

# Mitigation Risk Based on ISO 31000:2009 on The Optimization Model for Developing Spiritual Tourism Destinations

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**Abstract**—The number of foreign tourists visiting Indonesia from year to year is increasing. Spiritual tourism has recently become a new trend in the tourism industry. Spiritual tourism highly values local culture, loves nature and the environment, and tourists who come also are taught to get to know local culture. Parahyangan Agung Jagatkartta Temple located at the foot of Mount Salak has the potential to be a spiritual tourist attraction because of its natural beauty. However, it is necessary to develop tourism so that this temple has comparative advantages. It has made an optimization model in the development of spiritual tourism destinations in Parahyangan Agung Jagatkartta Temple. In the optimization model of developing spiritual tourism destinations, there are many risks that will be faced by the developer. Risk management can be a solution to reduce the possibility of damage or risk. This study aims to find out what risk mitigation based on ISO 31000: 2009 on the optimization model for developing spiritual tourism destination. The method that used is qualitative analysis. Fishbone Analysis is used to identify what the constraints in Parahyangan Agung Jagatkartta Temple. Risk assessment will do based on ISO 31000:2009. The result is there is 16 risk will be need mitigation risk for handling the risk.

**Keywords**—component; risk; mitigation risk; tourism risk, ISO 31000; optimization model.

## I. INTRODUCTION

The number of foreign tourists visiting Indonesia from year to year is increasing. Indonesia should be a country that has a competitive advantage in the tourism sector. Indonesia has strong competitiveness because it consists of thousands of islands, where each island holds its own wealth of cultural heritage and natural beauty. Indonesian tourism has a very diverse potential. These potentials include natural beauty, cultural traditions and hospitality that is owned by the local community. Natural beauty is very helpful in the development of tourism and is supported by local hospitality. This can be an attraction for tourists who have cultural tourism destinations.

Tourism development needs to be done in order to attract tourists. According to [1] tourism development can encourage the development of several sectors at once, such as changing or creating new businesses related to services, travel, expanding the local goods market, having a positive effect on employment and facilitating economic circulation in the

destination business destinations. This term is known as a multiplier effect.

Spiritual tourism has recently become a new trend in the tourism industry. Spiritual tourism highly values local culture, loves nature and the environment, and tourists who come also are taught to get to know local culture [2] This type of tourism can be a potential in Indonesia, because it sees Indonesia that is rich in culture. Areas that become spiritual attractions should be equipped with a variety of supporting facilities. The facilities in question are hotels, villas, cottages, homestays, restaurants, traditional and modern shopping centers.

Based on [3], Agung Parahyangan Jagatkartta Temple is located in Gunung Salak, Ciapus, Bogor. The Temple is located in a unique location because the Kingdom of Pakuan Pajajaran Sunda once stood there. Pakuan Pajajaran Raya is the capital of the Galuh Raya Sunda region, the last Hindu kingdom on the archipelago (Majapahit) which experienced a golden age under the King of Siliwangi, before being conquered by Javanese Muslims in the 16th century. This temple has natural beauty that cannot be denied anymore, because it is located below the foot of Mount Salak. This place has potential to be used as a spiritual attraction, because Parahyangan Temple is still used as a place of worship by Hindus. Some areas are closed for tourists because they are still considered a holy place. It is necessary to develop tourism so that Parahyangan Temple has added value, efficiency, minimizes risk, and has comparative advantages.

[4] Has made an optimization model in the development of spiritual tourism destinations in Parahyangan Agung Jagatkartta Temple. The optimization model that is formed is the Government forms a team that works together with the communities around Pura to create a program that aims to increase access to tourist attractions such as providing public transportation to tourist destinations, improving roads to attractions and more information about places tourist attractions by creating a website that contains the Parahyangan Agung Jagatkartta Temple. This optimization model helps those who are both private and government in developing spiritual tourism destinations. However, there is always a risk in developing a tourist attraction. Existing risks need to be

managed well so that they can help to minimize losses and increase opportunities or opportunities. This can be done one of them by risk mitigation. What is risk mitigation? Risk mitigation is an effort to reduce or stop the negative effects that have occurred. Risk mitigation is carried out as a preventive action or to establish an effective early warning system (alert system), where various risks that may occur and their impacts can be identified, measured and ultimately minimized as possible (controllable risk).

Based on the exposure that has been conveyed in the background above, there are several research questions as outlined in the formulation of this problem, while the formulation of the problem is How is ISO 31000: 2009 based risk mitigation on the optimization model in developing spiritual tourism destinations?

The scope of the problem in this study is limited, so that it is more directed and easily understood. The research was conducted at Pura Agung Jagatkartha Ciapus, Bogor. This study focused on the formulation of risk management based on ISO 31000: 2009 on the optimization model for the development of spiritual tourism destinations, especially in Parahyangan Agung Jagatkartha Temple. This research is expected to help maximize the performance of the optimization model itself in the implementation process, namely by minimizing the risks that occur with ISO 31000: 2009 based risk management. Existing constraints or risks can be overcome quickly by empowering the community and using effective local technology effectively and efficiently.

## II. METHOD

Processing and analysis data using qualitative analysis. Fishbone Analysis is used to identify what the constraints in Parahyangan Agung Jagatkartha Temple. Risk assessment will do based on ISO 31000:2009.

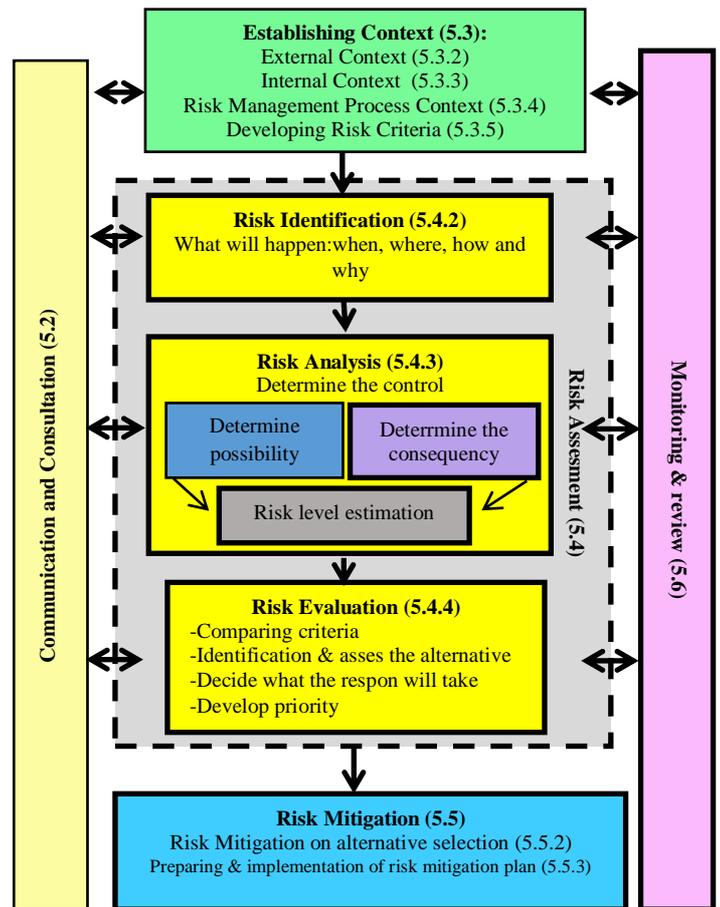


Fig. 1. Risk Management Process Based on ISO 31000:2009)

## III. FINDING AND DISCUSSION

### A. Risk Identification

Risk identification in its implementation is analyzing what risks can occur in the future (what, when, where, how, why a risk can occur). This identification includes identification of positions, tasks, critical or key activities, introduction of risk areas and their categories.

### B. Risk Analysis

Risk Analysis is the process of determining how much impact (consequences) and the possibility (frequency or likelihood) of risks that will occur, as well as calculating the level of risk by multiplying the magnitude of the impact and the probability (Risk = Consequences x Likelihood).

That way, it will be seen which risks need to be prioritized for handling and which risks are acceptable. So that after this risk analysis process, risk mitigation can be determined.

**C. Risk Evaluation**

Risk evaluation compares the risks that have been calculated above with standardized of risk criteria (placing the risk positions on the risk criteria picture), whether those risks are acceptable, supplementary issues, issues, or unacceptable [4]. Based on the results of the risk analysis, the risks in the following table can be categorized based on the risk criteria.

**D. Risk Treatment / Risk Mitigation**

Risk mitigation must be planned properly by considering all the alternative solutions. In the face of risk there are four treatments that can be done:

- Risk avoidance
- Risk reduction
- Risk sharing
- Risk acceptance

Table I below illustrates the risks that occur along with risk mitigation, so that in the implementation of this risk mitigation, it is expected that the optimization model on spiritual tourism destinations can be implemented optimally, effectively and efficiently.

**TABLE 1. RISK MITIGATION**

Factor	Risk Event	Risk mitigation	Risk status
<b>Facilities/ Infrastructure</b>	8. Rules board is less visible by tourist	Rules board better placed in front of the entrance gate of the temple so that the visitors who came could immediately see the order entering the temple.	Supplementary Issue (low risk)
	4. Pemangku adat places is bad	There needs to be a place for the "pemangku adat" to rest, meetings, and as a place to wait.	Issue (middle risk)
	2. Temple's fence is poor	It is necessary to construct a fence on each side of the temple building and in front of the gate of the temple, because the position of the temple is at a high enough height and is on the edge of a cliff so that a strong and sturdy fence is needed to limit the area to be safe.	Unacceptable (high risk)
	5. Temple's infrastructure is bad	The temple needs to be redeveloped both for the maintenance and addition of new buildings such as the bale where the temple is held and the meeting / meeting room, the place where religious ceremonies are held, and the place for visitors.	Unacceptable (high risk)
<b>Compliance</b>	45. Customary rules for visiting Pura are less clear	Need write some customary rules on the order board and placed in front of the gate of the temple.	Supplementary Issue (low risk)
	44. Religious rules for visiting Pura are less clear	There needs to be a clear and written religious rule that is placed in a strategic place so that every visitor who comes can see every rule set by the Temple, including how to dress when entering the temple, the rules when in the temple, the temple's operational hours, and others.	Unacceptable (high risk)
	47. Tourists do not know the schedule	There needs to be a clear schedule that can be known by all	Unacceptable (high risk)

Factor	Risk Event	Risk mitigation	Risk status
	of religious events where the temple is closed to the public	people. This information can be placed on the Pura social media, website, Bogor City Tourism Office, and on the Information Board in front of the temple's gate.	risk
<b>Access</b>	11. Transportation that use to the temple only motorcycle	Currently, city transportation is already available that passes the route to temple, but the number is still small, it may need to be added in terms of numbers so that tourists can access city transportation easily because there are many.	Issue (middle risk)
	10. No transportation public to the temple	Public transport to Pura already exists, but there are still very few numbers, there is a need to increase the number of public transport to temple.	Unacceptable (high risk)
	12. There isn't information about this temple in internet	There is a need for large-scale promotions so information about temple as a spiritual tourism destination can be available. Promotion can be done in collaboration with the private sector (travel and hotel) and the government (Bogor City Tourism Office), besides that it is also necessary to create a website / social media that contains information about temple.	Unacceptable (high risk)
	13. Many tourist doesn't know yet about the existences of this temple	The temple can hold traditional / religious ceremonies that can attract tourists (local / foreign) without disturbing the running of the traditional / religious ceremony. This can be a special attraction for tourists as spiritual tourism destinations.	Unacceptable (high risk)
<b>Environment</b>	30. Many local / foreign tourists come	In fact, until now both local and foreign tourists are still less visit to the temple. This is because the lack of promotion and existence of this temple. There is a need for promotion and information about the existence of this temple both on the internet and on social media, besides that from the Government side it should also help to promote the community about the existence of this temple.	Issue (middle risk)
	31. More foreign tourists come to temple	Temple needs to be promoted on a large scale, at least so that this temple can be widely known, temple must have a commitment to make this temple to be a spiritual tourism destination so that temple's management can conduct large-scale promotions and cooperate well with private parties such as (hotels and travel) and the government to promote this Temple as a recommendation for spiritual tourism destinations.	Issue (middle risk)
	38. There is no retribution system in Pura	Should be applied retribution system clearly and the tariff can reach for all visitor, and this retribution for maintaining the temple	Issue (middle risk)
	35. The temple environment does not support facilities for tourists	When the temple's management is committed to making the temple as a spiritual tourism destination with all its efforts to guide the direction, the manager can attract entrepreneurs to open their businesses such as restaurants or hotels around the temple so that tourists who come to temple no need to confused	Unacceptable (high risk)

Factor	Risk Event	Risk mitigation	Risk status
		about finding a place to eat or stay overnight. In addition, the scenery provided around the temple is very beautiful with a view at the foot of Mount Salak.	
<b>Human Resource</b>	20. There is no private party that promotes spiritual tourism in temple	Temple's management needs to work with private parties, whether it be hotels or travel agents, to promote the temple as a spiritual tourism destination in the Bogor city.	Unacceptable (high risk)

#### IV. CONCLUSION AND SUGGESTION

Risk mitigation in this study aims to give solution the risks that occur on the optimization model of spiritual tourism destinations development. The results of this study can help the manager to implement an optimization model for spiritual tourism destinations development by minimizing existing risks due to risk analysis. In the future, based on risk analysis based on ISO 31000: 2009 will formulate a risk management in which there is also a way of disaster management / risk or often referred to as appropriate risk mitigation. Good risk management can help managers to minimize the risks that occur by empowering the community and using effective local technology effectively and efficiently.

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