & Beeton, 2001; Kuvan & Akan, 2012; McNeill et al., 2018). Questions were designed to elicit stakeholder reflections on livelihood changes, community well-being, cultural identity, environmental management, and resource use. This multidimensional design ensured that interviews captured a holistic understanding of CBT's role in community resilience.

Data collection was enriched through audio recordings and detailed note-taking, which documented nonverbal cues, emotional expressions, and contextual observations such as the interview setting and participants' tone. These nonverbal elements were instrumental in interpreting underlying sentiments or hesitations, especially when addressing sensitive issues such as tourism-related power dynamics. This approach is consistent with qualitative research practices that advocate for verbal and observational data triangulation to enhance the credibility and depth of findings.

Participants were selected through purposive sampling and categorised into supply-side and demand-side groups. The supply-side group included government officers, village headmen, religious leaders, local homestay and restaurant owners, tour guides, and women's representatives. The demand-side group comprised domestic tourists visiting Borobudur Temple and the surrounding villages. This diversity allowed for a richer exploration of community-tourism dynamics from multiple perspectives (Pessot et al., 2021; Pookaiyaudom, 2012; van Wyk-Jacobs, 2018).

All interviews were conducted in Bahasa Indonesia and recorded with informed consent. Verbatim transcripts were produced in the original language to preserve cultural nuance. In the absence of a second native-speaking reviewer, the researcher undertook a systematic self-review of each transcript to ensure accuracy and consistency. English-language summaries highlighting key themes and potential ambiguities were developed to involve the supervisory panel in the verification process. This additional step fostered transparency and enabled constructive feedback during the thematic analysis phase.

The combination of semi-structured interviews, detailed field notes, and context-sensitive transcription established a methodologically sound and ethically responsible approach to qualitative data collection, thereby meaningfully contributing to the study's resilience analysis

across environmental, economic, and social dimensions.

3.7.2 Netnography

In conducting Netnography, which involves analysing online communities and social media interactions, TripAdvisor, a prominent online travel community, was selected as the primary data source due to its reputation as a leading online travel platform and its extensive repository of user-generated content. Reviews specifically related to the "Borobudur Tour" were purposively sampled using a set of predefined inclusion criteria to ensure the relevance and analytical depth of the dataset. These criteria included the time frame (March 2018–2020), language, visitor origin, traveller rating, travel companions, and the review length. The selected timeframe reflects a period of relative policy stability and tourism development prior to the global disruptions caused by the COVID-19 pandemic. The study's objective guided the inclusion parameters to explore dimensions of visitor resilience, particularly how travellers adapt to challenges, engage with local communities, and reflect on their experiences with CBT. By applying these filters, the study ensured a focused and thematically coherent dataset, enabling a nuanced analysis of how tourists interpret and respond to both challenges and local cultural encounters within the CBT setting of Borobudur.

3.7.3 Thematic Analysis

A thematic analysis was conducted to systematically identify and examine patterns within the qualitative interview data. This study followed the six-phase approach to thematic analysis outlined by Braun and Clarke (2006), which includes: (1) familiarisation with the data, (2) generating initial codes, (3) searching for themes, (4) reviewing themes, (5) defining and naming themes, and (6) producing the report (Braun & Clarke, 2006). This approach is widely recognised for its flexibility and rigour in exploring complex phenomena through qualitative data.

The process began with repeated reading of the interview transcripts to familiarise the researcher with the depth and breadth of the data. Verbatim transcripts were coded using NVivo software. An initial round of open coding generated 225 free nodes, capturing descriptive insights and significant phrases shared by participants. To focus on analytical relevance, non-substantive and repetitive terms were removed. This refining process reduced the dataset to 101 meaningful nodes.

These nodes were then grouped into interpretive codes that captured more abstract, conceptual meanings related to the research objectives. These interpretive codes were consolidated into

seven overarching themes through iterative review and abstraction. These themes represent recurring patterns in participants' perceptions and experiences of CBT, including socio-economic impacts, community involvement, environmental sustainability, cultural preservation, policy alignment, and perceived challenges and opportunities.

The researcher worked collaboratively with supervisors to ensure thorough coverage of the essential aspects of the free codes. They employed cross-coding techniques to enhance the credibility and trustworthiness of the findings. This methodical approach ensured a comprehensive analysis and a robust representation of the underlying data.

3.8 Limitations of Research

Using multiple tools to collect data and with different techniques of data analysis to answer three research questions, some limitations must be addressed for future research as follows:

1. The research is in a specific area: the villages surrounding the Borobudur Temple in Central Java. The findings and insights may not be readily generalisable to other tourist destinations or communities with different socio-economic, cultural, and historical contexts. The site's uniqueness may limit the broader applicability of the study's conclusions.
2. While Netnography provides valuable insights into online discussions and sentiments, it may only capture some of the spectrum of visitor behaviours and experiences. The reliance on TripAdvisor reviews may exclude individuals who do not engage in online platforms, leading to a potential bias in the representation of tourist perspectives.
3. While semi-structured interviews provide valuable, in-depth insights into individual stakeholder perceptions and experiences, they are inherently limited in capturing the collective dynamics and processes of consensus-building that support community decision-making. This method favours personal narratives and may not accurately reflect how viewpoints are developed, contested, or reconciled within group settings or formal communal structures.
4. The long-term approach using data from 2016, the year Balkondes was established, may not provide a sufficiently long-term perspective, especially considering that tourism development is an evolving process requiring longer periods to observe substantial changes.

3.9 Data Triangulation and Integration Strategy

To enhance the credibility and trustworthiness of the findings, this study implemented a data triangulation strategy that integrated insights from multiple sources: netnography, semi-structured interviews, and document analysis. This comprehensive approach ensured a more holistic understanding of the dynamics of CBT in the villages surrounding the Borobudur Temple. It contributed to the development of an empirically grounded theoretical framework aligned with the research objectives.

The semi-structured interviews provided the core qualitative data, capturing a diverse range of perspectives from both the supply side, including government officials, village leaders, religious leaders, homestay and restaurant operators, tour guides, and women representatives, and the demand side, represented by domestic visitors. Participants were selected to reflect varied positions within the tourism system and community, enabling the study to examine CBT implementation through economic, social, cultural, and environmental lenses.

Concurrently, document analysis was conducted to investigate formal policies, strategic plans, and pertinent publications related to CBT development, tourism planning, and community engagement. This source provided contextual and institutional insights that aided in identifying policy gaps, contradictions, and alignments with community realities. Additionally, netnography was employed to analyse online discussions, reviews, and postings related to CBT and tourism in the Central Java region. This method yielded valuable insights into how CBT is perceived and discussed by tourists, external stakeholders, and the broader public, effectively complementing the perspectives gathered through interviews and document analysis.

3.9.1 Integration of Data and Theme Development

The integration of these data sources employed an iterative, comparative approach, in which themes that emerged from interviews were compared and contrasted with patterns identified in documents and online discussions. This methodology facilitated the cross-verification of findings and allowed for the identification of convergence (agreement), divergence (differences), and complementarity (additional insights) among the various sources.

For instance, while community members highlighted the social benefits of CBT, such as empowerment and cultural preservation, policy documents primarily concentrated on economic objectives. These differing focal points were analysed in relation to broader theoretical concepts, including community resilience, adaptive capacity, and social capital. Additionally, netnography provided an extra layer of insight, illuminating how tourists perceive

the successes and challenges of CBT, as well as their expectations, which may contrast with the intentions of local stakeholders. The triangulation approach also informed the development of the emerging theoretical framework by illustrating how power relations, institutional support, community agency, and public perceptions interact in the implementation of CBT.

3.10 Conclusion

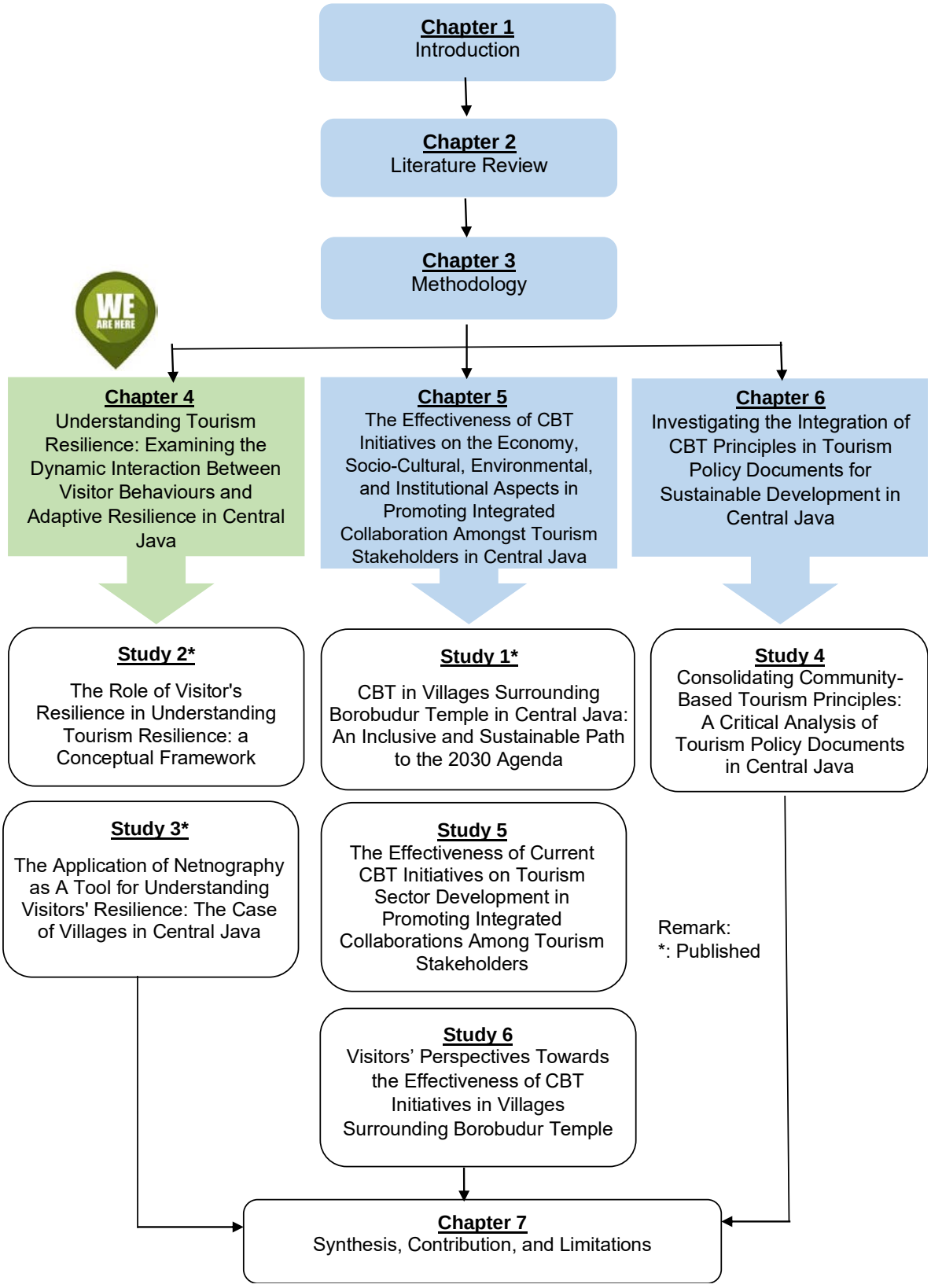
This methodology chapter has outlined a comprehensive research design and approach for investigating the socio-economic impacts of CBT implementation in rural areas neighbouring the Borobudur Temple in Central Java. The research highlights critical aspects of tourism resilience, stakeholder collaboration, and the alignment of tourism policy documents with CBT principles. By employing a multi-method qualitative approach, such as Netnography, semi-structured interviews, and document analysis, the study aims to gain a detailed insight into the intricate dynamics within the specified context.

However, it is essential to acknowledge the limitations inherent in this research methodology. Firstly, the generalisability of findings may be restricted due to the focus on the Borobudur Temple area, and concern should be exercised when generalising results to other cultural or geographical contexts. The study's reliance on a specific online platform for Netnography and potential biases in online reviews could impact the representativeness of visitor experiences. Furthermore, the time constraints associated with the long-term approach may limit the study's ability to capture unforeseen research periods.

Despite these limitations, this research methodology is strategically designed to explore the specific socio-economic impacts of CBT implementation holistically. The triangulation of data sources, integration of diverse qualitative methods, and consideration of multiple stakeholder perspectives contribute to the study's robustness. This research aims to contribute to the ongoing discourse on sustainable tourism development and community-based initiatives by addressing these limitations with transparency and rigour.

In the subsequent chapters, the findings from the netnography, semi-structured interviews, and document analysis will be presented and critically discussed. The limitations highlighted here serve as a reminder of the complexities inherent in conducting research in real-world settings and provide a foundation for future studies to build upon. Through these endeavours, a more comprehensive understanding of the impacts of CBT on local communities, tourism resilience, and policy formulation can be achieved, ultimately contributing to the advancement of knowledge in sustainable tourism development.

Thesis Structure



4. Chapter 4

Understanding Tourism Resilience: Examining the Dynamic Interaction Between Visitor Behaviours and Adaptive Resilience in Central Java

Overview

This chapter is a modified version of the inclusion of two publications:

Sugiharti, D., Chaiechi, T., & Pryce, J. (2021). The role of visitors' resilience in understanding tourism resilience: A conceptual framework. In CAUTHE 2021 Conference Online: Transformations in Uncertain Times: Future Perfect in Tourism, Hospitality and Events: Proceedings of the 31st Annual Conference (pp. 476-480). CAUTHE.

Sugiharti, D., Chaiechi, T., Pryce, J. (2022). The Application of Netnography as a Tool for Understanding Visitors' Resilience: The Case of Villages in Central Java. In: Chaiechi, T., Wood, J. (eds) Community Empowerment, Sustainable Cities, and Transformative Economies. Springer, Singapore. https://doi.org/10.1007/978-981-16-5260-8_17

This chapter consists of two studies. The first study in this chapter takes an innovative approach, delving into the visitor dimension of tourism resilience. It proposes a novel conceptual framework integrating travellers' resilience into the broader discourse, a unique contribution to the field. By adopting interpretivism as the research philosophy, the study highlights the importance of visitors' subjective experiences and diverse perspectives, enriching our understanding of tourism resilience dynamics and fostering a holistic approach to studying resilience within the context. Building on the first study, another study unveils socio-economic resilience through visitor reviews of the UNESCO World Heritage-listed Borobudur Temple. Employing a Netnography approach, TripAdvisor.com reviews between March 2018 and March 2020 were thoroughly analysed. The findings of this study have practical implications, as they identify factors contributing to a visitor's resilience and explore their perceptions of the destination's socio-economic dynamics. This exploration uncovers the essential dimensions of adaptive capacities of both tourists and the local community, shaping a comprehensive understanding of socio-economic resilience within the unique context of Borobudur Temple, as shown in Table 4.1.

Table 4.1. Dimensions of Tourism Resilience Synthesised from Dual Studies: Visitor and Destination Perspectives

Visitor Resilience	Destination/Community Resilience
Adaptive behaviours (e.g., coping, flexibility)	Institutional support and economic diversification
Perceptions of risk and perceived value	Stakeholder collaboration and infrastructure
Emotional responses as expressed in online reviews)	Social capital and cultural cohesion
Engagement with local communities and CBT experiences	Community participation in planning and governance
Personal learning, reflection, and transformation	Policy alignment with sustainability and resilience goals

By merging the findings of both studies, this chapter synthesises a comprehensive understanding of tourism resilience in Central Java, recognising its dual nature encompassing visitor and destination resilience. Furthermore, the chapter discusses the practical implications of these findings for tourism management and policies, emphasising the need for nuanced approaches to enhance resilience in heritage destinations like Borobudur Temple.

4.1 Introduction

As discussed earlier, the thriving tourism industry heavily relies on the presence of visitors, who play a crucial role in its overall success. Despite their undeniable significance, studies on tourism resilience have often overlooked visitors' adaptability, which is a crucial factor for the industry's continued growth and sustainability. As a result, it is essential to recognise visitors' vital role in the tourism industry and understand their adaptability to ensure its long-term success.

Historically, studies on tourism resilience have focused on methods for revitalising the industry following crises or disasters. The Destination Sustainability Framework (DSF) is a widely utilised resource for evaluating vulnerability and resilience within the sector. An essential component of fostering tourism resilience involves analysing the diverse tactics implemented by various stakeholders in response to external risks. (Buultjens et al., 2015; Calgaro & Cochrane, 2009). In order to foster resilience within tourism systems, it is imperative to examine the responses of diverse stakeholders to external risks and potential system failures. This necessitates consideration of their distinctive traits, flexibility, and capacity to overcome obstacles. As a result, a thorough evaluation of factors spanning individual, social, and economic realms is imperative for bolstering system resilience (Sugiharti et al., 2021). Consequently, to fill the research gaps that have been identified, this study aims to investigate tourism resilience as perceived by visitors. This chapter presents empirical studies to answer Research Question 1 of the overall research: How do visitors' behaviours and adaptive resilience develop tourism resilience in the tourism sector?

4.1.1 Conceptual Framework

Visitors are crucial stakeholders in the tourism industry, and their role in fostering industry resilience is of the utmost importance. Therefore, this chapter delves into the concept of economic resilience, suggesting that visitors' capacity to endure (through experiential affinity and inherent values), adapt to, and recover from external shocks and challenges is pivotal in paving the way for tourism resilience. Figure 4.1 illustrates the proposed conceptual framework and demonstrates how various dimensions influence visitor resilience.

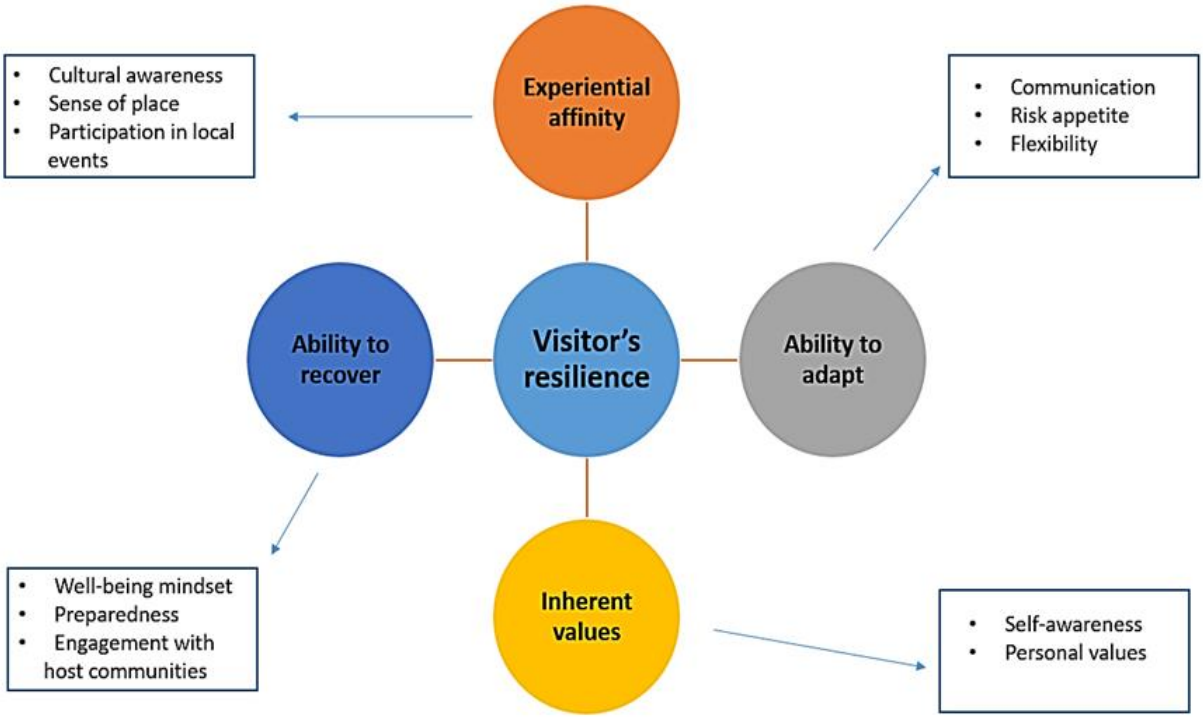


Figure 4.2 Influential Factors Affecting Visitors' Resilience

Source: Author

Figure 4.2 outlines four key dimensions that shape visitor resilience: experiential affinity, inherent values, adaptive capacity, and recovery capacity:

- Experiential affinity refers to the strength of emotional, cognitive, and behavioural bonds that visitors form with destinations through immersive and meaningful experiences. These bonds influence their continued support and loyalty during and after periods of crisis.
- Inherent values encompass the personal beliefs, cultural norms, and ethical considerations that visitors bring with them. When these values align with CBT principles, such as sustainability, cultural sensitivity, and local empowerment, they enhance visitors' responsiveness and commitment to supporting local recovery efforts.
- Adaptive capacity reflects the visitors' ability to modify their travel behaviours, expectations, or itineraries in response to changes or disruptions. Visitors who are more flexible and open to alternative experiences can maintain travel satisfaction and contribute positively to the destination's resilience.

- Recovery capacity captures the extent to which visitors can return to destinations after a shock, participate in rebuilding narratives, or recommend the destination to others, thereby aiding in economic and reputational recovery.

Together, these dimensions provide a holistic understanding of how visitor behaviour and attitudes can support the resilience of tourism systems, particularly in community-based tourism contexts. The framework contributes to both theory and practice by positioning visitors not just as passive recipients of tourism experiences but as active agents in the co-production of resilience.

4.1.2 Theoretical Framework

This research utilises a conceptual framework of Resilience in the Tourism sector, which includes aspects of social (community) and economic (business) nature, as depicted in Figure 4.2.

Figure 4.2. Resilience Components In the Tourism Industry

Source: Author's expansion taken from (Calgaro et al., 2014; Cheer & Lew, 2017b; Cochrane, 2010)

Figure 4.2 depicts resilience in the tourism industry as a comprehensive structure comprising business and community resilience (Cheer & Lew, 2017b). Business resilience refers to enterprises' ability to recognise, adjust, and transform in response to evolving business environments, leveraging their assets, capital and capabilities (Orchiston et al., 2016). It also encompasses how stakeholders in enterprises can autonomously adjust and reconfigure operational conditions amidst external disruptions and potential internal conflicts (Dahles & Susilowati, 2015). Meanwhile, community resilience involves empowering community members and mobilising community resources to adapt and thrive amid ongoing changes and uncertainties (Magis, 2010).

The model highlights the interconnectedness of social capital and stakeholder cohesion with 'visitors' resilience (Sugiharti et al., 2021). Local stakeholders' engagement in tourism development significantly impacts visitors' experiences. Moreover, local communities play a pivotal role in fostering sustainable tourism by preserving cultural heritage and local wisdom (Gonzales et al., 2018). This interconnection underscores the significance of social and economic resilience, aligning with the tourism resilience framework depicted in Figure 4.2, which guides this research.

4.2 Methodology

This study is underpinned by the philosophical stance of interpretivism, which prioritises understanding the subjective meanings and socially constructed realities of individuals, in this case, visitors, as crucial stakeholders in tourism resilience. Interpretivism provides an appropriate lens through which to explore the nuanced emotional, cognitive, and behavioural dimensions that shape visitors' responses to external shocks. By incorporating visitors' interests, values, and experiential affinities, this research explores how these subjective dimensions contribute to their capacity to endure, adapt to, and recover from disruptions, the key features of tourism resilience. Visitors' resilience is not viewed as a fixed attribute, but rather as a dynamic process informed by their emotional attachments to places, personal values, and lived travel experiences.

To capture this complexity, the study employs a qualitative research approach, specifically netnography, as the primary method for this chapter. Netnography is particularly well-suited for studies grounded in interpretivism because it captures meaning through the lens of participants' naturally expressed narratives, reflections, and emotions within online communities. The method privileges the participant's voice, allowing for in-depth exploration of subjective meaning, affective language, and context-specific interpretations of resilience.

Online reviews, especially those on platforms like TripAdvisor, serve as reflective spaces where visitors articulate not only their travel experiences but also their emotional responses to place, disruption, recovery, and satisfaction, all of which are core indicators of adaptive resilience in tourism contexts (Kozinets, 2006; Maulana & Eckhardt, 2007).

As a form of digital ethnography, netnography provides a swift, unobtrusive, and cost-effective means to investigate visitor experiences and expressions of resilience. It yields rich, naturally occurring data that conveys subjective realities and emotional truths, often in far greater depth than structured instruments (Heinonen & Medberg, 2018; Narayan et al., 2010). Moreover, by analysing pre-existing online content, netnography reduces social desirability bias and participant self-consciousness commonly encountered in conventional ethnographic interviews (Rageh et al., 2013; Wu & Pearce, 2014). Given that travellers typically post reviews after their visits, netnography is especially effective for observing authentic customer reflections on challenges and adaptations (Kozinets, 2002).

While netnography does not claim to capture every aspect of tourist behaviour exhaustively, it offers unique insight into the reflective and emotional dimensions of resilience that are often inaccessible through structured interviews or surveys. Netnography is not treated as a standalone method; instead, it is integrated into a triangulated qualitative strategy alongside semi-structured interviews and policy document analysis. This approach facilitates a multi-faceted understanding of resilience, encompassing both visitor and destination perspectives, thereby strengthening the research's claim to a comprehensive exploration of tourism resilience within the context of Central Java.

4.2.1 Data Source and Collection

The primary data source was TripAdvisor, recognised as the world's largest online travel community platform, containing over 867 million reviews across global tourist destinations, accommodations, dining venues, and transportation services (TripAdvisor, 2019). This study draws on methodological precedents established by Miguéns et al. (2008) and Zeng and Gerritsen (2014), who integrated user-generated content and rating metadata to explore tourist perceptions and behavioural patterns (Miguéns et al., 2008; Zeng & Gerritsen, 2014). However, this research extends their approaches by applying a resilience-oriented thematic lens, guided by social-ecological resilience theory, to examine how visitors to Borobudur Temple respond to and reflect upon disruptions and challenges during their travel experiences.

The dataset comprises user reviews specifically related to the "Borobudur Tour" posted on TripAdvisor between March 2018 and March 2020. These reviews were purposively selected based on the inclusion criteria outlined in Table 4.2. The aim was to capture diverse visitor perspectives across various experiences, contexts, and satisfaction levels.

While the primary analytical focus was on the qualitative content of the reviews, accompanying star ratings (ranging from 1 to 5) were used as supplementary metadata to inform interpretation of tone, emotional intensity, and overall perceived satisfaction. For instance, highly rated reviews that mentioned challenges, such as environmental discomfort or accessibility issues, were interpreted as indicative of adaptive visitor resilience, wherein visitors demonstrated flexibility or emotional reframing. Conversely, lower-rated reviews that included coping mechanisms or reflective insights were also examined as expressions of resilient behaviour in the face of adversity. This integration of textual and rating-based indicators aligns with the interpretivist paradigm while enriching the analysis through mixed signals of emotional and behavioural adaptation.

Table 4.2 The Online Review Selection Criteria

Inclusion criteria	
Destination Name	Borobudur Temple complex
Language	English
Visitors' Originality	Country including City
Time frame	Between March 2018 and March 2020
Ratings	All star ratings (1–5)
Travel companions	All types (solo, couples, families, groups)
Brevity	Reviews containing at least ten words

In comparison to studies such as Zeng and Gerritsen (2014), who conducted pan-platform sentiment analyses (Zeng & Gerritsen, 2014), and Marine-Roig, Estela (2019), who examined destination image via star-rating patterns (Marine-Roig, 2019), this research offers a more nuanced, interpretive netnography. By placing TripAdvisor review data within a social-ecological resilience framework, it expands the methodological applications of online review analysis. It provides a context-rich understanding of how tourists experience, interpret, and respond to disruptions, thus positioning visitor narratives as valuable sources for examining adaptive processes in a heritage-site context.

Figure 4.3 illustrates the review selection procedure. The initial set of 270 reviews was reduced by 15, as they were either typed in non-English or unrelated to the study topic. Additionally, to ensure credibility, 27 reviews with unspecified origins were excluded. Subsequently, reviews were screened for length, removing three reviews containing fewer than ten words. The final dataset comprised 225 reviews.

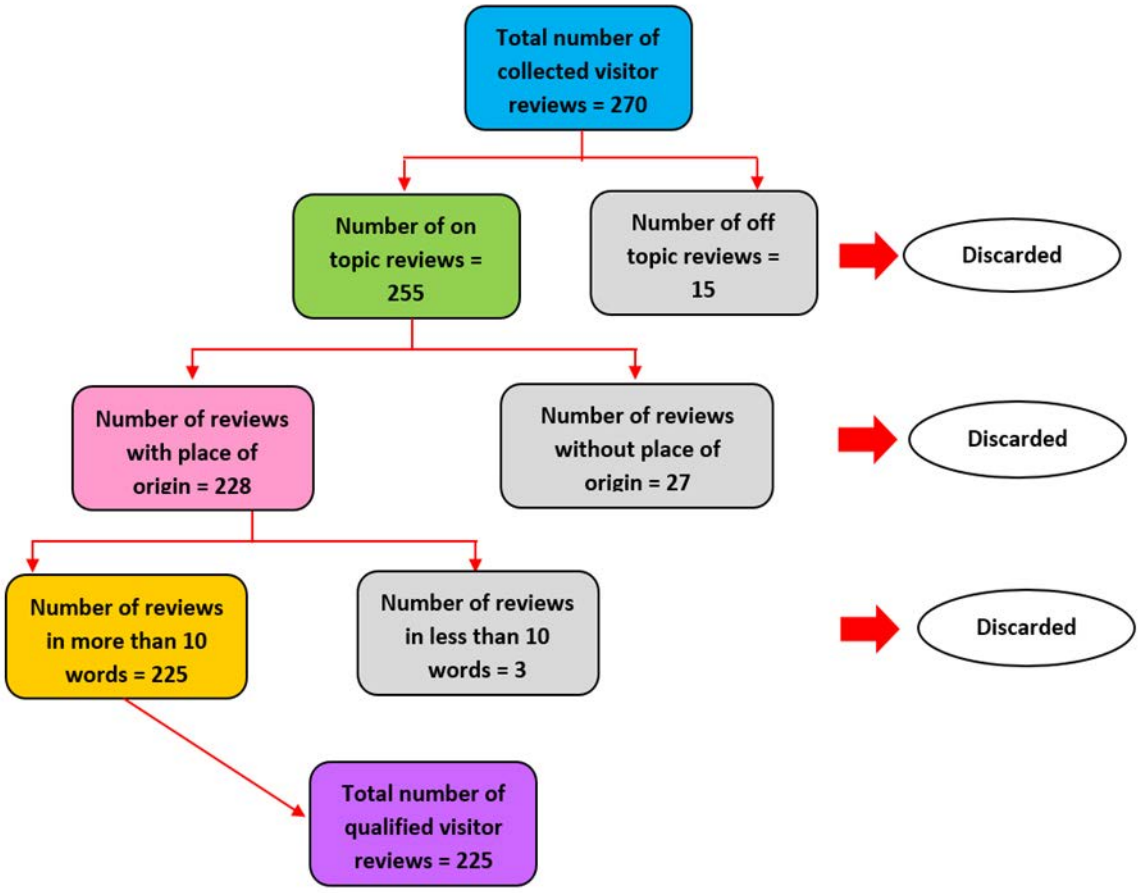


Figure 4.3 Process For Selecting Visitor Reviews

In this study, NVivo 12 Plus was utilised to extract experiential perspectives from qualitative data. The software aided in searching, counting index-related words, identifying themes, and clustering across multiple online reviews (Leech & Onwuegbuzie, 2011; Sotiriadou et al., 2014). NVivo's analytical tools were instrumental in helping the research team identify themes throughout the study.

4.3 Thematic Analysis

Thematic analysis, a qualitative approach, was utilised to recognise, describe, and interpret the significance expressed by individuals, circumstances, and occurrences (Braun & Clarke, 2006; Nowell et al., 2017). Initially, 'free nodes' were extracted from the 225 visitor reviews,

capturing essential elements in the raw data. These nodes were then refined during the encoding stage, a critical step preceding interpretation (Boyatzis, 1998; Ozkan, 2004). Creating free nodes began with removing insignificant words from the verbatim reviewer comments, resulting in 101 nodes. The results of the pre-coding Word Frequency Query are outlined in Figure 4.4

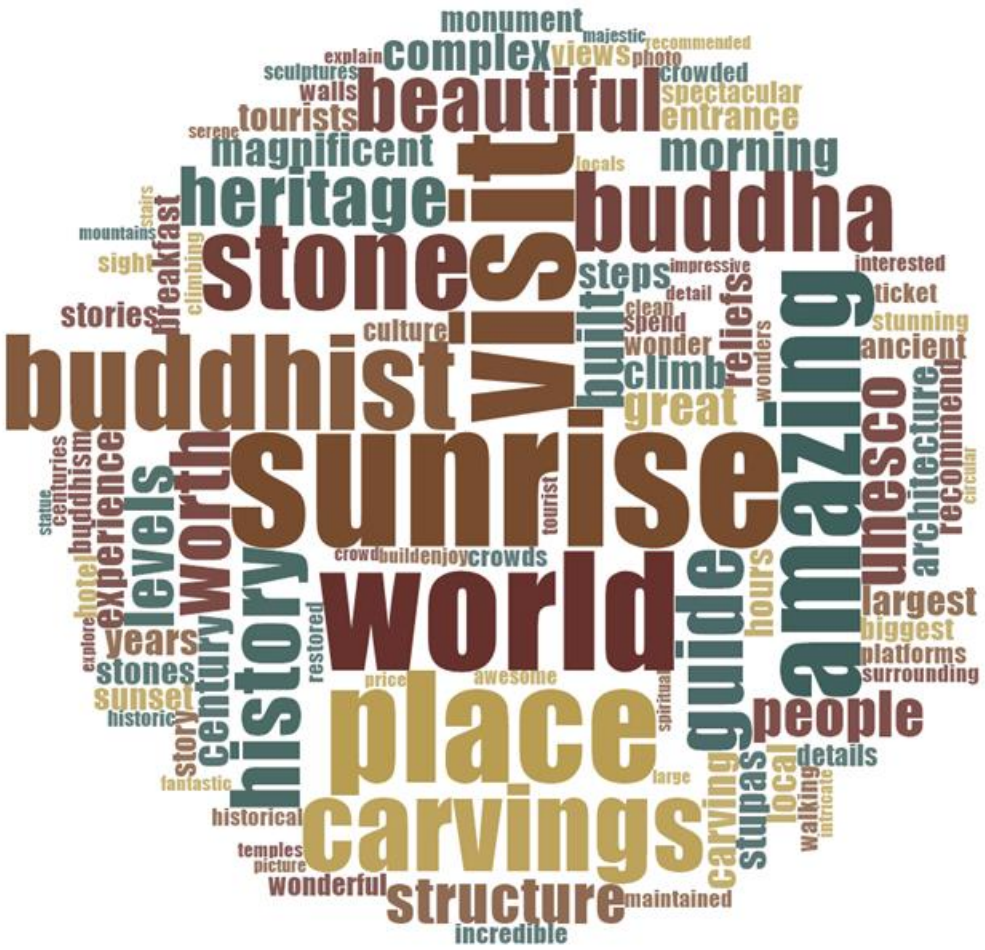


Figure 4.4 Word Frequency From 225 TripAdvisor Reviews On The Borobudur Tour

Table 4.3 displays the Word Frequency List, which depicts the words that are used most often in the reviews. The researchers utilised NVivo's word frequency feature to identify these prominent words, which serve as proxies for respondents' perceptions (Jackson & Trochim, 2002; Westergren et al., 2021). The frequency of these words in reviews indicates their significance (Carley, 1993), enhancing analytical rigour and minimising subjectivity in research (Leech & Onwuegbuzie, 2011; Onwuegbuzie & Leech, 2007). These words were chosen based on the online feedback from TripAdvisor visitors about the Borobudur Temple Tour. Similar-meaning words, such as sunrise, morning, and sunset, are highlighted in corresponding colours.

Table 4.3 List of Top Quartile Words based on Weighted Percentage

Word	Count	Weighted Percentage (%)	Word	Count	Weighted Percentage (%)
sunrise	96	2.09	best	18	0.39
visit	88	1.92	entrance	18	0.39
world	83	1.81	hours	18	0.39
amazing	67	1.46	tourists	18	0.39
buddhist	66	1.44	breakfast	17	0.37
stone	62	1.35	bucket	17	0.37
carvings	60	1.31	recommend	17	0.37
buddha	55	1.20	stones	17	0.37
tour	50	1.09	sunset	17	0.37
history	48	1.05	ancient	16	0.35
guide	46	1.00	stories	16	0.35
beautiful	43	0.94	views	16	0.35
heritage	40	0.87	refreshing	15	0.33
UNESCO	36	0.79	biggest	14	0.31
sell	32	0.70	souvenirs	14	0.31
people	31	0.68	friendly	14	0.31
great	26	0.57	culture	13	0.28
morning	26	0.57	details	13	0.28
view	26	0.57	spectacular	13	0.28
complex	24	0.52	wander	13	0.28
statues	24	0.52	wonderful	13	0.28
maintain	23	0.50	crowds	12	0.26
nature	22	0.48	incredible	12	0.26
magnificent	22	0.48	sight	12	0.26
experience	21	0.46	stunning	12	0.26
architecture	20	0.44	ticket	12	0.26
largest	19	0.41	walking	12	0.26
local	19	0.41	walls	12	0.26

The qualitative analysis conducted in this study prioritised capturing nuanced expressions over individual words to unveil deeper insights from the reviews. The interpretive codes derived from this analysis were subsequently organised into primary themes, as detailed in Table 4.4. Each primary theme represents the core of multiple associated codes and incorporates various reviews, revealing fundamental concepts within subthemes. Two research team members collaborated to ensure comprehensive coverage of key aspects of the free codes. They performed cross-coding to enhance the credibility and trustworthiness of the findings.

Table 4.4 Primary Themes and Subthemes

Primary Themes	Subthemes / Interpretive Codes	Free codes
Spiritual aspect	Stone Wall Carvings, Life of Buddha, Beautiful Arts, Religious site	Buddhist, stone, carvings, Buddha, statues, Buddhism, stones, details, stories, walls
Emotional aspect	Worth the visit, Peaceful and serene, Wonder of the world	Amazing, beautiful, great, magnificent, spectacular, incredible, stunning, best, wonderful, recommend
Educational aspect	Historical Site, Heritage Site, Amazing Architecture, Real-world heritage	World, history, heritage, UNESCO, complex, architecture, ancient, biggest, story, culture, largest
Natural environmental aspect	Breathtaking Nature, Refreshing Surrounding, Mountainous area	View, views, sight, nature, refreshing
Physical aspect	Tropical heat, Fitness Endurance, Outdoor Activities	Walking, hours, sunrise, morning, sunset, wander, experience
Recreational and tourist aspects	Tours & Guides, Photo opportunities, Crowded areas	Visit, tour, guide, crowds, people, tourists, visiting, ticket, entrance, breakfast
Economic and Social aspect	Preservation and Maintenance, Local Friendliness, Local vendors, Souvenir sellers	Local, bucket [list], souvenirs, sell, maintain, friendly

4.4 Findings and Discussion

This research necessitated a comprehensive exploration of various factors contributing to resilience within the tourism sector. Through charting the data, thematic analysis, and interpretations, this study aimed to uncover insights into the complex dynamics between visitor behaviours and adaptive resilience, shedding light on the strategies stakeholders employ to navigate challenges and uncertainties in the face of disruptions.

4.4.1 Charting of the Data

Visualising data is crucial for gaining insights from various perspectives and identifying patterns or trends. Visualising data improves the understanding of datasets and categorises data more clearly (Bazeley & Jackson, 2013). Figure 4.5 illustrates the countries of origin of visitors based on their place of residence.

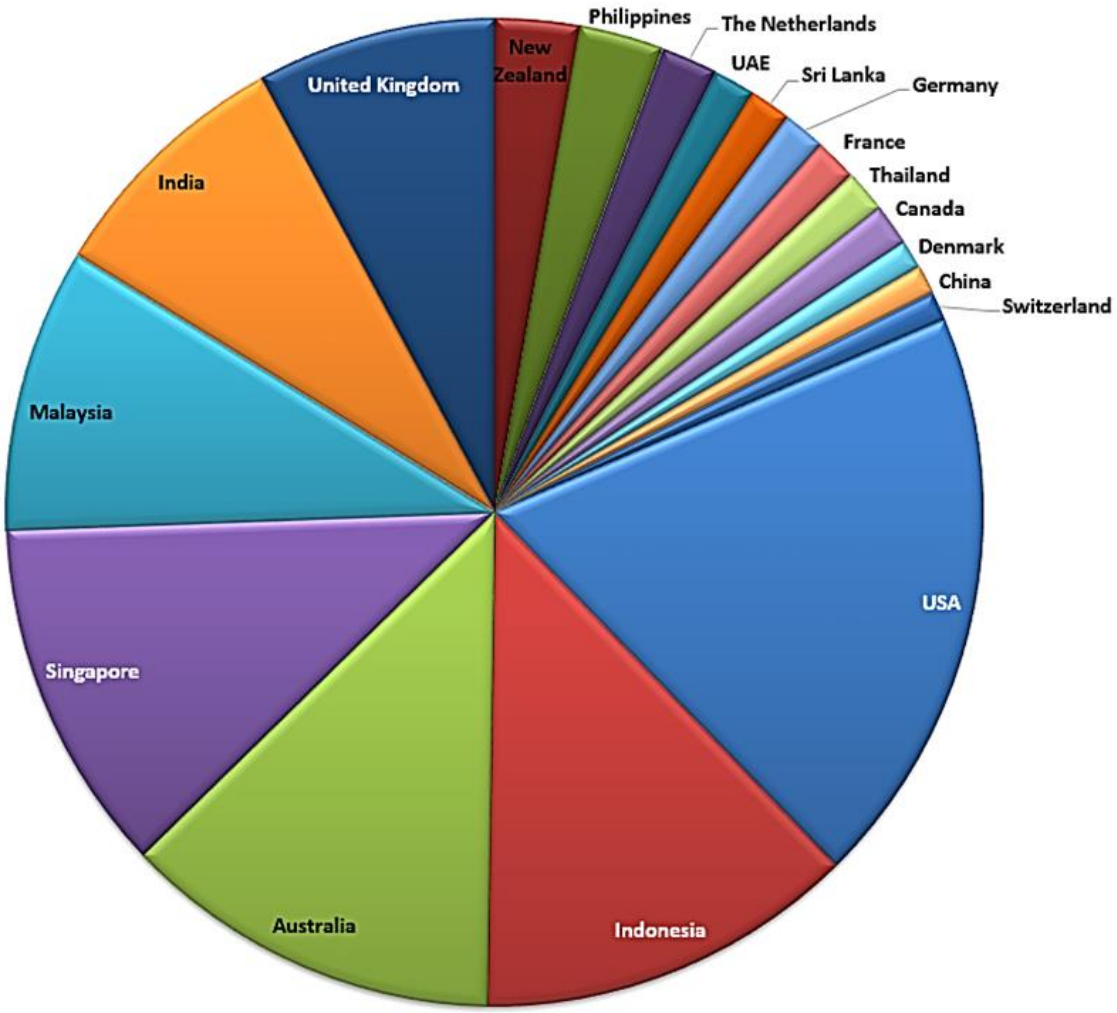


Figure 4.5 Number of Scoped Reviews Concerning the "Place of Origin (Country)"

The pie chart provides information on the sources of visitors to Borobudur Temple between March 2018 and March 2020. Countries are included in the chart only if they appeared in reviews at least twice. Among the 255 visitors who reviewed their experiences on TripAdvisor, the most significant proportion came from the USA, Indonesia, and Australia.

Figure 4.6 illustrates a bar chart that displays the number of reviews posted by tourists who visited Borobudur Temple during the same timeframe. It is important to note that these reviews only account for a portion of the overall visitor population.

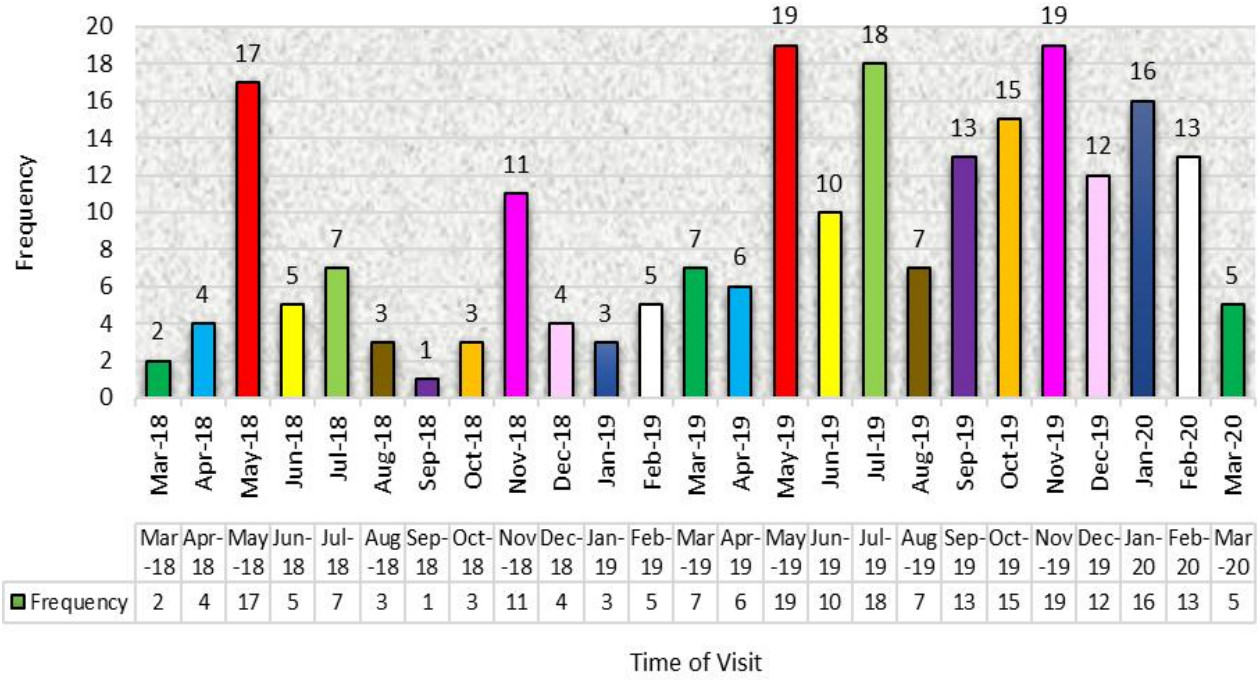


Figure 4.6 Reviews Between March 2018 and March 2020

The bar chart above illustrates variations in review frequency based on the timing of visits. Notably, spikes in reviews were observed in May 2018 and 2019, coinciding with Vesak Day, an annual Buddhist event that draws travellers worldwide to celebrate at the Temple. Similarly, significant increases in online reviews occurred in November 2018 and 2019 during the Borobudur Marathon, an international sports event. Additionally, July, a local school holiday month, also saw an expected rise in reviews.

Figure 4.7 displays the distances from various countries to Borobudur Temple, highlighting that visitors from around the globe travel considerable distances to visit. This underscores the perceived resilience of visitors to the temple despite the distance involved.

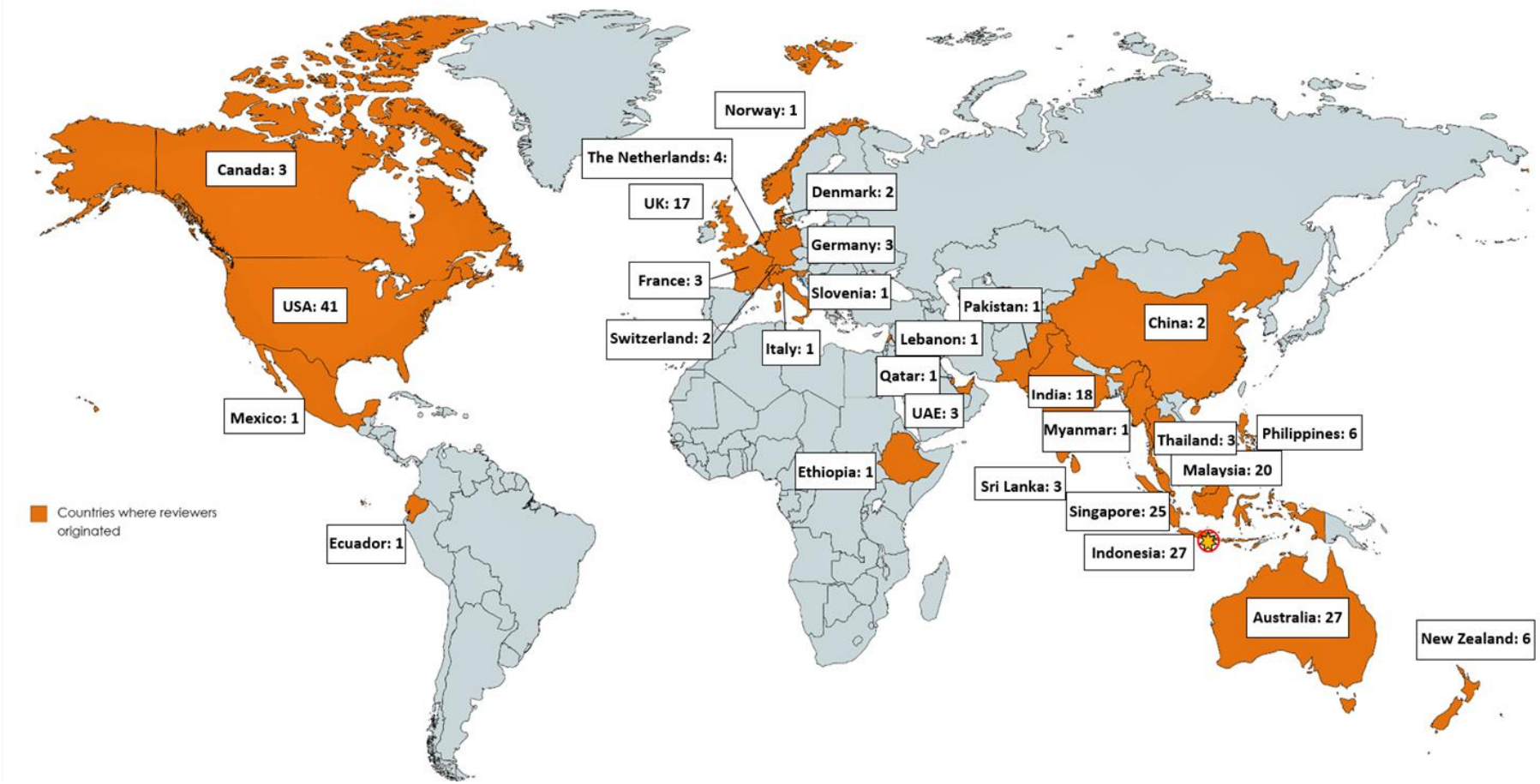


Figure 4.7 Map of Countries From Where The Reviewers Originated

4.4.2 Interpretations

Initially, 101 free codes were generated from 225 reviews. These codes were then consolidated into 29 interpretive codes, further refined into seven main themes (Table 4.3): spiritual, emotional, educational, natural environmental, physical, recreational and tourist, and economic and social. These primary themes will be thoroughly elaborated on in subsequent sections.

Spiritual aspects and cultural awareness

The spiritual and cultural aspects of the text dataset received the most attention, with interpretive codes identifying Stone Wall Carvings, Stories of historical events, the Life of Buddha, Beautiful Arts, Religious sites, Mystical and Magical, and Inspirational.

As the most prominent place of worship for Buddhists worldwide, Borobudur holds immense historical and spiritual significance. It serves as a central gathering place for Buddhists worldwide during Vesak Day, commemorating the birth, enlightenment, and passing of Gautama Buddha, the creator of Buddhism. The importance attributed to exploring Borobudur demonstrates how it assists visitors in understanding and adjusting to the difficulties and transitions in life, thus enhancing individual resilience (Pyke et al., 2018). Additionally, visitors often express the restorative power of their visits, as evidenced by such comments:

> *We went here for the sunrise and was not disappointed. It was a place that if you let it could be a spiritual experience. The bells are just amazing in their construction with Buddha statues hidden inside every bell. If you take the time to take in the atmosphere it truly is amazing.*

Another reviewer mentioned the cultural importance of the heritage site:

> *Temple has the largest and most complete ensemble of Buddhist reliefs in the world. It is one of the greatest Buddhist monuments in the world. Once a year, Buddhists in Indonesia celebrate Vesak Day at the monument. Borobudur is Indonesia's single most visited tourist attraction. You've not visited Indonesia if you've not been to Borobudur Temple.*

Borobudur Temple holds deep spiritual significance for Buddhists, featuring numerous symbols that embody Buddhist teachings. Non-Buddhist visitors also find wisdom and peace through their visits to this sacred site. Despite the predominantly Muslim local community, Vesak Day is recognized as a national holiday to honor Buddhists. The local community, alongside religious leaders, actively prepares for the event at the Temple and arranges

accommodations for Buddhist pilgrims from around the globe, as highlighted in the written insight:

> *Borobudur Temple is quite an impressive temple. Even though the Temple was originally Buddhist, the tourists, according to our guide, is 80% locals, and mostly Muslims since the local population shifted over the centuries. Our tour guide was also quite excellent, explaining a lot of historic events depicted by the carvings.*

The theme of spirituality emphasises how people's religious and spiritual convictions drive them to travel to the Borobudur Temple from various parts of the globe. This motivation emphasises that visitors consider the trip to the temple valuable, as it provides enriching and rejuvenating benefits. This indicates that visits to Borobudur Temple offer spiritually enriching and culturally moving experiences for visitors, which are considered factors affecting personal resilience (Han & Cheer, 2018).

Emotional factors

The emotional elements underscore the profound appreciation conveyed by visitors during their visits to Borobudur Temple. The temple's serene atmosphere was described as offering visitors unexpected experiences that embody the transformative power of the site, contributing to visitors' resilience. Many respondents expressed deep admiration upon encountering Borobudur, as reflected in the following review:

> *... The Temple is magnificent from the outside and has beautiful 8th-9th century stone carvings... There are 3 levels to climb. The temple complex and its surroundings is very peaceful and quiet. All in all I had a wonderful experience walking to and around in one of the most breathtaking wonders of the world.*

Tourists also conveyed their emotions through their impressions of Borobudur compared to other Buddhist temples, and the memories they formed during their visits to the Temple:

> *Everyone must be proud of this world heritage. I've been to many temples in Southeast Asia, but Borobudur stands out the most. It's located amidst stunning mountains, creating a paradise-like setting. The architecture, with its history carved on the stones, is truly amazing. Unlike Angkor, Borobudur is more like a giant temple, and the view from the top is indescribably awesome. It felt like reaching the (real) Nirvana!.*

These reviews illustrated that the exploration of destinations like Borobudur Temple promotes well-being by enabling individuals to connect with themselves, others, nature, and the world's beauty. They demonstrated how marvels such as Borobudur Temple and its environment could evoke positive emotions, aligning with literature indicating that enjoyment fosters positive emotions and cultivates resilient thinking (Arewasikporn et al., 2019).

Educational aspects

Many reviewers depicted Borobudur as a location where guests can gain an understanding of past occurrences, such as:

> *Borobudur Temple is an amazing UNESCO Heritage... a must when in Indonesia and go to the museum to read about the history and its existence. I did not do the sunrise tour... too lazy to get up at 3 am get ready and take a 1 hour trip just to see the sunrise!! Nevertheless, the visit was just as great.*

The educational aspects of the temple were also apparent in the reviews, which emphasised the presence of numerous symbols within the structures, as written as such:

> *Borobudur Temple is stunning and has such a rich history behind it. Visually it is stunning to experience the architecture, as the Temple has several tiers. Walk around each tier before you ascend to the next and admire the stone relief walls and carvings you being to get a sense of the amount of thought and work that has been executed.*

The educational significance of Borobudur is closely linked to its UNESCO World Heritage Site status, which commemorates its historical and cultural importance. Visiting Borobudur offers a chance to explore its profound ties to traditions and history, promoting self-reflection as emphasised by the preceding themes. Understanding natural marvels and sites of spiritual and cultural importance further enriches this experience. Recognising historical structures and the eras they represent fosters an appreciation for the balance between adversities and prosperity, thereby contributing to resilience (Holtorf, 2018).

Physical challenges

Visitors to the Temple have commented on the physical challenges posed by ascending the narrow stairs to the top, expressing concerns about their fitness and endurance. The tropical heat and strenuous climb have proven to be demanding, pushing individuals beyond their usual limits and inducing stress.

The side of the Borobudur is very spacious. Surrounded by a nice park with plenty of trees providing the necessary shade. The way up to the Temple is easy accessible, once there you can climb the monument, but this not suitable for everyone. Very steep stairs makes is sometimes a challenge (especially on the way down). Visit early in the day to beat the heat and the crowds. Definitely a bucket list item to check off!!!!

Similarly, the sense of accomplishment in reaching the peak of the Temple can be satisfying, as noted in certain reviews, such as the following example:

The highlight of the tour was definitely seeing the Borobudur Buddhist Temple - one of the seven wonders of the world & the world's biggest Buddhist Temple. A very popular tourist destination so be prepared for the crowds!! There's quite a few steps so carry water and a hat with you, but it's worth the climb - the view is spectacular. – Jessica from London.

Participating in physical activity can bring fulfilment and improve resilience. Research indicates that physical activity can bolster resilience against stress. (Hegberg & Tone, 2015). These studies emphasise the importance of physical activity, such as ascending the stairs at places like Borobudur temple, in promoting resilience.

Care for the natural environmental

Some visitors felt lucky to observe an exquisite sunrise and found it captivating to see the Temple surrounded by its stunning environment, as depicted in the review below:

It's a must-visit! If you have the chance to arrive early in the morning for the sunrise tour, it's even better. This temple is considered one of the greatest in Indonesia and is recognized as a world heritage site by UNESCO. I recommend setting aside at least 3 hours to explore the site in detail and consider hiring a guide for a better understanding!!

Others admired the captivating mountainous scenery in the background. In general, the natural environment increased the appeal of Borobudur:

Borobodur is really stunning - plus incredible views, so much history and amazing art work of the carvings in the stones (Buddha's history) - beautiful views, the amazing stupas and Mount Merapi in the back ground. I would go back again.

The online reviews emphasize Borobudur Temple's natural surroundings, highlighting its appeal as a tourist destination set in a scenic mountainous area. Research indicates that engaging with nature can have a positive impact on an individual's psychological resilience (Ingulli & Lindbloom, 2013). This suggests that engaging with natural environments can help individuals cope during difficult times and improve resilience (Ryan et al., 2010).

Recreational aspect

The visitors highlighted the value-added services provided by drivers and tour guides. For instance, one reviewer mentioned:

> *We got a guide, who was over 70 and his insight and passion for the Temple was amazing, he was so friendly it really added an extra dimension to the trip to see this amazing wonder.*

Similarly, another reviewer commented:

> *The driver and our guide both did an excellent job explaining the history of the volcano and pointing out interesting sights along the way*

Some reviewers described Borobudur Temple as "clean and pleasant to walk around," emphasising its spaciousness, maintenance, and picturesque surroundings. This underscores the temple's value as a recreational destination, enhanced by its well-maintained condition. As one visitor's written review:

> *In the early morning hours in soft sunlight, both the Temple and the surrounding areas down the Temple was simply unforgettable. The whole Temple is huge and while going down from the top we could get a feel the vastness of this stunning Temple. The Temple is very well maintained. Definitely this is one of the most spectacular Temple we have ever seen*

The reviews emphasised the impact of infrastructure and service maintenance on visitor satisfaction and overall recreational experiences. These services play a significant role in shaping visitor experiences and could potentially affect individuals' resilience. Previous studies suggest that positive experiences contribute to resilience and support positive individuals performing (Arewasikporn et al., 2019).

Economic aspect

Two prominent interpretive codes in the findings were local services and amenities. Comments focused on the services provided to visitors, including:

> *We came here to watch the sunrise, and it was absolutely breathtaking. The place had a spiritual aura that was truly captivating if you took the time to soak it in. Our hotel packed us breakfast, thinking we wouldn't be there for it, but it turned out that the entrance fee included breakfast at their restaurant, which was just as good as any hotel breakfast. This experience was on our bucket list, and it was definitely worth the trip.*

Additionally, some reviewers emphasised the satisfactory tour packages and excellent service as standout features, for instance:

> *It was fabulous. The Temple is surreal. You really need to see it to believe it. With the tour came a nice luncheon with entertainment at the restaurant of the local hotel. Ten flights of rather steep steps to reach the top but you can take your time.*

The economic implications of visitors enjoying excellent local services and amenities underscore how visits to Borobudur can bolster business and community resilience through economic means (Buultjens et al., 2015).

4.5 Conclusion

This research chapter advances the field of tourism resilience by introducing a novel conceptual framework that foregrounds visitors as active agents in resilience processes. While much of the existing scholarship has predominantly focused on supply-side actors such as governments, businesses, and host communities, this study shifts the analytical lens toward the demand side. It recognises tourists not merely as passive recipients of resilience strategies but as integral participants whose attitudes, behaviours, and coping mechanisms significantly shape destination-level outcomes. By acknowledging the diverse strategies different stakeholders employ to manage external risks and systemic disruptions, the framework underscores the importance of examining visitors' characteristics, adaptability, and resilience alongside those of institutional and community actors.

This demand-side perspective advances a more holistic understanding of both inherent and adaptive resilience in tourism. It highlights how tourists' emotional, cognitive, and behavioural responses to disruption contribute to broader destination resilience. Moreover, it calls for greater awareness within the tourism sector of the need to support and engage with visitor resilience. This domain remains underexplored in resilience planning and policy development.

Empirically, the chapter presents findings from a netnographic study of 225 TripAdvisor reviews related to the UNESCO World Heritage-listed Borobudur Temple. Through thematic analysis, seven key themes emerged: awareness of spirituality and culture, emotional elements, educational opportunities, responsibility towards the environment, physical obstacles, opportunities for recreation, and socio-economic impacts. These themes provide nuanced insights into how tourists interpret, reflect on, and respond to their experiences in ways that align with resilience principles, including adaptability, reflection, and engagement with place. The overwhelmingly positive sentiments expressed by reviewers demonstrate how heritage tourism sites like Borobudur can function as platforms for socio-economic resilience, benefiting both visitors and host communities. In doing so, this study extends the resilience discourse beyond institutional or infrastructural responses, illustrating how individual tourist experiences contribute meaningfully to broader resilience outcomes.

This research builds on the foundational work of scholars such as Becken and Hughey (2013), Cheer and Lew (2017), and Orchiston et al. (2016), who have primarily examined resilience from the perspectives of destinations, institutions, and tourism operators (Becken, 2013; Cheer & Lew, 2017b; Orchiston et al., 2016). While their contributions have significantly enhanced our understanding of structural and community-based resilience, there has been limited attention to how visitors themselves enact resilience. By focusing on the tourist experience and emotional responses, this study addresses a significant gap in the literature (Calgaro et al., 2014; Hall, 2017) and proposes a more integrated perspective, which positions tourists as both consumers and co-creators of resilience within complex tourism systems.

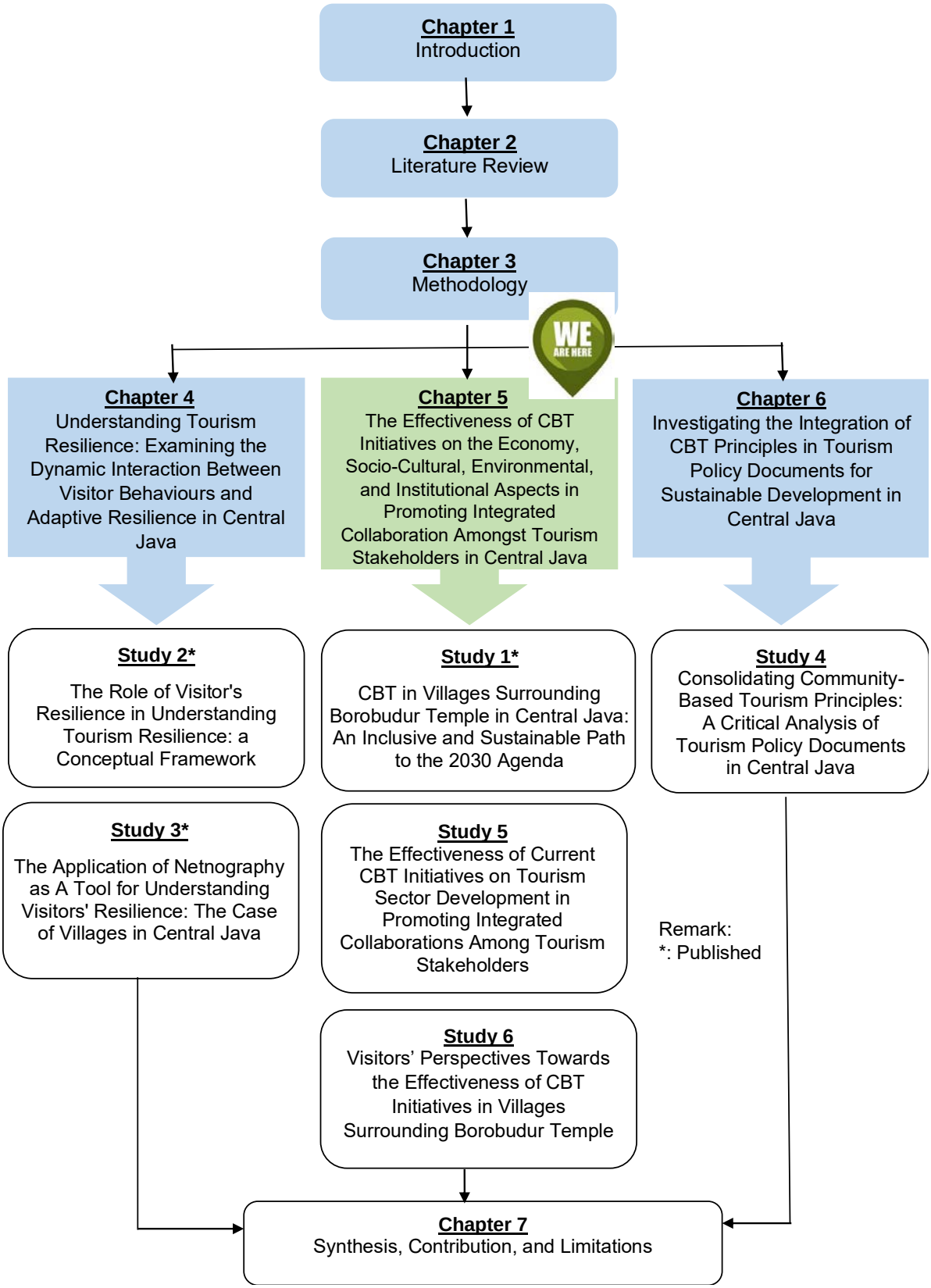
By synthesising the findings of two interrelated studies, this chapter offers a multidimensional and comprehensive understanding of tourism resilience in Central Java. It recognises resilience as a dual process encompassing both visitor and destination perspectives. The implications of these findings extend to tourism management and policy, advocating for more inclusive, adaptive, and visitor-engaged strategies in strengthening resilience at heritage destinations such as Borobudur Temple.

Implications and Recommendations

The conclusions drawn from this research have significant implications for developing strategies to build a resilient tourism sector. Incorporating visitors' perspectives and experiences into resilience-building initiatives is essential for destination management and policy-making. Therefore, it is crucial to integrate the perspectives of visitors and local

communities into developing a resilient and sustainable tourism sector. This requires proactive government participation in creating and executing programs that enhance relationships among various stakeholders and advocate for sustainable tourism practices. Furthermore, further research on establishing the visitors' resilience index is actionable in sustaining the future of tourism, ensuring that destinations like Borobudur Temple continue to thrive while benefiting both visitors and local communities.

Thesis Structure



5. Chapter 5

The Effectiveness of CBT Initiatives on the Economy, Socio-Cultural, Environmental, and Institutional Aspects in Promoting Integrated Collaboration Amongst Tourism Stakeholders in Central Java

Overview

A modified version of this chapter has been published in a conference proceeding:

Sugiharti, D., Chaiechi, T., and Pryce, J. (2020) Community-based Tourism in Villages Surrounding Borobudur Temple in Central Java and an Inclusive and Sustainable Path to 2030 Agenda. In: Proceedings of the 30th Annual Council for Australasian University Tourism and Hospitality Education Conference. pp. 28-40. From: CAUTHE 2020: 30th Annual Council for Australasian Tourism and Hospitality Education Conference: 2020 vision: New perspectives on the diversity of hospitality, tourism and events, 10-13 February 2020, Auckland, New Zealand. ISBN: 978-0-473-50922-4.

One study in this chapter is prepared for publication in the Journal of Tourism and Cultural Change, with the proposed title “The Effectiveness of the Existing CBT Initiatives on Tourism Sector Development in Promoting Integrated Collaborations among Tourism Stakeholders.”

Another study in this chapter is being prepared for publication in the Journal of Destination Marketing & Management, with the proposed title "The Visitors’ Perspectives Towards the Effectiveness of the Existing CBT Initiatives."

Building upon the insights gained from the previous chapter, which synthesises a comprehensive understanding of tourism resilience in Central Java, recognising its dual natures encompassing visitor and destination resilience, this chapter delves into the effectiveness of government-launched CBT initiatives on stakeholder collaborations and sustainable tourism development to achieve resilient tourism sector in Central Java. This chapter comprises three studies, each shedding light on different facets of CBT implementation and its socio-economic, cultural, institutional, and environmental impacts.

The chapter begins by exploring the current state of tourism development in Central Java and identifying limitations hindering its potential growth. By proposing a paradigm shift towards developing 20 villages near the temple, leveraging their unique comparative advantages, the study advocates for community-driven initiatives through CBT practices. This approach

presents a viable solution and underscores the transformative potential of grassroots participation in sustainable tourism development.

The chapter further examines the intricate dynamics of CBT initiatives, mainly focusing on their effectiveness in fostering stakeholder collaborations. Semi-structured interviews with government officers and local stakeholders, including village leaders, religious figures, tour guides, and entrepreneurs, were conducted, focusing on the impacts of existing CBT initiatives on the economy, socio-culture, environment, and government institutions. As understanding visitors' perspectives is crucial for evaluating the overall effectiveness of CBT initiatives and informing future policy decisions and community engagement strategies, this chapter extends the investigation by exploring the visitors' perceptions of CBT initiatives, investigating how these initiatives influence both the tourism sector and the well-being of local communities from the perspective of visitors. Through semi-structured interviews with diverse visitors, insights are gathered to bridge the gap between visitor experiences and program outcomes, providing a holistic view of the CBT landscape.

This chapter contributes to the discourse on sustainable tourism development by shedding light on the effectiveness of government-launched CBT initiatives in fostering stakeholder collaborations and sustainable development in heritage destinations like Borobudur Temple. The findings underscore the need for nuanced approaches to achieve resilient and sustainable tourism development in Central Java.

5.1 Introduction

Tourism plays a crucial role in shaping the economic, socio-cultural, environmental, and institutional aspects of communities and regions across the globe. As a robust global industry, tourism is often a double-edged sword, bringing benefits and challenges to the destinations it touches (Ahmad et al., 2019; Sun & Drakeman, 2022; Xiaoya, 2013). The Borobudur Temple and its neighbourhood, renowned for their historical and cultural significance, have not been exempt from these dynamics. While tourists contribute to the local economy and raise the global profile of the site, they can also strain the environment, disrupt local traditions, and create economic disparities (Abdollahzadeh & Sharifzadeh, 2014; Lea, 2006).

The discourse in the Introduction Chapter suggests that successful CBT necessitates an intensive effort from both the local community and tourism stakeholders. Establishing and maintaining robust partnerships with tourism stakeholders is crucial for implementing and sustaining CBT initiatives, as community participation alone is insufficient to achieve successful CBT (Jamal & Getz, 1995; Salazar, 2012; Wilson et al., 2001). A supportive environment is imperative to securing long-term success and mutual benefits for all stakeholders involved (Asker et al., 2010; Bittar Rodrigues & Prideaux, 2018). Hence, fostering a culture of cooperation, open communication, and mutual respect is crucial to maintaining a positive and conducive atmosphere (Tasci et al., 2014). Such an environment will likely increase productivity, employee satisfaction, and overall organisational success.

Previous studies have investigated critical success factors in CBT, mainly focusing on community involvement (Beeton, 2006; Blackstock, 2005; Tucker, 2016). Partnerships between private enterprises, local communities, and international donors have also been explored in various locations, such as El Nido, Philippines, Rwanda, Southern Africa, and Viscri, Romania (Gutierrez, 2019; Iorio & Corsale, 2014; Nielsen & Spenceley, 2011). Previous research has also investigated governmental support in regulating and facilitating CBT endeavours (Giampiccoli & Saayman, 2017; Mtapuri et al., 2019). However, there is a lack of comprehensive research covering integrated collaborations among all stakeholders, leaving ample room for further exploration (Hiwasaki, 2006; Kibicho, 2008; Mizal et al., 2014; Ngo et al., 2018; Nugroho et al., 2021; Tan et al., 2019). Moreover, there is a need for more studies on CBT initiatives in Borobudur, particularly regarding community involvement and cooperation with various stakeholders. This information is crucial for planning and decision-making processes (Ahsani et al., 2018; Arintoko et al., 2020; Hillary, 2020; Nagaoka, 2011).

This chapter bridges knowledge gaps concerning stakeholder viewpoints on the effectiveness of the existing CBT initiatives in the local economy. It showcases empirical research studies that address Research Question 2 of the overarching research, which seeks to evaluate the effectiveness of government-launched CBT initiatives in fostering integrated collaborations among tourism stakeholders and establishing sustainable tourism development in Central Java.

5.2 Background Theories

This chapter draws on insights from Social Exchange and Stakeholder theories to provide a comprehensive understanding of the mechanisms that drive collaborations among the various actors in the tourism industry. Moreover, the chapter integrates the Cultural Capital theory, which provides a framework to understand how the cultural richness of the villages contributes to economic gains through tourism activities.

5.2.1 Social Exchange Theory

Social Exchange Theory is a theoretical framework that examines the interactions and relationships between different social groups. This theory emphasises the mutual benefits of social unity (Burgos & Mertens, 2017; Scott et al., 2018). In the tourism sector, Social Exchange Theory provides a valuable framework for understanding the dynamics of stakeholder relationships and interactions (Adongo et al., 2019; Moyle et al., 2010; Nunkoo, 2016). At its core, the theory posits that individuals engage in social interactions based on the expectation of mutual benefits and rewards, highlighting the role of trust, reciprocity, and mutual dependence in shaping social relationships and interactions (Cropanzano et al., 2017; Savage & Whitham, 2018). In the context of CBT, Social Exchange Theory suggests that stakeholders, including local communities, government agencies, local businesses, and visitors, engage in reciprocal relationships to achieve mutual benefits and address shared goals related to sustainable tourism development. The trust serves as a foundation for fostering cooperative relationships among stakeholders, facilitating the exchange of resources and information essential for successful tourism development (Arıca et al., 2023; Czakon & Czernek, 2016).

In the context of Borobudur Temple villages, Social Exchange Theory explains the mechanisms through which stakeholders engage in collaborative efforts to support CBT initiatives. Local communities participate in tourism activities, such as homestays, cultural performances, or handicraft production, in exchange for economic benefits, employment opportunities, and enhanced cultural preservation. Similarly, government agencies support infrastructure development, capacity-building programs, and marketing initiatives in exchange for positive

socio-economic impacts, environmental conservation, and enhanced destination competitiveness.

Furthermore, Social Exchange Theory underscores the role of power dynamics and asymmetrical relationships in shaping collaborative efforts among stakeholders (Jap, 2001; Stanton & Stam, 2003). In the context of Borobudur Temple villages, power imbalances may exist between local communities, government agencies, and private sector actors, influencing the distribution of benefits, decision-making processes, and resource allocation within CBT initiatives. Recognising and addressing these power dynamics is essential for promoting equity, inclusivity, and social justice in tourism development, thereby enhancing the effectiveness of CBT initiatives in fostering integrated collaborations and sustainable outcomes for all stakeholders involved.

5.2.2 Stakeholders Theory

In tourism, Stakeholder Theory provides a framework for understanding the relationships and interactions among various stakeholders involved in the sector. This theory challenges the traditional notion of tourism as a transaction. It suggests that the success and effectiveness of tourism development projects depend on the active participation and cooperation of various stakeholders, including local communities, government agencies, non-governmental organisations (NGOs), tourism operators, and visitors (d'Angella & Go, 2009; Jamal & Stronza, 2009). Stakeholder Theory in the context of Borobudur Temple villages underscores the significance of identifying and involving key stakeholders from the beginning of CBT initiatives. Stakeholders are crucial in economic activities, infrastructure enhancement, environmental preservation, and socio-cultural enrichment within tourism programs (Heslinga et al., 2021; Spadaro et al., 2023). These stakeholders include women representatives, entrepreneurs, religious leaders, village headmen, and government officials, all with unique perspectives and contributions to tourism development.

The theory further underscores the importance of stakeholder engagement, collaboration, and communication in fostering integrated partnerships and collective action in CBT initiatives (Roxas et al., 2020; Wondirad et al., 2020; Wondirad, 2018). It emphasises the need for transparent communication channels, accountability mechanisms, and equitable benefit distribution (Im & Chung, 2023; Li & Hunter, 2015). In the context of Borobudur, establishing open communication channels, such as community forums, stakeholder workshops, and online platforms, can facilitate information sharing, feedback mechanisms, and continuous

stakeholder engagement in CBT initiatives to ensure their legitimacy and long-term viability in villages surrounding Borobudur Temple.

5.2.3 Cultural Capital Theory

Cultural Capital Theory, introduced by Pierre Bourdieu, provides a lens to understand how cultural resources influence social mobility and economic outcomes (Lizardo & Skiles, 2008; Musoba & Baez, 2009). The theory posits that cultural assets, such as traditions, customs, and local knowledge, are capital that communities can utilise for economic gain (Battiste, 2016; Bourdieu & Richardson, 1986; Suminar, 2013). In this analysis, Cultural Capital Theory is applied to comprehend how the cultural heritage of the villages surrounding Borobudur Temple serves as a valuable asset, shaping the socio-economic impacts of tourism. The residents of these villages possess rich cultural capital, including traditional crafts, culinary expertise, and historical and cultural knowledge related to Borobudur Temple. Meanwhile, visitors' cultural capital shapes their preferences, expectations, and interpretations of destination experiences (Girard & Nijkamp, 2009; Jóhannesson et al., 2003).

The theory also underscores the role of education in transforming cultural capital into economic opportunities. At the same time, it also emphasises the importance of social networks and symbolic resources in shaping individuals' social identities and status (Kubota, 2011; Ma et al., 2021). The local community gains valuable skills, language proficiency, and entrepreneurial knowledge through interactions with tourists, transforming their cultural capital into tangible economic benefits. On the other hand, visitors' social networks and symbolic resources, such as social connections, educational backgrounds, and cultural interests, influence their engagement with CBT initiatives and perceptions towards the initiatives.

In the context of Borobudur Temple, Cultural Capital Theory illuminates the symbiotic relationship between the cultural richness of the villages and the economic benefits of tourism activities. The theory emphasises the importance of preserving cultural heritage, fostering cultural exchange, and empowering the local population to harness the economic potential embedded in their cultural capital (Kagan & Hahn, 2011; Sacco et al., 2013).

5.3 Methodology

This chapter adopted the qualitative approach and utilised a semi-structured interview technique. The technique was chosen because it allows the researcher to have pre-determined questions while providing flexibility for additional questions to emerge during the interview process. This type of interview is generally based on a guide, typically focused on the main

topic, that provides a general pattern while enabling a researcher to go deep for a discovery (Magaldi & Berler, 2020). However, the open-ended nature of semi-structured interviews also allows the researcher to adapt and follow up on the responses given by the participants. This flexibility allows the researcher to explore and delve deeper into the participants' rich stories, experiences, motivations, and perspectives (Brinkmann, 2014; Parker, 2004).

This methodological approach proves especially relevant in fields like tourism studies, where understanding the nuanced dynamics of CBT and its impact on local communities and stakeholders is paramount. By adopting a semi-structured interview methodology, the researcher can navigate the complexities of CBT initiatives, capture diverse perspectives of tourism stakeholders, and gather profound insights into the diverse dimensions of sustainable tourism development (Bittar Rodrigues & Prideaux, 2018; Graci, 2020). Moreover, semi-structured interviews are instrumental in uncovering hidden or marginalised perspectives. In tourism, this is especially relevant when studying the impacts of tourism on Indigenous or underrepresented communities, as it enables researchers to delve into the unique challenges and opportunities these groups face (Graci & Van Vliet, 2020; McHenry, 2011; Pasanchay & Schott, 2021).

The interview participants were classified into two groups: the supply-side group, which consists of representatives of local communities and government officers, and the demand-side group, which comprises visitors. As part of a study, 40 local community representatives, five government officers, and 40 visitors were selected and interviewed. All interviews were conducted in Bahasa Indonesia and audio-recorded upon permission from the participants. The recordings were then transcribed verbatim.

5.3.1 Ethical Process

Before conducting the interviews, ethical considerations and informed consent protocols were addressed. The participants were clearly and comprehensively informed about the research's objectives, the benefits of participating in the research, the interview process, how their information would be used, and that they had the autonomy to decide whether they wanted to participate and that their participation was voluntary. The consent form clearly states that the participant is free to withdraw at any time without giving any reason and without his/her rights being affected. Moreover, the researcher explicitly informed this part of discontinuing participation when explaining the consent form to the participants to ensure that they understood their voluntary participation in this research.

Confidentiality was assured during the interviews by informing participants that their identities would not be disclosed and that all data would be handled with strict confidentiality. While full anonymity cannot be guaranteed in one-on-one interviews, since the researcher is aware of participants' identities, anonymity was preserved during the analysis and reporting phases. To uphold this, participants were assigned pseudonyms or codes, and no identifying information was included in the dissemination of results.

Interview recordings, transcripts, and related documents were securely stored in password-protected files, accessible only to the researcher and the supervisory team. Informed consent was obtained prior to each interview, and participants were made aware of their right to withdraw at any time. To ensure comfort and confidentiality, interviews were conducted in private, neutral locations, typically the local Balkondes (village-based economic centres).

The interview questions explored participants' perspectives on the current CBT initiatives across four domains: economic, socio-cultural, environmental, and institutional. Additionally, stakeholders were invited to share their recommendations for the future development of sustainable tourism in the Borobudur Temple region.

5.4 Semi-Structured Interviews with Local Representatives and Government Officers

The first batch of semi-structured interviews was conducted to examine the effectiveness of the CBT establishment in the villages surrounding Borobudur Temple on local communities' economy and well-being by considering the tourism stakeholders' perspectives towards the existing tourism programs (Hardy & Beeton, 2001; Kuvan & Akan, 2012) from the environmental (Imran et al., 2014; Mani-Peres et al., 2016), economic (Cheng et al., 2020; Hardy & Beeton, 2001), and social perspectives (McNeill et al., 2018) on villages surrounding Borobudur Temple. Furthermore, the interviews aim to analyse whether the CBT establishment has successfully promoted integrated collaborations amongst tourism stakeholders.

The semi-structured questions focused on the economic, socio-cultural, environmental, and institutional impacts of CBT initiatives on local communities. The questions were grouped into three sections: 1) demographic information, 2) examining the impacts, and 3) stakeholders' suggestions for the future tourism industry.

Aligned with the Social Exchange Theory, the Stakeholder Theory supported the choice of semi-structured interviews with the locals and government officers, which were conducted to reveal the pivotal roles of stakeholders, emphasising economic activities, infrastructure enhancement, and environmental preservation (Li & Hunter, 2015; Mijnheer & Gamble, 2019).

Specifically, inquiries explored the positive effects, such as job creation and income generation, which directly referenced Social Exchange Theory. Additionally, questions explored the involvement and impact of diverse stakeholders in decision-making processes, aligning with the principles of Stakeholder Theory. This method ensures that the collected interview responses are firmly grounded in these theoretical perspectives. The theories further assisted with the analysis, highlighting the importance of robust collaboration and transparent communication channels among stakeholders (Briedenhann, 2011; Scherl & Edwards, 2007).

5.4.1 Purposive Snowball Sampling

In researching the effectiveness of CBT Initiatives surrounding Borobudur Temple in Central Java, purposive snowball sampling was selected. It acknowledges the need to select participants deliberately based on specific criteria relevant to the research objectives and the cultural nuances of the region. These initial contacts can provide valuable recommendations for additional participants (Graci & Van Vliet, 2020; Silwana, 2021; Tavares et al., 2021). This sampling method can be particularly effective in a culturally sensitive context like Central Java. It relies on the social networks and relationships of the participants, which can facilitate trust and willingness to participate (Islam & Walkerden, 2017; Noy, 2008; Webber-Ritchey et al., 2021). Moreover, this method is cost-efficient, especially when working in remote or resource-constrained areas. Researchers can leverage existing connections to identify and reach potential participants (Atkinson & Flint, 2001; Gliga & Evers, 2023)

Building trust and encouraging active participation within the community were critical components of the sampling process. Given the culturally rooted society of Central Java, the researcher leveraged existing social networks and relationships to establish a rapport with local residents. This involved collaborating with village headmen and influential figures who played pivotal roles in the villages surrounding Borobudur Temple. By selecting stakeholders with key positions or significant involvement, firsthand knowledge and experiences were effectively accessed, ensuring that the interviews provided rich and detailed data (Pacho, 2015; Palinkas et al., 2015).

The semi-structured interview questions were developed with academic guidance and enriched by insights gathered after two respectful dialogues and informal interactions with key community members, local tourism stakeholders, and cultural practitioners. The first dialogue, conducted with village headmen, aimed to communicate the significance of the research to local communities, while the second sought their input on culturally appropriate and effective

strategies for engaging potential participants. By integrating with existing local leadership, the researcher fostered trust and credibility within the community, which is an essential step in gaining access to individuals who might otherwise have been hesitant to participate. The interview questions were refined following these dialogues to ensure contextual relevance and cultural sensitivity.

It is an instrumental technique when the target population is challenging to access directly or when it consists of a relatively small and interconnected group, such as tourism stakeholders in a specific area (Araujo & Bramwell, 1999; Reed et al., 2009). Furthermore, a snowball sampling technique was employed, where the religious leaders recommended by the village headmen assisted in selecting other community members who could contribute valuable perspectives. This not only expanded the participant pool but also reinforced the sense of trust and collaboration within the community, as religious leaders are highly respected in the regions (Islam & Walkerden, 2017; Noy, 2008; Webber-Ritchey et al., 2021).

Regarding tourism stakeholders, this study selected individuals who hold key positions or have significant involvement in CBT programs (Marzuki, 2008; Towner, 2016), so they could provide in-depth and detailed information about CBT implementation in their villages (Ellis & Sheridan, 2015; Yasir et al., 2021).

The identified participants are grouped as follows:

1. Government Officer: The interviews sought their perspectives on tourism policies, regulations, and initiatives in the area. The researcher explored the government officers' roles in promoting and managing tourism development and their views on tourism's impacts on the local community.
2. Village Headmen: The interviews were designed to focus on the village headmen's role in decision-making, giving their guidance, and their perception of the benefits and challenges of community-based tourism.
3. Religious Leaders: The interviews aimed to investigate their perspectives on the relationship between tourism and the potential impacts of tourism on the cultural aspects and local wisdom and values of the community.
4. Local entrepreneurs: The interviews were directed at asking about their experiences hosting tourists, the economic benefits derived from tourism, the challenges faced, and their perception of the impact of tourism on the community's well-being.

5. Local Tour Guides: The interviews were targeted to explore their perspectives on tourism development in the area, their role in promoting community-based tourism, challenges encountered, and their insights into the interactions between tourists and the local community.
6. Women Representative: The interviews discussed the role of women in community-based tourism, their empowerment through tourism activities, any challenges they face, and any opportunities provided in the tourism sector.

5.5 Thematic Analysis

The study adopted thematic analysis to identify key themes in interview transcriptions. These themes were then organised into codes and sub-themes for further analysis (Braun & Clarke, 2006; Byrne, 2022). A total of 45 interviews were conducted with 40 local communities and five government officers to evaluate the effectiveness of existing tourism programs in promoting collaboration among stakeholders involved in tourism development in villages surrounding Borobudur Temple.

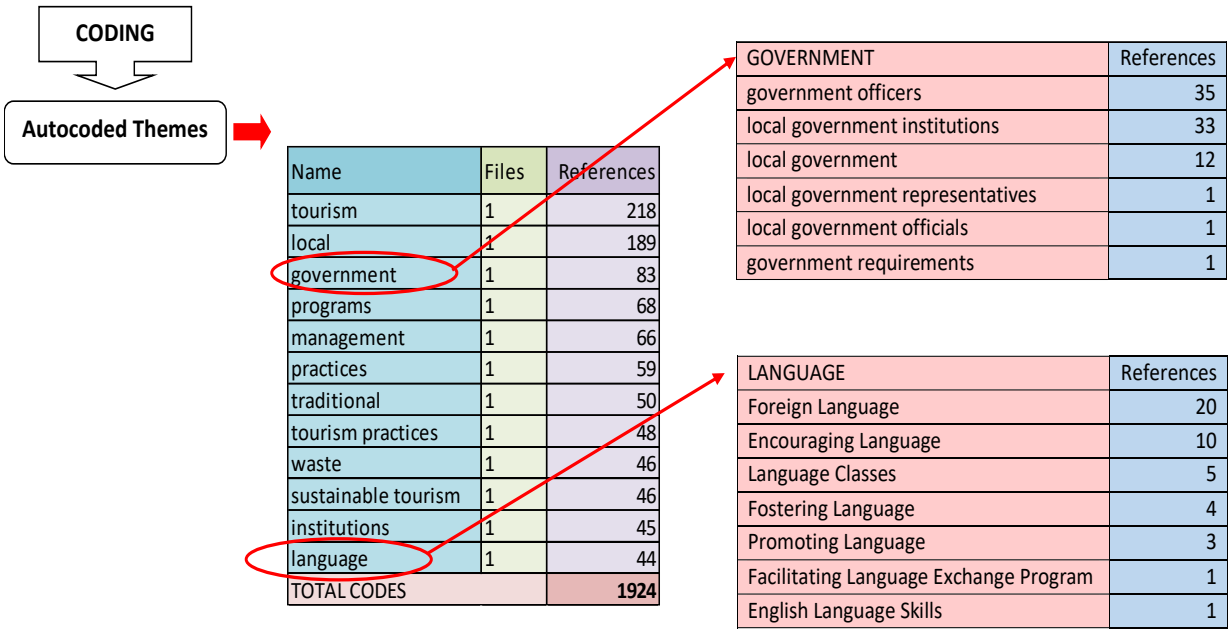
The analysis process commenced by listening to all interview recordings. Subsequently, 45 recordings were transcribed verbatim into narrative documents using Microsoft Word. The transcriptions were then cleaned by excluding irrelevant content, such as repeated questions that respondents initially did not understand. The cleaned transcriptions were summarised in an Excel spreadsheet with columns to organise interview responses. These columns contained participant demographics and responses related to economic, socio-cultural, environmental, and institutional impacts, along with participants' suggestions for the future of the tourism industry. To ensure the confidentiality of the participants, names were replaced with identifiers (P1 for Participant 1 until P45 for Participant 45). The interview responses, as summarised in the Excel spreadsheet, were analysed using NVivo Software. NVivo was chosen for this research because it offers a robust and flexible platform for qualitative data analysis, particularly suited for managing large volumes of unstructured data derived from semi-structured interviews, netnographic sources, and document analysis.

Table 5.1 The Summary of the Responses of the Interviews with Locals and Government Officers

Participant ID	Role	How has tourism impacted the local economy since the establishment of Balkondes?	Are there more women working in the tourism business after the establishment of Balkondes?	Do you think the village has better infrastructure after the establishment of Balkondes? Please explain	Are there more events/performances after the establishment of Balkondes?	What efforts have been made to promote cultural exchange and understanding between tourists and locals?	Do you see any impacts on socio-cultural aspects after the establishment of Balkondes?
P1	Religious Leader	Tourism has significantly boosted our local economy since Balkondes was established. It has brought in more visitors, increasing demand for traditional crafts and local cuisine. Our local handicraft businesses have thrived due to tourism	Yes, more women are employed now in businesses like souvenir shops and restaurants, providing them with new economic opportunities	Infrastructure improvements have occurred after Balkondes was established, including better roads and Wi-Fi facilities, which have benefited both locals and tourists	Yes, more cultural events and performances are organised for tourists, preserving and showcasing our heritage.	We organised cultural workshops and offered guided tours, allowing tourists to interact with locals and learn about our traditions, including music and dance performances, art exhibitions, and food tastings.	Tourism has positively influenced our community, as locals are learning foreign languages and embracing digital literacy. However, traditional clothing remains an essential part of our identity
P2	Local Entrepreneur	Tourism has significantly boosted our local economy. Since the establishment of Balkondes, there has been a noticeable increase in income for local businesses, including shops, restaurants, and craft stores. Businesses such as souvenir shops, restaurants, and homestays have thrived due to tourism.	Yes, there has been an increase in female employment, especially in guesthouses and restaurants. Tourism has provided opportunities for women to participate in the local workforce.	Yes, our village has witnessed improved infrastructure, including better roads and Wi-Fi facilities, as a result of increased tourism.	Yes, there has been an increase in cultural performances and events to entertain tourists. This has helped preserve our traditions.	We organise cultural workshops and homestay experiences for tourists, allowing them to immerse themselves in our way of life and traditions.	Tourism has introduced us to different cultures and languages. Many locals have improved their English skills, and more people understand digitalisation.
P3	Village Headman	Tourism has significantly boosted our local economy since the establishment of Balkondes. The influx of visitors has led to increased demand for our traditional crafts and local produce, providing additional income opportunities for our villagers.	Yes, more women have found employment in the tourism sector, especially in guesthouses, restaurants, and as tour guides	Yes, Our village has indeed improved its infrastructure. Better roads and sanitation facilities have been established, making it more accessible for tourists	Yes, We have seen an increase in cultural events and performances, as tourists show great interest in experiencing our traditions.	We have cultural workshops and tours, where visitors can learn about our traditions and even participate in local activities.	Tourism has influenced our community positively. More villagers speak foreign languages, and digital literacy has improved due to the need to engage with tourists online
P4	Woman Representative	Tourism has significantly impacted our local economy since the establishment of Balkondes. The tourists has boosted income for many families through various means, such as homestay accommodations, local craft sales, and providing guided tours. Businesses related to food and accommodation have thrived, and we've also seen a growth in local craft production and sales, which is a positive aspect.	Yes, there are more women employed in the tourism business after the establishment of Balkondes. Women often work as hosts, guides, and in traditional craft production, providing them with opportunities for income generation	The village has seen improvements in infrastructure after the establishment of Balkondes. Roads have been repaired, and we have better access to clean water and electricity	Yes, there are more events and cultural performances happening since Balkondes was established. We organise traditional dance and music performances to showcase our rich cultural heritage to tourists	Efforts have been made to promote cultural exchange through workshops where tourists can learn traditional crafts, cooking, and dance. We also encourage interaction between tourists and locals during village tours	Tourism has influenced our community's culture by making us more open to speaking foreign languages, primarily English. Digital literacy has improved due to the need for online bookings and communications. However, our traditional dress remains a source of pride and is not significantly affected.
P5	Tour Guide	Tourism has significantly boosted our local economy since the establishment of Balkondes. The visitors coming here have created job opportunities in hospitality, handicrafts, and food businesses	Yes, there has been an increase in women employed in the tourism sector, particularly in homestays, restaurants, and as tour guides.	Infrastructure has improved with better roads and electricity, thanks to tourism revenue	Yes, We have witnessed more cultural events and traditional performances to entertain tourists	We organise cultural exchange programs where tourists can participate in local activities like batik making or farming alongside villagers	Tourism has influenced our culture, with some locals now speaking basic foreign languages.
P6	Local Entrepreneur	Tourism has been a blessing to our community's economy. The revenue generated through tourism activities has led to infrastructure development and improved living standards for our villagers. This sector has boosted hospitality services, handicraft businesses, and local eateries.	Absolutely, tourism has created employment opportunities for women in various sectors such as guesthouses, traditional dance performances, and local crafts.	Absolutely, Balkondes has led to significant improvements in our village's infrastructure, such as roads, electricity, and sanitation facilities	Absolutely, more cultural events and performances have taken place, showcasing our rich heritage and traditions to tourists.	Various cultural exchange programs, including traditional dance performances and village tours, have been initiated to foster understanding between tourists and locals	The exposure to tourists has led to improved English language skills, increased digital literacy
P7	Village Headman	Tourism has been a boon for our local economy since Balkondes was established. It has generated income through homestays, local products, and cultural experiences. Small-scale businesses like homestays and food stalls have thrived	Yes, there are more women employed in the tourism sector, especially in guesthouses and handicraft production	Infrastructure has improved, with better roads and free Wi-Fi	The number of cultural events and performances has increased, showcasing our traditions to a wider audience	To promote cultural exchange, we organize workshops, cultural evenings, and heritage walks for tourists	Tourism has influenced our community positively by encouraging some to learn foreign languages and enhancing digital literacy.

5.5.1 Auto-Coding

The summarised interview responses from the Excel spreadsheet were imported into NVivo, a qualitative data analysis software. NVivo's auto-coding feature was initially employed to identify and generate codes corresponding to the thematic coding framework within participants' responses. The Autocode process, illustrated in the figure below, produced 1924 codes. Notably, the theme "Tourism" emerged as the most frequently referenced code, with 218 mentions.



Name	Files	References
tourism	1	218
local	1	189
government	1	83
programs	1	68
management	1	66
practices	1	59
traditional	1	50
tourism practices	1	48
waste	1	46
sustainable tourism	1	46
institutions	1	45
language	1	44
TOTAL CODES		1924

GOVERNMENT	References
government officers	35
local government institutions	33
local government	12
local government representatives	1
local government officials	1
government requirements	1

LANGUAGE	References
Foreign Language	20
Encouraging Language	10
Language Classes	5
Fostering Language	4
Promoting Language	3
Facilitating Language Exchange Program	1
English Language Skills	1

Figure 5.1: The Auto-coding Process in NVivo Software For The Interviews With Locals and Government Officers

The Auto-Coding phase, facilitated by NVivo's automated process, efficiently unveiled the thematic landscape. However, to ensure a more comprehensive exploration, manual coding was initiated. This manual review, a critical step in our research, involved a comprehensive examination of the NVivo summarised spreadsheet. It allowed us to add or adjust codes as needed, delving deeper into the subtleties and complexities that automated processes may overlook. Combining the power of automation with the precision of human analysis, this thorough approach ensured a comprehensive understanding of participants' responses, as elaborated in the next section.

5.5.2 Manual Coding

While auto-coding establishes an essential foundation for thematic analysis, a manual review is indispensable for fine-tuning the generated codes. This step, a collaborative effort between

the research team and the audience, involved comprehensively examining the NVivo summarised spreadsheet and adding or adjusting codes as needed. The semi-structured interview questions, designed with the audience's input, were used to create concepts and themes. These themes, focusing specifically on tourism's economic, socio-cultural, environmental and institutional impacts and the suggestions for the future tourism industry, formed a crucial part of the coding framework for analysing participants' responses.

The research team reviewed and analysed the interview responses during the coding process to identify relevant sections. This was done to identify specific concepts or themes associated with the effectiveness of the existing CBT implementation, indicating collaboration among diverse tourism stakeholders. This iterative process allowed for continuous refinement of codes and themes. To ensure the credibility and trustworthiness of our research outcomes, we implemented various strategies, including cross-coding and the independent categorisation of the responses from various tourism stakeholders in the interviews. (Sugiharti et al., 2022). When cross-coding, each research team member independently analysed the same interview responses and compared the results. Meanwhile, each team member separately categorised the content of the summarised interview responses during independent categorisation.

The manual coding process in this chapter was conducted to extract nuanced themes and concepts that may have yet to be accurately identified through auto-coding methods. The figure presented illustrates one such instance where auto coding grouped the concept of "managing homestays" within the broader category of "management" alongside other topics like "hospitality management" and "waste management." On the other hand, manual coding placed "managing homestays" under the theme "Capacity Building by The Government." This discrepancy between auto-coding and manual coding highlights the importance of the manual approach in capturing specific and contextually relevant themes that automated methods might overlook.

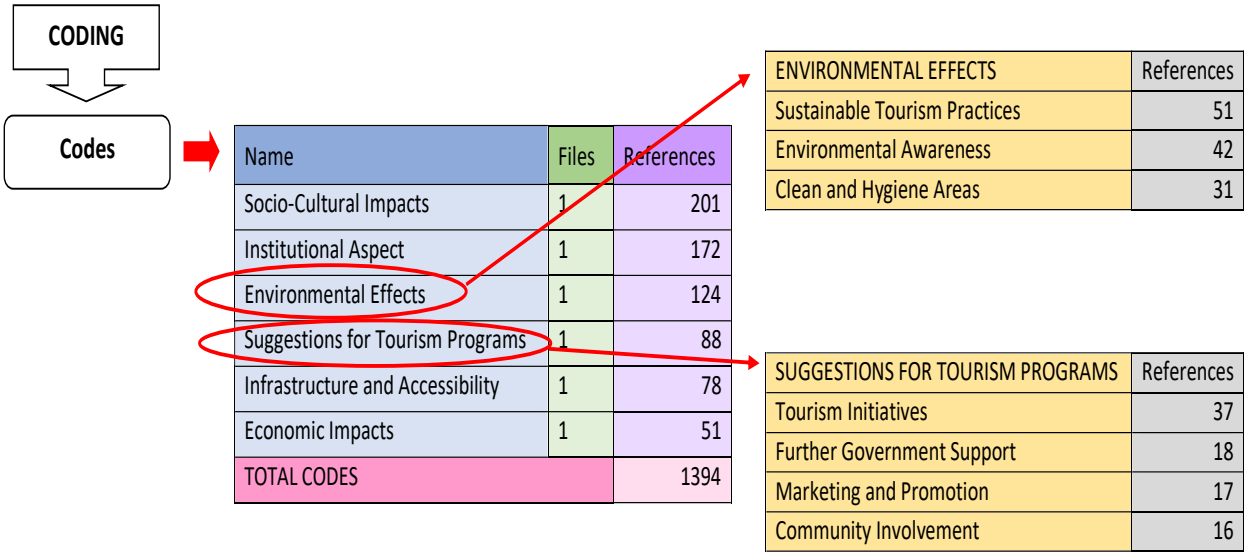


Figure 5.2: The Manual Coding Process in NVivo Software For The Interviews With Locals and Government Officers

As this chapter's objective is to obtain a comprehensive understanding of the effectiveness of CBT implementation, specific themes, including economic, socio-cultural, environmental, and institutional impacts, were analysed. Each chosen theme serves as a lens through which the researchers can assess the multifaceted effects of CBT. For instance, understanding the economic effects of CBT is crucial for assessing its financial sustainability, job creation, income distribution, and overall contribution to local economies. In the meantime, examining socio-cultural impacts allows researchers to evaluate how CBT influences local communities, traditions, and ways of life. This influence includes changes in social structures such as women's empowerment, cultural preservation, and community well-being.

Tourism development primarily impacts the environment in the host destination. Accordingly, considering environmental impacts is essential to gauge the sustainability of CBT practices. This consideration involves assessing the effects on natural resources and ecosystems and implementing measures for environmental conservation. In addition, analysing institutional impacts helps understand how CBT interacts with existing governance structures and policies. This analysis includes exploring the role of governments and other institutions in facilitating or hindering CBT initiatives.

5.5.3 The Word Frequency

To better understand the opinions of local communities and government officials, the researchers conducted a word frequency analysis of the interview responses. The analysis

calculated the occurrence rate of each word in the dataset, resulting in a ranked list of words based on their frequency. The study emphasised words highly relevant to tourism stakeholders' diverse perspectives, potentially significant codes, sub-themes, or themes. The words identified to have a higher frequency were considered more important and significant in the interview responses (Carley, 1993). Furthermore, analysing the frequency of words in a text can help improve its logical consistency and reduce the impact of personal bias, making it easier for researchers to draw objective conclusions. (Leech & Onwuegbuzie, 2011; Onwuegbuzie & Leech, 2007). Figure 5.3 presents the Word Cloud below, illustrating the words used mv ost often in the interview responses.

Figure 5.3: The Word Cloud From The Interview Responses

The Word Cloud feature was used primarily for its visualisation capability, allowing the researcher to quickly identify dominant terms and expressions that emerged from the data. The word frequency cloud in Figure 5.3 captures the main themes and recurring concepts from the interview responses from tourism stakeholders in villages surrounding Borobudur Temple. It highlights the most commonly used words from the interviews and shows the collaborations

among the stakeholders. The cluster of "cultural", "tourists", "government", "program", "community", and "workshops" are the most significant themes in the cloud. These identified clusters serve as vital points for deeper analysis to shed light on the effectiveness of existing CBT initiatives and their impacts on various dimensions.

The words identified, along with their frequencies and significance, offer valuable insights into the collaborative efforts and the overall landscape of CBT implementation in this specific context. For example, the high frequency of "cultural" strongly emphasises preserving and promoting cultural aspects within the CBT initiatives. This emphasis aligns with the overall research objective of examining impacts on socio-cultural dimensions. The second most frequently identified cluster is “tourists”, which focuses on understanding and catering to the needs and experiences of visitors. This focus aligns with the broader objective of investigating the effectiveness of existing CBT initiatives on economic dimensions, as tourism is a significant economic driver.

The role of the government as a regulator and a facilitator was reflected by the high word occurrence in the word cloud, which aligns with the broader research objective of analysing collaborative efforts, suggesting the involvement of government agencies in the planning, developing, and implementing the tourism programs. Additionally, the frequent appearance of the term "program" implies a structured approach to CBT initiatives. Analysing these programs is essential for assessing their effectiveness and impact across economic, socio-cultural, and environmental dimensions. Moreover, the high frequency of "community" underscores the community-centric nature of the specific tourism initiatives. This identified cluster also represents the local community's role and engagement, which is vital for evaluating the success of CBT initiatives across multiple dimensions.

Table 5.2 below shows the top 50% of the most frequently used words to provide a more in-depth analysis. The words are colour-coded to group those with similar meanings. For example, words such as revenue, economy, business, and income are coded with the same colour (purple) to help identify them more easily.

Table 5.2 List of the highest 50th percentile words as per weighted proportions

Word	Count	Weighted Percentage (%)	Word	Count	Weighted Percentage (%)
cultural	192	2.75	events	48	0.69
tourists	162	2.32	businesses	47	0.67
government	133	1.91	traditional	46	0.66
programs	102	1.46	locals	45	0.65
revenue	80	1.15	promoting	45	0.65
community	70	1.00	roads	45	0.65
facilities	67	0.96	awareness	44	0.63
workshops	65	0.93	heritage	44	0.63
economy	64	0.92	clean	43	0.62
women	63	0.90	feedback	43	0.62
sustainable	61	0.87	officers	42	0.60
establishment	60	0.86	hygiene	41	0.59
sanitation	60	0.86	improved	40	0.57
practices	59	0.85	support	40	0.57
performances	58	0.83	digital	37	0.53
management	56	0.80	training	37	0.53
infrastructure	52	0.75	preserving	36	0.52
institutions	51	0.73	comfortable	36	0.52
income	50	0.72	homestays	36	0.52
waste	49	0.70	marketing	36	0.52

The colour-coded categories in Table 5.2 serve as a systematic and visual representation of the data, aiming to enhance clarity and facilitate a nuanced understanding of the key themes arising from tourism stakeholders' interviews. Colour coding is strategically designed to facilitate a nuanced understanding of the interview responses provided by various tourism stakeholders. The five most frequently used words (cultural, tourists, government, programs, and revenue) have been assigned distinct colours based on their frequencies. This colour-based categorisation not only highlights the prominence of these words but also provides a quick and intuitive overview of the key priorities and concerns expressed by the interviewed stakeholders. By clustering the data into themes, such as economic, socio-cultural, environmental, and institutional impacts, this method facilitates a comprehensive analysis of the effectiveness of current CBT initiatives. Additionally, the colour-coded system simplifies the identification of suggestions for future tourism development provided by local representatives and government officers.

5.5.4 Interpretive Coding

Interpretive coding is used to analyse and understand the meaning of the interview responses. Researchers carefully examined the interview transcripts to identify recurring patterns, concepts, or ideas. The first step in interpretive coding is establishing a colour code system. Each colour represents a specific code that will be applied to relevant sections of the interview responses. Table 5.3 outlines the set of colour codes and their corresponding meanings, providing a structured approach to categorise and analyse the textual data.

This organisation involved grouping codes that shared similarities or connections, creating a higher level of abstraction than individual codes. Instead of focusing on single words, the subthemes captured broader concepts or phrases that emerged from the analysis, which helped identify patterns and relationships within the textual data. The organisation of interpretive codes into subthemes, visually represented in Table 5.3, showcases how the initial codes, derived from cells of the same colour, were grouped to form subthemes. The table provides a structured overview of the relationships between different codes and subthemes, offering a clear visual representation of the interpretive coding process.

Table 5.3 shows that the interpretive codes were further grouped into primary themes, which capture the fundamental ideas or concepts forming the core of the subthemes. This hierarchical structure enables a comprehensive analysis, highlighting overarching patterns and critical insights from the textual data.

Table 5.3 Primary Themes and Subthemes

Primary Themes	Subthemes/Interpretive Codes	Initial Free codes
Economic Impacts	• Income generation and Employment Opportunities • Economic activities related to tourism	revenue, income, tourists, economy, homestays, businesses, establishment, management
Infrastructure and Accessibility	• Accessibility and transportation • Infrastructure Development	facilities, comfortable, improved, roads, infrastructure
Socio-Cultural Impacts	• Local events • Social Enrichment • Preservation of local culture • Role of women in tourism-related activities	cultural, events, traditional, digital, women, performances, heritage
Environmental Impacts	• Sustainable Tourism Practices • Environmental Awareness • Clean and Hygiene Areas	clean, sanitation, practices, waste, preserving, awareness, hygiene
Institutional Impacts	• Roles of local government and institutions • Stakeholders' Communication Mechanism • Capacity Building by the government	institution, training, workshops, government, officers, feedback
Suggestions for Tourism Programs	• Tourism Initiatives • Further Government Support • Marketing and Promotion • Community Involvement	marketing, supports, locals, sustainable, programs

5.6 Findings and Discussions

This study, conducted in the villages surrounding Borobudur Temple in Central Java, delves into the multifaceted impacts of tourism on local communities and the region. Through comprehensive semi-structured interviews with residents and government officers, the study has thoroughly examined various themes and sub-themes associated with CBT initiatives in the villages as tourist destinations.

5.6.1 Interpretations

These interviews, rich in content and diverse perspectives, have provided valuable insights into economic, infrastructural, environmental, and socio-cultural aspects. More themes elaborate suggestions for tourism programs and institutional aspects affected by tourism-related activities.

1. Economic Impacts (Theme)

a. Income Generation and Employment Opportunities (sub-Theme)

The interviews reflect a predominant focus on the economic implications of tourism. The significant number of references, 33 in total, concerning income generation and employment opportunities underscores tourism's vital role in the livelihood of local communities. Tourism is a source of income diversification, promoting entrepreneurship and enhancing household financial stability (Barbieri, 2013; Croes, 2006).

> *Tourism has significantly boosted our local economy since Balkondes was established. It has brought in more visitors, increasing demand for traditional crafts and local cuisine. Our local handicraft businesses have thrived due to tourism.* ***(A religious leader from Tegalarum Village)***

The diverse avenues of income generation, such as homestays, local cuisine, and tour packages, represent the symbiotic relationship between the community and the tourism industry (Acharya & Halpenny, 2013; Ohridska-Olson & Ivanov, 2010).

> *Tourism has significantly impacted our local economy since the establishment of Balkondes. The tourists have boosted income for many families through various means, such as homestay accommodations, local craft sales, and providing guided tours. Businesses related to food and accommodation have thrived, and we have also seen growth in local craft production and sales, which is a positive aspect.* **(A woman representative, works as a part-time English Teacher from Wanurejo Village)**

This quote indicates a gradual shift in community attitudes and reflects the adaptive capacity of the community to accommodate evolving gender roles. The interviews revealed a spectrum of experiences and perceptions related to gender participation in CBT. While some progress has been made toward inclusivity, socio-cultural expectations still influence the types of roles available to women and men.

b. Economic Activities Related to Tourism (sub-Theme):

The economic activities related to tourism illustrate the interconnectedness between local businesses and the tourism sector (Ramayah et al., 2011; Saxena, 2005). Tourism has become a catalyst for economic diversification and prosperity, which includes a wide array of enterprises, from souvenir shops to restaurants, all catering to the needs and preferences of tourists (Giaoutzi & Nijkamp, 2006).

> *Tourism has been a blessing to our community's economy. This sector has boosted hospitality services, handicraft businesses, and local eateries.* **(A local entrepreneur from Karanganyar Village)**

CBT initiatives, developed after Balkondes was established, have stimulated economic growth in peripheral regions as more visitors come.

> *Tourism has significantly boosted our local economy since the establishment of Balkondes. Our restaurants, in particular, have seen a substantial increase in customers.* **(A visitor from Kudus, Central Java)**

2. Infrastructure and Accessibility (Theme):

a. Accessibility and Transportation (sub-Theme):

Effective transportation systems create a seamless destination experience, encourage visitor satisfaction, and foster a positive destination image (Buonincontri & Micera, 2016; Chi & Qu, 2008; Dwyer & Kim, 2003).

> *Infrastructure has improved with better roads and several car rental provisions, making our village more accessible and appealing to tourists.* **(A village headman from Borobudur Village)**

Road conditions, public transport availability, and overall ease of access to tourist destinations positively affect visitors' experiences (Susilo & Cats, 2014; Thompson & Schofield, 2007).

> *Yes, I saw the roads have been renovated, they are very smooth and make the tourists comfortable travelling.* **(A tour guide, Ngargogondo Village)**

b. Infrastructure Development (sub-Theme):

The infrastructural enhancements were built to support the increasing tourist influx. Investments in facilities such as hotels, sanitation, and utilities form the backbone of this sub-

theme. Continuous investments in infrastructure are essential to maintain and improve a destination's attractiveness and competitiveness (Dwyer et al., 2016; Moradi et al., 2023).

> *Yes, the village's infrastructure has improved, with free Wi-Fi and clear signage directing tourists to the Balkondes, making it more convenient. The villages also have visitor information centres providing maps, brochures, and local attractions and services guidance.* **(A government officer from Semarang, Central Java)**

Properly developed infrastructure attracts tourists and ensures their comfort and safety during their stay (Bhuiyan et al., 2013).

> *Our village has better infrastructure, including Wi-Fi facilities, after the establishment of Balkondes. Our streets are not dark at night anymore.* **(A café owner from Ngadirejo Village)**

3. Environmental Impacts (Theme):

a. Clean and Hygiene Areas (sub-Theme):

Having the villages' clean and hygienic environment is significant for giving positive impressions to visitors (Hillary, 2020; Tien et al., 2021). Local respondents discuss waste management, sanitation facilities, and overall cleanliness, stressing the importance of a clean environment for both visitors and residents.

> *Yes, the village is clean and organised. The government has invested in improving sanitation facilities, benefiting both the community and tourists.* **(A religious leader from Wanurejo Village)**

Clean and hygienic environments are essential to ensuring that tourism activities do not exceed the region's ecological limits, which has become a significant aspect of responsible tourism (Erkuş-Öztürk & Eraydın, 2010).

> *Yes, the village is clean and very comfortable. Public toilets are clean, too. Many visitors have given us positive feedback on the cleanliness here.* **(A local entrepreneur from Tegalarum Village)**

b. Local Environmental Awareness (sub-Theme):

The community's consciousness regarding the importance of preserving their natural surroundings is the key to maintaining clean and comfortable conditions (Goodwin, 2011;

Lordkipanidze et al., 2005). The interviews with the locals discuss initiatives to protect the environment, indicating a proactive approach towards sustainable practices.

> *The village's public awareness of hygiene and sanitation has increased due to tourism. The residents are actively involved in tourism initiatives, and they often take pride in maintaining the cleanliness and organisation of their villages as tourism becomes a source of income and community development*. **(A village headman from Tuksongo Village)**

Local environmental awareness to maintain their environmental balance is fundamental to the success of community-based tourism initiatives (da Conceição Walkowski et al., 2019; Dangi & Jamal, 2016).

> *Yes, the village is clean. People do not litter on the streets because bins are easy to find. Tourism programs have raised local awareness of hygiene and sanitation and community engagement in environmental aspects*. **(A local entrepreneur from Karanganyar Village)**

c. Sustainable Practices (sub-Theme):

Sustainable tourism practices are essential for long-term environmental preservation and community well-being (Chan et al., 2021; Mathew, 2022). The responses from the local community evolve around eco-friendly initiatives, conservation efforts, and the integration of sustainable practices into the local tourism industry:

> *We actively promote sustainable tourism practices by educating tourists about environmental conservation and supporting eco-friendly initiatives, such as Encouraging tourists to conserve energy during their stay.* **(A tour guide from Borobudur Village)**

Furthermore, a strong focus on environmentally responsible tourism is reflected by simple activities such as educating the visitors:

> *We actively promote sustainable tourism practices and have initiatives to keep our village clean and comfortable by educating the visitors not to litter and providing many bins.* **(A woman representative who casually assists in making traditional snacks from Tuksongo Village)**

4. Socio-Cultural Impacts (Theme):

a. **Local Events** (sub-Theme):

Cultural events serve as significant attractions, providing visitors with authentic experiences and enabling the preservation of local traditions (McKercher & Du Cros, 2002; Orbasli, 2002).

> *We have more cultural events and performances, allowing us to showcase our heritage to tourists.* **(A village headman from Karangrejo Village)**

Additionally, these events create opportunities for intercultural exchanges, fostering mutual understanding between tourists and locals (Richards, 2007).

> *More cultural events and performances now foster cultural exchange between tourists and locals.* **(A woman representative who helps cook in a café from Ngargogondo Village)**

b. **Social Enrichment** (sub-Theme):

Social exchange theory posits that interactions between different social groups, such as tourists and locals, lead to mutual benefits and enhanced social cohesion (Lehto et al., 2020; Murzyn-Kupisz & Działek, 2013). The interview responses elaborate on how the interactions with people from outside the villages lead to increased tolerance, understanding, and appreciation of diverse perspectives:

> *Tourism has influenced our community positively, leading to language learning, digital literacy, and the innovation of our local products.* **(A language course owner from Tegalarum Village)**

These interactions between visitors and host communities promote cultural understanding and social harmony, enriching both tourists and locals (Jensen, 2010).

> *Recognising our village as a tourist destination boosts local pride and fosters a sense of identity and belonging among residents.* **(A religious leader from Ngadirejo Village)**

c. **Preservation of Local Culture** (sub-Theme):

Preserving local cultural heritage for future generations is vital, especially in open tourism destinations for diverse visitors (Hargrove, 2017; Prajnawrdhi et al., 2015; Rastegar et al., 2021). The extensive 65 references on the preservation of local culture emphasise the efforts made by the community and local authorities to safeguard their cultural heritage.

> *Conducting educational programs for tourists about the environmental and cultural significance of the area.* **(A car rental owner from Wanurejo Village)**

By actively preserving their traditions, the communities in villages surrounding Borobudur Temple contribute to cultural sustainability, ensuring that their unique heritage endures over time.

> *We have initiated cultural exchange programs where tourists can learn about our customs and traditions and even participate in local rituals. Additionally, we encourage local tour guides to provide insights into our way of life.* **(A village headman from Borobudur Village)**

d. Role of Women in Tourism-Related Activities (sub-Theme):

Empowering women by giving them equal opportunities, access to resources, and participation in decision-making processes is essential to establishing gender inclusivity in the tourism sector (Abou-Shouk et al., 2021; Alarcón & Cole, 2021; Movono & Dahles, 2017). The interview responses discuss women's participation in various roles, such as tour guides, artisans, and entrepreneurs, promoting gender equality and empowerment.

> *Yes, more women have found employment opportunities in tourism, particularly in guesthouse operations and cultural performances.* **(A tour guide from Wanurejo Village)**

Furthermore, gender-inclusive policies, which foster women's economic independence and contribute to overall community development, reflect positive tourism impacts (Eger et al., 2022).

> *Yes, we can see at least one woman always working in visitor centres, providing information, assistance, and guidance to village tourists. The locals believe in women's contribution to the tourism-driven economic benefits.* **(A government officer from Semarang, Central Java)**

5. Suggestions for Tourism Programs (Theme):

a. Marketing and Promotion (sub-Theme):

Collaborative efforts between the public and private sectors to effectively promote the destination are critical to raising more exposure and attracting more visitors . Strategic marketing campaigns ensure that potential visitors are effectively communicated the unique attractions and experiences the villages offery communicated to potential visitors (Kolb, 2006; Kozak & Baloglu, 2010).

We would like to see more investment in marketing and promoting our village as a cultural destination. **(A woman representative, who is a guesthouse owner from Ngargogondo Village)**

Digital marketing, social media campaigns, and collaborations with travel agencies to enhance the destination's visibility have been suggested by the respondents:

Implement effective marketing and promotional campaigns to raise awareness of the villages and their attractions and leverage digital marketing and social media to reach a wider audience. **(A village headman from Wanurejo Village)**

b. Further Government Support (sub-Theme):

Government support and intervention are vital for destination management (Jamieson, 2006). The government plays a significant role in tourism policy formulation, infrastructure investment, and regulatory frameworks to ensure the sustainable growth of tourism (Brokaj, 2014; Saner et al., 2019).

In the future, it is crucial to streamline regulations related to tourism permits, licensing, and taxation to make it easier for businesses to operate and comply with government requirements. **(A government officer from Semarang, Central Java)**

In addition, government support serves as a catalyst, enabling the community and private sector to thrive while preserving the region's cultural and natural heritage (Jamal & Stronza, 2009).

The government and locals should work with heritage conservation agencies to preserve cultural and historical sites. This effort includes implementing regulations and guidelines to protect the integrity of the temple and its surroundings. **(A village headman from Karanganyar Village)**

c. **Tourism Initiatives** (sub-Theme):

CBT initiatives, heritage conservation projects, and educational programs are designed to enrich the overall tourism offering (Goh, 2015; Pandey, 2011). This destination development maximises tourism's benefits by utilising local initiatives while mitigating negative impacts (Go & Govers, 2000).

We should encourage the establishment and growth of local businesses such as restaurants, handicraft shops, and accommodation providers. This can be done through incentives and support programs. **(A religious leader from Karanganyar Village)**

These initiatives promote sustainable tourism practices and enhance visitor experience (Bagus et al., 2019; Barbieri et al., 2020).

> *Enhancing tourism benefits could involve creating more interactive cultural experiences and expanding local cuisine offerings.* **(A tour guide from Ngargogondo Village)**

d. Community Involvement (sub-Theme):

Empowering and involving the local population make tourism initiatives more inclusive, culturally sensitive, and sustainable (Cole, 2006; Li & Hunter, 2015). Local involvement ensures that the benefits of tourism are shared equitably among the community members (Sebele, 2010).

> *I think more local involvement in the tourism planning process is excellent for more shared benefits.* **(A woman representative who works at the village information centre from Borobudur Village)**

Several interview responses discuss community forums, consultations, and empowerment programs that enable the community to voice their opinions and contribute to tourism planning and development.

> *It is essential to facilitate community involvement in tourism planning and decision-making processes. This involvement ensures that the local population benefits from tourism and has a say in its development.* **(A religious leader from Ngadirejo Village)**

6. Institutional Aspect (Theme):

a. **Roles of Local Government and Institutions** (sub-Theme):

The substantial 67 references on the roles of local government and institutions emphasise the pivotal role of governmental bodies and organisations in tourism management. Effective governance structures and collaborative efforts among institutions are essential for creating an environment that enables sustainable tourism development (Farmaki, 2020; Siakwah et al., 2020).

> *Local government institutions play a vital role in regulating and promoting tourism, ensuring compliance with regulations, and supporting marketing efforts.* **(A rental car owner from Borobudur Village)**

Interview respondents discuss policy formulation, regulatory frameworks, and collaborative efforts between various institutions to promote sustainable tourism practices:

> *Local governments develop tourism development plans, outlining strategies for sustainable tourism growth. These plans often involve collaboration with stakeholders, including local communities and businesses.* **(A government officer from Semarang)**

b. **Capacity Building by the Government** (sub-Theme):

The government-led capacity-building programs empower the local population to participate in the tourism industry actively (Adiyia et al., 2017; Steiner & Farmer, 2018). Investing in human capital, the government contributes to the community's overall development and ensures that tourism-related activities are conducted professionally and sustainably (Bhuiyan et al., 2011).

> *The government builds local capacity by providing training in digital marketing, online booking systems, and the use of social media for local businesses. This initiative helps tourism stakeholders reach a broader audience and attract more tourists.* **(A government officer from Semarang)**

The interviews with locals resulted in some responses discussing training programs, skill development workshops, and educational initiatives to equip the community with the necessary skills to engage effectively in tourism-related activities.

> *Yes, I have attended government-organised workshops on hospitality management and free training to teach practical English.* **(An English Course owner from Karanganyar Village)**

c. Stakeholders' Communication Mechanism (sub-Theme):

Effective communication mechanisms in the tourism industry facilitate collaboration, shared decision-making, and mutual understanding among tourism stakeholders (Ladkin & Bertramini, 2002; Williams et al., 1998). As a regulator, the government must accommodate feedback and suggestions from various stakeholders to improve tourism programs in the village (Nainggolan et al., 2020).

> *I have actively provided feedback and suggestions regarding the tourism program in the village, ensuring that it aligns with our goals and priorities. As the goal is sustainability, I stated the value of collecting and analysing data on tourism trends*

and visitor feedback to inform decision-making and policy adjustments. **(A government officer from Semarang)**

By promoting transparent and inclusive communication, the tourism sector can address challenges, resolve conflicts, and foster collective efforts for sustainable tourism development (Getz & Timur, 2012; Simpson, 2008).

I have provided input to government officers regarding tourism programs and have contacted them for financial assistance. **(A cafe owner from Ngadirejo Village)**

5.7 Semi-Structured Interviews with Domestic Visitors

The second round of semi-structured interviews was conducted with domestic tourists visiting the villages surrounding Borobudur Temple. This data collection phase aimed to explore visitors' perceptions of the implementation and impacts of CBT initiatives in a post-pandemic context. Both practical and contextual considerations drove the decision to focus exclusively on domestic tourists. Data collection took place in 2022, shortly after Indonesia reopened its international borders following the COVID-19 pandemic. During this period, the number of international arrivals remained markedly low, and domestic travellers primarily sustained tourism activity in the Borobudur region. Prioritising this demographic thus ensured contextual relevance and alignment with the prevailing tourism patterns at the time.

Visitor statistics for Central Java support this decision. As shown in Table 1.2, domestic tourist arrivals have consistently and significantly outnumbered international visitors. These figures underscore the predominant role of domestic tourism in sustaining regional economies and cultural destinations such as Borobudur.

From a theoretical perspective, Cultural Capital Theory offers relevance even within a domestic-only sample. Domestic tourists in Indonesia exhibit significant heterogeneity in educational attainment, socio-economic class, regional origin, and cultural familiarity. These intra-national differences provide a rich empirical base for analysing how visitors' embodied cultural capital, such as familiarity with Javanese traditions, symbolic valuation of heritage, and preference for authentic cultural experiences, influences their perceptions of CBT. Cultural Capital Theory thus serves as an analytical lens for understanding how variations in cultural knowledge and symbolic engagement shape visitor attitudes towards community participation, heritage conservation, and destination development. While the exclusion of international visitors limits the generalisability of the findings to a global tourism audience, it simultaneously enables a more focused exploration of how domestic tourists, who form the majority of visitors

to Central Java, construct meaning from their travel experiences. These insights are particularly valuable for informing national tourism strategies, especially in light of post-pandemic recovery efforts prioritising domestic travel as a resilient and sustainable development path.

Interview responses were thematically analysed across four dimensions of tourism impact: economic, socio-cultural, environmental, and institutional. Additionally, the interviews explored visitor expectations and suggestions for future tourism planning. Through the lens of Cultural Capital Theory, the analysis probed how tourists' cultural dispositions and symbolic associations with the Borobudur region informed their support for CBT practices and their evaluations of local well-being. This approach offers a nuanced and contextually grounded understanding of tourism resilience, emphasising the cultural dynamics of domestic travel in shaping community-oriented tourism development..

5.7.1 Random Sampling

Random sampling is a fundamental methodological approach in research that aims to ensure that each population member has an equal chance to participate in the study, significantly minimising potential selection biases. This method not only rendered the results more dependable and applicable but also ensured that the study was conducted in an equitable and unbiased fashion (Fricker, 2008; Thygesen & Ersbøll, 2014). Additionally, the utilisation of random sampling was crucial to ensure a diverse representation of perspectives, which proved to be a critical component of the research (Rahi, 2017; Robinson, 2014).

By randomly selecting participants from the pool of visitors to Borobudur Temple villages, researchers obtained a diverse and unbiased sample that accurately reflects the demographics, preferences, and experiences of visitors in the area. This enhances the study's external trustworthiness and strengthens the credibility of the findings. Utilising random sampling enabled researchers to make inferences about the broader population of visitors to Borobudur Temple villages based on the characteristics and responses of the participants. This enabled researchers to conclude the effectiveness of CBT initiatives with greater confidence and precision, incorporating a broad range of participants and enhancing the robustness of the study findings (Adeoye-Olatunde & Olenik, 2021).

5.7.2 Designing the Questions

Cultural Capital Theory informed the design of the semi-structured interview questions for visitors (Stevens, 2014; Taylor, 2017), supported by Social-Ecological Resilience Theory and Social Exchange Theory. This theoretical integration aligned with the study's aim of exploring

the role of visitors in strengthening CBT and promoting tourism resilience in the villages surrounding Borobudur Temple.

Theoretical Foundations

1. Cultural Capital Theory served as the principal lens for understanding how visitors' knowledge, experiences, and cultural preferences influence their perceptions of CBT initiatives. Interview questions were developed to reflect the three forms of cultural capital. Interview questions were developed to reflect the three forms of cultural capital:
    - Embodied Cultural Capital (e.g., cultural awareness, competencies, and interests): Visitors were asked about their cultural motivations and expectations. For example: "What is the primary purpose of your visit to this area?"
      Several visitors answered: "Education and training in cultures and traditions."
      A follow-up question was then asked: "What cultural traditions or activities did you hope to experience during your visit?"
      These questions were intended to uncover the depth of visitors' cultural engagement and interest in immersive local experiences.
    - Objectified Cultural Capital (e.g., appreciation of tangible cultural products): Questions explored visitors' interest in local crafts, performances, religious rituals, and heritage sites. Example: "Which cultural events, artefacts, or symbols did you find particularly meaningful during your visit?"
    - Institutionalised Cultural Capital (e.g., education level, socioeconomic background): While demographic identifiers were not directly collected, questions subtly explored how background factors may influence perceptions.
      Example: "How do your previous travel experiences influence your decision to revisit this cultural destination?"

In addition, the question "What are the main characteristics of this area that attract you the most?" (options included scenery, hospitality, historic interest, religious heritage, peace and quiet, particular activities or events) was designed to probe visitors' appreciation of symbolic capital, how they value the cultural and aesthetic identity of the destination.

2. Social-Ecological Resilience Theory informed the inclusion of questions focused on perceived changes in the local community and environment due to tourism (Folke et al., 2010; Holladay & Powell, 2016). Questions explored: visitors' awareness of community well-being and adaptive change, perceptions of local identity and cultural preservation, and

reflections on tourism's role in enhancing or challenging local resilience. For example: "In your view, how has tourism influenced the daily life or traditions of the local community?"

3. Social Exchange Theory guided the framing of questions about perceived mutual benefits between visitors and host communities (Moyle et al., 2010; Robina-Ramírez et al., 2020). The interviews aimed to explore the degree to which visitors felt welcomed, valued, and able to contribute positively to local development. For example: "What benefits do you believe you have gained from visiting this community, and what benefits do you believe the community gains from visitors like yourself?"

Interview questions can be tailored to explore visitors' socio-economic backgrounds, including their spending patterns, travel motivations, and expectations regarding the socio-economic benefits of CBT initiatives for local communities. Finally, the visitors were asked about their suggestions and expectations for future tourism development.

5.8 Thematic Analysis

For this study, thematic analysis was conducted on the transcripts of 40 interviews with domestic tourists who visited the villages around Borobudur Temple. The main themes were identified and grouped into codes and sub-themes for a detailed analysis of the existing CBT initiatives. The effectiveness of these initiatives was evaluated from the visitors' perspectives based on their economic, socio-cultural, environmental, and institutional impacts on the local communities.

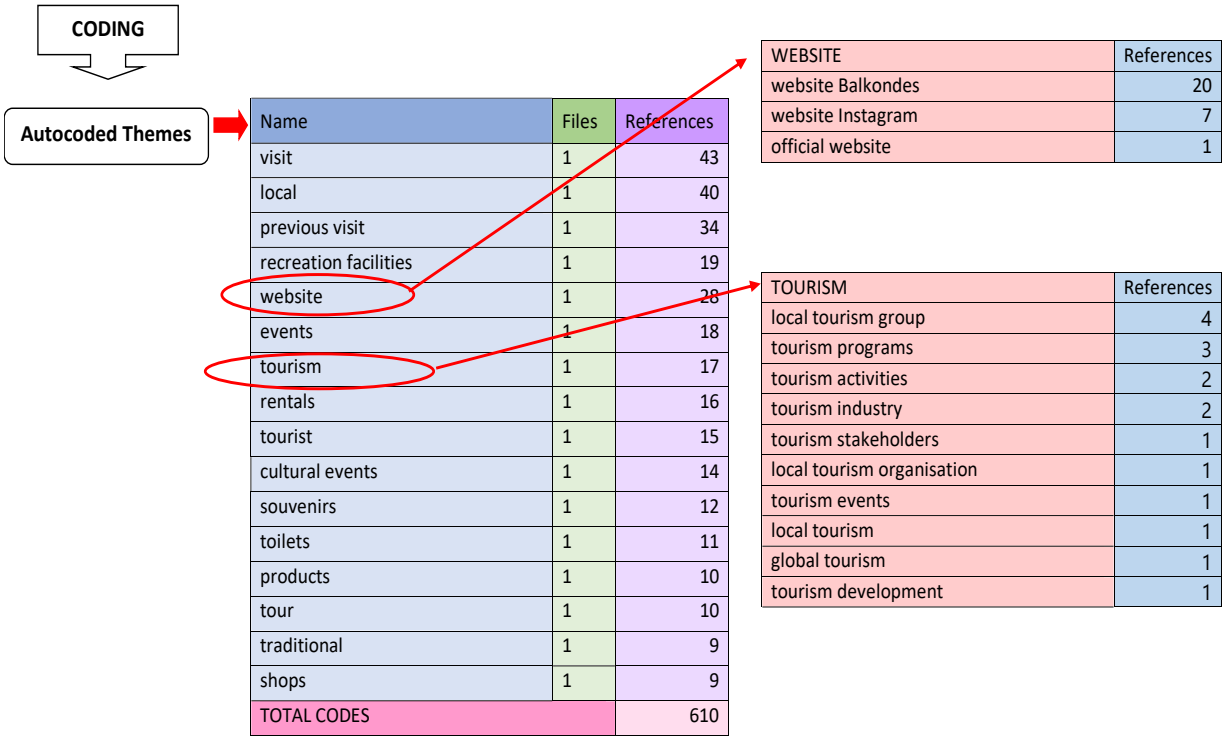
The first step of the analysis process was listening to all interview recordings and transcribing them verbatim into narrative documents using Microsoft Word. The transcriptions were then cleaned by removing irrelevant content, such as questions and unrelated conversations between the interviewer and the visitors as the participants. The refined transcriptions were condensed into an Excel spreadsheet featuring organised columns for interview responses. These columns included participant demographics, such as age, gender, occupation, educational background, place of origin, destination village, and the number of prior visits. Supplementary columns documented participants' perspectives on economic, socio-cultural, environmental, and institutional impacts, as well as their recommendations for the future of the tourism industry. To maintain participant confidentiality, identifiers (P1 to P40) were employed. The summarised interview responses were then analysed using NVivo software.

Table 5.4 The Summary of Visitors' Interview Responses

Participant ID	Age	Gender	Occupation	Educational Background	Place of Origin	Destination Village	Numbers of previous visitations	What is the main purpose of your visit to this area?	How did you find out about this area?	What are the main characteristics of the area here that attract you the most?	Is visiting this village affordable for you? Are prices in this village increasing?	Are there more economic activities in this village?
P1	37	M	Teacher	Bachelor Degree	Cilacap, Central Java	Tuksongo	1	Education and training	Friends/Relatives	entertainment and recreation facilities, Scenery and Countryside, Friendliness and hospitality of the locals	Yes, it is affordable	More homestay
P2	32	F	Employee in a private company	Bachelor Degree	Jakarta	Tuksongo	4	Holidays	Previous visit, Tourist Information Centre	Accessibility, Entertainment and recreation facilities	Yes, it is affordable. Prices are normal for family	More jeep rentals, home industries are increasing. There are more options for car rentals for transportation, and the
P3	23	F	University Student	Bachelor Degree	Yogyakarta	Tuksongo	3	Education and training	previous visit, Tourist brochure	Peace and quiet, Scenery and countryside, Friendliness and hospitality of locals	Yes, it is affordable. People can buy food and souvenirs affordably	More homestay. I can see more signs about homestay in front of local houses.
P4	29	M	Employee in a private company	High School	Jakarta	Tuksongo	4	Holidays	Previous visit, Friends/relatives	Peace and quiet, Entertainment and recreation facilities, Friendliness and hospitality of locals	Yes, prices are increasing, but still affordable. And more importantly, the quality of the products such as food and	More local home productions
P5	39	M	Entrepreneur	Bachelor Degree	Yogyakarta	Tuksongo	8	Holidays	Previous visit, Friends/relatives	Peace and quiet, Scenery and countryside, Friendliness and hospitality of locals	Yes, prices are increasing, but still affordable. I am comparing with prices when I came here for the first time. This my my 9th visit.	More local homemade where we can see how to produce it.
P6	27	F	Tour Guide	High School	Surabaya, East Java	Borobudur	1	Holidays, Shopping	Friends/relatives, Tourist Information Centre	Historical interest, Scenery and countryside	Everything is affordable. We can buy traditional snacks and souvenirs easily and affordably.	More local shops selling traditional snacks
P7	38	F	Entrepreneur	High School	Mojokerto, East Java	Borobudur	4	Holidays	Previous visit	Entertainment and recreation facilities	Prices are higher after the increased petrol price, but everything is still affordable	More scooter and car rentals. The village is getting busier
P8	26	M	Entrepreneur	High School	Banyumas, Central Java	Borobudur	3	Holidays	Previous visit, Friends/relatives	entertainment and recreation facilities, Scenery and Countryside	Prices are increasing but everything is still affordable	More scooter and car rentals.
P9	50	M	Entrepreneur	Bachelor Degree	Jakarta	Borobudur	5	Holidays	Previous visit, Newspaper/magazine article	Peace and quiet, Friendliness and hospitality of locals	Yes affordable for a tourist destination near the famous temple, even though prices are higher after the increased petrol price.	More travel packages such as VW tours
P10	42	M	Entrepreneur	High School	Bandung, West Java	Borobudur	5	Holidays, Visiting friends and relatives who live near here	Previous visit, Friends/relatives, Website Balkondes	Scenery and countryside, Friendliness and hospitality of locals	Very affordable for holiday, especially compared to Bandung, West Java	More small shops selling souvenirs

5.8.1 The Auto-Coding

The interview responses from the Excel spreadsheet were imported into NVivo, a qualitative data analysis software. NVivo's auto-coding feature was initially employed to identify and generate codes corresponding to the thematic coding framework within the participants' responses. This process is known as auto code, and it produces 610 codes. Interestingly, the most frequently referenced code was the theme "visit," with 43 references. An illustration below shows the Auto code process.



Name	Files	References
visit	1	43
local	1	40
previous visit	1	34
recreation facilities	1	19
website	1	28
events	1	18
tourism	1	17
rentals	1	16
tourist	1	15
cultural events	1	14
souvenirs	1	12
toilets	1	11
products	1	10
tour	1	10
traditional	1	9
shops	1	9
TOTAL CODES		610

WEBSITE	References
website Balkondes	20
website Instagram	7
official website	1

TOURISM	References
local tourism group	4
tourism programs	3
tourism activities	2
tourism industry	2
tourism stakeholders	1
local tourism organisation	1
tourism events	1
local tourism	1
global tourism	1
tourism development	1

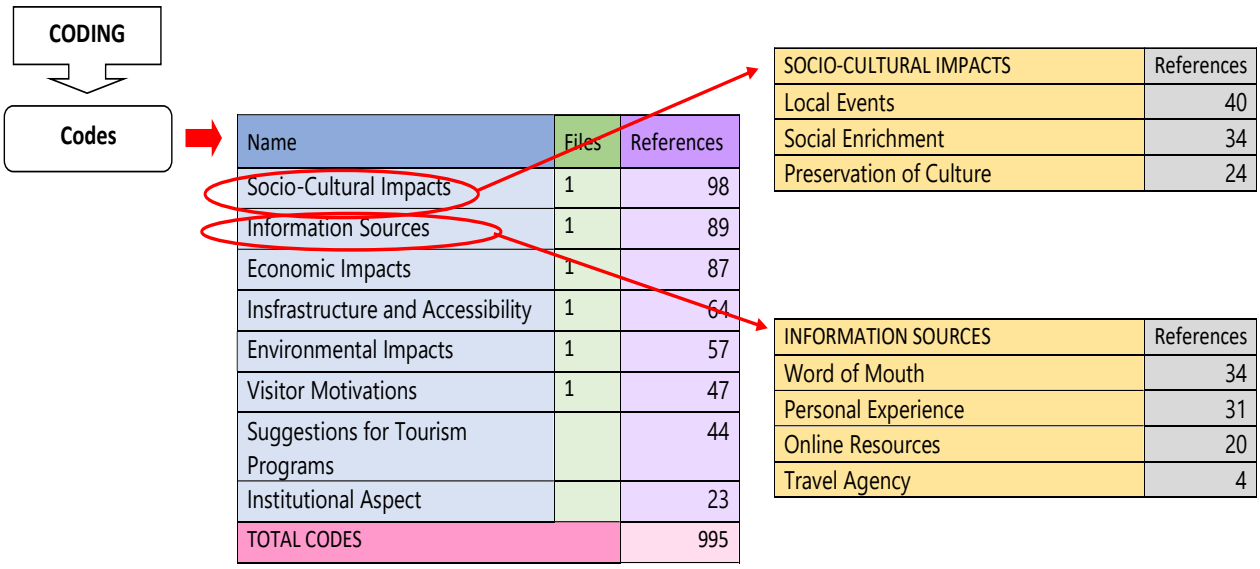
Figure 5.4: The Auto-coding Process in NVivo Software For The Interviews With Visitors

5.8.2 Manual Coding

Auto coding is a helpful starting point for thematic analysis. However, a manual review is necessary to refine generated codes further. The NVivo summarised spreadsheet is thoroughly examined during this step, and codes are added or adjusted if necessary. The concepts and themes in the semi-structured interview questions were used, focusing on the economic, socio-cultural, environmental, and institutional impacts of tourism and suggestions for the future of the tourism industry. Throughout the coding process, the research team carefully examined and analysed interview responses, identifying relevant sections related to specific themes and concepts associated with the effectiveness of CBT initiatives from the visitors' perspectives.

This process was repeated several times, allowing for continuous refinement of coding and themes. To improve the credibility and confirmability of the research results, several strategies were implemented to enhance coding accuracy, including cross-coding and independent categorisation of the interview responses (Sugiharti et al., 2022). During cross-coding, each team member independently analysed interview responses and compared results, while during the independent categorisation, team members categorised the content of summarised interview responses.

Figure 5.5 shows the results of manual coding, which aimed to capture more nuanced themes and concepts than auto coding. For example, auto coding grouped the concept of "visiting friends" under the "visit" theme, along with "previous visit" and "my first visit." However, manual coding identified "visiting friends" as a separate concept and placed it under the "Visitor Motivations" theme.



Name	Files	References
Socio-Cultural Impacts	1	98
Information Sources	1	89
Economic Impacts	1	87
Insfrastructure and Accessibility	1	64
Environmental Impacts	1	57
Visitor Motivations	1	47
Suggestions for Tourism Programs		44
Institutional Aspect		23
TOTAL CODES		995

SOCIO-CULTURAL IMPACTS	References
Local Events	40
Social Enrichment	34
Preservation of Culture	24

INFORMATION SOURCES	References
Word of Mouth	34
Personal Experience	31
Online Resources	20
Travel Agency	4

Figure 5.5: The Manual Coding Process in NVivo Software For The Interviews With Visitors

5.8.3 The Word Frequency

The interview responses were analysed using a word-frequency approach to understand visitors' perspectives towards the current CBT initiatives during the study. This approach involved utilising the word frequency feature within NVivo software to identify commonly used words. After analysing the interview responses, a list of words was generated based on their frequency of occurrence. The list was then ranked, with the most frequently occurring words appearing at the top. This approach can achieve greater logical consistency and

objectivity in analysis, which are crucial for making objective conclusions (Harding & Whitehead, 2013). The responses that contained words with a higher frequency were regarded as more significant and given greater importance (Fama et al., 2022; Joffe & Yardley, 2003). Figure 5.6 shows a word cloud with commonly used words from the interview responses.

Figure 5.6: The Word Cloud From The Interview Responses

The visual representation in Figure 5.6 depicts a word frequency cloud that provides a comprehensive overview of the interview responses from tourists visiting the villages surrounding Borobudur Temple. The cloud captures the essence of the main themes and recurring concepts that emerged from the interviews, highlighting the most commonly used words and showcasing the effectiveness of CBT initiatives from the visitors' perspectives.

For a more comprehensive analysis, Table 5.5 below showcases the top 25% of frequently utilised words. These words are organised through colour-coding, grouping together those that

share similar meanings. For instance, words like holidays, recreation, scenery, countryside, and attractions are all assigned the same colour (grey) to ease their identification.

Table 5.5 List of Top Quartile Words Sorted by Weighted Percentage

Word	Count	Weighted Percentage (%)	Word	Count	Weighted Percentage (%)
locals	71	2.56	quiet	20	0.72
visit	46	1.66	website	20	0.72
clean	42	1.51	entertainment	19	0.69
friends	42	1.51	peace	19	0.69
relatives	42	1.51	recreation	19	0.69
visitors	41	1.48	cultural	45	0.65
affordable	40	1.44	asked	15	0.54
events	39	1.41	rentals	15	0.54
attractions	39	1.41	souvenirs	15	0.54
holidays	37	1.33	speak	15	0.54
roads	36	1.30	organised	15	0.54
scenery	35	1.26	friendliness	15	0.54
countryside	34	1.23	hospitality	14	0.50
government	34	1.23	comfortable	14	0.50
previous	34	1.23	smooth	13	0.47
English	31	1.12	balkondes	12	0.43
better	26	0.94	Instagram	11	0.40
prices	23	0.83	promotion	10	0.36
facilities	22	0.79	toilets	10	0.36
shops	22	0.79	feedback	9	0.32

The five words after the word “locals” are “visit’, “clean”, “friends”, “relatives”, "visitors", and "affordable", which are presented in Table 5.5, indicating the most frequently used words by the visitors during their interviews. These words, weighted according to frequency, demonstrate their importance in the responses. This information provides insightful visitors’ perspectives and impressions towards the existing CBT initiatives in the region.

5.8.4 Interpretive Coding

A colour coding system was employed to analyse the data from the interviews further. These codes, detailed in Table 5.6, were used to organise the visitors' responses and establish interpretive codes. The initial codes, originating from cells of identical colours, were subsequently arranged into sub-themes containing phrases. This approach offers more detailed information than individual words, as illustrated in Table 5.7.

Employing the interpretive coding approach enabled the capturing of intricate and nuanced details expressed in the interview responses. These interpretive codes were subsequently organised into primary themes, showcased in Table 5.6. Primary themes summarise the foundational ideas or concepts that constitute the essence of the sub-themes, incorporating diverse statements from the interview responses. This approach allows for a more comprehensive data analysis, revealing deeper insights and enhancing the understanding of the study (Braun & Clarke, 2022; Vaismoradi & Snelgrove, 2019).

Table 5.6 Primary Themes and Subthemes

Primary Themes	Subthemes	Initial Free codes
Economic Impacts	• Local Economic Benefits • Tourist Expenses	Shops, process, affordable, rentals
Infrastructure and Accessibility	• Accessibility and Transportation • Infrastructure Development	facilities, comfortable, toilets, roads, infrastructure
Socio-Cultural Impacts	• Local events • Social Enrichment • Preservation of local culture	cultural, events, English, hospitality, traditional, performances,
Environmental Impacts	• Clean and Hygiene Areas • Environmental Awareness • Sustainable Practices	clean, sanitation, practices, waste, preserving, awareness, hygiene
Institutional Aspect	• Contacts by Tourism Institution • Tourism Feedback Initiative	feedback, asked, speak, visitors, institutions
Suggestions for Tourism Programs	• Enhancing Visitor Experience • Further Government Support • Marketing and Promotion • Community Involvement	marketing, supports, locals, sustainable, programs
Information Sources	• Online Resources • Personal Experience • Travel Agency • Word of Mouth	Balkondes, website, Instagram, previous, friends, travel, relatives
Visitor Motivations	• Cultural Curiosity • Tourism Experience • Other Purposes	scenery, countryside, visiting, holidays, recreation, friendliness, quiet

The interview participants provided a wide range of responses, addressing various aspects and themes associated with tourism. In order to streamline this information, a colour-coded method was employed to categorise the responses into distinct themes. This visual representation facilitated the assessment of the current CBT initiatives, examining their economic, socio-cultural, environmental, and institutional impacts from visitors' viewpoint. Additionally, this approach simplified the identification of recommendations for future tourism development from the demand side to meet the visitors' expectations.

5.9 Findings and Discussions

The thematic analysis of semi-structured interviews conducted with visitors provides a rich and nuanced understanding of the Community-Based Tourism initiatives in the villages surrounding the UNESCO World Heritage site of Borobudur Temple in Indonesia. This in-depth exploration encompasses a wide range of aspects related to this exceptional tourism destination, shedding light on the experiences and perceptions of visitors from around the globe who are drawn to this culturally significant site.

5.9.1 Interpretations

The careful analysis and interpretation of thematic patterns in semi-structured interviews with tourists regarding Community-Based Tourism initiatives in the villages surrounding Borobudur Temple shed light on various facets of this exceptional tourism destination. Borobudur Temple, a UNESCO World Heritage site in Indonesia, remains a magnet for visitors worldwide. Through these interviews, a nuanced understanding emerges by employing thematic analysis, capturing the economic impacts, infrastructure and accessibility, environmental considerations, visitor motivations, and institutional dynamics.

1. Economic Impacts (Theme)

a. Local Economic Benefits (sub-Theme)

Visitor interviews consistently underscored the positive economic impacts of tourism around Borobudur Temple, particularly regarding income generation and livelihood enhancement for local communities. Such benefits—ranging from employment opportunities to the growth of small enterprises—are especially pronounced during the development and consolidation stages (Giampiccoli & Saayman, 2018a; Zhong et al., 2008). This condition aligns with Butler's Tourism Area Life Cycle (TALC) model, which delineates destination evolution through exploration, involvement, development, consolidation, stagnation, and rejuvenation phases (Tooman, 1997; Uysal et al., 2011).

The TALC framework offers a valuable perspective for interpreting visitors' perceptions, as their expectations, behaviours, and responses differ depending on the destination's stage in its lifecycle. In the case of Borobudur, the development and consolidation stages are characterised by an increasing influx of visitors, heightened infrastructure investment, and greater commercialisation. During this phase, visitor expectations often expand beyond basic amenities to encompass cultural authenticity, the preservation of local traditions, and a deeper engagement with the host community. Visitors are not passive recipients of tourism experiences; instead, their feedback, satisfaction, and behavioural patterns actively influence the trajectory of destination development.

Importantly, the TALC model also serves as a diagnostic and strategic planning tool. Visitor perspectives can provide critical indicators of a destination's current lifecycle phase. For example, concerns related to overcrowding, environmental degradation, or loss of cultural authenticity may signal the onset of stagnation. Such feedback enables policymakers and CBT actors to implement corrective measures, like community-based tourism initiatives, that support destination rejuvenation. In this respect, integrating visitor insights into planning processes helps ensure that economic benefits are sustained while safeguarding cultural integrity and community well-being.

Visitors' expenditures on accommodation, food, and souvenirs make significant contributions to the local economy, as they lead to the establishment of more car rentals, local shops, and home industries, thus enhancing living standards in the villages surrounding Borobudur Temple.

> *More jeep rental and home industries are increasing. There are more options for car rentals for transportation, and the prices are competitive.* **(A visitor from Jakarta)**

The various visitors have triggered local entrepreneurs to offer tour packages integrated with the accommodation:

> *More tour agencies offer tour packages, including accommodation.* **(A High School student from Sleman, Central Java)**

b. Tourist Expenses (sub-Theme):

Understanding tourists' spending patterns is crucial as it provides insights into how much tourists spend on accommodation, food, and souvenirs, fuelling the local economy (Lee et al., 2015; Lew & Ng, 2012). The money visitors spend circulates within the local economy,

benefitting various sectors such as hospitality, transportation, and local businesses (DR Vaughan et al., 2000; Hall, 2012).

> *Some prices of food and drinks have increased a little bit, but it is fine because we visit here to support the locals. And everything is still affordable.* **(An Entrepreneur from East Java)**

Moreover, the Multiplier Effect (Economic theory) suggests that tourists' initial spending creates a chain reaction of increased economic activity, motivating the residents of host destinations to improve the tourist attractions (Gelan, 2003; Torres-Pruñonosa et al., 2022).

> *Yes, it is affordable. Everything is worth buying because I can see beautiful scenery and the rural atmosphere.* **(A visitor from Kudus, Central Java)**

2. Infrastructure and Accessibility (Theme):

a. Accessibility and Transportation (sub-Theme):

Infrastructure and accessibility are paramount for tourism. Improved accessibility can attract more visitors, and convenient transportation options can enhance the overall visitor experience (Reisinger et al., 2019; Tussyadiah & Fesenmaier, 2009).

> *Yes, I saw the roads have been renovated, they are very smooth and make the tourists comfortable travelling.* **(A Tour Guide from Surabaya, East Java)**

The significance of accessible and efficient transport systems enhances a destination's competitiveness, as reliable transportation infrastructure is crucial for attracting tourists (Dwyer & Kim, 2003; Virkar & Mallya, 2018).

> *Yes, of course, the infrastructure is better now. It is easier to drive by cars or scooters. The place has become busier because more visitors coming.* **(A Visitor from Bandung, West Java)**

b. Infrastructure Development (sub-Theme):

Infrastructure development plays a vital role in tourism sustainability (Che Aziz et al., 2018). Infrastructure development, including hotels, sanitation facilities, and recreational areas, is critical for accommodating the growing number of tourists, ensuring their comfort and safety (Kachniewska, 2015; Lee et al., 2009)

> *Yes, better infrastructure, such as beautiful entrance decoration and prayer rooms.* **(A businessman from Jakarta)**

Destination Life Cycle Theory suggests that destinations need continuous development to meet evolving tourist expectations (Liu, 2003; Swarbrooke & Page, 2012). The growing number of millennials travelling necessitates a reliable internet connection to keep their existence in social media.

Yes, fast internet is everywhere. Young visitors like it. **(A visitor from Jakarta)**

3. Environmental Impacts (Theme):

a. Clean and Hygiene Areas (sub-Theme):

Clean and hygienic surroundings are essential for a positive visitor experience (Lian Chan & Baum, 2007). Such conditions can enhance the destination's attractiveness and comfort.

I enjoy the cleanliness in this village. **(A housewife from Batam)**

Frequent mentions of clean and hygienic areas suggest that visitors value environmental cleanliness. Responsible tourists understand that proper waste management and sanitation facilities are vital to maintaining the ecological balance and preventing pollution (GhulamRabbany et al., 2013; Hu & Wall, 2005).

Yes the village is organised very well, very attractive, and very comfortable. **(An entrepreneur from Jakarta)**

b. Environmental Awareness (sub-Theme):

The concept of responsible tourism suggests that tourists seek to minimise their negative impact on the environment (Frey & George, 2010). People who travel and visit tourist destinations appreciate destination communities' efforts to protect their environment.

The locals who have cows now dump the cow manure in the proper place to avoid the air and water pollution caused by the manure. **(A lecturer from Yogyakarta)**

Environmental awareness and conservation efforts tend to increase as societies become more educated and benefit from cleanliness, and constant efforts are crucial for the long-term conservation of natural resources (Dolisca et al., 2007; Liu et al., 2012).

Yes, the locals understand cleanliness better now. It is suitable for getting more visitors to come. **(An entrepreneur from Semarang, Central Java)**

c. Sustainable Practices (sub-Theme):

Educated tourists are more likely to engage in sustainable practices and support eco-friendly initiatives (Baker et al., 2014; Leonidou et al., 2015). Sustainable practices like waste management, energy conservation, and eco-friendly initiatives contribute to preserving the area's natural and cultural resources long-term. These sustainable practices benefit the environment and play a crucial role in maintaining the region's economic viability (Beck et al., 2012; While et al., 2004).

> *The locals put signs "Save water" and "Turn Off the Lamp" in public mosques and toilets. They also put many bins so the visitors can throw the rubbish in the bins.* **(An Entrepreneur from Banyuwangi, East Java)**

Furthermore, adopting eco-friendly initiatives often attracts environmentally conscious tourists, boosting the area's tourism industry and creating opportunities for sustainable growth (El Moslem Badr, 2022; Sushchenko et al., 2018).

> *"Do Not Litter" signs are everywhere to remind visitors to maintain cleanliness. This condition makes visiting this village become more memorable.* **(An Employee in a private company in Bogor, West Java)**

4. Visitor Motivations (Theme):

a. Tourism Experience (sub-Theme):

The interviews reveal how visiting villages surrounding Borobudur Temple creates transformative experiences, contributing to visitor satisfaction and positive responses. Positive experiences lead to satisfaction and potential revisiting, emphasising the need to provide high-quality services and cultural experiences (Chen et al., 2020; Hui et al., 2007).

> *We stayed in a local homestay, and the hospitality we received was terrific. The family provided us with comfortable accommodation and excellent service and shared their traditional cuisine for dinner, making us feel like a part of their community.* **(A University student from Medan)**

In addition, the narratives shared by visitors emphasised the significance of authentic experiences. They valued genuine interactions with locals, traditional crafts, culinary delights, and folklore storytelling.

> *I came here for a holiday. One of my most cherished memories was interacting with the locals. Their warmth and hospitality were overwhelming.* **(A private employee from Jakarta)**

b. Other Purposes (sub-Theme):

Some visitors have purposes beyond typical tourism as they are motivated by both internal (psychological) and external (destination-specific) factors (Heitmann, 2011; Pesonen & Komppula, 2010).

> *I came to visit my high school friend who lives here, and I saw the parking was crowded, so I decided to see what this village has to offer.* **(A teacher from Mojokerto, East Java)**

Understanding these motivations helps in tailoring tourism offerings to diverse visitor needs (Beh & Bruyere, 2007).

> *I had a business meeting with a café owner in this village. The meeting went well, and I learned about the hospitality of this place.* **(A businesswoman from Jakarta)**

c. Cultural Curiosity (sub-Theme):

Visitors are increasingly interested in authentic cultural experiences. Their cultural knowledge and experiences are forms of capital, and they invest in these experiences to enhance their cultural capital (Dumais, 2002). Some visitors deliberately visited the villages to attend training and workshops on arts and crafts.

> *I attended the workshop on making Batik and learned about the motives on the Batik clothes.* **(A student from Bali)**

In addition, preserving and promoting local traditions, art, and heritage can enhance the destination's appeal (Esman, 1984; Ursache, 2015).

> *I saw an advertisement for making souvenirs from bamboo, which is free. So, I came here.* **(A private employee from Ende)**

5. Suggestions for Tourism Programs (Theme):

a. Marketing and Promotion (sub-Theme):

Creative and targeted marketing campaigns can attract specific market segments (Kolb, 2006; Kotler et al., 2017). Utilising social media, influencers, and cultural events can create buzz and attract more visitors (Wright et al., 2010).

> *More promotions on social media, like Instagram and TikTok.* **(A University student from Yogyakarta)**

Marketing and promotional activities influence visitors' perceptions, as positive destination images can attract more tourists and sustain the local economy (Chaffey & Ellis-Chadwick, 2019).

> *The tourism stakeholders here must extensively promote their tourism events, discounts, and cultural performances. It is essential to update the information for the visitors.* **(An entrepreneur from Banyumas, Central Java)**

b. Further Government Support (sub-Theme):

Government support in policy formulation, funding, and infrastructure development is crucial for the sustainable growth of tourism (Choi & Sirakaya, 2006; Timur & Getz, 2009). Continued support can facilitate infrastructure development, training programs, and destination promotion.

> *More training for locals to enrich their skills and knowledge in tourism. If the locals are skilful, they will be more innovative in capturing the opportunities.* **(A private employee from Jakarta)**

Effective governance structures in tourism management are crucial because the government can facilitate collaborations among tourism stakeholders (Heslinga et al., 2021).

> *I would suggest that the government play a central role in creating a conducive environment for partnerships between locals and private investors by issuing regulations.* **(A businessman from Makassar)**

c. Enhancing Visitor Experience (sub-Theme):

Having understood the gaps between visitors' expectations and perceptions, tourism stakeholders can devise some strategies for enhancing services and experiences to improve the quality of services, attractions, and overall hospitality (Buhalis & Amaranggana, 2015; Luk & Layton, 2002). Consequently, tourism operators should continuously improve the visitor experience by innovating new attractions.

> *The young people in the village need to be able to capture the opportunities from the visitations. They should be more active in innovating more tourist attractions*. **(A visitor from Malang, East Java)**

Meeting or exceeding visitor expectations is essential for customer satisfaction. Showcasing the uniqueness and locality can enhance visitor experiences (Okumus et al., 2007).

I think more homestays and some activities when staying in the homestays will be interesting. **(A student from Magelang, Central Java)**

d. Community Involvement (sub-Theme):

Involving local communities in tourism activities empowers them economically and socially (Carr et al., 2016). Community-based tourism initiatives, where locals actively guide, craft, or host tourists, can create a sense of ownership and pride (Giampiccoli & Kalis, 2012; Tamir, 2015).

I think more local involvement in the tourism activities, such as showing the visitors about local cuisines made by local women. **(A visitor from Lombok)**

Moreover, CBT Theory highlights the active participation of local communities in tourism development (Nitikasetsoontorn, 2015; Suansri, 2003a). Involving residents in decision-making processes, cultural programs, and homestay initiatives can enrich the visitor experience.

More local involvement in promoting and operating the tourism industry. **(A teacher from Solo, Central Java)**

6. Institutional Aspect (Theme):

a. Contacts by Tourism Institution (sub-Theme):

Coordinated efforts among tourism stakeholders, including government, private sector, and communities, are essential for destination development (Adu-Ampong, 2017; Ladkin & Bertramini, 2002). Regular communication and collaboration can address challenges and capitalise on the government's initiatives.

Yes, after I finished my visit, I was asked by a government officer at the entrance about my experience and any suggestions to improve the village. I hope the government listens to our feedback. **(A visitor from Klaten, Central Java)**

Yes, there is always a government officer and a representative from a local tourism group at the entrance, and they ask about our experience and feedback on our visit. **(A businessman from Semarang)**

b. Tourism Feedback Initiative (sub-Theme):

Gathering feedback is crucial for understanding visitor preferences and areas of improvement. Implementing feedback-driven initiatives can enhance service quality, leading to higher visitor

satisfaction and positive word-of-mouth recommendations (Buhalis et al., 2005; Payne & Frow, 2016).

Some visitors deliberately provided their feedback on their visits, such as:

> *I once sent my feedback to the official website.* **(A university student from Bekasi,** Central Java)

Considering the interests of all stakeholders, including tourists, is crucial as it aids destinations in enhancing their offerings (De las Heras-Pedrosa et al., 2020).

> *Yes, I gave my feedback and satisfaction rate before leaving the village the last time I was here.* **(A Marketer from Jakarta)**

5.10 Conclusion

Tourism in Central Java holds immense potential, boasting a rich tapestry of natural wonders and cultural treasures that can captivate and inspire visitors from around the world. However, despite this wealth of attractions, the sector faces challenges from limited financial support and inadequate infrastructure. Amidst these constraints lies an opportunity to optimise tourism development by embracing sustainability, inclusivity, and collaboration principles.

Assessing the current state of tourism in Central Java, the CBT initiatives implemented in villages surrounding Borobudur Temple and their relation to the SDGs were identified and summarised as follows.

SDGs RELATED TO CBT	**INDICATIVE THEMES APPLIED IN CBT SURROUNDING BOROBUDUR TEMPLE**
SDG 2: Zero Hunger	Agritourism provides the opportunity for tourists to experience farming life.
SDG 3: Good Health and Well-Being	Tourism as a tool for positive attitudes to improve quality of life by experiencing something new and refreshing about rural life
SDG 4: Quality Education	Collaborative research and discussions to create applicable educational programs by academics, local government, and practitioners.
SDG 8: Decent Work and Economic Growth	• Local-owned and operated tourism businesses • Empowering women to augment family income • Providing access to financial services such as micro-credit schemes

SDG 9: Industry Innovation and Infrastructure	The application of the digital economy
SDG 10: Reduced Inequalities	Creating jobs for local people/ empowering local communities.
SDG 12: Responsible Consumption and Production	Utilising local resources and accommodating local wisdom and cultures.
SDG 13: Climate Action	Turning off lights and powering down other electronics and appliances when unused.

This chapter has provided a comprehensive analysis of the socio-economic impacts of community-based tourism (CBT) initiatives in the villages surrounding Borobudur Temple. Guided by Social Exchange Theory, Stakeholder Theory, and Cultural Capital Theory, the study explored the complex relationships between tourism stakeholders and how tourism development can contribute to inclusive, collaborative, and sustainable outcomes.

Social Exchange Theory helped explain how mutual benefits and reciprocal relationships influence community support for tourism. Interviews with local residents and government officials highlighted that tourism offers significant economic benefits, such as income generation, employment opportunities, and diversification of livelihoods. These perceived advantages contribute to the community's willingness to engage in and support tourism development.

Stakeholder Theory provided a framework to assess the roles, interests, and interactions of different actors within the tourism system. The findings revealed that collaborative planning, shared marketing efforts, and continuous infrastructure investment are essential for enhancing visitor experiences and ensuring long-term success. However, the study also uncovered power imbalances, with some stakeholders having limited influence over decision-making processes, especially at the community level.

Cultural Capital Theory was applied to interpret the perspectives of domestic visitors. Their motivations, values, and experiences were shaped by their cultural knowledge and backgrounds, which influenced how they engaged with heritage and community tourism. The study found that domestic tourists often seek educational and cultural experiences, suggesting that their cultural capital plays a significant role in shaping their perceptions of authenticity and the quality of the tourism experience.

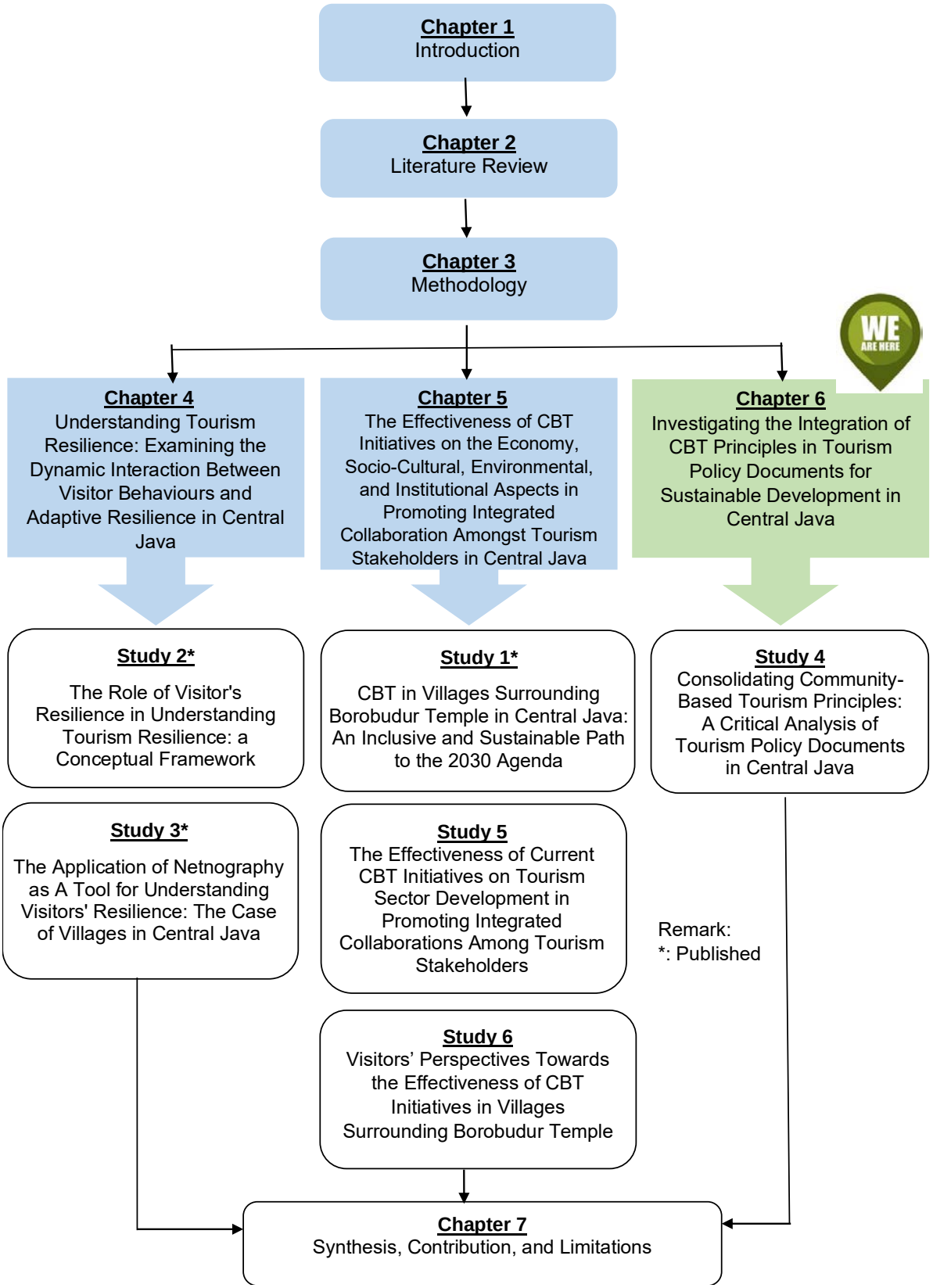
Implications and Recommendations

This research contributes to theory in several ways. First, it extends Social Exchange Theory by showing that community support for tourism is influenced not only by material benefits but also by recognition of cultural identity and long-term social value. Second, it builds on Stakeholder Theory by demonstrating how inclusive and cooperative governance structures can reduce conflict and enhance community participation, though challenges remain where power is unequally distributed. Third, it enriches Cultural Capital Theory by illustrating how diverse cultural perspectives within the domestic tourist market can inform more culturally sensitive and effective CBT strategies.

Beyond the descriptive analysis, the findings hold several higher-level implications. At a policy level, the research highlights the need for tourism development strategies that incorporate CBT not only as a tool for economic diversification but also as a means of promoting social inclusion, cultural preservation, and community empowerment. Integrating community voices meaningfully into planning and decision-making strengthens social cohesion and resilience, the key attributes in sustainable tourism systems.

At the practical level, infrastructure emerged as a critical factor in enhancing tourism experiences and enabling community participation. Participants consistently emphasised the importance of reliable transport, digital connectivity, and accessible public facilities. However, these should not be viewed merely as technical solutions, but as enablers of equitable access and inclusive development. Visitor feedback, particularly regarding authenticity, overcrowding, or dissatisfaction, can serve as early warning signs of stagnation, as described in Butler's Tourism Area Life Cycle (TALC) model. Applying TALC as a diagnostic tool allows stakeholders to adapt policies proactively and support the transition toward rejuvenation through sustainable CBT initiatives.

Thesis Structure



6. Chapter 6

Investigating the Integration of CBT Principles in Tourism Policy Documents for Sustainable Development in Central Java

Overview

One study in this chapter is prepared for publication in the special issue of the Journal of Hospitality and Tourism Management (JHTM), which is specifically open to current doctoral students and recent PhD graduates, with the proposed title: Consolidating Community-Based Tourism Principles: A Critical Analysis of Tourism Policy Documents.

Drawing from insights gathered in the preceding chapter, which examined the effectiveness of government-initiated Community-Based Tourism (CBT) endeavours in Central Java, Chapter 6 embarks on a thorough analysis of the region's tourism policy documents. This chapter was indispensable to gaining a deeper understanding of the integration of CBT principles into the policy framework, thereby ensuring the successful execution of sustainable tourism development and stakeholder collaboration.

Adopting a thematic document analysis approach utilising the READ (Research, Extract, Analyse, and Discuss) framework, this chapter examines the degree to which CBT principles are consolidated in tourism policy documents. By underscoring the significance of comprehensive frameworks and detailed procedures proposed by tourism stakeholders, Chapter 6 contributes to the existing literature by offering a critical perspective on consolidating CBT principles into tourism policy documents. Through its exploration of Central Java as a case study, the chapter highlights the incorporation of extensive CBT principles into the region's tourism policies, complementing previous studies by providing a more nuanced analysis and a broader perspective on the policy framework.

The chapter identifies five key themes related to CBT principles in the tourism policy documents: CBT Definition, Community Participatory, Government Support, Local Tourism Resource Capacity Development, and Protection of Community Resources Interests. The findings demonstrate the role of these documents as guidelines for successful CBT implementation in Central Java. Additionally, the chapter emphasises the need for precise mechanisms and multilevel stakeholder relationships to ensure compliance with CBT principles.

6.1 Introduction

The successful implementation of CBT principles requires detailed mechanisms for executing and monitoring tourism programs (Muangasame & McKercher, 2015). The mechanisms supported by the policy instruments to anticipate and resolve particular issues, such as government support, equal tourism benefit shares, and environmental and local cultural preservation, are necessary to guarantee compliance with the CBT principles (Hatipoglu et al., 2016). Subsequently, incorporating the comprehensive CBT principles in the tourism policy documents is critical for the success of CBT implementation (Giampiccoli & Saayman, 2018b; Vitálišová et al., 2021). The existing tourism policy documents, as the official tourism guidelines, should provide a sufficient basis for meaningful CBT implementation (Dangi & Jamal, 2016; Giampiccoli & Saayman, 2018b) by articulating the CBT principles in the tourism policy documents (Giampiccoli & Mtapuri, 2021; Giampiccoli & Saayman, 2016). Therefore, the legitimacy of the tourism policy documents ensures the application of CBT in the tourism sector (Shahmirzadi, 2012).

In the tourism industry, the interrelatedness and collaboration among all stakeholders, including private, public, and third sectors, with their different roles and contributions to tourism development, are essential for achieving sustainable tourism development (Cheer & Lew, 2017b; Cheer et al., 2019). To achieve mutual relations amongst all-inclusive tourism stakeholders, the government, as an influential stakeholder, has a vital role (Hardy & Beeton, 2001; Liu, 2003). As regulators, governments and local authorities play an essential role in constructing tourism policies for a destination (Bramwell & Lane, 2010; Connell et al., 2009). By implementing universal principles related to the selected tourism development concept, they guide and govern tourism activities to ensure their alignment with sustainability goals and the well-being of the destination and its communities (Hall, 2008; Ruhanen, 2013; Ruhanen et al., 2019). Based on their authority, both central and local governments are expected to manage the complex phenomenon of the tourism sector and maintain political stability, to provide legal and financial frameworks needed for sustainable tourism development (Mowforth & Munt, 2015). Subsequently, to promote CBT implementation, local authorities need to construct tourism strategies to guide tourism development and integrate CBT principles into their tourism policy documents (Bramwell & Lane, 2010; Connell et al., 2009; Hall, 2008).

By incorporating CBT principles into tourism policies, governments and tourism stakeholders can foster a more sustainable and responsible tourism industry. This approach not only safeguards the welfare of local communities and the environment but also enhances the overall

tourism experience for visitors by providing authentic cultural interactions and unique community-led tourism offerings. Grounded in Stakeholder Theory, which emphasises that sustainable outcomes are achieved when the interests and voices of all stakeholders, not only dominant or powerful actors, are acknowledged and integrated into decision-making processes, the concept of co-design serves as a practical and participatory mechanism for inclusive governance. (Donaldson & Preston, 1995; Freeman, 1984; Passetti et al., 2019). In the context of CBT implementation, co-design requires the active involvement of local communities, administrators, and other relevant stakeholders in the planning and policy development stages, rather than treating community perspectives as peripheral, co-design embeds these voices at the core of tourism development, thereby fostering shared ownership, mutual trust, and a collective sense of responsibility. This inclusive approach has been widely advocated in the literature, with scholars highlighting that stakeholder engagement is essential to achieving equitable and sustainable tourism outcomes (Kimbu & Ngoasong, 2013; Li & Hunter, 2015; Osman et al., 2018). Failure to 'co-design' with local administrators and partners leads to a lack of agreement to resolve inevitable differences in CBT implementation. By operationalising the principles of Stakeholder Theory, co-design enhances the legitimacy, relevance, and long-term success of CBT initiatives, while also contributing to community well-being, cultural preservation, and environmental sustainability.

Evidence from both interview data and policy review affirms that local communities function as active agents in the CBT development. For instance, tourism boards in villages such as Karanganyar and Tuksongo incorporate elected representatives from women's groups and youth associations who contribute directly to decision-making processes related to tourism planning and resource allocation. These participatory mechanisms extend beyond mere consultation, granting local stakeholders a substantive and influential role in shaping tourism trajectories. Moreover, institutional support for this participatory approach is embedded in Provincial Regulation No. 2/2019, which mandates community representation in tourism planning committees at both district and village levels. Such provisions institutionalise co-design by requiring bottom-up engagement, thereby moving beyond reliance on top-down policy directives.

However, the interview data also revealed that although formal structures exist, not all groups feel equally empowered. For instance, several female participants noted that while they were "invited" to meetings, their input was frequently disregarded. This highlights a critical gap between nominal inclusion and meaningful engagement, indicating that the mere presence of

community members does not guarantee equitable influence. Therefore, future assessments of CBT governance should critically examine not only the composition of participatory bodies but also the extent to which diverse voices substantively shape decision-making outcomes.

6.2 CBT Principle Integration in Tourism Policy

Tourism sector stakeholders worldwide have widely embraced CBT as a community-managed tourism model because it highlights environmental conservation, local community empowerment and involvement (George et al., 2007; Giampiccoli & Saayman, 2018; Trejos & Chiang, 2009). This tourism model operates on fundamental principles of CBT that emphasise the integral role of the local community in shaping and driving tourism initiatives (Jugmohan et al., 2016). This approach is characterised by principles such as community participation, where local residents actively engage in decision-making and planning processes, fostering a sense of ownership and pride in the tourism development process. Moreover, CBT prioritises sustainable resource management, ensuring that tourism activities align with ecological preservation and cultural heritage conservation, enhancing visitors' understanding of local cultures and ways of life (Ånstrand, 2006; Hussin & Kunjuraman, 2014a).

Although many governments have begun aligning tourism policy with CBT frameworks to respond to the growing interest in community-led tourism development, the degree to which CBT principles are fully integrated remains inconsistent. While there is widespread policy-level recognition of local involvement and participation (Khartishvili et al., 2020; Lama, 2014; Lenao, 2017; Sène-Harper & Séye, 2019), here is often a lack of emphasis on embedding more extensive and holistic CBT principles within policy documents. The examples of Thailand (Thammajinda, 2013), Malaysia (Kunjuraman, 2020), and Jordan (Alshboul, 2016) demonstrate progress, but typically only within a limited scope of community involvement. As such, the selective application of CBT principles risks producing fragmented and unsustainable outcomes (Henama et al., 2019; Junaid et al., 2021; Yanes et al., 2019) and distribute them unfairly among community members (Azwar et al., 2023; Juma & Khademi-Vidra, 2019; Pawson et al., 2017).

A more extensive approach entails expanding the application of CBT principles beyond community participation to encompass integrated governance structures, legal support, redistributive economic mechanisms, and cross-sectoral coordination. Meanwhile, a holistic approach emphasises the need to embed CBT within a broader tourism ecosystem, accounting for the interdependence of social, cultural, environmental, and economic factors. Without these

dimensions, CBT efforts often remain isolated and vulnerable to external pressures, such as political shifts, market fluctuations, or elite capture.

Giampiccoli & Saayman (2018b) and Vitálišová (2021) argue that a successful CBT implementation can be achieved if the CBT principles are consolidated and articulated in the tourism policy documents (Giampiccoli & Saayman, 2018b; Vitálišová et al., 2021). This condition involves governments providing a structured and meaningful framework by delivering legal and political support to implement CBT in the tourism industry (Aulya et al., 2016; Yanes et al., 2019; Zielinski et al., 2021).

Integrating CBT principles into tourism policies enables governments and tourism stakeholders to promote a more sustainable, inclusive, and accountable tourism system through a range of specific mechanisms. For instance, participatory planning frameworks embedded in policy can institutionalise local community engagement in shaping tourism strategies from the outset, ensuring development efforts align with community priorities. Policy-driven support for capacity-building initiatives is also vital, as it equips community members with the necessary skills to manage tourism enterprises, apply sustainability principles, and advocate for their interests within broader governance processes. Furthermore, redistributive mechanisms, such as benefit-sharing schemes, the reinvestment of tourism revenue into local infrastructure, and financial support for community micro-enterprises, can enhance the equitable distribution of tourism benefits. Clear environmental safeguards, aligned with CBT principles, can mitigate risks of overdevelopment and environmental degradation, thus reinforcing ecological resilience.

Additionally, the formal integration of CBT values within tourism policy can enhance accountability by establishing monitoring and evaluation mechanisms that include community-defined success indicators. Such multi-level policy interventions collectively support a tourism paradigm that promotes local empowerment, cultural preservation, and long-term environmental sustainability, thereby contributing meaningfully to the broader objectives of responsible and sustainable tourism development.

Several authors have argued that CBT offers local and inclusive tourism development and economic benefits to generate community benefits (Ditta-Apichai et al., 2020; Lo & Janta, 2020; Strydom et al., 2019). However, it is crucial to examine what inclusivity means in this context critically. Inclusion in CBT refers to the meaningful participation of a wide spectrum of community members, across gender, age, socio-economic background, ethnicity, and ability, in shaping, managing, and benefiting from tourism initiatives. It involves not only engaging

diverse stakeholders in decision-making processes but also ensuring equitable access to training, employment, and entrepreneurship opportunities, as well as to mechanisms for cultural expression and heritage stewardship. Conversely, exclusion may arise when certain groups, such as women, youth, Indigenous peoples, or those with lower educational attainment, are marginalised or systematically underrepresented due to existing power hierarchies or structural constraints. Such exclusion undermines the core CBT principle of equitable community empowerment and can limit the long-term sustainability and social legitimacy of tourism initiatives.

Other authors opined that CBT strengthens the ability of local people to manage their tourism resources (Abukhalifeh & Wondirad, 2019; Dolezal & Novelli, 2022; Priatmoko & David, 2021) while at the same time maintaining the sustainable utilisation of natural resources (Jugmohan et al., 2016; Ramaano, 2022; Stone & Stone, 2020). Moreover, involving and empowering local people to participate in tourism activities through CBT is considered the best strategy to optimise the tourism sector (Al-Oun & Al-Homoud, 2008; Okazaki, 2008; Sutawa, 2012), especially while facing budget constraints (Maggio, 2020).

6.3 Methodology

This chapter employs a qualitative research approach to conduct a thematic document analysis, examining the incorporation of CBT principles in tourism policy documents related to Central Java. Thematic document analysis offers a thorough and detailed study of the policy framework, with a specific focus on the integration of CBT principles within the context of the tourism industry in Central Java.

6.3.1 Document Analysis

Document analysis represents a widely embraced research technique, functioning both as a primary means of data collection (Adebiyi et al., 2019; Katchmarchi et al., 2018) and as a complementary approach in conjunction with other research methods (Khartishvili et al., 2019; Owen, 2014). This method offers efficiency and effectiveness in data collection for several compelling reasons. Firstly, documents serve as reliable information sources, ensuring dependable records that encompass facts, events, and opinions. Secondly, documents are frequently rich in detail, allowing researchers to delve into deeper levels of analysis (Riffe et al., 2019; Vaismoradi et al., 2013). These documents can be scrutinised, compared, and cross-referenced to unearth valuable data and formulate conclusions (Baskarada, 2014). Moreover, documents can be readily stored, accessed, and shared, making them a convenient resource for diverse research purposes (Atkinson & Coffey, 2004).

Document analysis suggests a systematic review procedure to provide context, generate questions, and validate other data sources (Cho & Lee, 2014; Darke et al., 1998). The researchers carefully read and interpret the documents to give meaning to the relevant topics (Altheide et al., 2008; Hancock et al., 2021). Therefore, document analysis serves as an ideal research method for this study, enabling the review and analysis of tourism policy documents in Central Java. This approach offers a systematic process for thoroughly understanding the context, formulating research inquiries, and validating data from other sources.

This study analysed twelve tourism policy documents associated with Central Java province, Indonesia, comprising government strategic plans, formal laws and regulations, and peer-reviewed academic publications on regional tourism development. Documents were selected according to explicit inclusion criteria derived from core CBT principles, such as community participation, empowerment, equitable benefit sharing, sustainability, and cultural heritage preservation, as articulated in the CBT literature (Giampiccoli & Saayman, 2018a; Okazaki, 2008). Any policy or academic paper that failed to meaningfully reference or align with one or more of these principles, such as those focused exclusively on infrastructure investment or macroeconomic performance without community engagement, was excluded. Although some included documents predate 2018, they remain in force or continue to inform subsequent tourism planning strategies, thereby retaining their policy relevance.

Government strategic plans and related regulations provide the formal framework through which tourism objectives are aligned with broader regional, national, and international development frameworks. Their analysis enables an assessment of policy coherence, consistency, and the degree to which tourism is integrated with other economic and social sectors. The inclusion of academic publications acknowledges the critical role scholars often play in policy evolution: by identifying regulatory gaps, offering evidence-based recommendations, and engaging with policymakers, academic research can catalyse legislative amendments and introduce new measures. By examining how tourism policies in Central Java align with regional, national, or international development frameworks, researchers can evaluate the coherence and consistency of policy approaches. Analysing these associated tourism policy documents for Central Java can provide valuable insights into the region's tourism development strategies, objectives, and priorities. Moreover, the analysis helps identify potential synergies and areas for improvement in integrating CBT principles into tourism policies and, more broadly, for integrating tourism with other sectors.

The researcher employed NVivo software to perform a thematic analysis of policy documents. The thematic analysis involves identifying particular patterns of meaning within the documents (Javadi & Zarea, 2016). The researcher meticulously examined these patterns, organising them into coherent themes. The researcher also thoroughly examined the policy documents and selected key elements from the relevant materials. These thematic analysis procedures depicted in Figure 6.1 begin by articulating the purposes of adopting document analysis. The procedures then continued by selecting the relevant documents and associated analyses, coding them, and reporting the findings as the final stage. The details of the procedures are as follows.

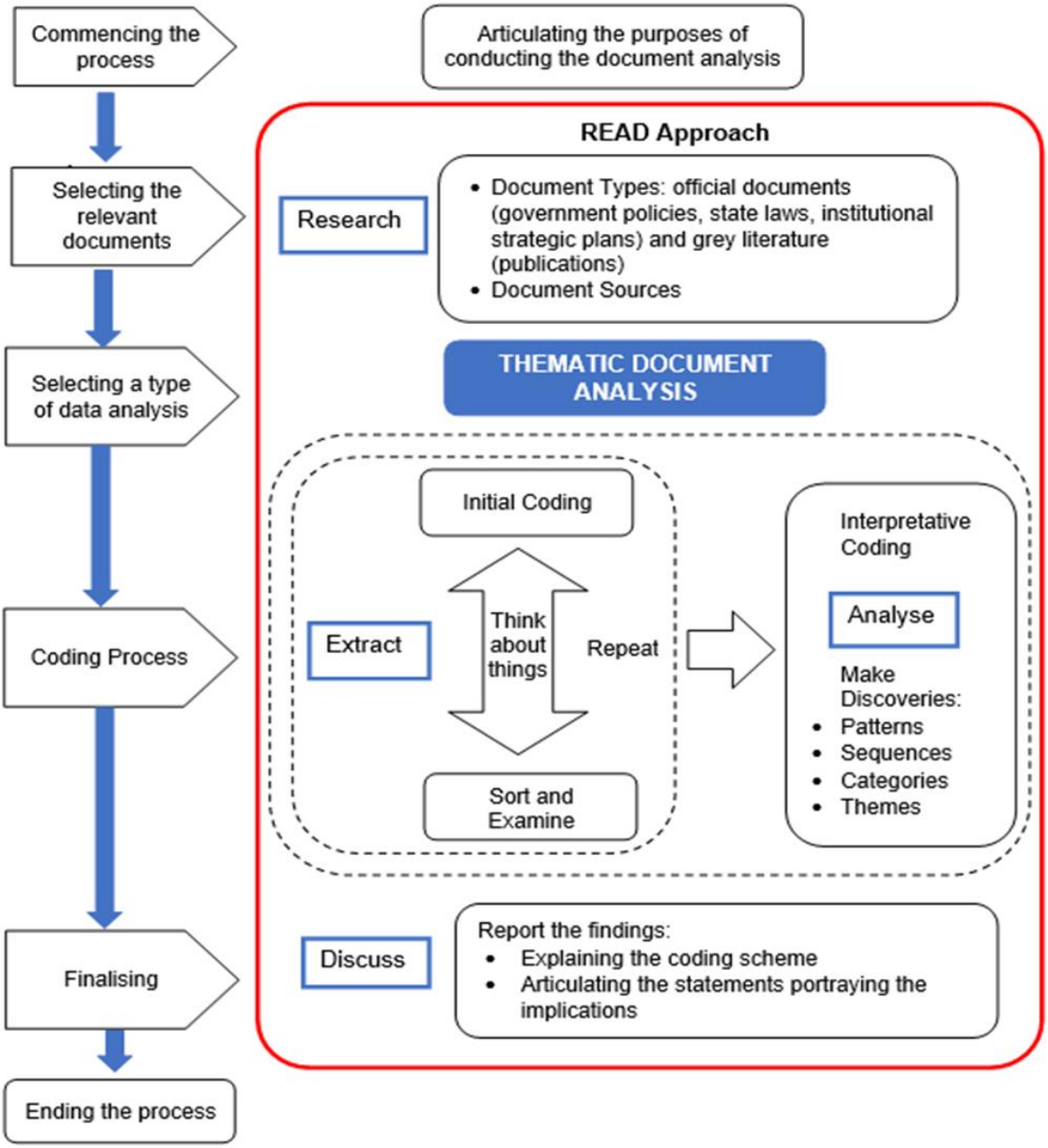


Figure 6.1 The Process of Thematic Document Analysis Including READ Approach
Source: The researcher's expansion from (Bowen, 2009; Dalglish et al., 2020; Pershing, 2002)

6.3.2 The READ Approach

During document analysis, addressing concerns regarding consistency, trustworthiness, and representativeness is crucial to enhancing the accuracy of qualitative findings' accuracy (Maxwell, 2012; Sileyew, 2019). To achieve this goal, this study employed the READ (Research, Extract, Analyse, and Discuss) approach, a systematic method for sourcing and extracting information from tourism policy documents at local and national levels. The READ approach streamlined the analysis process, ensuring a comprehensive review of policy documents. Offering a structured framework facilitated the extraction of valuable insights for informed decision-making and future research in Central Java's tourism development policy landscape.

This chapter followed the procedures for conducting the thematic document analysis based on the READ approach (Dalglish et al., 2020), which consists of the following:

- R stands for Research (Data Collection). The first step is to conduct thorough research to identify and collect relevant documents related to tourism development policy in Central Java. The research team explored the existing tourism policies on government websites and identified the relevant tourism strategic planning documents, including the laws and regulations, as the base for constructing the associated policy documents.
- E stands for Extract (Preparation). Once the relevant documents are identified, the next step is to extract the critical information and data from these documents. The research team carefully read the associated documents, identified the key statements, strategic plans, and policy objectives, and processed the documents the first time around by utilising the thematic coding software N-Vivo. The software conducted the Autocoding.
- A stands for Analyse (Thematic Analysis). Following data extraction, the research team advanced to the analytical stage. While the software generated Autocoding, the research team furthered the analysis by manual coding. During this phase, the team identified patterns within the extracted data and systematically organised and categorised the data according to themes, keywords, and policy areas.
- D stands for Discuss. The final step of the READ approach involves discussing the document analysis's findings and implications. The research team interpreted the identified themes and analysed their relationships between policy documents. The team arranged the distilled results based on the analytical categories by utilising figures

produced by the coding software N-Vivo and discussed the significance of the findings in the context of tourism development in Central Java.

6.3.3 Positionality and Critical Reflexivity

Being originally from Indonesia and having worked in both academic and governmental settings, the researcher's positionality profoundly informs the perspectives and interpretations presented in this study. Familiarity with Central Java's socio-political landscape and active engagement in regional tourism development initiatives afford insider knowledge and contextual sensitivity. Situated within an interpretivist paradigm, this research acknowledges that all knowledge is socially constructed and that policy analysis cannot be entirely disentangled from the researcher's interpretive lens. Consequently, the researcher's critique of policy documents emerges not as an external evaluation but as a deeply embedded commitment to fostering inclusive and sustainable tourism development in Central Java.

To maintain a critical distance, the researcher employed structured peer-debriefing sessions and kept a positionality journal during data analysis. Furthermore, the READ (Research, Extract, Analyse, Discuss) framework guided the thematic document analysis, ensuring methodological rigour and transparency at every stage. This reflexive approach, coupled with the triangulation of policy texts and stakeholder interview data, mitigated subjectivity by anchoring critique in empirical evidence and systematic procedures. By explicitly acknowledging positionality, this study presents its policy analysis not as an objective or detached critique but as an informed, contextually grounded inquiry to enhance the integration of CBT principles into tourism governance frameworks.

6.3.4 Data Collection and Preparation (Research and Preparation)

The documents related to the development and implementation of CBT in Central Java were selected by accessing government websites (both national and provincial levels) where the documents are publicly accessible. These documents were examined to see whether they have incorporated CBT principles. Table 6.1 shows the documents referred to CBT implementation in Central Java and where to obtain them. Most documents are written sources, such as policies, reports, articles, and publications.

Table 6.1 Document Categories that can be consulted in implementing CBT in Central Java.

Category	Example	Source
Development Planning documents	• Government Policies or policy directives	Government websites (national and provincial levels)
	• Government Strategies for tourism sectors or specific Community-Based Tourism initiatives	Government websites (national and provincial levels)
	• Government statements	Government websites (national and provincial levels)
Implementation Documents	• Program Progress reports or evaluations	Government websites (provincial levels)
	• Operational plans	Government websites (provincial levels)
	• Project proposals	Government websites (provincial levels), or contact the person in charge
Legal Documents	• Laws	Government websites (national levels)
	• Regulations	Government websites (national and provincial levels)
Academic work	• Peer-reviewed publications (papers in journals as well as conference proceedings)	Google Scholars, ResearchGate

Source: Researcher's expansion from (Dalglish et al., 2020)

The selected documents listed in Table 6.2 are a combination of official documents (such as government policies, state laws, institutional strategic plans, and office regulations) and grey literature (such as publications, reports, and evaluations issued by the government).

Table 6.2 Selected Documents Related to the Tourism Policy in Central Java

No	Document Names	Document Types	Document Issuers
1	Government Regulation of Central Java Number 53, the Year 2019, concerning the instructions for implementing Central Java Regulation Number 2, the Year 2019, about tourism village empowerment in Central Java.	Government Regulations	Central Java Government

2	Central Java Regulation Number 2 Year 2019 about the tourism village empowerment in Central Java.	Government Regulations	Central Java Government
3	Central Java Regulation Number 10, the Year 2012, concerning the tourism development master plan in Central Java for 2012–2027	Government Regulations	Central Java Government
4	Government Regulation of The Republic of Indonesia Number 67 Year 1996 concerning Tourism Organisations in Indonesia	Government Regulations	Central Government
5	Government Regulation of The Republic of Indonesia Number 50 Year 2011 concerning the national tourism development master plan for 2010 – 2025	Government Regulations	Central Government
6	The law of The Republic of Indonesia Number 10 Year 2009 concerning the national tourism sector	Government Regulations	Central Government
7	The Tourism Village guidelines	Government Development Policy	Ministry of Tourism and Coordinating Ministry for Maritime and Investment Affairs
8	The strategic plans of tourism service in Central Java	Government Development Policy	Central Java Government
9	Central Java medium-term Development Plans for 2018 – 2023	Government Development Policy	Central Java Government
10	The Implementation of Community-Based Tourism in Mangrove Sari Tourism Village in Brebes Regency	Academic Paper	Media Bina Ilmiah Journal
11	Community-Based Tourism Village Development Strategies: A Case of Borobudur Tourism Village Area.	Academic Paper	Geo Journal of Tourism and Geosites
12	Community Empowerment in The Context of Sustainable Tourism Development in Surodadi Village	Academic Paper	Jurnal pendidikan dan Pemberdayaan Masyarakat

6.4 Thematic Analysis

This study used thematic analysis to identify emerging themes within 12 Tourism policy documents in Central Java. These themes were then organised into codes and sub-themes, following established methodologies (Boyatzis, 1998; Braun & Clarke, 2006). The primary

goal was to determine whether these policy documents effectively incorporated CBT principles as guidelines for implementing CBT initiatives in the region.

To achieve this, the researchers carefully read through each policy document, extracting pertinent information and summarising their contents in an Excel spreadsheet. The spreadsheet was designed with columns facilitating efficient data entry, including document titles, types, issuers, and a summary of their contents related to CBT Principles. The resulting summary provides a comprehensive overview of the policy documents that support CBT implementation in Central Java, as depicted in Table 6.3.

Table 6.3 The Summary of Tourism Policy Documents in Excel Form

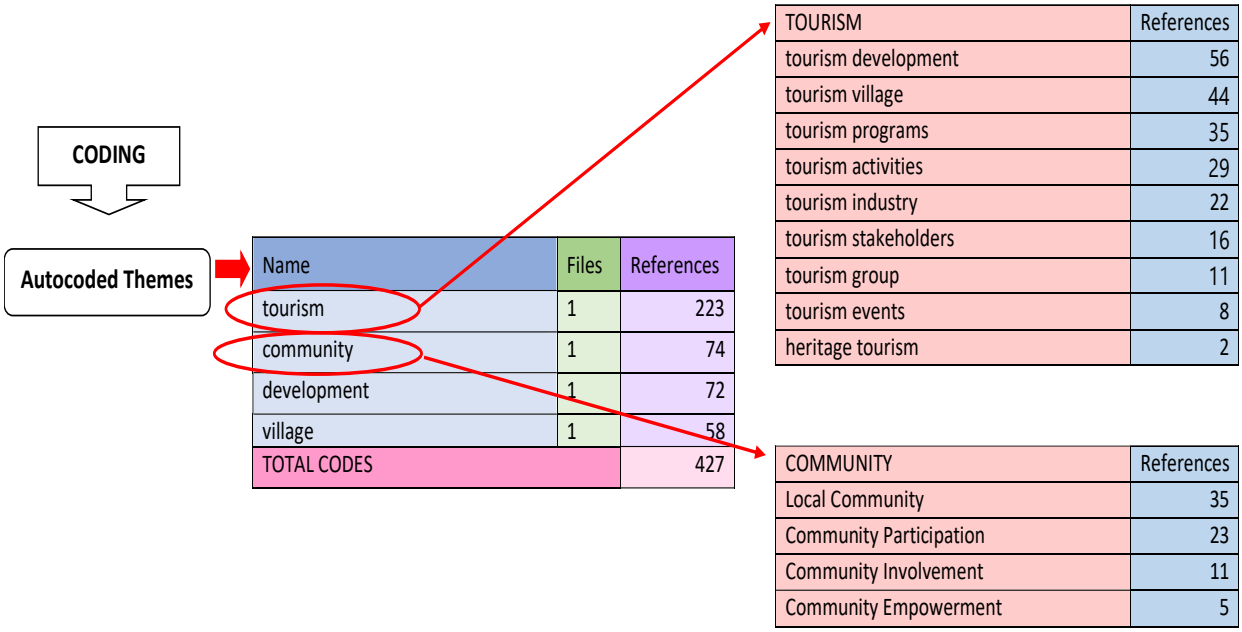
Document Names	Document Types	Document Issuers	Contents in the documents related to CBT Principles
Regulation of the Governor of Central Java Number 53 Year 2019 concerning instructions for the Implementation of Central Java Regulation	Government Regulations	Central Java Government	CBT Village is a form of integration between the potential of natural tourist attractions, cultural tourism, and man-made tourism in a particular area, supported by attractions, accommodations, and other facilities according to the local wisdom of the community.
			Community empowerment is building power by encouraging, motivating, raising awareness and developing one's potential.
			This Governor Regulation provides guarantees for community empowerment, guidance and supervision, implementation of the Tourism Village Communication Forum
			CBT Village is prioritising the concept of community empowerment in order to facilitate and implement tourism village development efforts
Central Java Provincial Regulation Number 2 Year 2019 concerning Tourism Village Empowerment in Central Java	Government Regulations	Central Java Government	Community empowerment of Tourism Villages in Central Java Province is carried out based on the principles of justice, sustainability, benefit, education, participatory, empowerment, independence, and sustainability.
			CBT Village Development includes tourism village infrastructure development, Tourism Village marketing, strengthening Tourism Village institutions, and partnership cooperation.
			The government facilitates integrated and sustainable Marketing of Tourism Villages by involving all stakeholders in building the image of Central Java region as a competitive tourism village destination.
			The Tourism Village Manager partners with a third party (public/private sectors) in the form of shared tourism revenues, production cooperation, and management cooperation.

			The provincial government, tourism entrepreneurs, and the municipality collaborate to implement the tourist village attraction based on the principles of integration and coordination.
Central Java Provincial Regulation Number 10 Year 2012 concerning Central Java Tourism Development Master Plan 2012–2027	Government Regulations	Central Java Government	The vision of provincial tourism development is the realisation of Central Java as a primary Tourism destination
			The tourism development in Central Java is carried out with an orientation towards increasing job opportunities, reducing the unemployment rate and poverty, promoting growth and preserving the environment, and encouraging public and private sector partnerships
			The development of tourist attractions in Central Java is carried out based on the principle of upholding religious values and cultural values, as well as a balance between management development to create qualified, competitive tourist attractions and to maintain the sustainability of its resources
			The development of tourism human resources is achieved by increasing the capacity and capability of the human resources
			Development of economic business products and services developed by local communities around tourism destinations
Government Regulation of the Republic of Indonesia Number 67 of 1996 concerning Tourism Organisation	Government Regulations	Central Government	The local government must integrate the tourism business entities and the local community to increase tourism development in Central Java and support national development.
			The tourism development must provide benefits equally to all levels of society
			The government guides in terms of regulation, supervision, and control of the community and tourism business suppliers
			The implementation of tourism development aims to achieve integrated collaborations amongst the Government, business entities, and the community as a harmonious and balanced unit.

Government Regulation of the Republic of Indonesia Number 50 Year 2011 concerning the National Tourism Development Master Plan 2010 - 2025	Government Regulations	Central Government	Tourism development is carried out based on the principles of Sustainable tourism development: to increase job opportunities, reduce the poverty rate, and promote environmental conservation.
			The government should develop capacity and improve the quality of tourism services by increasing standardisation and certification programs to encourage the growth of micro-scale tourism businesses and provide incentives for unique local products.
			The government must regulate the roles of each relevant stakeholder to encourage the integrated development of the tourism sector

6.4.1 The Auto-Coding

The summarised data in the Excel Spreadsheet was transferred into NVivo, a qualitative data analysis software. Auto-coding by NVivo was first utilised to identify and automatically generate codes within the documents that correspond to the thematic coding framework. This Autocode process is depicted in Figure 6.2, showing "Tourism Development" as the most narrated initial code under the theme "Tourism".



Name	Files	References
tourism	1	223
community	1	74
development	1	72
village	1	58
TOTAL CODES		427

TOURISM	References
tourism development	56
tourism village	44
tourism programs	35
tourism activities	29
tourism industry	22
tourism stakeholders	16
tourism group	11
tourism events	8
heritage tourism	2

COMMUNITY	References
Local Community	35
Community Participation	23
Community Involvement	11
Community Empowerment	5

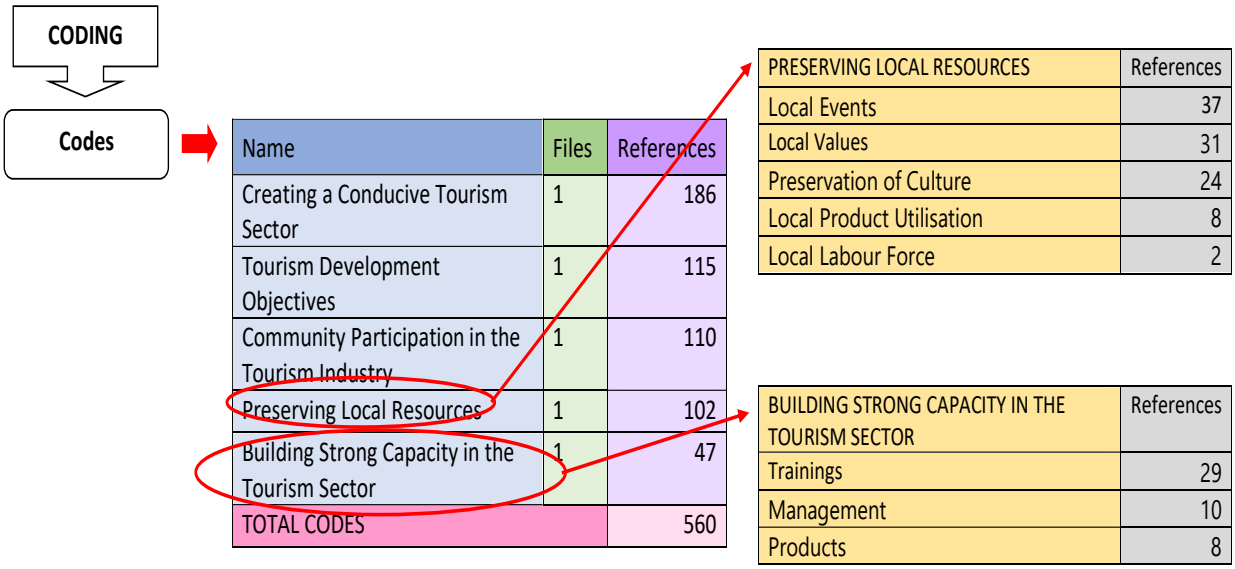
Figure 6.2: The Autocoding Process Conducted by NVivo

6.4.2 Manual Coding

While autocoding can provide a foundation for the thematic analysis, manual review is needed to refine the generated codes. This step involved reading through the summarised spreadsheet in NVivo and adding or adjusting previously created codes. Several concepts and themes corresponding to CBT principles were first selected, such as community participation, strong tourism capacity, conducive tourism development, local resources preservation, and economic benefits. These themes served as part of the coding framework for analysing the documents. When coding, the research team carefully read and analysed the documents to determine which parts were relevant to the specific concepts or themes related to CBT principles, allowing for an iterative process to refine the codes and themes.

Various strategies were implemented to improve coding credibility, such as cross-coding and the independent categorisation of policy documents and their content. These methods were employed to enhance the credibility and trustworthiness of the research outcomes (Sugiharti et

al., 2022). When doing the cross-coding, each research team member independently analysed the same selected tourism policy documents and compared the results. Meanwhile, during independent categorisation, each team member separately categorised the content of the processed documents. Figure 6.3 portrays the results of manual coding, which was conducted to capture nuanced themes and concepts that were not necessarily identified through autocoding. For example, the autocoding included capacity-building components, such as workshops and training in the "development" theme. At the same time, the manual coding classified the concept under the "Building Strong Capacity" theme.



Name	Files	References
Creating a Conducive Tourism Sector	1	186
Tourism Development Objectives	1	115
Community Participation in the Tourism Industry	1	110
Preserving Local Resources	1	102
Building Strong Capacity in the Tourism Sector	1	47
TOTAL CODES		560

PRESERVING LOCAL RESOURCES	References
Local Events	37
Local Values	31
Preservation of Culture	24
Local Product Utilisation	8
Local Labour Force	2

BUILDING STRONG CAPACITY IN THE TOURISM SECTOR	References
Trainings	29
Management	10
Products	8

Figure 6.3: The Process of Manual Coding in NVivo Software

6.4.3 The Word Frequency

In order to determine the critical principles of Central Java tourism, a thorough analysis of policy documents was conducted. The study utilised the word frequency feature of NVivo software to identify which words appeared most frequently throughout the documents, providing insight into the most commonly used language associated with CBT. By calculating the frequency of each word in the dataset, the study generated a comprehensive list of words ranked according to their occurrence rate. The words that featured most prominently in the policy documents were deemed of greater significance and relevance to the principles of CBT. These words were subsequently utilised to identify potential codes, sub-themes, or overarching themes within the data (Carley, 1993).

Additionally, analysing the frequency with which certain words or phrases appear in the documents provides valuable insights into identifying patterns and trends that might not be

immediately apparent. This approach can also help mitigate subjectivity and minimise bias by providing a more objective basis for analysis, enhancing the overall quality of their research (Leech & Onwuegbuzie, 2011; Onwuegbuzie & Leech, 2007). Figure 6.4 presents the Word Cloud below, illustrating the most frequently used words in the associated documents.

Figure 6.4: Word Frequency From 12 Tourism Policy Documents

The "word frequency cloud" (Figure 6.4) is a useful tool that provides an overview of the most commonly used words in selected tourism policy documents related to CBT in Central Java. This figure allows this study to identify primary themes and repeated concepts. The top ten most frequently used words, including "tourism," "development," "community," "village," "local," "government," "management," "activities," "tourist," and "business," are particularly significant. These words form clusters that highlight their frequent appearance in the cloud.

This analysis provides a deeper understanding of the main themes, concepts, or issues addressed in the tourism policy documents related to CBT in Central Java. These words serve as a proxy for the CBT principles consolidated in the documents. To further analyse the data,

the top 25% of the most common words were colour-coded (Table 6.4) to cluster words with similar meanings visually. For example, words like empowerment, promotion, provide, improve and integrate were all given the same yellow colour to highlight their similarities.

Table 6.4 List of Top Quartile Words based on Weighted Percentage

Word	Count	Weighted Percentage (%)	Word	Count	Weighted Percentage (%)
tourism	660	11.16	preservation	56	0.69
development	400	6.37	implementation	39	0.66
community	315	5.33	empowerment	36	0.61
village	275	4.65	economy	34	0.58
local	172	2.89	participation	70	0.58
government	171	2.54	regulation	59	0.58
management	99	1.49	economic	36	0.54
activities	92	1.33	integrated	33	0.54
tourist	77	1.30	strengthening	32	0.54
business	75	1.11	welfare	32	0.54
resources	62	1.05	environment	30	0.51
promotion	59	0.93	actors	30	0.50
provide	54	0.91	efforts	29	0.49
improve	53	0.90	involvement	56	0.47
regional	55	0.83	partnerships	27	0.46
sustainability	60	0.83	programs	29	0.41
industry	48	0.81	training	50	0.41
attractions	47	0.79	stakeholders	22	0.37
destinations	46	0.78	empower	22	0.36
institutions	48	0.78	opportunities	21	0.36
products	44	0.74	strategies	20	0.34
cooperation	42	0.69	ensure	18	0.30

Table 6.4 displays the top five words associated with CBT principles in tourism policy documents. These words include tourism, development, community, village, local, government, management, and activities. The table shows the frequency and weighted percentage of each word, highlighting their importance. The use of different colours to categorise and group related terms within the policy documents provides a visual approach that enhances the analysis of related CBT principles. This approach facilitates a more comprehensive understanding of the policy framework's sub-themes, themes, and priorities.

The colour-coded approach makes it easier to navigate complex information. It reveals the interrelatedness of CBT principles and their integration within the policy framework. It also

identifies gaps, strengths, and areas for improvement, enabling targeted interventions to enhance the implementation of CBT principles.

6.4.4 Interpretive Coding

In order to analyse the tourism policy documents, interpretative codes were developed using colour codes from Table 6.4. The initial codes, originating from cells of the same colour, were arranged into subthemes containing phrases rather than single words. This interpretive coding approach aimed to capture the underlying intricacies expressed in the selected tourism policy documents. These interpretative codes were then grouped into primary themes, as illustrated in Table 6.5. A primary theme captures the essence of multiple related codes and encompasses various statements, revealing the fundamental ideas or concepts at the core of the subthemes.

Table 6.5 Primary Themes and Subthemes

Primary Themes	Subthemes	Initial Free codes
Definition of CBT	• Tourism sector objectives • Tourism for sustainability • Tourism Principles Implementation • developing tourism markets • Tourism Strategies • increase economic growth	tourism, development, implementation, economy, sustainability, attractions, destinations
Community Participatory	• All actors' involvement • Community participation in the tourism sector • Opportunities for Locals • Tourism activities require local involvement • Tourism Industry by the community	community, participation, industry, involvement, cooperation, empowerment, opportunities
Government Supports	• Ensuring conducive tourism • Protecting small businesses • Enforcement of regulation • Tourism expansion strategies • promotion and communication • Improving tourism facilities • Opening market access • Facilitating financial assistance • Government as facilitator • Tourism Socialisation Program • tourism business partnerships	promotion, provide, improve, strengthen, institutions, facilities, partnerships, regulations, strategies, programs, government

Local Tourism Resource Capacity Development	• Tourism hospitality training • The management of tourism resources • increasing the competitiveness of tourism products	management, training, workshops, products
Protection of Community Resources Interests	• Traditional village arts • Preserving genuine local activities • Local traditions as tourist attractions • Existing daily norms in tourism activities • Local resource utilisation • Maintaining the environment • Resources Preservation • Sustainable tourism	preservation, villages, tradition, norms, resources, environment, utilisation, sustainability

6.5 Findings and Discussions/Interpretations

Initially, 220 autocodes were generated from 12 documents. Subsequently, these 220 codes were streamlined to 33 interpretive codes in the second step. These 33 interpretive codes were further distilled into five primary themes based on CBT principles: CBT Definition, Community Participatory, Government Support, Local Tourism Resource Capacity Development, and Protection of Community Resources Interests. The succeeding sub-sections will provide a comprehensive discussion of these primary themes.

CBT Definition

The document analysis showed that as a sustainable tourism concept, CBT places great importance on environmental conservation, local community empowerment, and participation (George et al., 2007; Giampiccoli & Saayman, 2018a; Trejos & Chiang, 2009). This tourism concept enhances the capacity of local communities to oversee tourism resources (Abukhalifeh & Wondirad, 2019; Goodwin & Santilli, 2009; Razzaq et al., 2011) while simultaneously upholding conservation efforts and the sustainable utilisation of natural resources (Lapeyre, 2011; Sebele, 2010).

Unfortunately, numerous tourist destinations with great potential are underutilised in Central Java due to poor accessibility and inadequate facilities. This is mainly due to insufficient financial support from the central government for the tourism sector. To tackle this issue, the

government has recognised the significance of empowering local communities to promote tourism development. In this regard, CBT has been identified as an effective approach.

By analysing the text dataset, certain characteristics of CBT have been uncovered, which now provide a clear definition of this approach. The government's commitment to promoting tourism development through community empowerment is evident from their statements:

> *A Community-Based Tourism Village is a form of integration between the potential of natural tourist attractions, cultural tourism, and manufactured tourism in a particular area supported by attractions, accommodations, and other facilities according to the local wisdom of the community.* **(Government Regulation of Central Java Number 53 Year 2019)**

More specifically, the local government has put the following statement in their strategic policy documents:

> *Community empowerment of Tourism Villages in Central Java Province is based on the principles of justice, sustainability, benefit, education, participation, empowerment, independence, and sustainability.* **(Central Java Regulation Number 2 Year 2019)**

As a province that is rich in nature, culture and traditions, the tourism development in Central Java is conducted by accommodating local values, as we can see in the following statement:

> *The development of tourist attractions in Central Java is based on upholding religious and cultural values and a balance between management development to create qualified, competitive tourist attractions and maintain the sustainability of its resources.* **(Central Java Regulation Number 10 Year 2012)**

Community Participatory

The document analysis also revealed that the key to the success of CBT lies in recognising that the tourism industry should be under the management and ownership of the community it serves (Satarat, 2010; Suansri, 2003b). This approach allows visitors to enhance their awareness and gain insights into the local community and its way of life (Ånstrand, 2006; Hussin & Kunjuraman, 2014b; Jugmohan et al.,2016). Consequently, incorporating community participation into the tourism policy documents is crucial.

> *The local communities living in the tourism villages and surrounding areas are involved in and support the implementation of community-based tourism villages.*

> *The community is actively involved as widely as possible with stakeholders such as the central and regional governments and tourism business suppliers.* **(The Tourism Village guidelines)**

The Central Java government has included several explicit statements outlining the roles of the local host communities, as follows:

> *The local community acts as an active actor in tourism development throughout the whole process* **(Central Java Regulation Number 2 Year 2019)**

Earlier research indicated that community empowerment in CBT encompasses various aspects of tourism management, including program planning that takes into account environmental, social, and cultural sustainability (Kaur et al., 2016; Okazaki, 2008). The thematic analysis revealed that this principle is evident in policy documents, where the local government explicitly outlines the local community's role in the tourism development process.:

> *The local community can give suggestions, considerations, opinions, responses, and feedback on tourism development and problems by submitting their voices to the Tourism Village Operator.* **(Central Java Regulation Number 2 Year 2019)**

A study in one regency in Central Java strengthens the role of the local community in tourism development planning.

> *The power redistribution to people is achieved by involving the local community in decision-making, planning, management, and distribution of economic benefits.* **(Community Empowerment in The Context of Sustainable Tourism Development in Surodadi Village)**

Government Supports

The analysis of the policy documents revealed the crucial role of the government as both a regulator and facilitator in CBT (Giampiccoli & Saayman, 2017; Mtapuri et al., 2019). The absence of governmental, legal, and political support can significantly impact stakeholder involvement and participation in CBT (Salazar, 2012; Tasci et al., 2014). Furthermore, the implementation process of CBT is intricate (Simons & de Groot, 2015), necessitating the articulated and shared vision and goals among all stakeholders to foster collaborations and achieve collective benefits (Tasci et al., 2014). This collaboration is made possible with committed government support.

The Central government has explicitly outlined the critical role of the government in their tourism policy documents, as evidenced by the following robust statement:

> *The government acts as a regulator as well as a facilitator in the tourism development process* **(The Tourism Village guidelines)**

In addition to the statement made by the central government, the local government of Central Java has also acknowledged such obligations as the following:

> *The government is obliged to improve tourism destination infrastructure and facilities, the tourist area management, and the capacity of the local community in the tourism industry* **(Central Java Regional Medium Term Development Plan 2018 – 2023).**

Constant government support, particularly in terms of infrastructure provisions, is crucial for the success of CBT and to enhance the visitor experience when visiting the destination (Strydom et al., 2019; Zielinski et al., 2021). The government of Central Java has articulated the need for government support in its tourism policy documents as follows:

> *The tourism village must be accessible and sustainable; therefore, the government assures the availability of facilities, infrastructure and transportation systems that make it easier for tourists to get to and from tourism village destinations.* (**The Tourism Village guidelines)**

Local Tourism Resource Capacity Development

The document analysis highlighted local producers' and government partnerships, particularly in management training and capacity building. These partnerships are crucial for sustainable tourism development. Training on homestay management, standardised local products, and CBT management can significantly contribute to community empowerment (Halstead, 2003; Harun et al., 2012; Pandey, 2011). In line with its role as a facilitator, the Central Java government has incorporated development programs to enhance local capacity. Some clear statements associated with capacity development such as:

> *The government must facilitate the development and empowerment of the community and tourism human resources through training human resources, fostering tourism-aware human resources, and increasing entrepreneurial skills in the tourism sector.* **(Central Java Regional Medium Term Development Plan 2018 – 2023).**

In the meantime, besides developing strategic partnerships with state-owned enterprises and using digital platforms and media to increase brand exposure (Harris & Vogel, 2020; Iorio & Corsale, 2014), the Central Java government has accommodated the opportunities for the locals who are involved in the tourism industry as follows:

> *Community empowerment development is carried out through assistance, facilitation of business registration marks, quality of rural tourism products, development of capacity building for tourism workers, and technical development of marketing/promotion.* **(Government Regulation of Central Java Number 53 Year 2019)**

In achieving the sustainability of tourism programs, some studies have suggested that capacity building can be conducted by providing workshops on local resource skill development (Chakravarty & Irazábal, 2011; Magali, 2019; Mizal et al., 2014), and this has been clearly articulated in a statement in the documents as follows:

> *Increasing and strengthening cooperation between managers of village tourism activities with stakeholders and other tourism actors in the village tourism promotion program.* **(Community-Based Tourism Village Development Strategies: A Case of Borobudur Tourism Village Area)**

Protection of Community Resources Interests

Some of the documents noted that policymakers recognise the potential of CBT to create income-generating opportunities for local communities, promote sustainable development, and preserve cultural and natural heritage (Richards & Hall, 2002; Subadra et al., 2019). Previous studies have highlighted such services incorporating local wisdom in CBT implementation (Dodds et al., 2018; Jungck & Kajornsin, 2003; Kongprasertamorn, 2007). Subsequently, the Central Government has emphasised the significance of protecting the community resources interests in their tourism policy documents as follows:

> *Community empowerment is carried out with community groups in a coordinated and integrated manner with transparency, participation, and accountability principles. It reflects the socio-cultural values that exist and develop in the community.* **(Government Regulation of Central Java Number 53 Year 2019)**

CBT strongly emphasises destinations' authenticity and cultural wealth, and food is integral to any culture. Local communities can create opportunities for visitors to immerse themselves in traditional and local cuisine through accommodations like homestays or community-owned

lodges. (Cahyaningrum, 2017; Giampiccoli & Hayward Kalis, 2012; Islam et al., 2013) Furthermore, visitors are offered the opportunity to immerse themselves in the local community's unique and memorable ways of life (Boonratana, 2010; Sutawa, 2012). Accordingly, the government of Central Java has consolidated this principle in their tourism policy documents as follows:

> *The Tourism Village Empowerment Strategy includes identifying existing and potential cultural values and local wisdom to be preserved and developed.* **(Central Java Regulation Number 2 Year 2019)**

The success of sustainable tourism in Central Java through the implementation of CBT initiatives is a compelling example of the effectiveness of this comprehensive approach. By involving local communities, receiving assistance from the government, enhancing capabilities, and conserving resources, CBT ensures equal and responsible growth in tourism. Central Java has generated income for local communities while preserving the area's natural and cultural heritage by adopting CBT principles. The CBT destinations in the region are notable for their integration of native knowledge, traditions, culinary treats, and distinctive ways of life, resulting in an unmatched authentic experience for visitors.

6.6 Conclusion

This chapter analyses CBT principles as they are incorporated into tourism policy documents in Central Java. Through a qualitative approach, the study has identified five key themes related to CBT principles, including the definition of CBT, community participation, government support, local tourism resource capacity development, and protection of community resource interests.

The chapter underscores the critical role that government-administered tourism development strategies play in providing clear guidelines for successful CBT implementation in Central Java. It also highlights the laws and regulations put in place to support the achievement of tourism development objectives in the region, emphasising the importance of detailed mechanisms for implementing CBT principles. Notable regulations include:

- Central Java Regulation No. 2 of 2019: Mandates community participation through Tourism Village Communication Forums and the establishment of Tourism Awareness Groups (Pokdarwis) for local management.
- Governor’s Regulation No. 53 of 2019: Provides guidelines for empowering local communities through capacity-building programs in tourism management.

- Central Java Regulation No. 10 of 2012: Aligns provincial tourism development goals with community-based objectives, ensuring sustainable practices.
- Government Regulation No. 50 of 2011: Requires local governments to integrate community involvement and ecological impact assessments in tourism development.
- Law No. 10 of 2009: Establishes national guidelines for tourism development, emphasising community participation and resource protection.

This chapter offers valuable insights for policymakers, tourism practitioners, and local communities looking to implement CBT initiatives. Its findings demonstrate the extent to which CBT principles are integrated into tourism policies in Central Java and provide a deeper understanding of the policy framework that supports CBT development in the region. By advancing better strategic tourism policy documents, this study aims to contribute to the overall success and sustainability of tourism development in Central Java and beyond.

Implications and Recommendations

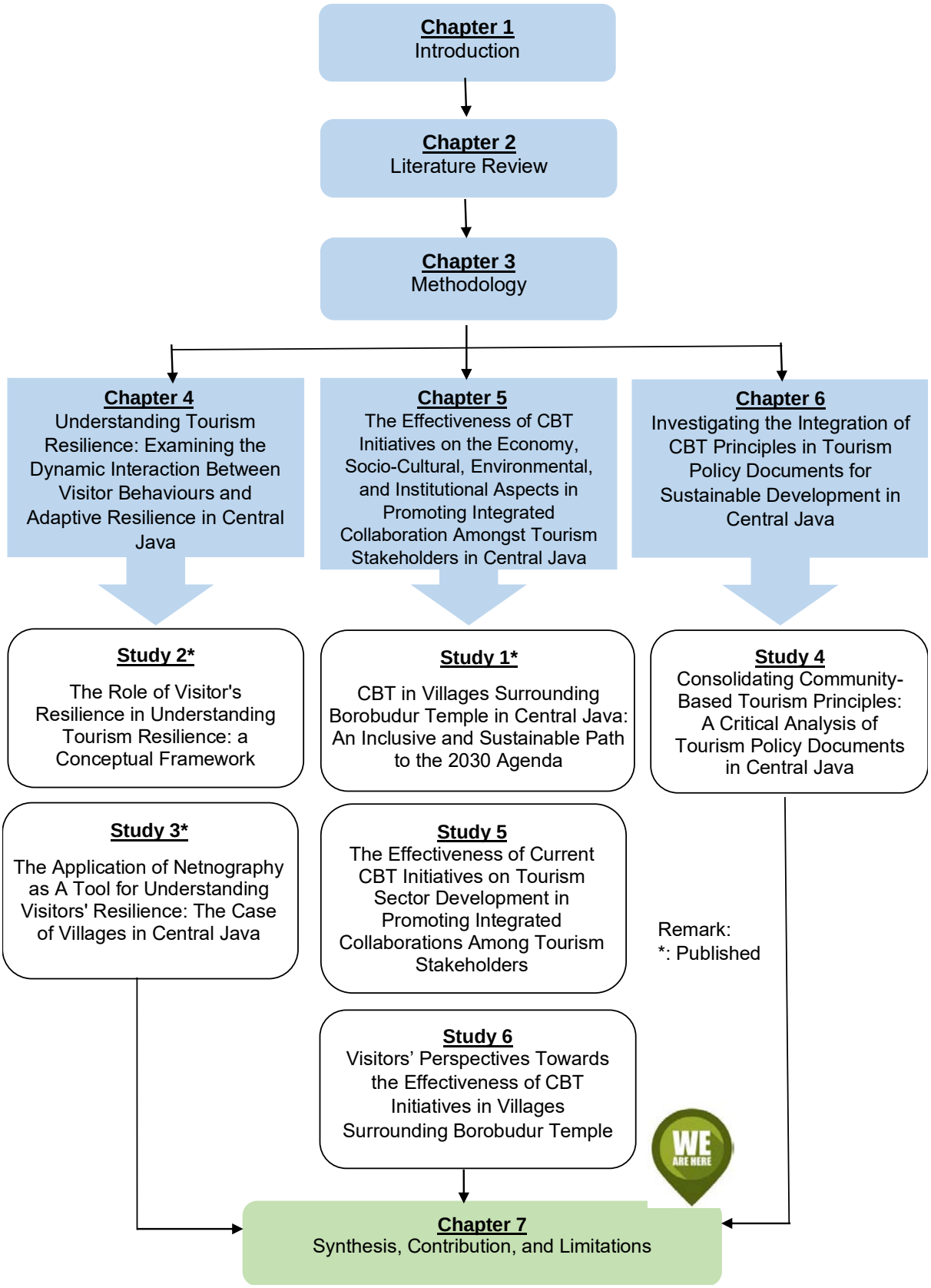
One significant implication of this study is recognising the pivotal role played by government-administered tourism development strategies in delivering clear guidelines for implementing CBT in Central Java. Identifying laws and regulations to support the realisation of tourism development objectives underscores the necessity for detailed mechanisms to actualise CBT principles effectively. As such, policymakers and stakeholders are encouraged to prioritise the development of precise frameworks and operational guidelines to ensure adherence to CBT principles.

This chapter offers valuable guidance for formulating and executing CBT projects by revealing the extent to which CBT principles are embedded within tourism policies in Central Java. Tourism practitioners can leverage these findings to tailor their approaches and strategies to align with the prevailing policy landscape, thereby enhancing the effectiveness and sustainability of CBT initiatives.

Moreover, this chapter advocates that governments implement more initiatives to create better tourism development policies by fostering stronger multilevel stakeholder relationships and encouraging local participation. However, because the present analysis is based predominantly on top-down government documents, it may under-represent the lived experiences and insights of local communities. Future research should therefore incorporate bottom-up, community-driven data through participatory workshops, focus groups, or community mapping to capture grassroots perspectives and ensure that policy recommendations reflect

both regulatory intent and local realities. Further research on the bottom-up approach planning process in the tourism sector can contribute to improving strategic tourism policy documents and provide comprehensive guidelines for successful CBT implementation.

Thesis Structure



7. Chapter 7
Synthesis, Conclusions and Implications

Overview

This final chapter offers a comprehensive summary of the extensive research on the socio-economic impacts of implementing CBT Initiatives in Central Java's tourism industry. The study focused on 20 villages surrounding the Borobudur Temple, a UNESCO World Heritage site in Central Java. The chapter highlights how CBT initiatives contribute to economic development, social cohesion, and environmental sustainability while addressing implementation challenges. Guided by three research questions, this study evaluates the interplay among tourism resilience, stakeholder collaboration, and policy integration.

The research employed qualitative methodologies across six studies, revealing key insights. The six interconnected studies aimed to investigate tourism resilience, evaluate the effectiveness of current CBT initiatives, and incorporate CBT principles into tourism policies. Visitor-centric approaches (Studies 2 and 3) demonstrate the critical role of tourists' adaptive resilience in shaping sustainable tourism. Studies on stakeholder collaboration (Studies 1, 5, and 6) emphasise the significance of active partnerships among local communities, governments, and private sectors for effective CBT implementation. The respective studies highlight the cooperative efforts between local communities, government bodies, and tourism operators. Interviews with community leaders, local government representatives, and tourism entrepreneurs revealed how regular meetings, joint decision-making, and shared resource management strategies fostered strong collaboration. Policy analysis (Study 4) underscores the need for integrating comprehensive CBT principles into tourism governance to align local initiatives with global sustainability objectives, including the United Nations' Sustainable Development Goals (SDGs).

This chapter concisely outlines the research's goals, synthesis, key findings, contributions, limitations, and future research prospects. Each study's critical aspects are synthesised, highlighting their importance for CBT implementation in the Borobudur Temple's surrounding villages. The following sections briefly summarise each study's key findings and their cumulative contributions to knowledge and practice. This chapter also acknowledges the research limitations and suggests future research avenues, emphasising the need for quantitative evaluations, in-depth analyses of tourist behaviour, and continuous policy impact assessments. Meanwhile, the research contribution to the CBT field offers valuable insights for

future research and policy development in the tourism industry. The chapter concludes by proposing a holistic framework for resilient and sustainable tourism development rooted in CBT principles. It emphasises the importance of aligning policy with community engagement and visitor participation to achieve long-term benefits.

7.1 Introduction

The main aim of this chapter is to synthesise the research findings and highlight how they address the socio-economic impacts of CBT initiatives in the villages surrounding Borobudur Temple, a UNESCO World Heritage Site in Central Java. The primary objective of the research is to evaluate how the implementation of CBT initiatives has influenced the local communities, particularly in terms of economic development, social cohesion, and environmental sustainability. The study aimed to assess both the benefits and challenges of CBT implementation across 20 villages, focusing on its contribution to local livelihoods and community resilience.

The research comprehensively explored several key areas, including the extent to which CBT initiatives have fostered economic opportunities, empowered local stakeholders, and enhanced tourism resilience. Additionally, it examined how these initiatives aligned with local policy frameworks and how effectively they addressed the needs and aspirations of the stakeholders involved. By employing a qualitative approach, this research provides insights into the dynamics of stakeholder collaboration, the integration of CBT principles into tourism governance, and the role of cultural preservation in sustainable tourism development.

This chapter draws together the overarching conclusions from the research, directly addressing three research questions, which are:

1. RQ1 - How do 'visitors' behaviours and their adaptive resilience develop tourism resilience in the tourism sector?
2. RQ2—How effective are the existing CBT initiatives in the economic, socio-cultural, environmental, and institutional aspects of promoting integrated collaboration amongst tourism stakeholders in Central Java's tourism sector?
3. RQ3 - To what extent do the tourism policy documents in Central Java reflect and adhere to CBT principles for successful CBT implementation in villages surrounding Borobudur Temple?

The six studies nested in this research aimed at addressing the research questions. The following section explains briefly how each study allowed for addressing each research question.

Table 7.1 Summary of The Thesis Content: The Connection Between Research Questions, Objectives, Studies, and Corresponding Chapters

Research Question (RQ)	Objectives	Studies	Corresponding Chapter
RQ 1: How do 'visitors' behaviours and their adaptive resilience develop tourism resilience in the tourism sector?	Explore and understand visitors' resilience within the context of tourism resilience.	**Study 2:** The Role of Visitor's Resilience in Understanding Tourism Resilience: A Conceptual Framework **Study 3:** The Application of Netnography as A Tool for Understanding Visitors' Resilience: The Case of Villages in Central Java	**Chapter 4:** Understanding Tourism Resilience: Examining the Dynamic Interplay Between Visitor Behaviours and Adaptive Resilience in Central Java
RQ 2: How effective are the existing CBT initiatives in the economic, socio-cultural, environmental, and institutional aspects of promoting integrated	Investigate the effectiveness of the existing CBT initiatives across various dimensions and their role in promoting integrated collaboration among tourism stakeholders in Central Java	**Study 1:** CBT in Villages Surrounding Borobudur Temple in Central Java: An Inclusive and Sustainable Path to the 2030 Agenda **Study 5:** The Effectiveness of Current CBT Initiatives on Tourism Sector Development in Promoting Integrated Collaborations Among Tourism Stakeholders	**Chapter 5;** The Effectiveness of CBT Initiatives on the Economy, Socio-Cultural, Environmental, and Institutional Aspects in Promoting Integrated Collaboration Amongst Tourism Stakeholders in Central Java's Tourism Sector

collaboration amongst tourism stakeholders in Central Java's tourism sector?		**Study 6:** Visitors' Perspectives Towards the Effectiveness of CBT Initiatives in Villages Surrounding Borobudur Temple	
RQ 3: To what extent do the tourism policy documents in Central Java reflect and adhere to the CBT principles for successful CBT implementation?	Evaluate the integration of the comprehensive CBT principles within tourism policy documents.	**Study 4:** Consolidating Community-Based Tourism Principles: A Critical Analysis of Tourism Policy Documents in Central Java	**Chapter 6:** Investigating the Integration of CBT Principles in Tourism Policy Documents for Sustainable Development in Central Java

7.1.1 Research Question 1

In order to answer the first research question regarding tourism resilience, Studies 2 and 3 adopt a visitor-centric approach. The two studies begin by identifying a theoretical gap in visitor-centric resilience studies. Study 2 develops a framework to address this gap, while Study 3 applies the framework to real-world scenarios, offering practical insights into visitor behaviour. These studies illustrate how integrating visitor resilience into tourism resilience frameworks can enhance destination management strategies.

Study 2 introduces a novel conceptual framework that incorporates the resilience of travellers, challenging the current approaches to resilience thinking in tourism. The study focuses on interpreting visitors' interests as a critical factor in tourism resilience, expanding the scope of research in this area and promoting a re-examination of existing theoretical frameworks. By adopting an interpretive approach, the study recognises the importance of subjective experiences and diverse perspectives of visitors, enriching our understanding of tourism resilience.

Study 3 delves into socio-economic resilience by analysing visitor reviews of the UNESCO World Heritage-listed Borobudur Temple in Central Java, Indonesia. Using a Netnography approach, the study identifies factors contributing to building visitors' resilience index by analysing TripAdvisor.com reviews posted between March 2018 and March 2020. By analysing visitors' firsthand accounts, the study provides valuable qualitative data that captures how tourists perceive and respond to the destination's socio-economic dynamics. Over two years, this study examines the narratives and opinions shared by visitors to gain insights into the adaptive capacities of both tourists and the local community. It contributes to a holistic understanding of tourism resilience within the context of Borobudur Temple.

7.1.2 Research Question 2

Studies 1, 5, and 6 collectively offer a comprehensive examination of CBT implementation in Central Java, contributing valuable insights into the opportunities and constraints shaping its development. While existing literature frequently highlights community participation, relatively few studies address the broader dynamics of multi-stakeholder collaboration, particularly the roles of government, private sector actors, and visitors, which are essential for the successful realisation of CBT principles.

Study 1 adopts a community-led approach by supporting the development of twenty tourism villages surrounding the Borobudur Temple, strategically leveraging their unique comparative

advantages. This initiative aims to address regional fiscal limitations by positioning tourism as a tool for local economic revitalisation. The study illustrates how grassroots participation can serve as a foundation for more inclusive and sustainable tourism development.

Study 5 investigates the operational dynamics of existing CBT initiatives, focusing on collaborative governance. Drawing on semi-structured interviews with forty local stakeholders and five government officers, the study evaluates impacts across economic, socio-cultural, environmental, and institutional domains. Framed through the lens of Stakeholder Theory, the analysis not only identifies the key actors involved but also interrogates the varying degrees of power and legitimacy attributed to each. While collaboration is frequently cited as a goal, the findings suggest that mutual benefit remains aspirational in many instances. Local administrators often exercise significant influence over decision-making processes, while marginalised groups, particularly women and youth, report limited opportunities to shape outcomes meaningfully.

Study 6 offers a complementary perspective by examining visitors' perceptions of CBT initiatives in the surrounding villages. Understanding tourists' experiences and expectations provides critical insights into the perceived effectiveness of community engagement strategies and the overall quality of tourism offerings. These findings can inform future policy decisions and help enhance alignment between community aspirations and visitor demands.

Overall, these studies emphasise the complex interplay of stakeholder interests in CBT implementation and highlight the importance of inclusive governance structures. While the interviews captured a diverse range of aspirations, the data also revealed significant disparities in stakeholder influence. For example, several female participants noted that their input was often overlooked, despite being regularly invited to meetings. This disconnect between presence and influence underscores the need for future evaluations of CBT inclusivity to assess not only who participates but also whose voices meaningfully shape policy and practice.

Table 7.2. Stakeholder Collaboration Matrix: Forms of Engagement and Perceived Outcomes in CBT Implementation

Stakeholder Group	Key Aspirations	Forms of Engagement	Perceived Outcomes
Local Administrators (village headmen and religious leaders)	Economic growth, cultural and environmental preservation, and infrastructure development	Planning consultations, policy committees	High influence; priorities are often aligned with regional goals
Community Members (local entrepreneurs)	Livelihood enhancement, cultural preservation, stable business environment	Village tourism boards, public forums	Mixed influence; some benefit-sharing, but power imbalances
Women Representatives	Empowerment, equitable participation	Elected board positions, public meetings	Low influence; contributions are often symbolic or marginalised
Private Sector	Market access, investment opportunities	Business partnerships, joint ventures	Moderate influence; successful partnerships are often nepotistic
Government Officials	Policy coherence, competitive tourism positioning	Legislative bodies, strategic planning forums	High influence; control over funding, regulation, and policy
Visitors	Authentic experience, sustainable practices	Feedback channels, surveys, reviews	Indirect influence shapes services and destination branding

Figure 7.1 illustrates the varied aspirations, engagement forms, and perceived influence of key stakeholders involved in CBT initiatives in Central Java. The matrix highlights disparities in influence, particularly for women and youth, and reflects on the extent to which stakeholder engagement aligns with the principles of inclusivity and shared governance.

Research Question 3

A study was conducted to answer the last research question (RQ3), assessing the consolidation of comprehensive CBT principles into the tourism policy documents as guidelines to implement CBT successfully in the tourism sector in Central Java. This study emphasises the importance of developing tourism policies within a comprehensive framework of detailed procedures proposed and determined by tourism stakeholders with the necessary agreement and authority to address specific challenges effectively.

Despite the recognised importance of CBT principles, there is limited research on their comprehensive integration into tourism policy documents. Therefore, this research fills this gap by investigating the degree to which broader CBT principles are integrated into tourism policy documents within the context of Central Java. Study 4 critically analyses tourism policy documents in Central Java and assesses the coherence and consistency of policy approaches by evaluating 12 associated tourism policy documents for Central Java, including government strategic planning, regulations, and academic papers related to tourism development. The study identifies the extent to which CBT principles are embedded within the selected documents.

Through its various studies, this thesis involves multiple stakeholders, including visitors, local communities, and the government, engaged in CBT initiatives in villages surrounding Borobudur Temple. The following section summarises the research findings.

7.2 Summary of the Studies' Claims and The Supporting Evidence

This section provides an overview of claims and evidence from the six studies, highlighting the key findings and contributions of each study to tourism resilience, community-based tourism, and policy integration in Central Java.

7.2.1 Study 1: Community-driven initiatives are essential for sustainable tourism development.

The first study assesses the current state of tourism development in Central Java and identifies the challenges that hinder its growth. By promoting the CBT approach, the study advocates for enhanced community participation in tourism, resource optimisation, and improved managerial capacities. The study's conclusions suggest that the Central Java government should implement policies and strategies to promote community involvement, maximise the utilisation of local tourism resources, and enhance local managerial capabilities to increase participatory levels. These findings support a prior study that underscored the significance of

residents' active engagement in both tourism planning and the management of protected areas tourism for the betterment of local communities (Bello et al., 2016). The results reaffirm that by promoting community participation and leveraging local tourism resources, economic benefits can be more equitably distributed, and cultural heritage and environmental preservation can also be prioritised (Xu et al., 2009; Ziakas, 2018). This approach further ensures the sustainable use of local resources and equitable benefits for residents, aligning directly with several SDGs:

- Goal 8: Decent Work and Economic Growth

  By involving local communities in tourism activities, the study promotes inclusive economic opportunities, decent work, and equitable growth for residents in Central Java.

- Goal 11: Sustainable Cities and Communities

  Encouraging local participation in CBT contributes to creating sustainable and resilient communities by preserving cultural heritage and fostering local pride in tourism initiatives.

- Goal 12: Responsible Consumption and Production
  The study promotes the sustainable use of resources by encouraging tourism practices that minimise waste and ensure the responsible consumption of local assets, thus aligning with the principles of sustainable tourism.
- Goal 15: Life on Land

  The study recommends sustainable tourism practices that protect natural ecosystems while balancing tourism development and environmental conservation in areas like Borobudur Temple.

- Goal 17: Partnerships for the Goals
  The study findings, which stress the importance of partnerships among governments, local communities, and private stakeholders in implementing effective CBT initiatives, indicate that collaborative efforts are essential to sustainable tourism development.

As illustrated in Figure 7.1, the study highlights that collaborative effort among tourism stakeholders, guided by supportive government policies and frameworks, is pivotal to enhancing local benefits while contributing to global sustainability objectives. Implementing

CBT in Central Java, particularly around iconic sites like Borobudur Temple, offers a sustainable pathway toward achieving the 2030 Agenda. This integrative approach ensures that community engagement, sustainable resource management, and inclusive practices align local development priorities with broader goals of sustainable development, reinforcing the transformative potential of CBT initiatives in achieving a long-term, resilient tourism sector.

7.2.2 Study 2: Visitors' resilience is a crucial component of the tourism resilience paradigm

The second study presents a novel conceptual framework to explore tourism resilience. The framework highlights the role of visitors in the tourism resilience paradigm. As different stakeholder groups have unique approaches to handling external risks and potential system breakdowns, it is essential to analyse each group's characteristics, flexibility, and capacity in proportion to their contribution. Visitors play a pivotal role in tourism, contributing significantly to its resilience. This study suggests that tourists' experiential connections and core values enable them to withstand, adapt to, and recover from external disruptions and challenges, thereby supporting tourism resilience.

This study adds a valuable dimension to the existing literature on building resilience in tourism since the existing literature mainly focuses on tourism resilience from the perspectives of tourism stakeholders on the supply side, such as the government (Amore et al., 2018; Filimonau & De Coteau, 2020), the local communities (Coroș et al., 2021; Pyke et al., 2018), and the private tourism operators (Rittichainuwat et al., 2020; Sharma et al., 2021). It enhances our understanding of visitors' inherent and adaptive resilience. The framework's distinctive contribution is its focus on the demand side in evaluating tourism resilience.

As depicted in Figure 7.2, this study demonstrates the critical role of visitors in achieving a sustainable and resilient tourism industry. Their contributions bridge the gap between demand and supply dynamics, ensuring a holistic and inclusive approach to resilience-building. By integrating this visitor-centric framework into tourism development strategies, stakeholders can foster a more adaptive, collaborative, and sustainable tourism industry that effectively withstands and recovers from external shocks.

7.2.3 Study 3: Netnography provides valuable insights into visitors' perceptions and adaptive capacities

The third study is a valuable addition to the existing literature on tourism resilience. Its focus on visitors' inherent and adaptive resilience provides a deeper understanding of the industry's

ability to withstand challenges. Recognising the tourism industry's role in economic development highlights the significance of considering resilience from both the supplier and demand sides. Visitors' adaptability and absorbability are crucial to the industry's sustainability.

Study 3 empirically validates this demand-side framework through a thematic analysis of visitor reviews. It highlights practical instances of resilience, such as tourists adapting their itineraries in response to weather or infrastructure challenges. The study analysed TripAdvisor reviews between March 2018 and March 2020, which revealed seven themes related to tourism experiences at Borobudur Temple. These themes include spiritual and cultural awareness, emotional aspects, educational aspects, care for the natural environment, physical challenges, recreational and tourist aspects, and economic and social aspects. Findings indicate that visitors express their emotions, feelings, and challenges in online reviews, reflecting their resilience during the visit. These results are significant as they highlight the critical role of visitors' resilience in shaping a robust tourism industry. The results of this study strengthen that visitor reviews affect destination choices (González-Rodríguez et al., 2016; Kiráľová & Pavlíčeka, 2015), the visitors' spending (Levy et al., 2013; Wu et al., 2015), and their decision to return (Li et al., 2008; Ye et al., 2011). Accordingly, this study posits that giving voice to visitors and communities and incorporating their views in strategies to build a resilient tourism sector is essential. In achieving that goal, this study recommends that governments take a more active role in developing and implementing initiatives that strengthen multilevel stakeholder relationships. Overall, the study advances the understanding of tourism resilience by focusing on visitors' perspectives, highlighting their role in sustaining the industry and shaping strategic development.

The findings from this study support the visitor-centric framework illustrated in Figure 7.2, emphasising that a sustainable and resilient tourism industry requires the active participation and resilience of both supply-side and demand-side stakeholders. Recognising and addressing the adaptive capacities of visitors enhances the industry's ability to withstand challenges, making it a crucial component of strategic tourism development. This approach not only benefits the tourism sector but also contributes to the well-being of the local communities and the preservation of cultural and natural resources.

7.2.4 Study 4: Detailed and thorough guidelines in tourism policy documents are crucial for successful CBT implementation

In the fourth study, an analysis was conducted to examine the principles outlined in Tourism Policy Documents in Central Java for implementing CBT initiatives. The study contributes to the field by shedding light on the extent to which CBT principles are incorporated into Central Java's tourism policies. This study builds on existing research by comprehensively analysing the CBT principles included in the tourism policy documents. By delving into the wide range of CBT principles, the study provides a more holistic perspective and a deeper understanding of the policy framework that underpins CBT development in Central Java. Furthermore, by emphasising the detailed and thorough guidelines in the documents, the study offers valuable insights for policymakers, tourism practitioners, and local communities interested in implementing CBT initiatives.

The outcomes of this study are significant because they highlight the vital role that government-administered tourism development strategy documents play in providing guidelines and assurance for the successful implementation of CBT in Central Java. Additionally, several laws and regulations have been established as official legal documents to support achieving tourism development objectives in Central Java. The results reaffirm the significance of the government as an influential stakeholder in recognising that the execution of the CBT implementation in a region relies on detailed mechanisms as clear guidance to anticipate and resolve specific issues that guarantee compliance with the CBT principles (Darmawan & Anwar, 2021; Rocharungsat, 2008). In addition, this study recommends that governments implement more initiatives to formulate better tourism development policies by strengthening multilevel stakeholder relationships and encouraging local participatory levels. This result strengthens the previous studies by Giampiccoli and Saayman (2018b) and Vitálišová (2021), which argue that a successful CBT implementation can be achieved if the CBT principles are consolidated and articulated in the tourism policy documents.

The integration of CBT principles into tourism policy documents in Central Java directly supports the alignment of local tourism development efforts with global sustainability objectives, as illustrated in Figure 7.1. This study reinforces that successful and sustainable tourism relies on well-structured policy documents incorporating CBT principles, ultimately contributing to a more resilient and inclusive tourism industry.

7.2.5 Study 5: CBT initiatives significantly impact local livelihoods, cultural preservation, and environmental awareness.

The fifth study provides insights into the impact of CBT initiatives on the villages surrounding the Borobudur Temple, as perceived by both the local communities and government officials. The study reveals that successful outcomes require cooperation and coordination among stakeholders. Government officials emphasise the importance of community involvement in decision-making processes and establishing reliable communication channels. On the other hand, local stakeholders, including village leaders, religious figures, women representatives, tour guides, and entrepreneurs, have reported feeling empowered and have noted economic growth as a result of the CBT initiatives.

The interviews revealed that the current CBT initiatives have significantly impacted the residents' livelihoods, contributed to preserving cultural traditions, and increased environmental awareness. The study also emphasises the importance of ongoing support from the government and active participation from all stakeholders to ensure the long-term sustainability of these programs. These findings reaffirm that the CBT initiatives can continue to drive sustainable tourism development (Juliana et al., 2021; Khaeriah, 2021; Leksakundilok, 2004). The findings provide practical insights for policymakers and practitioners seeking to enhance tourism sector development and community welfare in similar cultural heritage destinations by collaborating with all tourism stakeholders.

This study highlights how CBT initiatives can be transformative, not just in driving economic benefits but also in promoting the preservation of cultural heritage and environmental awareness. Figure 7.3 illustrates the interconnected roles of stakeholders and their collaborative efforts, showcasing how such synergy supports long-term sustainable tourism development.

7.2.6 Study 6: Visitors' perceptions are critical for evaluating the effectiveness of CBT initiatives

The sixth study provides an in-depth analysis of the effectiveness of existing CBT initiatives as perceived by visitors. The study offers valuable insights for policymakers and local communities to enhance the development of the tourism industry. The study findings illuminate the multifaceted impact of CBT initiatives on both the tourism sector and community welfare. Visitors, on the whole, expressed high levels of satisfaction with the programs' authenticity and cultural richness. Many acknowledged CBT's positive effects on

preserving local traditions, economically empowering communities, and improving visitor experiences.

The study bridges the gap between program outcomes and visitor experiences by assessing visitors' perspectives on CBT initiatives around Borobudur Temple. It reaffirms the importance of visitors' perceptions in evaluating CBT initiatives, as their feedback provides valuable insights into the strengths and weaknesses of existing programs (Richards & Hall, 2003; Sebele, 2010; Wang et al., 2016). While the existing initiatives have achieved notable success in advancing tourism sector development and improving community welfare, there is potential for enhancement in terms of more effective marketing, increased government support, and greater local engagement. By addressing these issues and promoting integrated collaborations among stakeholders, CBT initiatives can persist as a driving force for sustainable tourism development in the villages surrounding Borobudur Temple.

The findings of this study, depicted in Figure 7.2 and Figure 7.3, illustrate how visitor experiences are integral to evaluating and strengthening tourism resilience and how the interplay between multi-stakeholder roles contributes to sustainable tourism. The study underscores that CBT initiatives, when effectively implemented with collaborative efforts among stakeholders, can serve as a model for other cultural heritage sites seeking to balance economic growth with preserving cultural and environmental assets.

7.3 Research Synthesis

The research questions explored in this study have guided a wide-ranging investigation into the multifaceted dynamics of CBT implementation in Central Java, emphasising the necessity of well-targeted tourism policy, visitor perspectives, and stakeholder collaboration. Firstly, the emphasis on comprehensive tourism policy (Study 4) shows that aligning government strategies with CBT principles can provide clear guidance and strengthen stakeholder partnerships to successfully implement the CBT initiatives, aligning local tourism development with global sustainability goals. Secondly, the studies on tourism resilience (Studies 2 and 3) emphasise the importance of a visitor-centric approach, focusing on the role of visitor perceptions and adaptability in fostering a resilient and sustainable tourism industry. Lastly, the research demonstrates the importance of active stakeholder collaboration (Studies 1, 5, and 6), showing that successful CBT initiatives require coordinated efforts between governments, local communities, and private sectors while accommodating the visitors' perspectives.

Subsequently, these research findings converge to emphasise three critical aspects: 1) the connection between comprehensive tourism policy and the UN SDGs; 2) a visitor-centric approach in achieving a sustainable and resilient tourism industry; and 3) the link between multi-stakeholder roles and the importance of active collaboration amongst stakeholders. The following is the explanation of the synthesis.

7.3.1 The Connection Between Comprehensive Tourism Policy and Sustainable Development Goals

Figure 7.1 underscores the essential link between comprehensive tourism policies and the Sustainable Development Goals (SDGs). It emphasises that well-defined tourism policies act as frameworks for effectively implementing CBT initiatives that support these global objectives. By aligning tourism strategies with the SDGs, the figure illustrates how CBT can play a vital role in promoting sustainable development, bolstering local economies, and encouraging environmental stewardship within communities.

Study 1 delves into the challenges faced by the tourism industry in Central Java and proposes a solution centred on CBT implementation. The study identifies 20 villages near a temple, each with unique characteristics, and advocates for community-led initiatives. This approach not only enhances the tourism sector but also highlights the significance of grassroots involvement in sustainable tourism development.

Study 4 focuses on aligning government policies with CBT principles in Central Java. It emphasises the necessity for comprehensive tourism policies collaboratively developed by stakeholders and integrated into a detailed framework. The study stresses that successfully implementing CBT requires careful planning, active involvement, and the authority to tackle challenges efficiently.

The integration of CBT principles into comprehensive tourism policies supports various SDGs, including Goal 8 (Decent Work and Economic Growth), Goal 11 (Sustainable Cities and Communities), Goal 12 (Responsible Consumption and Production), and Goal 17 (Partnerships for the Goals). By promoting local participation, economic growth, and collaborative partnerships, Central Java's tourism development approach serves as an exemplary model for achieving sustainable development through tourism.

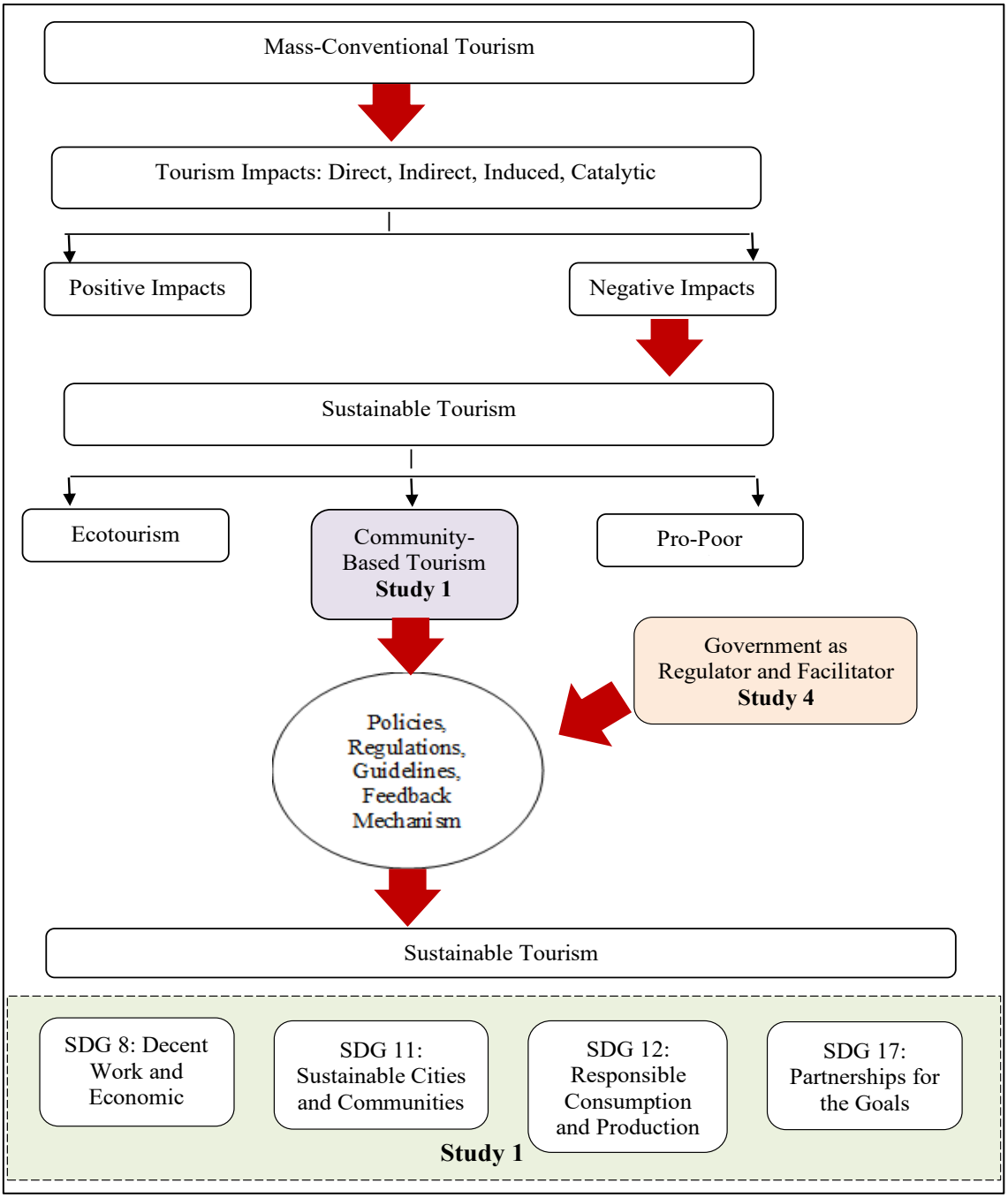


Figure 7.1: The Connection Between Comprehensive Tourism Policy and SDGs

7.3.2 Visitor-Centric Approach in Sustainable and Resilient Tourism Industry

Figure 7.2 illustrates the importance of incorporating visitors' perspectives in promoting a sustainable and resilient tourism industry. As active participants, their experiences and perceptions are crucial to creating a sustainable and resilient sector. Studies 2, 3, and 6 highlight the significance of visitors as stakeholders in the tourism sector. Studies 2 and 3 focus on tourism resilience from the visitors' perspective, examining how the industry can adapt and recover based on their preferences and needs during disruptions or changes. This approach

ensures that the industry remains adaptable and provides visitors with meaningful experiences, even during challenging times. Study 6 examines visitors' perceptions of existing CBT initiatives surrounding the Borobudur Temple. This approach aligns the industry more closely with visitors' expectations by assessing the impact of these initiatives on the tourism sector's development and community welfare.

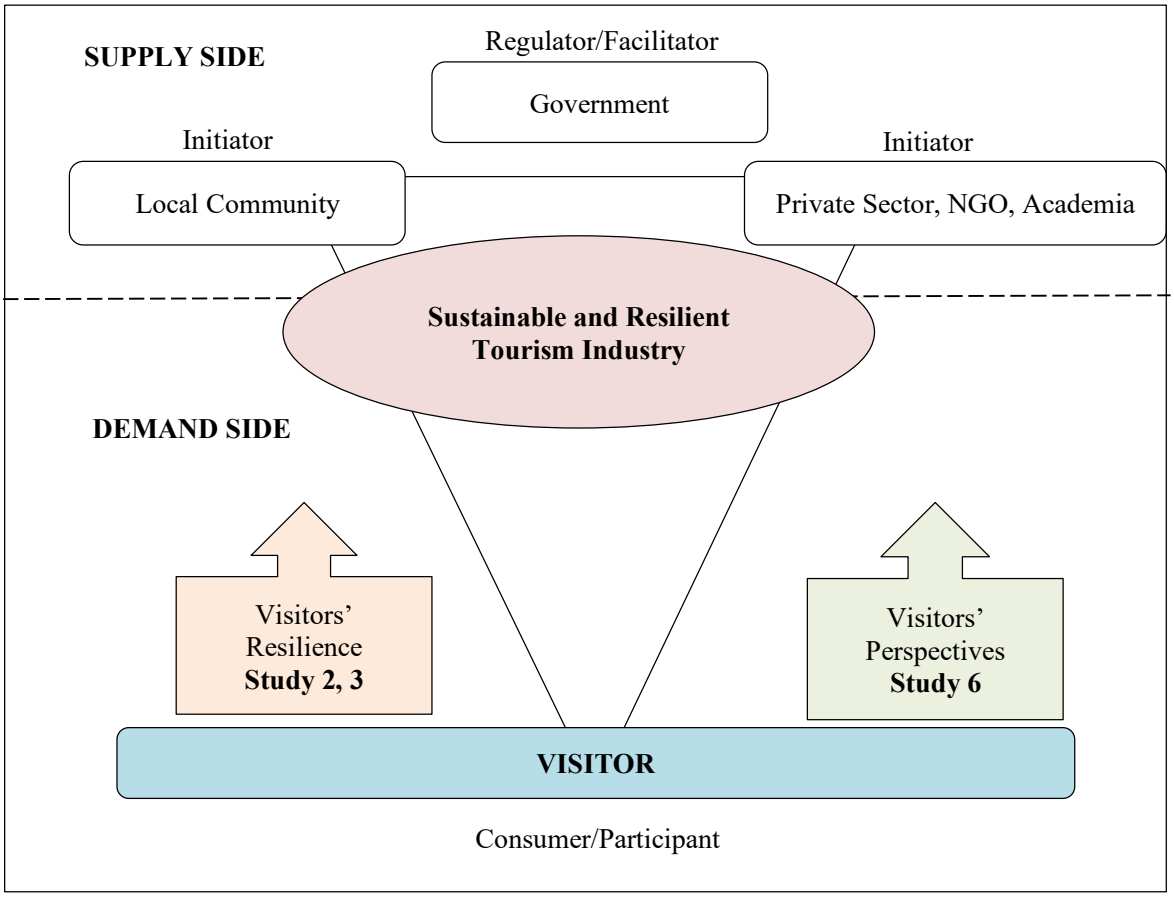


Figure 7.2: Visitor-Centric Approach in Sustainable and Resilient Tourism Industry

The Visitor-Centric Approach depicted in Figure 7.2 recognises visitors as more than just consumers. This perspective emphasises the need to delve deeply into what visitors truly value during their visitation and interactions with locals. By understanding what visitors value, tourism initiatives can be tailored to meet their expectations and enhance overall satisfaction.

7.3.3 The Link Between Multi-Stakeholder Roles and Their Collaborations

Figure 7.3 illustrates the interconnected roles and collaborative efforts among various stakeholders essential for successfully implementing CBT initiatives. All-inclusive tourism stakeholders, consisting of the local community, government, private sectors, academia, NGOS, and visitors, have their roles in contributing to the sustainable and resilient tourism

industry. Study 1 highlights the significance of community-driven initiatives in achieving sustainable tourism development through CBT. It aligns with the UN's 2030 Agenda by emphasising the importance of government support, community engagement, and sustainable tourism practices. The study recognises the critical role of local communities and government bodies in establishing a sustainable tourism framework around Borobudur Temple.

Study 5 delves deeper into the intricate dynamics of CBT initiatives by examining the effectiveness of the existing CBT initiatives in supporting collaborations among various stakeholders. Through interviews with government officers and local stakeholders, the study evaluates the impacts of CBT initiatives on the economy, socio-culture, environment, and institutional frameworks. It offers critical insights into the successes and challenges of fostering active and meaningful partnerships, informing policy decisions, and enabling the development of targeted and effective strategies for sustainable tourism development.

Study 6 focuses on visitor experiences and acknowledges them as critical stakeholders whose perceptions influence the sustainability of tourism initiatives. The study bridges the gap between program outcomes and visitor experiences by understanding visitor perspectives, offering a more comprehensive understanding of the CBT landscape.

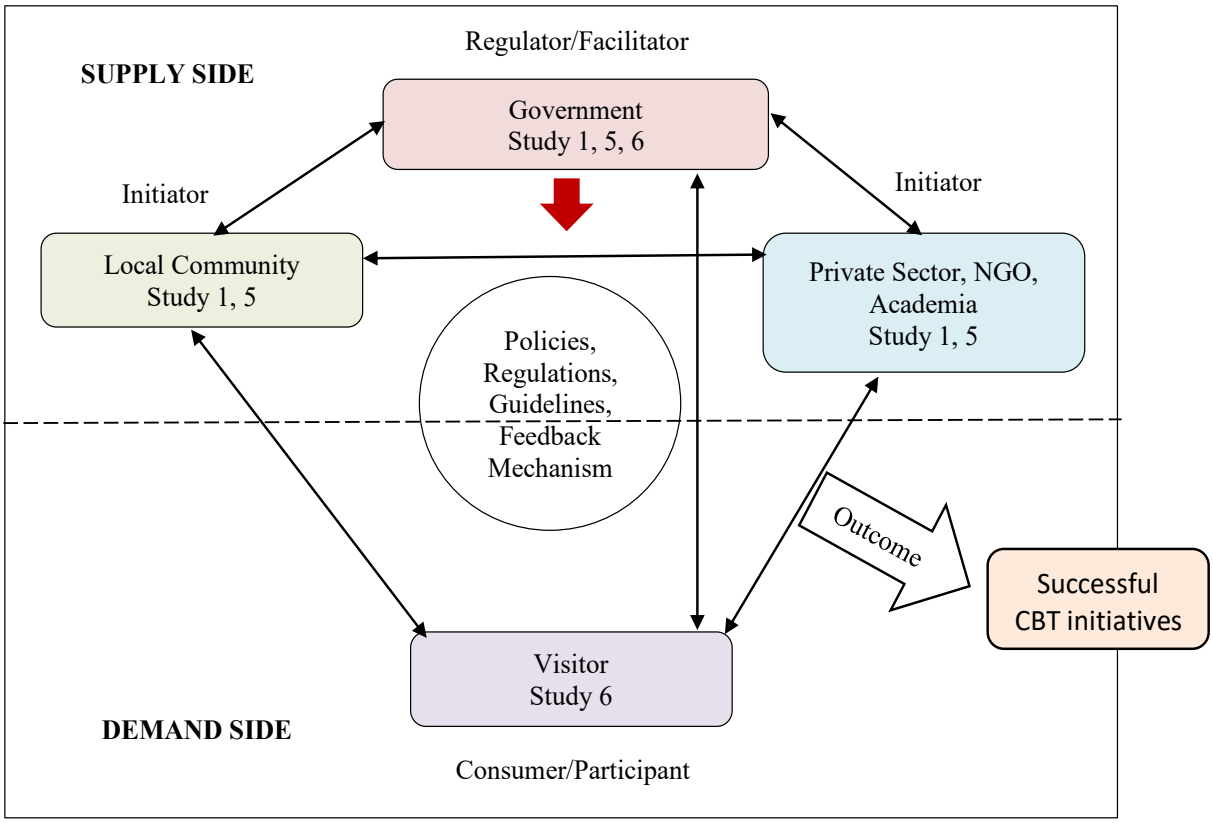


Figure 7.3: The Link Between Multi-Stakeholder Roles and Their Collaborations

Figure 7.3 synthesises Studies 1, 5 and 6 and emphasises the need for collaborative efforts among communities, governments, and the private sector to ensure the success of CBT initiatives. The studies underscore the crucial link between multi-stakeholder roles and their active collaborations in CBT implementation.

7.3.4 A Holistic Framework for Sustainable and Resilient Tourism Development Through CBT Initiatives

Figure 7.4 summarises an integrative framework emphasising a multifaceted approach to sustainable tourism development. By integrating CBT principles, stakeholder collaborations, and the importance of visitor engagement, the framework highlights the pivotal role of local communities as initiators, the government's regulatory and facilitative functions, and the contributions of the private sector, NGOs, and academia. Through this holistic approach, the framework not only addresses the challenges of conventional mass tourism but also paves the way for a more inclusive, resilient, and sustainable tourism industry. The insights derived from this framework can serve as a valuable reference for policymakers and practitioners aiming to implement similar initiatives in various global contexts and achieve the goals outlined in the United Nations' 2030 Agenda and SDGs.

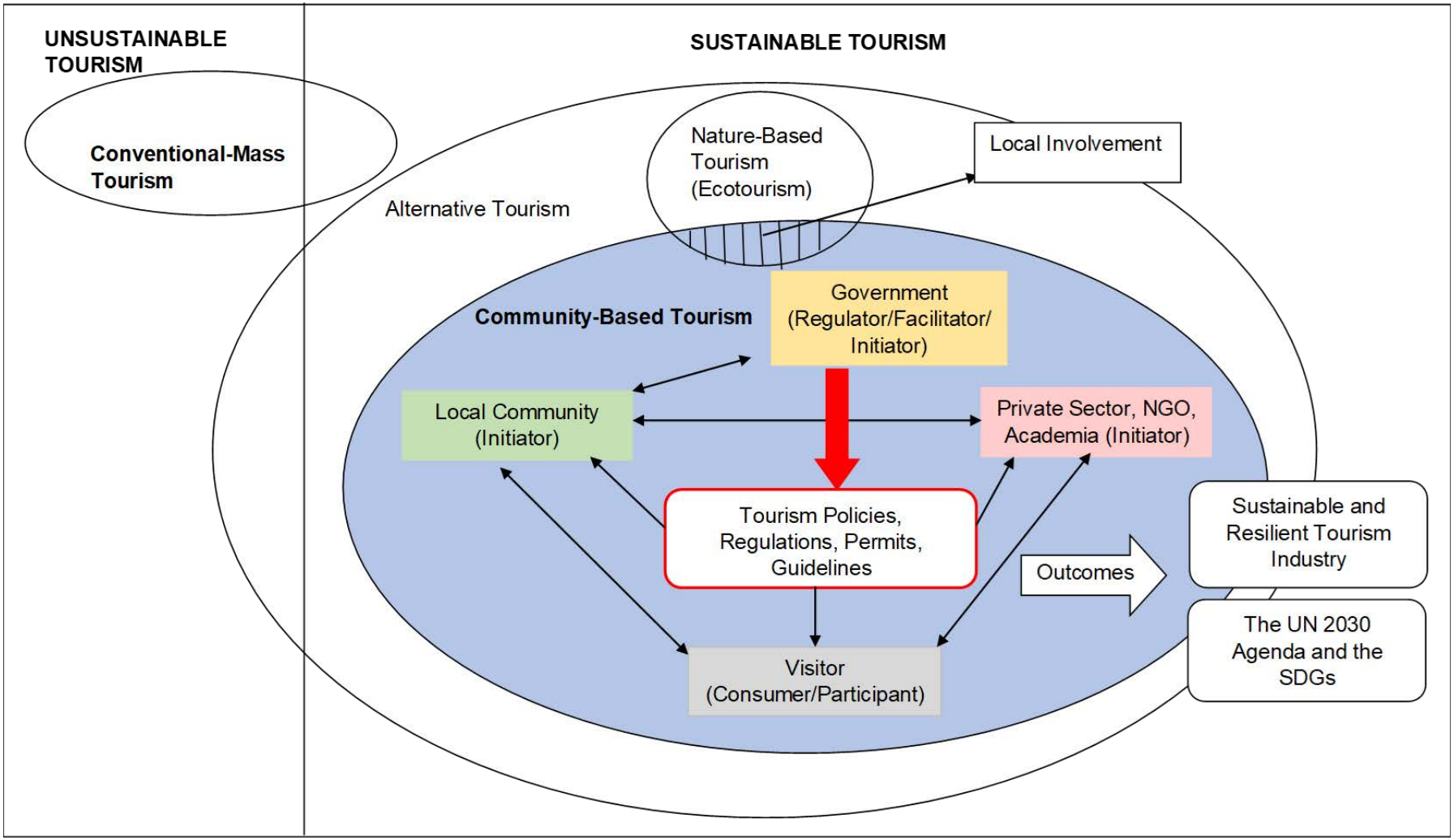


Figure 7.4 A Holistic Framework for Sustainable and Resilient Tourism Development Through CBT Initiatives

Source: Author

The framework in Figure 7.4 aligns with three aspects of the research synthesis: the connection between comprehensive tourism policy and successful tourism development, the visitor-centric approach in the sustainable and resilient tourism industry, and the link between multi-stakeholder roles and their active collaborations.

The framework emphasises the importance of visitor engagement and experience in driving tourism resilience, which is consistent with the insights from Studies 2, 3, and 6. These studies highlight that visitors contribute to the adaptive and absorptive capacity of the tourism industry. By integrating visitor perspectives into the tourism strategy, the framework addresses how their engagement can influence sustainable practices, enhance program effectiveness, and build a resilient industry. This ensures that tourism development does not only cater to supply-side stakeholders but also incorporates the demand-side for a well-rounded, sustainable approach. Moreover, the framework draws on the collaborative efforts emphasised in Studies 5 and 6, showcasing how multi-stakeholder engagement is essential for sustainable tourism development. It underscores the critical roles of local communities, the government, and other stakeholders like the private sector, NGOs, and academia in fostering a cooperative environment. This aligns with the research findings that effective collaboration and shared responsibilities among stakeholders lead to economic growth, cultural preservation, and environmental sustainability. Overall, Figure 7.4 depicts a unified, inclusive framework that connects the policy-oriented, visitor-focused, and collaborative elements highlighted in the associated studies in this thesis.

7.4 Research Contribution

The study has engaged in an in-depth, multi-method examination of CBT implementation and socio-economic impacts in the villages surrounding Borobudur Temple. Through six interrelated qualitative studies, the research actively engaged with diverse stakeholders, including local residents, community leaders, tourism operators, government officials, non-governmental organisations, and visitors, providing rich, context-specific insights into their aspirations, roles, and experiences.

The aspirations of stakeholders were captured through semi-structured interviews and field observations, which revealed common goals such as improved economic opportunities, cultural heritage preservation, equitable distribution of tourism benefits, and enhanced infrastructure. These aspirations were explicitly voiced and reflected in the various community-led tourism models and practices observed during the study. Studies 1, 5, and 6

particularly highlight how community members articulate and negotiate their expectations within the broader tourism development agenda.

These findings confirm that the realisation of CBT objectives depends heavily on the quality and continuity of stakeholder relationships. The study therefore contributes to tourism literature by providing empirically grounded insights into the micro-level dynamics of collaboration and how they intersect with broader governance and policy structures.

The six studies conducted collectively have made a significant impact on the body of knowledge in tourism resilience, community-based tourism, and policy integration, explained as follows:

7.4.1 Wider Implications for Research on Tourism, CBT, and Resilience

The research comprises six studies that address three research questions and offer the following broader insights:

7.4.1.1 Redefining Resilience in Tourism:

By incorporating a visitor-centric perspective on resilience (Studies 2 and 3), this research extends traditional supply-side understandings and calls for a reconceptualisation of resilience as a dynamic, co-produced construct shaped by both host communities and tourists. Visitors are shown not merely as passive beneficiaries but as active agents whose adaptive capacities and behavioural adjustments play a critical role in responding to disruptions. This theoretical shift invites future scholarship to incorporate both host-community and visitor dimensions when conceptualising and measuring tourism resilience.

7.4.1.2 Bridging CBT Practice and Policy:

Study 4 conducts an in-depth analysis of Central Java's tourism policy documents, identifying the integration level of CBT principles. Previous academic studies have mainly revolved around the specific fundamental principles of CBT, such as local empowerment and community participation, frequently neglecting the condition of a more comprehensive approach to optimise community advantages and guarantee equitable distribution among the residents. Subsequently, study 4 provides comprehensive insights into the alignment of policy frameworks with CBT principles, filling a critical gap in the literature. By examining 12 associated tourism policy documents, the study emphasises the need for policy analysis that not only maps principles but interrogates the institutional and structural conditions that enable or constrain meaningful CBT practice.

7.4.1.3 Contextualising Multi-Stakeholder Collaboration:

Studies 1, 5, and 6 delve into the collaborative aspects of CBT initiatives, illustrating the complexity of stakeholder relationships in CBT development. The three studies identify key conditions that foster or hinder genuine participation and co-management among communities, government, and visitors.

Study 1 introduces a community-driven approach that highlights the importance of collaboration among local communities, government bodies, and various stakeholders. Study 5 examines the diverse impacts of CBT initiatives, emphasising the critical role of active partnership between government officials and local communities. Study 6 assesses current CBT initiatives from the visitors' perspectives, offering valuable insights for both policymakers and communities. Together, these studies identify the conditions that foster genuine co-management and outline the barriers that must be overcome to achieve sustainable, inclusive tourism development.

7.4.1.4 Linking Tourism Practice with the Sustainable Development Goals (SDGs):

Study 1 aligns its findings with the United Nations' SDGs, offering a normative framework for evaluating CBT initiatives against broader societal objectives. This contribution links the research to a global framework for sustainable development, emphasising the role of tourism in achieving broader societal and environmental goals.

These broader implications collectively demonstrate how the six studies fulfil the thesis's overarching aim of developing comprehensive, stakeholder-inclusive collaborations and policy integration. This emphasises how CBT can serve as a pathway towards enhancing resilient and sustainable development in heritage tourism destinations, while offering theoretically grounded, context-sensitive recommendations for destination managers and policymakers.

7.4.2 Practical Contribution

The practical implications offer valuable guidance for policymakers, practitioners, and communities, fostering the sustainable development of tourism while emphasising the critical role of visitors and collaborative stakeholder engagement, described as follows:

7.4.2.1 Policy Guidelines for CBT Implementation:

Study 4 offers clear guidelines for policymakers, tourism practitioners, and local communities interested in CBT implementation. The study provides practical insights by highlighting the detailed and thorough integration of CBT principles in policy documents, ensuring a structured

and meaningful framework for successful CBT implementation. These guidelines serve as a roadmap for policymakers, facilitating the development of effective policies supporting CBT initiatives.

7.4.2.2 Enhanced Visitor Experiences and Destination Management:

Studies 2, 3, and 6 focus on visitors' perspectives and experiences. Understanding visitors' preferences, challenges, and perceptions enables stakeholders to tailor tourism initiatives effectively. By incorporating visitor feedback, policymakers and tourism practitioners can enhance visitor experiences, increasing satisfaction and positive destination reviews. This approach, in turn, strengthens the destination's reputation and attracts more tourists, fostering sustainable tourism growth.

7.4.2.3 Multi-Stakeholder Collaboration:

Study 5 underscores the importance of active collaboration among various stakeholders. Policymakers and practitioners can use this insight to foster partnerships that drive positive changes in the tourism sector, including economic growth, cultural preservation, and environmental sustainability.

7.4.2.4 Global Relevance of Localised CBT Models:

While rooted in Central Java, the research develops an adaptable CBT policy integration framework that can inform sustainable tourism strategies in other heritage-rich destinations globally. This underscores the importance of context-sensitive yet transferable models in tourism development research.

7.5 Conclusion

This research on the implementation of CBT initiatives around Borobudur Temple in Central Java offers a detailed evaluation of the socio-economic impacts of tourism. It highlights both the successes and challenges associated with adopting CBT as a model for sustainable tourism. The findings indicate that while CBT can play a significant role in fostering sustainable and resilient tourism development, its effectiveness is contingent upon several factors. These include the implementation of supportive policies, collaboration among all tourism stakeholders, and an acknowledgment of the visitors' role within the tourism sector.

This research has endeavoured to present a comprehensive investigation that identifies local communities as the primary beneficiaries of well-managed CBT initiatives. These communities experience economic gains through increased income and employment

opportunities, and they benefit culturally from preserving and promoting local traditions. The visitors also benefit from engaging with authentic cultural experiences and participating in environmentally conscious tourism activities, enhancing their satisfaction and contributing to the resilience of the local tourism sector. However, the findings also reveal several challenges, such as limited financial and human resources and uneven stakeholder commitment. These factors can hinder the full potential of CBT and limit its ability to foster long-term sustainability.

While tourism's economic benefits are evident, this research highlights the need for continuous monitoring and adaptive strategies to prevent negative social and environmental consequences. The findings indicate that CBT can support socio-cultural preservation and raise environmental awareness, but only when paired with adaptive management strategies and inclusive policies. Sustainable practices must be consistently prioritised to mitigate any adverse effects of tourism on local communities and ecosystems, ensuring that tourism development remains aligned with broader sustainability goals.

7.6 Limitations and Future Research Opportunities

This research was conducted under highly unusual and often unpredictable conditions due to the COVID-19 pandemic, which introduced a series of methodological and logistical challenges. Original plans for immersive, on-site ethnographic fieldwork, such as extended community stays and in-person focus groups, had to be revised in light of health protocols, travel restrictions, and community lockdowns. This necessitated a pragmatic shift towards alternative qualitative strategies, including remote semi-structured interviews, netnographic observation, and greater reliance on secondary data and policy document analysis. While these adaptations constrained some aspects of direct engagement, they also provided rich, context-sensitive insights and encouraged methodological innovation appropriate to the post-pandemic research environment..

Geographically, the research focused on twenty villages in the Borobudur Temple region of Central Java—an area of high cultural and economic significance. While this focus enabled a detailed and context-specific exploration of CBT initiatives, the findings may not be readily generalisable to other regions without considering local socio-cultural, institutional, and environmental variations. Thus, caution is required in extending the conclusions to other heritage tourism contexts.

A further limitation relates to the qualitative nature of the research. While qualitative methods

facilitated a rich, nuanced understanding of community perceptions, stakeholder dynamics, and emergent themes, they inherently limit the capacity for generalisation. The absence of quantitative data restricts the ability to precisely measure the economic, social, or environmental impacts of CBT, which could be valuable for policy benchmarking and longitudinal evaluations.

The second data collection phase focused exclusively on domestic tourists visiting the Borobudur region in 2022. This decision was informed by the practical realities of the post-pandemic tourism landscape, during which international arrivals remained significantly low. As illustrated in Table 1.2, domestic tourist numbers in Central Java have consistently far exceeded international visitor figures, underscoring the central role of domestic tourism in sustaining the region's cultural and economic vitality. Focusing on this demographic thus ensured contextual relevance and alignment with prevailing tourism patterns. While the exclusion of international tourists limits the global applicability of the findings, it facilitates a deeper investigation into how domestic travellers construct meaning from their visits and interact with local communities. These insights are particularly valuable for informing national tourism strategies focused on resilience and domestic market recovery.

Finally, while semi-structured interviews provided flexibility and depth, they present certain methodological constraints. One-on-one interviews may inadvertently suppress marginalised voices, especially in contexts where social hierarchies or cultural norms inhibit open expression. The absence of participatory group methods—such as focus groups, community forums, or participatory mapping—limits the study's ability to capture collective experiences, gendered perspectives, and community-level deliberation processes. Future research would benefit from incorporating these approaches to gain a broader and more inclusive understanding of CBT outcomes.

In summary, while the study's methodological adaptations and scope imposed certain constraints, they also reflect a robust, contextually responsive design. The findings contribute meaningfully to the literature on CBT, governance, and tourism resilience, providing a solid foundation for future mixed-method or comparative studies.

Future Research Opportunities:

While this research provides valuable insights into the implementation of CBT initiatives around Borobudur Temple, future studies could further deepen our understanding by incorporating quantitative methods and exploring new areas of investigation.

1. Quantitative Assessments could complement the current qualitative findings by systematically measuring the economic, socio-cultural, and environmental impacts of CBT. Gathering data on visitor spending, income generation, and environmental metrics would offer a clearer picture of CBT's tangible benefits and challenges. Longitudinal studies tracking changes in tourist expenditures and community income over time could provide statistical evidence of CBT's contributions to local economies.
2. Tourist Behaviour Analysis is another promising avenue. Understanding the factors driving tourist choice, such as cultural authenticity or sustainability preferences, could help refine CBT strategies and improve visitor experiences. Survey data could reveal key motivators and barriers, enabling better-targeted marketing and product development.
3. Policy Impact Assessments could evaluate the effectiveness of CBT-related policies. Future research could identify gaps between policy intentions and outcomes by examining policy implementation and stakeholder perceptions. Quantitative indicators, like compliance rates or stakeholder satisfaction, would offer measurable criteria for evaluating policy success.
4. Comparative Studies across different heritage sites would provide insights into how various factors shape CBT outcomes. Researchers could identify best practices and transferable strategies for optimising CBT in different cultural and geographical contexts by comparing CBT initiatives at Borobudur with those at other UNESCO sites.

These research directions would enhance the understanding of CBT and offer practical insights for policymakers, tourism practitioners, and local communities seeking to optimise CBT's contributions to inclusive and sustainable heritage tourism.

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Appendix

I. Appendix 1: Ethics Approval

II. Appendix 2: Research Information Sheet

Title	Socio-Economic Impacts of Community-Based Tourism (CBT) in Villages Surrounding Borobudur Temple in Indonesia
Research Sponsor	Endowment Fund for Education
Principal Investigator	Dwi Sugiharti
Supervisors	Primary Supervisor: A/Prof. Taha Chaiechi Secondary Supervisor: A/Prof. Josephine Pryce

You are being invited to participate in this research. Before you decide, you must understand why this research is being conducted and what it will involve. Please take time to read the following information carefully.

What is the purpose of this research?

As the most visited tourist destination in Central Java, Borobudur has been a magnet that attracts visitors to the region. Optimising the tourism sector while facing budget constraints is most likely done by empowering the host community to participate in community activities through Community-Based Tourism. Hence, this research aims to examine the socio-economic impacts of CBT Community-Based Tourism (CBT) programs implementation in 20 villages surrounding the UNESCO World Heritage-listed Borobudur Temple in Central Java.

What does participation in this research involve?

Participation in this research involves:

You are signing the consent form. By signing the form, you tell us that you understand what you have read, consent to participate in the research project, and consent to have the interview.

You are having an interview about the existing tourism programs in the village you are visiting and providing information based on the questions asked. The interview will take a maximum of 1-hour duration, and you will be interviewed only once. You will be interviewed face-to-face by the leader of the tour guide association. Your time allocated for being interviewed will be reimbursed in monetary form as much as AUD 5 (equal to IDR 50,000 in the form of a shopping voucher in Alfamart).

What are the possible benefits of taking part?

By participating in this research, visitors can share their views, which the government needs to accommodate and facilitate to strengthen multilevel stakeholder relationships and develop tourism programs and activities to attract more visitors. Moreover, the voices of visitors should

be accommodated and incorporated by local tourism suppliers as part of the local community, as visitors' views are beneficial for building a resilient tourism sector.

What are the possible risks of taking part?

Giving information on their involvement in the existing programs and sharing their perspectives on the tourism programs does not risk the participants' lives. Based on their information and perspectives, the effectiveness of the existing programs will be evaluated to maintain, improve, modify, or even replace them.

Do I have to take part in this research project?

This research is designed to benefit all tourism stakeholders. The principal investigator is determined to conduct this research and consider the research outcomes when setting up a tourism development framework upon completing her Ph.D. journey. Nonetheless, participation in this research is entirely voluntary.

If you decide to take part, you will be given this Research Information and Consent Form to sign, and you will be given a copy to keep. You can withdraw at any time without explaining why and without prejudice. Moreover, if you withdraw, your information/data will also be withdrawn from the project unless you consent to retaining your data/information.

What will happen to information about me?

All your information collected during the research will be kept strictly confidential. You will not be able to be identified in any subsequent reports or publications.

You have the right to request access to the information collected and stored by the principal investigator. You also have the right to request that any information with which you disagree be corrected. Please contact the principal investigator at the end of this document to access your information.

What happens when the research project ends?

At the end of the research, if you, as the participants, would like to have a summary of the results, you can contact the Principal Investigator, and the results will be sent to you. The principal investigator will also publish the results at the end of this research so that other interested people may learn from this research. You can freely obtain a copy of the published results but will not be identified in any publication.

Who is organising and funding this research?

This research is being conducted as the principal investigator's Ph.D. project at James Cook University Australia, where she is currently undertaking her higher degree study. The principal investigator is a development planner working for the central government in Jakarta, Indonesia, and she is an awardee of the Doctoral Degree Scholarship for Indonesian Government Officers; subsequently, this research is funded by the Indonesia Endowment Fund for Education.

Who has reviewed this research project?

The ethical aspects of this research project have been approved by the Human Research Ethics Committee (HREC) of James Cook University as required by the Australian government research requirements specified in the National Statement on Ethical Conduct in Human Research (2007 - updated 2018). This statement has been developed to protect the interests of people who agree to participate in human research studies.

Research contact person

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If you have any complaints about any aspect of the project, the way it is being conducted, or any questions about being a research participant in general, please contact:

Reviewing HREC name	James Cook University Human Research Ethics Committee
HREC Executive Officer	Human Ethics Officer
Telephone	
Email	ethics@jcu.edu.au

III. Appendix 3: Questions of Semi-structured Interview With Visitors

I. DEMOGRAPHICS

Name	:	Contact Number	:
Age	:	Email Address	:
Gender	: F/M	Educational Background	:
Occupation	:	Number of previous visitations:	

GENERAL QUESTIONS:

1. What is the primary purpose of your visit to this area?
   - Holidays
   - Visiting friends and relatives who live near here
   - Education and training
   - Health and medical care
   - Shopping
   - In Transit
   - Other (please specify)
2. How did you find out about this area?
   - A previous visit
   - Friends/relatives
   - Tourist Information Centre
   - Newspaper/magazine article
   - Newspaper/magazine advertisement
   - Website (Please state which one)
   - Tourist brochure/leaflet (Please state which one)
3. What are the main characteristics of the area here that attract you the most? (tick one or more)
   - Accessibility
   - Historic interest
   - Peace and quiet
   - Entertainment and recreation facilities
   - Quality of accommodation
   - Scenery and countryside
   - Particular activities
   - A Particular event (please specify)
   - Friendliness and hospitality of locals
   - Other (specify)

II. COMMUNITY-BASED TOURISM

A. ECONOMIC ASPECT

1. Is visiting this village affordable for you? Are prices (such as accommodation rates, transportation fares, food, beverages, and souvenirs) increasing?

2. Are there more economic activities in this village? (more shops selling local products, more car and motorcycle rental companies)

B. SOCIO CULTURAL ASPECT

3. Are there more events after the establishment of Balkondes?
4. Do you think the village has better infrastructure after the establishment of Balkondes? (Better roads, transportation, and free Wi-Fi.)
5. Has the behaviour of the community in the village you are visiting changed (for example, their dress, behaviours, and language)?

C. GOVERNMENT/INSTITUTIONAL ASPECT

6. Have you ever been asked by any government officer about your opinion on tourism programs in this village? Or have you ever contacted the local government about tourism programs here?

D. ENVIRONMENTAL ASPECT

7. International visitors will demand a good standard of facilities such as sanitation. Do you see better facilities after the establishment of Balkondes? Do you see Tourism programs have raised the community's awareness of hygiene and sanitation in this village?
   - If yes, do you like the situation?
   - If not, why do you not like it?
8. Has the village you are visiting become cleaner and well-managed after the establishment of Balkondes?

OVERALL TOURISM PROGRAMS

9. Is there anything that bothers you about tourism in this village? Please specify
10. Do you have any suggestions for improving tourism in this village?

IV. Appendix 4: Questions of Semi-structured Interview With Locals and Government Officers

Name : Age :
Role : Gender:

E. BACKGROUND QUESTIONS

Tell me a little about your background:

1. Were you born in this village?
   - If you were, how old are you?
   - If you were not, when did you move here? What made you decide to move here?
2. What is your educational background?
   - Did you finish your primary education? High School?
   - Did you graduate from university? Undergraduate? Post Graduate?
3. What is your occupation?
   - In what field do you work?
   - Are you self-employed? Part-time employed? Full-time employed?

F. ECONOMIC AND EMPLOYMENT ASPECT

4. Are there more tourists visiting your village after the establishment of Balkondes?
   - If yes, do you like the situation? Do many visitors mean having the opportunity to open a new business?
   - If not, why do you not like it? No change in your earnings?
5. Are there more shops/guest houses in your village after the establishment of Balkondes?
6. Are more women employed in the tourism business after the establishment of Balkondes? (making handicrafts, producing local snacks, working at local shops)
7. Are commodities prices in your village increasing after the establishment of Balkondes?

G. SOCIO CULTURAL ASPECT

8. Are there more events after the establishment of Balkondes?
   - If yes, do you like the situation? Do more events mean the village gets more exposure than before?
   - If not, why do you not like it?
9. Does the village have better infrastructure after the establishment of Balkondes? (Better roads, transportation, and free Wi-Fi.)
10. Are there more people in your village able to speak foreign languages after the establishment of Balkondes?
11. Are there more crimes in your village after the establishment of Balkondes?

H. GOVERNMENT/INSTITUTIONAL ASPECT

12. Have you ever been asked by any government officer about your opinion on tourism programs in this village?
    - If yes, did they consider your opinion?
    - If not, have you ever tried to contact them?

13. Have you ever received any skills training through the tourism programs conducted by the government?

I. ENVIRONMENTAL ASPECT

14. International visitors will demand good standards of facilities such as sanitation. Do you see better facilities after the establishment of Balkondes? Do you see Tourism programs raising the community's awareness of hygiene and sanitation in this village?
    - If yes, do you like the situation?
    - If not, why do you not like it?
15. Does tourism in your village use the local resources people need, like water?
16. Has your village become cleaner and well-managed after the establishment of Balkondes?

OVERALL TOURISM PROGRAMS

17. Do you want more or less tourism in your area?
18. Is there anything that bothers you about tourism in your community? Please specify
19. Do you have any suggestions to make tourism better in your community?

V. Appendix 5: Informed Consent Form

This administrative form has been removed