

Residents' attitudes toward the impacts of Theme Parks in Lembang Sub-district, West Bandung Regency, Indonesia

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Abstract | Lembang is one tourist destination that has developed tourist attractions and activities, one of which is a Theme Park. Theme Park is a recreation area that has unique features that can characterize a place using a carried concept. This attraction could turn out to be the main motivation for tourists' visits and it tends to invite tourists of large numbers. Most of the theme parks are located in open areas within a certain distance from settlements. In this case study, the Theme Parks location is directly adjacent to residents' settlements and is only covered by a fence, so it has the potential to have an impact on residents who live nearby. The presence of a theme park has both positive and negative implications for the surrounding population. This study aims to analyze local residents' attitudes toward Theme Park by using a qualitative and quantitative approach analysis based on both primary and secondary data. This paper is expected to contribute to increasing the awareness of entrepreneurs in utilizing limited land for the development of Theme Parks so that the impacts do not irritate the social environment around the area. This paper also offers a contribution for those to formulate the business strategy when residents' support is needed for the implementation of their development policies and accordingly for a better acceptance of tourism by the community.

Keywords | Impacts of tourism, residential areas, theme park, residents' attitude

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1. Introduction

Tourism, which is an important socio-economic power in today's world (Golcheshmeh, 2023; Brida et.al, 2011), creates new job opportunities, provides foreign exchange income, ensures that the investments made turn into income quickly, and develops the life standard of the developing world (Golcheshmeh, 2023; Scarlett, 2021; Wang et al., 2021;). Tourism can have many impacts due to its significant contribution to the economy of destinations and its importance in creating employment, it has been frequently studied and researched by scientists (Golcheshmeh, 2023; Scarlett, 2021; Wang et al., 2021), and research about tourism impacts has been inseparable from the importance of maintaining economic, socio-cultural, and environmental sustainability in a destination. For tourism to be sustainable, it is necessary to measure correct information on the reality of the tourism environment. Suitable information is an important tool in the administration of destinations and one of the first steps towards good management (Pimentel de Oliveira, 2022).

Lembang is a peri-urban area located in the northern part of West Bandung Regency and has a direct border with Bandung City as the hub that connects both local and foreign tourists. Lembang is known as a suburb of Bandung City that is famous for its beautiful natural panorama, cold climate, and various choices of tourist attractions. Those conditions have encouraged many investors to develop new tourist attractions in Lembang including theme parks that become popular tourist destinations in Lembang. There are several well-known Theme Parks in Lembang, namely Farm House (FH) and Floating Market (FM). This artificial attraction has special characteristics to characterize the place with a certain thematic concept (Imammudin, 2017). It is also in line with Raluca and Gina (2008) that Theme Park is a place where its main ideas characterize the whole recreation area. Both theme parks generate large numbers of

tourists. In 2019, reported that FH was visited by 519.800 tourists/per year. Meanwhile, the number of FM visitors is 498.500 tourists/per year. In 2022, the number of Floating Market tourists is reported to be 15,000 during the peak season, this number has decreased compared to before the pandemic.

Most of the theme parks are located in open areas within a certain distance from settlements. In this case study, the Theme Parks location is directly adjacent to residents' settlements and is only covered by a fence, so it has the potential to have an impact on residents who live nearby. This paper highlights how the attitude of the people who live side by side with the Theme Park.

If we look at other studies, there are not many cases of Theme Parks that are directly close to settlements. For example, Hong Kong Disneyland, through maps can be seen if the Theme Park is far from settlements and is even surrounded by forest and sea areas, the distance from the Theme Park to the nearest residence calculated via Google Maps is 10.3 km. It is different from the Theme Park in the Lembang Area, West Bandung Regency, Indonesia, where the Theme Park and the residence are very close together and are only bordered by a fence (See Figure 1).

Even though the presence of tourism activities around the community has a good impact on increasing employment opportunities for the surrounding community, improving the image of the area, and community pride in its environment, it is undeniable that some of the negative impacts that can arise from the presence of a theme park. This theory said to Waluya (2013), the potential negative impact of tourism can happen on cities, facilities and infrastructure, open spaces, and urban landscape elements.

Residents' attitudes toward the impacts of tourism are one of the prominent issues discussed by many researchers. Understanding residents' behavior and attitude is one of the crucial things to study when discussing the social impacts of tou-

rism (Cheng & Hing Li, 2019), particularly because a Large amount and disproportionate flow of tourists may be a threat to residents of popular tourist destinations. This growing interest has been triggered by a consideration that tourism development does not only bring positive effects but also po-

tentially deliver negative implications to the local community (García, Vázquez, & Macías, 2015). The attitude of the population towards tourism depends on, amongst all, how much cost and benefit are generated by tourism activities (Hernandez, Cohen & Garcia, 1996).



Figure 1 | Theme Park FM (left) and FH (right) and the surrounding area
Source: Google Maps, 2023

However, several government document policies have indicated negative indications from the large number of tourists coming to Lembang. From a policy perspective, for example, the Tangkuban Perahu Planning Document where the Theme Parks are located stated that Lembang tourism tends to experience decline/decrease due to overcapacity. The West Bandung Regency Regional Tourism Development Master Plan also states that Lembang is planned as a Strategic Tourism Area as a priority area for reasons of potential development, readiness, and or urgent management needs. Lembang requires a management plan because its carrying capacity has been exceeded. The study of resident attitude intends to look at people's views on the existence of an artificial tourist attraction in a location.

This study explores how community attachment (measured by the length of residence) and/or economic dependence on the tourism industry (expressed through the nature of residents' jobs) affect residents' attitudes and perceptions toward tourism development. The magnitude of the re-

lationships between impacts and benefits is also calibrated. An understanding of the resident's attitudes toward the existence of both Theme Parks arguably could provide a baseline for developing Lembang's sustainable tourism strategy. In this way, tourism is not only viewed positively by entrepreneurs but also brings valuable benefits to the residents who live around it. This paper is expected to contribute to increasing the awareness of entrepreneurs in utilizing limited land for the development of Theme Parks so that the impacts do not irritate the social environment around the area.

2. Theoretical framework

2.1. Resident's Attitudes Towards Tourism

Since the 70s, residents' attitudes and perceptions toward tourism impacts on their community has been broadly analysed by managers of the tourism industry, policymakers, and academicians

(Brida et al., 2011). The attitude of the population towards tourism depends on, amongst all, how much cost and benefit are generated by tourism activities (Hernandez, Cohen & Garcia, 1996).

Residents of a tourism area can be seen as cultural agents and social groups who play an important role in developing sustainable tourism. In particular, Ap (1992) suggested a theoretical framework, namely the “social exchange” theory, to capture the motivations that lead residents to have a positive or negative attitude towards tourism. On the other hand, there is no doubt that also residents’ perceptions and attitudes toward any local tourism development policy should be analyzed and studied (Brida et al., 2011; Ritchie & Inkari, 2006). Understanding residents’ behavior and attitude is one of the crucial things to study when discussing the social impacts of tourism (Cheng & Hing Li, 2019), particularly because a Large amount and disproportionate flow of tourists may be a threat to residents of popular tourist destinations. The rapid growth of visitor arrivals at the destinations has contributed to the problems of population density, local inflation, and pressure on housing demand (WTO, 2018 in Cheng & Hing Li, 2019).

The term ‘over tourism’ appears when tourism costs are not proportional to the benefits that are received by the residents. This condition can be felt by both hosts and tourists as many visitors experience the loss of quality of traveling and many residents experience the loss of quality of the environment (Cheng & Hing Li, 2019; Goodwin, 2017). If residents’ attitudes are favorable toward the tourism impact then they will probably support additional local tourism development and they will be more hospitable to tourists. In this context, it is important to remember that tourists are more favourably attracted by destinations in which residents are more friendly, honest, and hospitable (Fallon & Schofield, 2006). Therefore, the local community must increasingly be involved and given an active role, participating in the planning

and management of local tourism policy (Simpson & Bretherton, 2009; Dyer et al., 2007) to obtain its agreement and support. The willingness to support tourism planning increases employment opportunities and the well-being of the community (Latip et al, 2022).

Doxey (1975) asserted that the Excessive social impacts of tourism can endanger visitor-resident relations, or what is commonly referred to as the ‘Irridex’ model. Doxey Irridex indicated that the change in people’s attitudes is linear to the negative impacts of tourism. It is plausible for positive attitudes turned into negative perceptions along with the growth of tourists and the tourism industry. Stages of local people’s attitudes towards tourists (Doxey, 1975) are ranging from euphoria, apathy, irritation, annoyance, and antagonism:

1. *Euphoria*: tourist arrivals are well received with various expectations.
2. *Apathy*: the community accepts tourists as something normal and the relationship between the community and tourists begins to run in the form of commercial relations.
3. *Annoyance*: the point of saturation is almost reached and people are starting to feel disturbed by the presence of tourists.
4. *Antagonism*: the public openly showed their displeasure and saw tourists as the axis of the problem.

Things that affect resident’s attitudes resulted in seven tourism-related factors: social interaction with tourists, beneficial cultural influences, welfare impacts, negative interference in daily life, economic costs, sexual permissiveness, and perception of crowding (Teye, Sirakaya, & Sönmez, 2002). Economic dependence has significant effects on positive tourism impact and, in turn, can affect the support for tourism development. Although both impacts have significant effects on support

for tourism development, the effect from the positive impact is much greater than the negative impact (Chen & Chen, 2010).

2.2. Theme Park Definition and Impacts

Many articles related to Tourism Research in Rural Areas of West Java are within the topic of social science (Wilkinson & Pratiwi, 1995). However, only a few issues that are discussed explore the impacts of theme parks on surrounding residents. Based on the definition, a theme park is an artificial attraction that has special characteristics to characterize the place with a certain thematic concept (Imammudin, 2017). According to Clave (2007) in his book titled 'The Global Theme Park Industry', theme parks are recreational areas where the following characteristics can be observed (1) they have a thematic identity that determines recreational alternatives; (2) they contain one or more themed areas; (3) they are organized as closed spaces or with controlled access; (4) they have a great capacity to attract families; (5) they contain enough rides, shows, and systems of movement to create a visit that lasts on average some 5 to 7 hours; (6) they present atmospheric forms of entertainment (musicians, characters, or actors who perform in the street 'free of charge'); (7) they have an important commercial vocation (fundamentally food and beverages and shops); (8) they have high levels of investment per unit of the ride.

Theme parks can be distinguished from other types of attractions based on several main characteristics : (1) there is an entrance fee, (2) it is artificially made, and (3) it needs high capital investment (Kemperman, 2000). Theme parks try to create another atmosphere, usually by emphasizing a dominant theme where architecture, landscapes, rides, performances, food service, costumed personnel, and retail are arranged in a way that resembles the theme. In this definition, the concept of a theme park is crucial for the operation and

management of the park (Raluca & Gina, 2008). Several examples of themes that are used in developing theme parks usually are history, animals, water, sea, and futuristic. Those themes are often used to engage visitors and create an atmosphere of the theme that is carried. Most parks are isolated in independent units. World-famous theme parks are Disney parks, such as Disneyland, Disneyworld, and Euro Disney (Clave, 2007).

Tourism activities, including those that occur in theme park activities, have inevitable impacts on regional economic development, roads, and other infrastructure. Tourism is also considered one of the human activities that contribute significantly to environmental change (Weir, 2017). These are not only physical changes but also social, psychological, and cultural aspects. The magnitude of tourism's impacts on built environments usually depends on:

1. *Development scale*: i.e., whether the scale of tourism development is large/small; national/local, and so on
2. *Types of visiting tourists*: i.e., types of tourists whether ecotourism, mass tourism, and so on;
3. *Environmental carrying capacity*: i.e., how vulnerable is a site to development; and
4. *Policy and political environment*: tools to control impacts.

Song et al. (2011) state that perceptions of the existence of influential Theme Parks can be classified into 6 dimensions: "social disruption and environmental damage", "local identity and open-mindedness", "economic benefits and regional development", urban beauty and landscape creation, increased economic costs and image enhancement and reputation expansion". (Song, Xing-zhu, & Wen-yue, 2011). Theme parks and attractions contribute greatly to the destinations in many areas including investments in infrastructure, job

creation, tax revenues, tourism revenues, donations, and community support. But in the other hand, it is also evident that the failure of a theme park may result in a major decline or failure of a destination (Milman et.al, 2010).

3. Methods

This study used a simultaneous research strategy or a mixed method quantitative and qualitative methods. Mix Method Research, a combination of quantitative and qualitative approaches will produce a better understanding of the research problem than using only one approach. Mixed Method Research aims to overcome the weaknesses of both quantitative and qualitative approaches (Samsu, 2021).

3.1. Method of collecting data

The data used in this study are primary data and secondary data. Primary data collection using questionnaires, interviews, observation, and documentation. The questionnaire method was carried out on residents who live in residential areas around the Theme Parks. The process of filling out the questionnaire was carried out within a period of two months, from 1 October to 30 November 2018. The questions asked were related to the identity of the respondents included: age, gender, education, and address; also regarding the impact on the environment and the impact on the community's economic structure; which contributed to the attitude of the population towards tourists.

The population is residents who have dwellings in settlements around Theme Parks FM and FH. The population at the location of the Theme Park is calculated based on the population of Gudangkahuripan Village and Lembang Village with a total population of 15,100 people in Gudangkahuripan

Village and 16,117 residents in Lembang Village, so the population of the surrounding population is 31,217 people. Determination of the sample using the Slovin formula with the formula:

$$n = \frac{N}{1 + N(e)^2}$$

With description:

n = number of samples

N = total population

e = error rate

With a 90% confidence level, the minimum number of respondents needed is:

$$= \frac{31.217}{1 + (31.217 \times 0,01)}$$

$$n = 99.6$$

In practice, researchers are looking for nearly double the minimum number of respondents required, which is 182 respondents. The types of questions in the questionnaire are mixed questionnaires that combine open and closed questions to get data both qualitative and quantitative from the respondents. Questionnaire distribution is carried out by visiting the population directly according to a predetermined number directly by the researcher. Researchers get respondents by prioritizing respondents whose houses are located closest to the Theme Parks, researchers surround the nearest settlements, and after the research results are deemed identical, researchers expand the range of occupancy to a wider area.

The questionnaire in the study consisted of 3 parts of questions, where most of the questions and answer choices provided were adaptations of researches that had been done before, but in some sections, there were also adaptations of the author, based on the possible answers expected to emerge. The 3 parts of the question are (1) residents' perception of the impact on the residential environ-

ment (2) residents' perception of economic impact; (3) residents' attitudes towards tourism.

Apart from going through a questionnaire, this study also used interview methods. Interviews were conducted with key stakeholders in a structured manner using interview guidelines. Interviews are used as a data collection technique if the researcher wants to conduct a preliminary study to find the problem under study. In addition, in-depth interviews are useful to find out things from respondents in more depth (Sugiyono, 2012). The intended interview respondents were informants/parties who know information about the running of tourism and its impacts. Interviews were conducted with the Department of Tourism and Culture of West Bandung Regency, the Heads of Gudangkahuripan Village and Lembang Village, as well as the Theme Park Manager.

3.2. Data analysis method

The data analysis method chosen depends on the type of data collected. Data analysis aims to dig up information and draw conclusions from existing data. The analytical method used is quantitative and qualitative analysis. Quantitative analysis in the form of descriptive statistics. Descriptive statistics are carried out by processing Likert data from a scale related to the attitude of the existence of theme parks, then given quantification of people's attitudes towards tourism is achieved.

4. Results

Lembang is a peri-urban area located in the northern part of West Bandung Regency and has a direct border with Bandung City, West Java, Indonesia as a hub that connects both local and foreign tourists. Lembang is known as a suburb of Bandung City that is famous for its beautiful na-

tural panorama, cold climate, and various choices of tourist attractions. Those conditions have encouraged many investors to develop new tourist attractions in Lembang. Theme parks become one of many popular tourist destinations in Lembang. As theme parks can become the single main motivation for tourists to visit a destination, the existence of Theme Parks may also become the core element of tourism products (Raluca & Gina, 2008).

There are several well-known Theme Parks in Lembang, Farm House (FH) and Floating Market (FM). FM was built earlier and began to become a popular attraction in 2012, while FH reach its popularity in 2016. At that time, there were not many man-made tourist attractions in Bandung that could offer attractions that replicate famous structures of foreign countries. The uniqueness of the place then encouraged many tourists to come and visit. At these Theme Parks, visitors can take pictures and post them on social media. In 2019, reported that FH was visited by 519.800 tourists/per year. Meanwhile, the number of FM visitors is 498.500 tourists/per year. It is reported in online platform Liputan 6, that the number of tourists has decreased since the pandemic hit in 2020 – 2021. In 2022, there were 15,000 visits during the peak season.

According to both Theme Park Managers, the target group of theme parks is Jabodetabek visitors. Jabodetabek is a central metropolitan area in Indonesia (abbreviation of Jakarta, Bogor, Depok, Tangerang, and Bekasi), which includes the capital city and its satellite towns that are located around 151.4 km from Bandung or three hours car journey. As a metropolitan area that has over 10 million inhabitants, Jabodetabek residents become the target market of tourism development in Lembang because, unlike Lembang, the area is lacking cold climate and natural landscape.

The popularity of Theme Parks in Lembang Sub-district has increased during the last 10 years, especially since the FM was built in 2012. Following the development of FM, other tourism ob-

jects started to emerge, including the construction of FH in 2015. The development of new Theme Parks persisted, in line with many entrepreneurs'

strategies in keeping visitor numbers through the expansion of new areas and new attractions.

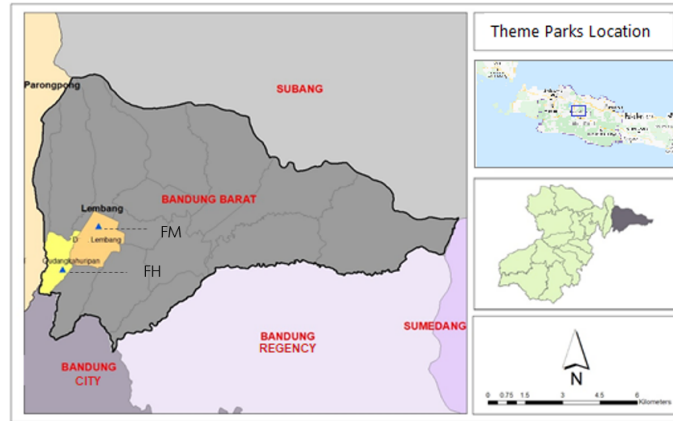


Figure 2 | Theme Parks Location in Lembang Sub-district
Source: Data Analysis, 2019

The expansion of Theme Parks is in line with the growing number of visitors, the number of visitors can also drive a conflict of interest in land. Campbell et al. (2000) argued that the management of land use conversion can potentially reduce the conflicts of interest between human and natural environments, as well as move tourism activities in the direction of sustainability. Recognizing the driving factors of land-use transformation is paramount since land-use change is mostly triggered by human activities and could significantly affect the future of humans and its ecosystem (Pratiwi, Nagari, & Jamalianuri, 2019).

4.1. Impact on Residential Environment

Both Farm House and Floating Market are located on provincial roads with primary collector status. No doubt, this road is the main access for those who are going from the city of Bandung to Lembang and vice versa. We conducted a survey of 182 residents regarding the quality of the residential environment before and after the existence of the theme Park. As a result, 49,48% of the

residents around Theme Park said that the quality of their residential environment had not changed; as many as 23,96% of the population thought that the quality of their housing was getting worse due to the congestion caused. Meanwhile, another 26,54% thought that the quality of their housing was getting better because their neighbourhood was increasingly known and visited by people from outside the area.

It has been widely recognized that tourism development is a double-edged sword for host communities. Not only does it generate benefits, but it also imposes costs (Moore, 2015; Jafari 2001). Residents who argue the quality of their neighbourhood getting better are those who prefer that their environment is increasingly crowded and known, while those who have opinions that the residential environment is getting worse are people that don't like the crowds caused by the presence of tourists. The congestion caused has disrupted the daily activities of residents, as much as 75% of the population feel disturbed by the presence of tourists while the other 25% of respondents feel that the existing traffic jams do not interfere with their daily activities. This illustrates that the ne-

gative and positive impact due to the presence of tourists is felt by the community around the Theme Park.

Waluya (2013) states that there are 5 components of the built environment that are affected by the presence of tourism: the urban environment, the impact of the landscape; infrastructure, urban forms, and historic sites. This study shows the impact that occurs at infrastructure points,

causing the infrastructure to become too burdened due to high density and the construction of infrastructure supporting inadequate tourism activities, in this case, limited roads. These negative impacts can be overcome by managing visitors and structuring urban or village areas and empowering the community to take a big part in development (Khrisnamurti et al, 2016).

Table 1 | Continuity between literature, question variables, and results

Literature	No	Question	Results			
Impact on the residential environment						
The development of tourist accommodation will be accompanied by ongoing changes in the physical environment (Papageorgion, 1970 in Najib, 2010)	1	The existence of Theme Park around the house makes the residential environment better	Agree	26.54%	Disagree	73.44%
Waluya (2013) defines the potential negative impact of tourism on the built environment which includes cities, facilities and infrastructure, open spaces, and urban landscape elements.	2	The existence of a Theme Park around the residence causes the level of traffic congestion to increase	Agree	86.50%	Disagree	13.50%
Lanquar (1991) in Elmia and Pratiwi (2019) mentions three criteria for evaluating the magnitude of the impact on urban facilities and infrastructure, one of which is the physical and ecological load capacity at the location of thematic amusement parks can be reduced, due to the intensity of the frequency of tourists arriving at certain times.	3	Traffic jams in residential areas have disrupted daily activities	Agree	75%	Disagree	25.00%
	4	Congestion in the environment has disturbed the pleasant of the housing area	Agree	46.50%	Disagree	53.50%
According to Simkova (2007), tourism can provide benefits for almost all regions. Tourism activities have an impact on regional economic development, roads, and other infrastructure.	5	There is the influence of the existence of tourist objects in settlement facilities such as drainage, telecommunications, sanitation, solid waste	Agree	1.10%	Disagree	98.90%
The economic impact of the existence of a theme park						
The impact is any change that occurs in the environment as a result of human activity (Suratmo 2004). the impact of a development project on socio-economic aspects, especially for developing countries, is found in the following components which are determined as socio-economic indicators, including; 1) employment absorption 2) the development of the economic structure, namely the emergence of other economic activities as a result of the project such as shops, stalls, restaurants, transportation.	1	The presence of tourists around influences the choice of work	Agree	11.50%	Disagree	88.50%
	2	With a Theme Park around new job opportunities are increasing	Agree	55%	Disagree	45%
	3	The existence of a theme park around the residence increases business opportunities	Agree	45.50%	Disagree	54.50%
Gunn (1994) argues that a tourist area that is good and optimally successful is based on four aspects that is one of each is to improve the welfare of the people in the region	4	The existence of this theme park improves the quality of life in terms of income	Agree	7%	Disagree	93.00%
	5	The existence of a Theme Park around the residence is important	Agree	17%	Disagree	83.00%
Impact on Community Attitudes Towards Theme Park						
Sunaryo (2013) states that the implementation of good tourism development must be based on principles, one of which is the involvement of all stakeholders, who must be actively and productively involved in tourism development.	1	I am involved in the planning, development and management of the nearest theme park	Agree	7%	Disagree	93.00%
	2	Desire to be involved in the planning, development, and management of theme parks	Agree	81%	Disagree	19.00%
Tourism has an impact on community pride (Kurniawan, 2015)	3	There is pride that I feel that around your residential area there is a theme park	Agree	38.50%	Disagree	61.50%
	4	Support the sustainability of this theme park	Agree	72.50%	Disagree	27.50%

Source: Own elaboration

4.2. The economic impact of the existence of a theme park

The economic tourism impact is mainly perceived by residents, on the positive hand, as a mean to generate employment, develop the local economy, increase investments and economic diversification (Vargas-Sánchez et al., 2009; Diedrich & Garcia-Buades, 2008; Liu & Var, 1986), improve local and state tax revenues, additional income, and economic quality of life (Huh & Vogt, 2008; Haralambopoulos & Pizam, 1996). Conversely, on the negative hand, residents seem to perceive an increase in the cost of living, i.e. in the prices of goods and services, and unequal distribution of the economic benefits (Andriotis, 2005; Andereck & Vogt 2000; Haralambopoulos & Pizam 1996; Liu & Var 1986).

Most of the population of Lembang District work in the agricultural sector (30%). However, this percentage is not too significantly different from employment in other sectors where the percentage of the population working in the trade sector is 23%, services 17%, and others 26%. Tourism as a service sector is indeed very superior in Lembang District, so it is not surprising that employment in the service sector in Lembang District is the highest compared to other districts in West Bandung Regency.

The employment opportunities provided by theme parks can be divided into formal (or standard employment in the formal sector) and informal employment (Liang, & Bao, 2014). In formal sectors, researchers found 2 respondents who worked at the Farm House. They are respondents with a productive age of about 20-30 years. Few residents work at the Theme Park due to the small

number of employees needed. Based on the results of interviews with managers at the Farm House, around 50 local workers are needed, while for the Floating Market, 100 local workers are needed.

When asked about their perception of the economic benefits of Theme Parks, as much as 55% of the population agree that the presence of Theme Parks can increase employment, on the other hand, another 45% did not agree with this statement. Most of the population recognizes that the presence of Theme Parks can provide new jobs for residents, even though the dominant number is not too significantly different, meaning that there are still many residents who feel the presence of Theme Parks does not provide direct employment opportunities for them. The existence of Theme Parks can increase employment and business opportunities, but not directly proportional to an increase in people's income. Most of the population does not feel the direct impact on them, it can be seen from the data that 93% of the population around Theme Park admit that their income is still compared to before and after the existence of tourist objects, and as many as 7% said their income had increased.

However, residents of the FH theme park have experienced more economic benefits compared to the residents of the FM theme park. As seen, although respondents agreed on the benefits of Theme Parks in increasing employment and business opportunities, they do not feel that it is linked or connected to the increase in population income. This condition is still not yet supported by the concept that one of the relevant resolutions of tourism development in a destination is to improve the quality of life (QOL) of the host community (Cornell et al., 2019).

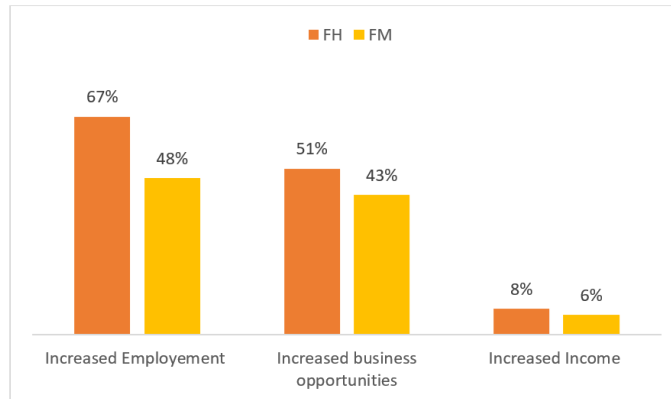


Figure 3 | Population Percentage Towards Economic Impacts of Theme Parks
Source: Data Analysis, 2019

4.3. Resident's attitude towards the present of Theme Parks

Various economic and physical environmental impacts felt by the community will influence people's attitudes toward the existence of Theme Parks. Through theoretical synthesis, the attitude of the population toward tourism is determined from:

- local community involvement in planning, development, and management of Theme Parks;
- local pride towards the presence of Theme Parks;
- local support for its sustainability; and
- the attitude of the population towards visitors of the parks.

This study uses an elaboration of the tourism impact theory and the Doxey irritation index. Concerning the evolution of people's attitudes towards tourists, Doxey was quoted by Pitana and Gayatri (2005) developing a theoretical framework called IRRITATION INDEX (IRRINDEX) which describes changes in people's attitudes towards tourists in a linear manner. The attitude that was initially positive changed to become increasingly negative along with the growth of tourists. The stages of the local community's attitude towards tourists

range from euphoria, apathy, irritation, annoyance, and antagonism.

- Euphoria; Tourist arrivals are well received with various expectations.
- Apathy; society accepts tourists as something normal and the relationship between the community and tourists began to take shape commercial relationship.
- Annoyance; the point of saturation has almost been reached and people are starting to feel disturbed by the presence of tourists.
- Antagonism; the public has openly shown their displeasure and sees tourists as the axis of the problem.

As many as 92% of the population around FH and FM theme parks claimed that they were not involved in the planning, management, and development of attractions. Residents were only consulted by the Theme Park Developer who pursue the construction permits. Therefore, Only 8% of residents around the FH and 6% in the FM claimed to be involved in the development and management of the parks. As many as 12% of the population around the FH and 26% of the population around the FM expressed their intentions to be more involved. Many residents are currently apathetic and do not expect any involvement or change in the management of these Theme Parks.

Table 2 | Population Irritation Index around Theme Parks

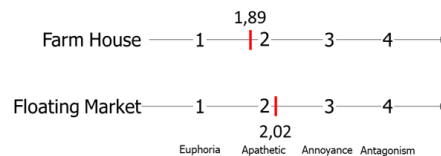
Attitudes Towards Tourists	Quantity	Score	QxS	Sum	Index
Farm House (FH)					
Euphoria	20	1	20	182	1,89
Apathetic	66	2	132		
Annoyance	10	3	30		
Antagonism	0	4	0		
Floating Market (FM)					
Euphoria	10	1	10	194	2,02
Apathetic	74	2	148		
Annoyance	12	3	36		
Antagonism	0	4	0		

Source: Data Analysis, 2019

The presence of Theme Parks brings pride to residents (42% of the population around the FH and 35% of the population around the FM) as the parks become well-known tourist attractions that are visited by many visitors from both inside and outside the residential areas. As seen from the data, people have similar perceptions of the presence of Theme Parks. The attitude of the population towards most of the population is at Apathetic Level and argued that the presence of theme parks has no significant benefits or consequences for the local community. Theme parks are seen as something common and unexceptional, in line with the relationship between the commu-

nity and tourists which runs in a commercial form. However, most of the population, 74% around the FH and 71% around the FM express their support for the sustainability of Theme Parks to remain in their residential environment.

This research can enrich the findings that between apathy and annoyance, one additional can be added of how they are starting to get bothered with the presence of tourism activities but not to the point of showing their dislike and still supporting the continuation of tourism activities (or the irritation stage). So there is one more stage before arriving at the annoyance stage to indicate that the irritation has been felt.

Figure 4 | Population Irritation Index around Theme Parks
Source: Data Analysis, 2019

Arguably, the more positive impacts arising from the presence of Theme Parks (i.e., increasing income), the more community will have a 'euphoria attitude' and support the sustainability of the Theme Park. Conversely, the more negative impacts caused by the presence of a Theme Park (i.e., resident income is decreased), the community will have 'an annoyance attitude' towards tourism and will not support the continuity and further developments of Theme Parks. On the other hand,

when tourism does not have any significant impact on the population, it raised 'the apathy attitude'. The overall impact results will be obtained from the total percentage of the population based on the classification of perceived impacts, whether it is positive, negative, or neutral to the existence of Theme Parks in the residential area. The results of the analysis of the overall impact can be seen in figure 6.

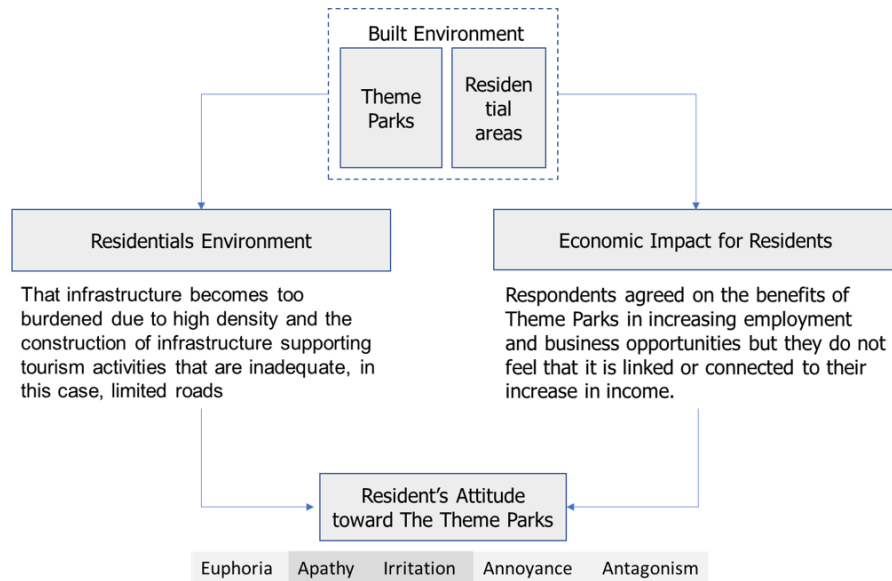


Figure 5 | Link Between Theoretical Framework and Results
Source: Own elaboration

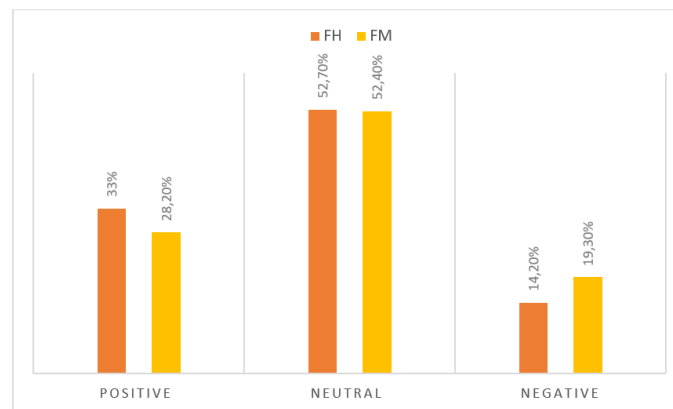


Figure 6 | Residents' Impression Toward Theme Parks
Source: Data Analysis, 2019

Information:

- + : Positive impression of Theme Park
- = : Neutral impression about Theme Park
- : Negative impression of Theme Park

Lindberg and Johnson (1997) coined a value-attitude model which illustrates that economic benefits are often easier to be used for predicting people's attitudes than using the disruptions received by residents. If positive and negative impacts are compared, the population of the FH theme park felt more positive impacts compared to those who

live around FM. At the same time, more population around FM theme park experience more negative impacts of the park compared to FH.

The FH Theme Park parking lot is located opposite the attractions. This spatial arrangement caused high movements of tourists passing by on the streets; thus, it offer more opportunities for residents to participate in tourism activities by peddling souvenirs, snacks, and light meals at the edge of the access road. Hence, the economic benefits of the existence of Theme Parks can be easily felt by residents around the settlement. Nevertheless,

undoubtedly, this condition also increased congestion and road problems.

For the FM case study, the large size of the Theme Park enables all tourism activities to be internalized within the enclave area. This condition delivers fewer economic benefits to the people around; tourists only pass by in their vehicles, enter the tourist area, then leave without creating interactions with the residents or local sellers. As a result, the economic impact of this park is not significantly felt by the surrounding community. These are among the reasons why more local communities around FH perceived tourism activities positively than those in the FM theme park. It is demonstrated that Perceived economic and congestion impacts have much greater effects on the attitudes of the local community (Lindberg & Johnson, 1997).

That being said, based on the findings above, it can be argued that the positive and negative impacts of the existence of Thematic Park in a residential area in Lembang are influenced by (1) the number of tourists; (2) the size of the spacious area in the Theme Park; and (3) the number of residents who participate in tourism activities.

To increase the positive impacts and at the same time minimize the negative impacts of the presence of Theme Parks, it is recommended for Theme Park management to maintain the communication between the manager and the local population and gives incentives to the local community such as opening small business opportunities in amusement parks, chance a free trip to Theme Parks to create a positive impression in society, or Corporate Social Responsibility for residents. Although residents' frequency and intention to visit the local theme parks may not be attributed to their available free time or admission price consciousness, some relationships were found between intentions to visit the local theme parks and residents perceived available time, as well as their perception of theme park visitation as a leisure activity, in particular an "unconditional lei-

sure" activity (Milman, 1991). Recommendations for local governments are to encourage communities to be actively involved in the tourism sector in Lembang Sub-district, by bridging cooperation between big business (private) and residents to increase community involvement.

5. Conclusion

Both theme parks in Lembang Sub-district are included in the category of regional parks, which are designed to attract a significant number of tourists visiting for a few hours per day. Most visitors of regional parks come from areas that are located around 100-200 km away, which affects the magnitude of the impact caused by the existence of Theme Parks. In general, from this paper, it can be concluded that the impact of the existence of Theme Parks on residential areas has three characteristics: positive impact, negative impact, and indifferent. The positive impacts are (1) increasing employment and business opportunities for the surrounding community; (2) community pride as the presence of thematic parks is now known to the wider community; and (3) increased income of the local government and local village. On the other hand, there are also negative impacts caused by the presence of Theme Parks in residential areas, which are (1) congestion due to the massive number of tourists and small capacity of access roads; and (2) social jealousy among residents towards Theme Park Developer, especially for those who cannot participate in tourism activities.

Increased participation leads to better outcomes and attitudes toward tourism activities. In the surrounding population who are involved in economic activities in the destination, there will be a positive attitude towards Theme Park, compared to those who are not involved economically. This is in line with the theory posed by Long, Perdue and Allen (1990) that tourism development is related to positive impacts felt by the local community when

counting personal benefits that are gained from tourism. Personal economic dependence, defined as the income dependence of respondents on the tourism industry, was found to be significantly related to positive perceptions of tourism (Madrigal, 1995). Arguably, Those who think that tourism is important are those who get economic benefits from the presence of tourism.

FH Theme Park and FM Theme Park have distinctively different areas; FH has an area of 3 hectares while FM has an area of 11 hectares that receives more than 10,000 tourists per day. The limited area in FH encouraged more participation in the informal sectors. This is perceived positively by the community because they receive an opportunity to participate in new economic activities in the form of tourism. In comparison, FM Theme Park provides attractions within the enclave area, so it only delivers a few economic benefits to the informal sector. This is why the negative perception towards the park is bigger than FH. The proximity of the theme park location to the detection area opens up opportunities for local people to work in the informal sector. This condition occurs in the Farm House Park.

The attitude of the residents towards the existence of Theme Parks is based on Doxey's irritation index, apathetic. It means that the community accepts tourists as something insignificant and the relationship between the community and tourists happens merely based on their commercial relations. It can be concluded that Theme Parks in Lembang only have a small contribution to improving the positive attitude of the local community. The case in Indonesia, especially in the study area, Lembang, West Bandung Regency, the people tend to be inexpressive in expressing their attitude from an external condition, this is obtained from the results of the questionnaire that some respondents think that even though they are disturbed by the traffic jams caused, they still support the Theme Park to continues. Thus, the study results cannot be generalized from one place to another. There

are socio-cultural conditions that distinguish one society from another. In other places, this study can be adopted in terms of its method to see how people react to the existence of Theme Parks. One additional indicator of the irritation index can be added how they are starting to get bothered by the presence of tourism activities but not to the point of showing their dislike and still supporting the continuation of tourism activities. So there is one more stage before arriving at the annoyance stage to indicate that the irritation has been felt.

The residents' perspectives about the positive and negative impacts of both theme Parks are influenced by three aspects. Firstly, the number of tourists plays a role; the more tourists come, the greater it affects the local economy. Secondly, the size of the Theme Park determines whether residents outside of the area can participate in tourism activities. The residents outside of the smaller Theme Parks have more opportunities to participate in tourism activities. In contrast, a larger area can decrease the resident's opportunity for participating in tourism activities, particularly when the area is an enclave. Thirdly, the large number of residents participating in tourism activities, both as workers of the Parks or the owners of small businesses also shapes the residents' perspective as a whole.

To increase positive attitudes in society, managers need to pay attention to relationships and also benefits that can be felt directly by the community. It can be through CSR programs to improve public facilities in residential areas, also opportunities to open small businesses in Theme Park Areas. In addition, this study suggested the local government bridge the involvement between industries and also the local community to synergize with each other in tourism activities. Evaluation is needed periodically, especially if Theme Park wants to expand its business units, the addition of business units will have an impact on increasing the number of tourists as well. So that an assessment is needed to be able to understand social phenomena in the

environment around the Theme Park.

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