



ACCOMMODATION FACILITIES IN TEMAJUK AS BORDER AREAS OF INDONESIA

A Preliminary Study

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ABSTRACT

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The large number of tourists visiting Temajuk Village is supported by local people's initiatives to start businesses on accommodation, including lodging, resorts, and homestays. This study examined accommodation facilities in supporting the development of Temajuk Tourism Village, a village located on the border of Indonesia and Malaysia in West Kalimantan, Indonesia. This study explored the physical, environmental, and social components of accommodation that support tourism. The study identified the availability of lodging, resorts, and homestays as well as facilities and amenities in the village. Data collection was carried out through questionnaires, observations, and interviews. Questionnaires were distributed to the managers of lodging, resorts, and homestays.

Semi-structured interviews were also conducted with the accommodation managers in the Temajuk Tourism Village. The data analysis technique refers to the explanation of descriptive quantitative with percentages for questionnaires and elaboration of interview results and the observation results. Since there has been no study giving data of accommodation in Temajuk, this study will enrich sources as well as help other researchers in the future writing about Temajuk Village.

Keywords: Accommodation; Tourism Village; Border Area; Temajuk

INTRODUCTION

Temajuk Village is located in Sambas Regency, West Kalimantan Province. It is directly bordered by Malaysia, precisely in Sarawak in the north and east. Meanwhile, in the south, Temajuk Village is bordered by Sebus Village, Teluk Keramat District, and in the west, it is bordered by the Natuna Sea. As a village that has abundant natural wealth and beauty, Temajuk Village is a tourist destination for the people of West Kalimantan and around. Its geographical position that is close to Malaysia makes Temajuk Village not only visited by domestic visitors but also from abroad. Temajuk Village is one of the outermost points of Indonesia and is directly opposite the South China Sea and the Natuna Islands. Temajuk Village is located in the Paloh District which consists of about 500 families. Temajuk Village



has a population of around 2000 people (Bariyah et al., 2018). This village offers breathtaking views of natural beaches with white sands and hilly forests. The village is the destination for, not only family gatherings, but also alternative tourism as many youths go hiking to the hill around Temajuk Island. It can also serve as educational tourism as there is turtle conservation around the beach.

However, Temajuk Village is an underdeveloped area. This can be seen from the availability of supporting facilities and infrastructure. For example, the road to Temajuk Village from Sambas Regency is still rocky and paved with no asphalted yet. This created many complaints from the visitors when traveling to Temajuk Village. The distance between Temajuk Village and Sambas Regency is about 45 km. Forests and oil palm plantations still dominate the road view while heading to Temajuk Village. Adequate road access is required to make it easier for tourists who want to visit Temajuk Village. The transport infrastructure, especially the lack of access in the form of roads, has led to the isolation of some remote villages bordering Malaysia (Rohilie, 2020). The electricity in Temajuk Village can only be accessed at night, starting at 5 p.m. until 5 a.m. Not all telecommunications providers can give good access in Temajuk Village. Only one provider can provide smooth access whether it's for calling, texting, or the internet. Therefore, many residents use providers from neighboring country, Malaysia. Infrastructure such as transportation, roads, communications, and electricity was not taken seriously by the government (Marihandono, 2011). This is saddening since border is the porch of the country that may give an impression on the whole condition of a country (Rohilie, 2020). It not only functions as the physical boundary of the country's sovereignty's boundary but also as a "frontier" or front guard to expand the sphere of influence in articulating national defense (Herawati & Sunyata, 2013) and strategic (Prasojo, 2013). Thus, Prasojo (2013) suggests that issues regarding the dynamics of local border communities in Indonesia should be taken more seriously and noteworthy by the people of the border region as well as stakeholders.

Seeing this potential, accommodation facilities play an important role in the progress of tourism in Temajuk Village. The distance which is quite far from the city center makes tourists have to stay there. In the era of President Jokowi, finally, a road with the route of Sungai Bening was made. It made it easier for the public to visit Temajuk Village. Thus, the need for accommodation will be increasingly in demand with the predicted increase in visitors to the Temajuk Tourism Village because the government has constructed the national road. The accommodation provided in Temajuk Village is very much needed, especially during the high season. As initial observation data, interviews conducted with Temajuk residents, especially homestay managers, showed that during high season, tourists stayed at residents' homes because the lodging, homestays, and resorts were occupied. Our initial observation prior to the research indicated that even though many residents have opened homestays, the number is still not enough to accommodate the booming number of visits by holiday visitors. However, there is statistical data on this matter. This study serves to provide data that hopefully will help future researchers elaborate their study pertaining this village.

There are already accommodations in the form of homestays, resorts, lodgings, and inns in the Temajuk Tourism Village. During holidays and big day celebrations, the accommodation is full to accommodate visitors. In Temajuk Village, the community is literate about opening homestays. There are a lot of homestays in

Temajuk Village. According to the online dictionary Merriam-webster.com, homestay is “a stay at a residence by a traveler and especially by a visiting foreign student who is hosted by a local family”. Thus, to create a homestay, the initial capital is a house in which one or several rooms can be rented out to visitors. In contrast to homestays managed by residents, the inns in Temajuk Village are managed by the private sector, both local residents and investors from outside the region.



Figure 1. The Emblem of State Polytechnic of Sambas in the Village Entrance

In Temajuk Village, the community has been supervised by the Sambas State Polytechnic, especially the Tourism Business Management Study Program in managing homestay. Polytechnic as a vocational higher education can give a real impact on the community since it is closely related to the industry.



Figure 2. Students of State Polytechnic of Sambas Gave a Name Plate to one of the Homestay's Owner

Indonesia is presenting Vocational Education and Training (VET) as part of its national education system to help graduates prepare to work, reach higher levels and be self-employed as entrepreneurs (Harahap & Ritonga, 2020). Reporting from the report from the Temajuk Village Office, from the Hotel sub-sector, there are 80 types of total accommodation provided.

Table 1. Temajuk Village Revenue from Accommodation

Total number of accommodations available	80
Total amount of income	IDR 40.000.000
Total maintenance cost	IDR 15.000.000
Amount of intermediate costs incurred	IDR 12.000.000
Total amount of income earned	IDR 23.000.000

There are 27 homestays in the Temajuk Tourism Village as presented in Table 2.

Table 2. List of Homestays in Temajuk Village

No.	Homestay Owner's Name	Homestay Address
1	Mersih	RT 001/RW 001 Dusun Sempadan
2	Supriadi	RT 001/RW 001 Dusun Sempadan
3	Reni	RT 005/RW 002 Dusun Sempadan
4	Junali	RT 005/RW 002 Dusun Sempadan
5	sarjono	RT 005/RW 002 Dusun Sempadan
6	Heri yuli	RT 005/RW 002 Dusun Sempadan
7	Yustita	RT 003/RW 003 Dusun Sempadan
8	Suhartono	RT 007/RW 003 Dusun Maludin
9	Mizan	RT 007/RW 003 Dusun Maludin
10	Nani	RT 009/RW 004 Dusun Maludin
11	Ki Bi'in	RT 009/RW 004 Dusun Maludin
12	Sarjamin/Panco	RT 009/RW 004 Dusun Maludin
13	Johan	RT 009/RW 004 Dusun Maludin
14	Syahdat	RT 007/RW 003 Dusun Maludin
15	Saman	RT 009/RW 004 Dusun Maludin
16	Derjan	RT 009/RW 004 Dusun Maludin
17	Rini	RT 009/RW 004 Dusun Maludin
18	Bella/Hendra	RT 010/RW 004 Dusun Maludin
19	Junita	Dusun Maludin
20	Murtinah	Dusun Maludin
21	Ki Kalhan	Dusun Maludin
22	Sinta	RT 015/RW 006 Dusun Camar Bulan
23	Fariah	RT 015/RW 006 Dusun Camar Bulan
24	Nurpita	RT 015/RW 006 Dusun Camar Bulan
25	Rahmat Wijaya	RT 015/RW 006 Dusun Camar Bulan
26	Intan	RT 015/RW 006 Dusun Camar Bulan
27	Ani	RT 015/RW 006 Dusun Camar Bulan

There are 28 lodgings in the Temajuk Tourism Village as presented in Table 3.

Table 3. List of Lodging in Temajuk Village

No.	Owner	Address
1	Tina	Rt 13/Rw 05 Dusun Camar Bulan
2	Restu	Rt 14/Rw 06 Dusun Camar Bulan
3	Penginapan	Rt 14/Rw 06 Dusun Camar Bulan
4	Penginapan P. Tanjung	Rt 13/Rw 06 Dusun Camar Bulan
5	Penginapan Putri Kembar	Rt 15/Rw 06 Dusun Camar Bulan
6	Penginapan Arretha	Rt 15/Rw 06 Dusun Camar Bulan
7	Penginapan Surya	Rt 15/Rw 06 Dusun Camar Bulan
8	Penginapan Kurniawan	Rt 15/Rw 06 Dusun Camar Bulan
9	Penginapan Sinar Pagi	Rt 15/Rw 06 Dusun Camar Bulan
10	Penginapan Sunardi	Rt 15/Rw 06 Dusun Camar Bulan
11	Penginapan Garuda	Rt 16/Rw 06 Dusun Camar Bulan
12	Penginapan Pak Ude	Rt 15/Rw 06 Dusun Camar Bulan
13	Penginapan Harum Manis	Rt 13/Rw 05 Dusun Camar Bulan
14	Villa Ubur-Ubur	Rt 16/Rw 06 Dusun Camar Bulan
15	Penginapan Atong Bahari	Rt 09/Rw 04 Dusun Maludin
16	JLO	Rt 09/Rw 04 Dusun Maludin
17	Penginapan Tiara	Rt 09/Rw 04 Dusun Maludin
18	Penginapan Wangi	Rt 10/Rw 04 Dusun Maludin
19	Mungguk Long Bi'in	Rt 10/Rw 04 Dusun Maludin
20	Penginapan Erisa	Rt 09/Rw 04 Dusun Maludin
21	Penginapan Asri	Rt 06/Rw 03 Dusun Maludin
22	Penginapan Anggun	Rt 09/Rw 04 Dusun Maludin
23	Penginapan Bule'	Rt 10/Rw 04 Dusun Maludin
24	Penginapan Tedi	Rt 10/Rw 04 Dusun Maludin
25	Penginapan Lusi	Rt 09/Rw 04 Dusun Maludin
26	Gupara	Rt 09/Rw 04 Dusun Maludin
27	Penginapan Tanjung Datok	Rt 09/Rw 04 Dusun Maludin
28	Penginapak Laut Pak Kacek	Rt 09/Rw 04 Dusun Maludin

The tables describe that there are quite a lot of lodgings, resorts, and homestay in Temajuk Village. They are managed by local people as well as investors. With a large number of inns and homestays in Temajuk Village and the high interest of the community in visiting Temajuk Village, especially during holidays, accommodation attracts special attention for research. The accommodation provided must accommodate the needs of tourists and have national accommodation standards in order to maintain the quality of accommodation and the image of Temajuk Village. For this reason, this study examined the available accommodations in the Temajuk Tourism Village. This study explored the physical, environmental, and social components of accommodation that support tourism.

This research is a study of accommodation facilities in supporting the development of the Temajuk Tourism Village. This research is prominent because village development is the foundation, supporter, and determinant of development

for regions, cities, even nations and countries (Sugito et al., 2018). Sugito et al. (2018) continued that village development, including in border and coastal areas, has become important as an important field of study and program, especially to maintain sovereignty, a sense of nationalism, and justice by accelerating equity and the welfare of rural communities. It is expected that the results of this study will provide input for the community, village officials, and local and national governments in determining the steps for developing Temajuk Village in the future. This research has a novelty as this is the first research regarding accommodation in the border areas in West Kalimantan, particularly in the Temajuk Tourism Village, and thereby paving the way for the sustainability of related studies. It is hoped that this research can be a useful preliminary study for researchers who will examine accommodation, facilities, and infrastructure in the Temajuk Tourism Village.

This research is anticipated to provide information regarding accommodations in support of the development of the Temajuk Tourism Village because it is the first study to look at accommodation in the border areas of West Kalimantan. The highlight of this study is "How are the accommodation facilities in Temajuk Tourism Village?". This research contributes in theoretical and practical aspects. This research contributes theoretically where this research provides information about accommodation facilities in supporting the development of the Temajuk Tourism Village. This research also performs practical contribution that provides a real picture of the situation of the Indonesia-Malaysia border area, especially in terms of accommodation availability.

METHOD

This study used a mixed approach of data collection. With mixed method, this research employed questionnaires, interviews, and observations. Interviews were conducted with accommodation managers in the Temajuk Tourism Village. Questionnaires were distributed to the owner of accommodations. Semi-structured interviews were conducted with accommodation managers in the Temajuk Tourism Village. The questionnaire was distributed to the owners of homestays, lodgings, and resorts in Temajuk Village. 24 owners voluntarily filled the questionnaire.

The stages in planning this research begin with making a questionnaire and a list of interview guides in the form of semi-structured interviews where research questions will develop during interviews. Thus, there was a two-way interaction between researchers and informants. Second, selecting research informants. Third, conducted observations, distributed instruments, and conducted the interview. The fourth stage was performing data analysis. The last stage was the presentation of data into writing.

RESULTS AND DISCUSSION

The results of observations in the village of Temajuk show the availability of signposts, information centers, accommodation in the village center, accommodation on the beach, accommodation in other places, homestay amenities, and lodging/resort amenities. The observation results depict that in the

village of Temajuk, signposts are showing the direction of certain roads and certain tourism destinations. The information center is located in Camar Bulan Hamlet, precisely at the Intan Restaurant. There are several homestays and lodgings/resorts located in the center of the village, precisely in Dusun Camar Bulan. There are several homestays located on the beach, precisely in Dusun Maludin. There are also homestays located in hilly areas.

Figures below show the homestays in Temajuk Village:





Figure 2. Homestays in Temajuk Village

Next, Figure 3 presents the lodgings in Temajuk Village.





Figure 3. Lodgings in Temajuk Village

Next is the result of the questionnaire that has been processed and presented in the form of a percentage. The categories used in interpreting the results of this study are Very Insufficient (0%-20%), Insufficient (21%-40%), Fairly Sufficient (41%-60%), Sufficient (61%-80%), and Very Sufficient (81%-100%). Table 4 shows homestays and lodgings/resorts available in Temajuk Village.

Table 4. Homestay and Lodgings/Resorts Available

No.	Statement	Percentage
1	The number of homestays is sufficient to accommodate visitors during the high season	68.3%

2	The number of lodgings/resorts is sufficient to accommodate visitors during the high season	70.0%
Total		63.2%

From questions number 1 and 2, it can be seen that the number of homestays, lodgings, and resorts in Temajuk is included in the Adequate category. The owners of homestays, lodgings, and resorts are of the opinion that for now, the availability of homestays, lodgings, and resorts in Temajuk Village is still sufficient. This is because the overflow of visitors only occurs during holidays or weekends. In addition, the COVID-19 pandemic hinders visitor to visit Temajuk Village. Indonesians were afraid to travel both domestically and internationally (Rahma & Arvianti, 2020). Rahma and Arvianti (2020) continued that the government of Indonesia should provide incentives for aviation and travel companies to boost the tourism industry. Meanwhile, on weekdays, the number of visitors varies and tends to be small. It is exacerbated by the pandemic that forces the local government to impose a lockdown in Temajuk Tourism Village. Table 5 shows amenities available in homestays, lodgings, and resorts located in Temajuk Village.

Table 5. Amenities Available

No.	Statement	Percentage
3	Amenities in the room and at the homestay are sufficient for the needs of visitors.	85.0%
4	Amenities in the room and at the homestays, lodgings, and resorts are sufficient for the needs of visitors.	85.8%
5	Visitors do not need to bring equipment from home because it is already provided in the homestay room	69.2%
6	Visitors do not need to bring equipment from home because it is already provided in the homestays, lodgings, and resorts room	68.3%
Total		77.1%

Statements numbers 3-6 show that the amenities provided at homestays, lodgings, and resorts are categorized as very sufficient. This is also supported by the observation that the amenities in homestays, lodgings, and resorts can be said to be sufficient for visitors. For homestays, guests usually occupy the room of the owner of the house. Therefore, guests also enjoy the facilities used by the owner of the house.

Table 6 reveals the perception of the owners of homestays and lodgings/resorts in Temajuk Village regarding the number of visitors coming to Temajuk Village during the COVID-19 pandemic.

Table 6. Visitors during COVID-19 Pandemic

No.	Statement	Percentage
7	Accommodation business actors have never felt a shortage of visitors despite COVID.	51.7%
	Total	51.7%

It is known that the number of visitors to Temajuk Village decreased when the pandemic hit Indonesia. This item also gets a fairly sufficient category. This is due to the lockdown policy implemented by the Temajuk Village government when the COVID-19 case was first identified in Indonesia in early 2020. This made people unable to leave or enter Temajuk Village during the lockdown. It resulted in the decline of visitors to tourism destinations (Rahma & Arvianti, 2020).

Table 7. Infrastructure Available

No.	Statement	Percentage
8	Road infrastructure in Temajuk	17.3%
9	The availability of communication signals in Temajuk	17.3%
10	Availability of electricity	17.3%
	Total	17.3%

The results of the questionnaire show that the owners of homestays, lodgings, and resorts think that infrastructure such as roads, telecommunication signals, and electricity is not sufficient. This strengthens the statement by (Marihandono, 2011) that infrastructure such as transportation, roads, communications, and electricity was not taken seriously by the government.

Table 8 shows the management of homestays and lodgings/resorts in Temajuk Desa Village.

Table 8. Homestay and Lodgings/Resorts Management

No.	Statement	Percentage
11	Homestay management has been managed professionally.	57.5%
12	Lodging and resort management has been managed professionally.	57.5%
13	The homestay manager has attended homestay management training.	60.8%
14	The resort manager has attended resort/lodgings management training	57.5%
	Total	58.3%

The last items received a category of sufficient. It is known that most management of homestays, lodgings, and resorts is carried out by people who do not have the ability or skills in their field. This is supported by the results of interviews with the owners of homestays, lodgings, and resorts:

“Homestay managers generally do not have special skills in the field of services, facilities, and everything related to accepting guests. We as homestay owners learn self-taught and spontaneously to manage homestays”

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Another homestay owner said:

“More training is required, especially regarding the management because we are only self-taught”

For a successful human resource development, some aspects are required. They are (Prasetyo, Tohani, & Rohadi, 2017) technical management of human resources and the environment; coordination between agencies, increasing public awareness in the success of tourism activities; development from external parties; and infrastructure. According to Yachya and Mawardi (2016), management training can be done through tourism education, including skill training and certification. Management of tourist areas is an effort to improve the community's economy as well as activate tourism potential and integrate the surrounding community to gain profit (Yachya & Mawardi, 2016). The content of the training may include (Sulartiningrum, Nofiyanti, & Fitriana, 2018) understanding homestay, homestay criteria, homestay products, homestay management, homestay services, and homestay support facilities.

Inequality in development, lack of human resources, inequalities in the socio-economic status of people in the West Kalimantan, a development that does not involve local community are problems in the development of border areas. This socio-economic problem will expand to include the problem of the decline of nationalism (Marihandono, 2011). Border areas are vulnerable to confrontation with Malaysia (Tirtisudarmo, 2002). Historically, Indonesia has experienced some conflicts with Malaysia since the colonial era, especially concerning its territory. For this reason, Indonesia needs to pay special attention to border areas. Not only for safety management but also to enhance the nationalism of the border community.

Indeed, the neighboring countries can be an economic advantage (Tirtisudarmo, 2002) where people can sell fishery and plantation products at higher prices with easier access to Malaysia. But this can also make citizens' nationalism fade. Especially with the use of the Ringgit currency. A large number of visitors from Malaysia makes tourist attractions accept payments in the form of Ringgit Malaysia. This is certainly a threat to nationalism. A non-military threat with economic, political, technical, and even socio-cultural aspects, as love for the country, is dynamic and therefore can have many ups and downs affected (Herawati & Sunyata, 2013).

The government of Indonesia has stipulated rules to balance the economy and local community needs (Regulation of the Minister of Tourism of the Republic of Indonesia Number 14 of 2016 on Guidelines for Sustainable Tourism Destination). People in border areas tend not to seek a way to rise causes they demand the state to provide for them without considering what they can contribute to the state due to the low level of education (Herawati & Sunyata, 2013). Thus, Herawati and

Sunyata (2013) continue that people must be able to rise to fight for and improve their fate independently. Especially, with the strengthening demands of decentralization and regional autonomy in Indonesia today (Rohilie, 2020; Tirtisudarmo, 2002). All in all, the progress of border area development relies heavily on the synergy of various parties be it at the local and national levels).

CONCLUSIONS

The border area is as important as other areas in Indonesia. The fact that border areas in West Kalimantan are considered disadvantaged areas hurts Indonesia's pride as border areas can reflect how even the development in a country is. The accommodation sector is a marginalized topic discussed in studies regarding border areas in West Kalimantan since most studies examine national defense and socio-economic aspects. Thus, this study pictures border areas, especially Temajuk Tourism Village from a different point of view. Accommodation is an essential component for the development of Tourism Village to support the progress dan promotion of tourism destinations. This study shows that accommodation provided in Temajuk Village is considered adequate to handle visits during the COVID-19 pandemic. Thus, future studies are suggested to study the need for accommodation in Temajuk Village after the pandemic ends to provide new insight on the need for improvement as well as suggestions for the government to support tourism in West Kalimantan.

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