

HOW ACCESSIBILITY CONDITIONS IN MALUKU PROVINCE-INDONESIA CAN AFFECT THE SATISFACTION OF THE TOURISTS

Prasadjia Ricardianto¹, Lestari Ningrum² Reni Dian Octaviani³ & Lira Agushinta⁴

¹Research Scholar, Institute Transportasi dan Logistik Trisakti, Jakarta, Indonesia

²Lecturer, Trisakti School of Tourism, Jakarta, Indonesia

³Research Scholar, Department of Padjadjaran University, Bandung, Indonesia

⁴Adviser and Jury, Trisakti Institute of Transportation and Logistics, Jakarta, Indonesia

ABSTRACT

The objectives of this study can be used to measure strengths and weaknesses and constraints perceived by tourists to enjoy the attractions in Maluku, which is one province in eastern Indonesia. The analytical method used in this research includes statistics descriptive test, reliability and validity, correlation and regression. The withdrawal sampling technique is used by purposive sampling with 54 respondents. Implementation of access to Maluku and toward tourism sites offered there has a strong relationship with the satisfaction of tourists, tourists satisfied with the implementation of access with the effect of 60.3% . In Maluku, data accessibility shows about 68.5% respondents stated that the air transportation choices to Maluku were quite numerous. Attractions and access have been rated well by tourists who visit, while facility or amenity and traveler satisfaction are still rated in the category 'fair'. Amenity, which consists of the availability of accommodation facilities in every tourist object, many choices of restaurants for every tourist attraction. As a result, travel time has become inefficient and does not cover many tourist designated places. The motivation of domestic tourists travel in Maluku should be able to increase. Finally, Novelty's research discusses accessibility, attractions and amenity.

KEYWORDS: *Accessibility, Attraction; Amenity, Satisfaction, Tourist Destination*

Article History

Received: 10 Aug 2019 | Revised: 21 Aug 2019 | Accepted: 31 Aug 2019

INTRODUCTION

Maluku or internationally known as Moluccas and Molukken is the oldest province, Indonesia and is rich for its crops; Maluku is 47.350,42 km² of land and 658.294,69 km² of water. It is clearly seen that Maluku is dominated mainly by water. On colonize time there were so many rebellious movements done by the people in order to be free on their own land. Until the fight brought to Indonesian freedom on January 19, 1999 and the date has become historical since then. Maluku people try to forget the date because it reminds them to the pain and bad memories. Events that began with a small misunderstanding and led to destruction among fellow Moluccan later became the center of world attention. Documents documented or recorded into a source of information about what happened and how this accident spoiled the real character of the Mollucan. The social conflict has become bitter memories and also given trauma to the Maluku people especially Ambon. So the Palau Gandong kinship is sometimes neglected when old wounds are reminded. This makes the Moluccan seem to almost lose their own identity.

Tourism is currently experiencing a shift in the role. For many people in town in Indonesia, travelling has become a primary need. Every weekend, a lot of tourist destinations in many cities are filled with people who take a vacation in the Middle of fatigue because of busy work. The road access to destinations misfire is no longer a strange sight, the urban community does not recognize the term of economic crisis, and the inn is always full on the weekends. Association in city community today is no longer focused on material owned, but shifted on matters relating to tourism activities which turn into one urban community lifestyle. It is something common that in society encountered questions like, "Where did you go for vacation / at the weekend? or question like, "Have you been to Labuan Bajo?" "Have you been to Raja Ampat?" it seems that it is such a matter of pride and prestige if a person has ever traveled to the National most favorite tourist resorts.

Awareness of this phenomenon, for anyone who would like to jump into the tourism industry, either for public, private, or community, must begin to prepare properly for all aspects underlying the formation of this industry. In general, the tourism industry is a combination of products and services, as said by (Poon, 1993); (Weiermair, 1998) tourism has been no exception in this regard, but while the notion of shortened product life cycles has been discussed for some time. Tourism consumers, which is commonly called tourists, do not only buy products such as food, beverage, and souvenirs, but also experience of how they enjoy their travel, as stated by Truong and King 2009, Murphy et al., 2000 in (Vinh, 2013) that, the culture attribute of a Homestay destination, such as its history, institutions, customs, acute cultural features, cuisine, traditions, artwork, music, handicrafts, and dance, provide basic and powerful attractions to prospective visitors. Even for products such as tourist attractions, hotel rooms and the best seats sold purely, is a service because tourists can only enjoy it all without being able to take them home. Tourism has become worldwide, the key to development, happiness and well-being. In 1138 tourism donated tourism travellers in 2014, making tourism into a leading sector in Indonesia, and the target of domestic tourist trips in 2019 as many as 275 million. To achieve the target of nation tourists' visit, definitely it will need data about the strengths and weaknesses of the respective areas that have tourist objects which are expected to become an attraction for tourists to visit and enjoy, even it will need the data of interest, motivation, needs and responses of travelers who will travel and which have already done, in which the data can be used for the improvement and development of those tourism destinations. Indonesia tourism development should be preceded by an understanding of the challenges and obstacles that must be faced in planning and implementing the development of Indonesian tourism. As mentioned by the Minister of Tourism and Creative Economy Indonesia, Arief Yahya that "The key to development lies in the 3A destinations (Attractions, Accessibility, and Amenity)"

The core of the tourism product is a tourist destination. This is the main attraction or core business of the tourism industry. Destinations relates to a place or area that has the advantages and characteristics, both geographically and culturally, so it can attract tourists to visit and enjoy the place. All products related to travel before, during, and after visiting a destination, are products supporting the tourism industry. These products are together and cannot be separated to create an experience that is "satisfactory" for tourists. If one product makes the tourists disappointed, then as the overall, the tourists will be disappointed to that destination (Khoiron, 2017). According to Cooper in Pitana (2012), in order to make a destination be superior before a destination is introduced and sold, it must first examine four main aspects (4A) to be held, those are attraction, accessibility, amenity and ancilliary.

Based on the background described, this study using 3A as independent variables to see how they can affect domestic tourist satisfaction as the dependent variable at the time travelled to Maluku, where Maluku has attractive tourist potential, good beaches and indigenous culture.

LITERATURE REVIEW

Tourism is a travel activity undertaken by a person or a group of people to visit a particular place for the purpose of recreation, personal development, or to learn the uniqueness of the visited tourist attraction in the interim time period (Tourism Act No. 20 of 2009). Factors that can increase community involvement in tourism area, 1). Improvements in transportation; 2). Proliferation accommodation; 3). The inclusive travel growth and 4). Other forms of a relatively cheap holiday. The development of tourism in Indonesia has the primary objective to maintain independence, sovereignty and unity of the state and the nation, strengthen national identity and appreciation of Unity in Diversity, to develop equity and improve the welfare of the community, develop a better understanding, mutual respect between nations and contribute to create world peace (Ardika, 2009). The development of tourism in Indonesia is principle of Community Based Tourism that is from the people, by the people, and for the people. Insightful cultural tourism, which covers the whole creativity, taste and public works, is one of the main wealth of Indonesia and bring the competitive advantage. Sustainable tourism, that is to respect and preserve the environment for generations to come (Ardika, 2009) . According to Medlik, 1980 (in Ariyanto, 2005), there are four aspects (4A) to be considered in tourism offerings. The results of another research showed that tourists' perceptions of the retained four dimensions of tourism product (attractions, ancillary services, amenities and accommodation) had a positive effect on memorable travel experience (Chiu & Ananzeh, 2012) , (Tukamushaba, Xiao, & Ladkin, 2016) .

Accessibility

Accessibility is intended for domestic and foreign tourists to easily reach the tourist attractions. Tourism access in Indonesian has been pretty good, but there are still some points that are not good enough and have not supported the Indonesian tourism access. Good access will support accommodation, because the easily accessible accommodation is able to fulfil what the traveller wants, although sometimes still not able to support all the needs of travellers. Accessibility is one of the key aspects of current transport planning, especially in reliance to public transport and pedestrian traffic facilities (Rebstock, 2017) . This research deals with this subject by outlining which are or could be the benefits of improved accessibility to the transport system with a special focus on economic benefits and the tourism sector. Therefore, selected existing studies will be analysed. Besides the legal background and social aspects of accessibility related to the transport sector will be covered.

The concepts and global policy considerations provide a strong academic and practitioner, foundation for considering accessible tourism futures. In doing so, accessible tourism futures are shown to be affected by key concepts related to core tourism considerations and major policy initiatives on accessibility and sustainability (Michopoulou, Darcy, Ambrose, & Buhalis, 2015b). Accessible tourism is a form of tourism that involves collaborative processes between stakeholders that enables people with access requirements, including mobility, vision, hearing and cognitive dimensions of access, to function independently and with equity and dignity through the delivery of universally designed tourism products, services and environments. This definition adopts a whole of life approach where people through their lifespan benefit from accessible tourism provision (Darcy & Dickson, 2009) in Buhalis and Darcy, 2011), in (Michopoulou, Darcy, Ambrose, & Buhalis, 2015a). The concept of a whole-of-life approach to tourism through presenting the case for 'accessible tourism' (Darcy, Cameron, & Pegg, 2010). The importance of this approach is that it has been estimated that 30% of a population will have access requirements at any point in time, and most people will have a disability at some stage during their life.

Accessibility, a measure of the comfort and convenience data on the location of land used to interact with each other and how easy or hard the location is reached through the transport network system (Farida, 2013).

Accessibility, affects all areas of the tourism, basically the 3A's of tourism: access (transport), accommodation and attraction (Bindu & Devi, 2016). The researchers have taken the loco motor differently abled people for the study to understand the determinants associated with 3 A's of travel. The study proclaims the demand side perspective of accessible tourism comprising the loco motor disabled travellers of the region. It unveils the existing poor service available in the region inhibiting free movement of the disabled community.

Despite the developments in tourism, lack of product/service appropriate to the travel rights of the individuals with accessibility needs is one of the obstacles should be overcome. Accessible tourism is one of the keys for the survival of the specialized travel agencies in the future. Providing appropriate product/service by targeting the individuals with accessibility needs together with a correct approach and strategy, the specialized travel agencies will be able to have a competitive advantage and continue their activities (Özogul, Gamze, & Baran, 2016). Indicators of accessibility can be expressed simply by a distance (Tamin, 2003). If a place is adjacent to another place, it means the accessibility between these two places is high. On the other hand, if it is far away it means the accessibility of both is low. In addition to time and distance, costs are also indicators of accessibility. If between two places have shorter travel time, it can be said that both places have high accessibility. Costs can also indicate the level of accessibility. Costs here can be combined costs that combine time and costs as a measure for transport connection (Mohammed, 2010). According to (Darcy et al., 2010) that explores the concept of accessible tourism and its links with triple-bottom-line (TBL) sustainability. Accessible tourism is reviewed through some of its central features including dimensions of access, universal design and the nexus between ageing and disability. The TBL is then examined to better understand the financial, environmental and social considerations that arise from accessible tourism.

The concept of a whole-of-life approach to tourism through presenting the case for 'accessible tourism' (Darcy et al., 2010). The importance of this approach is that it has been estimated that 30% of a population will have access requirements at any point in time, and most people will have a disability at some stage during their life. Accessibility refers to people's ability to reach goods, services and activities, which is the ultimate goal of most transport activity. Many factors affect accessibility, including mobility (physical movement), the quality and affordability of transport options, transport system connectivity, mobility substitutes, and land use patterns. Accessibility can be evaluated from various perspectives, including a particular group, mode, location or activity (Litman, 2008)

Access which still supports the tourism in Indonesia is access to transport; there are still many which do not support tourism transport. Moreover, if we look at rail transport it still has many deficiencies, seen from the chariot itself, it is still less suitable to be used especially for economy-class trains which are dirty and crowded. Trains in Indonesia supposed to be like trains in Japan, which is comfortable, clean, safe, and that make us feel comfortable being in the train during the trip. Sea transportation also has some weaknesses such as bad management and weak technicians. There are many sea transportation accidents that make passengers are afraid to travel using sea transportation. For air transportation, even it is better than sea transportation. However, there are some airlines which do not want to fly abroad because afraid of accident, because of the broken flight is still used to fly. Tourism access in Indonesia still needs improvement; especially in transportation access and telecommunication because they are the main factors of tourism sectors not only air transport, sea transport, and land transport.

An air transport airline, which cooperates with foreign airlines make it easy for foreign tourists come and go to Indonesia. For sea transportation, it is advisable to make some improvement by such as fixing the fast or chapel boats or

rebuilt ferry boats to make good quality so that tourists can easily access the islands of Indonesia which are potentially interesting attractions to visit. Land transportation needs trains, tourism buses as well as provided transportation like the subway, waterway, and monorail. A factor that affects the function of the low accessibility is the topography, because it can be an obstacle to the smooth to hold interaction in an area Sumaatmadja, 1988 in (Mohammed, 2010). Access to telecommunications is an effective tourism marketing strategies such as the publication of a tourism destination through the Internet to promote Indonesian tourism-related attractions, hotels, accommodation, restaurants, travel agents and travel agencies.

Attraction

Tourist destination in order to attract tourists must have attractiveness, attractiveness of both nature and society and culture. All God creatures such as nature like flora and fauna, as well as: landscapes, beautiful panorama, jungle with tropical forest plants and rare animals. In addition, the intangible work of human, museums, ancient heritage, the legacy of history, art and culture, agro tourism (agriculture), water tourism, adventure tours, recreational parks, and entertainment venues are also a tourist attraction. According to Middleton and Clarke (2001) in (Leask, 2010) "Attractions refer to being permanent resources managed for visitor enjoyment, entertainment and education". About attraction, it is sometimes influenced by some factors as mentioned by Pearce (1998).

Wall (1997) in (Leask, 2010) that Issues such as 'the size, the aesthetic appeal, the management regime, the popularity, the shape and the commercial emphasis of the feature of interest have all been seen as important in defining what are and what are not tourist attractions. proposed a classification of tourism attractions into 'points, lines and areas', encouraging consideration of the specific attributes of the resource, visitors' behaviour and spatial distributions, the potential for commercial exploitation, and associated planning and management strategies'. Attraction suggested that tourists visiting cultural heritage attractions can be divided into two groups, "true cultural tourist" and "spurious cultural tourist" (Gyan, Nyaupane, & Andereck, 2007) . Further, true cultural tourists can be sub grouped into two types, "cultural site", and "cultural event" tourists. Similarly, spurious cultural tourists can be further divided into three sub-groups, "nature", "sport", and "business" tourists.

In Netherland, the results of research were used to create four different scenarios that could be used by the visitor-attraction business to develop innovative strategies, concepts, products, services or business models that would make the attraction more future-proof (Postma, 2014) . Another study suggested that tourists visiting cultural heritage attractions can be divided into two groups "true cultural tourist" and "spurious cultural tourist." Further, true cultural tourists can be sub grouped into two types, "cultural site", and "cultural event" tourists (Gyan & Andereck, 2016) . Many rural towns and villages fail to achieve their tourism development goals because the pulling power of their attractions is not strong enough. An appropriate combination of minor attractions may be an effective means of increasing the pulling power of these destinations (Jurowski, Combrink, & Cothran, 2016). Another research, provide an insight into both the authenticity of experiences with novel attractions and the group aspects of fun and flow concepts (Kolar, 2017)

Amenity

Amenity is all forms of facilities to provide services for tourists to all the needs for a stay or a visit to a tourist destination, such as hotel, motel, restaurant, bar, discotheques, café, shopping center, souvenir shop (Bovy & Lawson, 1998). Reseachers find new and interesting results concerning rotation age decisions and social costs that depend on the nature of amenities and of multiple disturbances (Xu, Amacher, & Sullivan, 2016) . Facility or amenities indeed become one of the

requirements for a tourist destination, so that tourists can stay longer at home in tourist destination areas. Normally the desired accommodations needed by the tourists are low-priced hotels and restaurants, as well as how to meet what is required by travellers while visiting the tourist attraction.

Amenity, that firms often vie for competitive advantage by providing additional services (amenities) to their customers (Hamilton, Rebecca, Roland, Wedel, & Chekitan, 2017) . Although extant research has focused on the effect of adding amenities on choice, return on service amenities may arise from two sources: increased initial choice and increased revenues from repurchase. Based on a national survey among nature-based tourism service providers in Sweden, discusses general characteristic of Swedish nature-based tourism supply, reveals the most important natural amenities from the supply perspective and discusses the patterns of their regional variation. It is further investigated how distributions of various amenities is related to the density of nature-based tourism operations across regions (Margaryan & Fredman, 2017). Research objectives have changed from an initial focus on recovering the implicit prices of natural / environmental amenities, to a more recent and growing interest in evaluating their impacts on regional development and quality of life (Schaeffer & Dissart, 2018) .

METHODOLOGY

The research approach used in this study is a combination of qualitative and quantitative approach. The analysis used a qualitative approach in dominant proportion and was supported by quantitative approach. Veal has recommended different ways of conducting a research, be it quantitative or qualitative research method, both are comfortable for many research subjects and the interview process which most time addresses a theme (Veal, 2006) . As for the type of study chosen is descriptive correlation study. Reliability and validity tests were used to measure the level of reliability and validity of the instruments used. The analytical method used in this study includes statistic descriptive tests, correlation and regression. Regression is a special method to obtain a mathematical correlation by assuming that there is a certain correlation; a linier in an unknown parameter. The unknown parameters, then presumed under other assumptions by the help of available data to get the equations. This method was used to get a result from average score data from 4 variables used in this study. It is also used to find out how strong the correlation and the effects among the free variables of access, use, attractions, and amenities to bound variables that was tourist's satisfaction.

Some researchers have used attraction model, attraction, accesibility and amenities with reliability and validity test, such as; (County, 2011) , (Ramkissoon, Weiler, & Smith, 2013) , (Oriade, 2013) , (Hassan & Shahnewaz, 2014) , (del Río, Agüera, Cuadra, & Morales, 2017) , and (Stylidis, Shani, & Belhassen, 2017) . The sampling technique used in this study was purposive sampling, which researcher gives to respondents that have gone to Maluku to visit tourism sites offered for the tourists. Researcher distributed a questionnaire via Google Form to 54 respondents or 10% of tourists visit data in Morotai, North Maluku in 2013 (Source: Deputy of BPDIP) that was as many as 500 visitors.

Table 1: Variable, Sub Variable, and Research Indicators

Access	High flight Frequency
	Direct flight routes
	Available and easy internet access
	Supportive island-to-island ports
	Numerous tour package choices
Attraction	The beach is very beautiful
	The beach attractions are interesting
	Cultural attractions and unique customs

Table 1 Contd.,

	The history / museum tour is very educational
	Heritage building relics are interesting and educative
	The traditional culinary is delicious
	The local people are friendly and courteous
Amenities	Abundant accommodation in every tourism sites
	Numerous restaurants in every tourism sites
	Available rest area along the way to the tourism sites.
Satisfaction	
Service	Available information service
Emotional	Memorable visit to tourism sites
	Proud of having visited tourism sites in Maluku.
Price	Affordable ticket price
	Affordable tourism sites entry tickets

RESULTS AND DISCUSSIONS

Results: Statistic Test Score

Using the reliability test, the instruments used in this study are proven to be highly reliable, with Cronbach’s Alpha score at 0.859, and DF score at 52 and R table at 0.23. The instruments used are confirmed valid since t table score is above r table score. It shows that the respondents are able to give consistent answers because they have understood and experienced the points asked in the questionnaire.

Accessibility

Data showed about 68.5% respondents stated that the air transportation choices to Maluku were quite numerous. The latest data from Maluku Province Statistic Center Agency (BPS) in 2016 confirmed that there were 11 pioneer service routes with 12 operational airports. Pattimura Ambon International Airport, as the hub, has several routes from Namlea city, Wahai, Bula, Banda, Kisar, Kisar to Moa, Saumlaki and Langgur. The BPS 2016 data showed that in 2015, there were 23 flight routes serving direct flight to Ambon or vice versa. It was recorded that nine flights were from Jakarta using four airlines. Meanwhile, there were only 2 direct (non transit) flights from Surabaya to Ambon. Direct flight from Java Island were confirmed to have 5 routes and served by only three airlines from Jakarta and Surabaya.

Table 2: Reliability Statistics

Cronbach's Alpha	N of Items
.859	4

Table 3: Flight Frequency from Maluku to Various Destination

		Frequency	Percent
Valid	Disagree	14	25.9
	Never / do not know	3	5.6
	Agree	31	57.4
	Strongly Agree	6	11.1
	Total	54	100.0

The table 5 that not all respondents visiting Maluku got an adequate internet connection. The percentage of those who got and did not get an adequate internet connection is about 34%. Even after internet network infrastructure had been built, the local people still complained about the network disconnections that happened for hours or even for days which usually was the effect of network problem under the sea (Kompas.com April 27, 2017).

Table 4: Non Transit Flight Routes

		Frequency	Percent
Valid	Disagree	6	11.1
	Never / do not know	5	9.3
	Agree	31	57.4
	Strongly	12	22.2
	Total	54	100.0

Table 5: Internet Access in Tourism Sites Available and Accessible

		Frequency	Percent
Valid	Strongly Disagree	2	3.7
	Disagree	16	29.6
	Never / do not know	16	29.6
	Agree	16	29.6
	Strongly Agree	4	7.4
	Total	54	100.0

Maluku is also called as Maluku islands. The total area of Maluku islands is about 712,479.69 km². 92.4% of the total area is sea that is about 658,294.69 km². Only 7.6% or 54,185 km² is the land. Therefore, Maluku is an archipelago that consist of 632 large islands, in which Seram island is the largest one (18,625 km²), Buru island is the second largest (9000 km²), followed by Yamdena (5,085 km²) and Wetar island (3.624 km²). Based on the characteristics of the area, the aspect of structuring development, Maluku uses the concept of island groups, Sea Island, and multi gates by growing development centers that perform as public service center, trade center, and good and service traffic flow. Based on the geographic approach, cultural similarity, natural and orientation tendency, economical similarity, and natural resources potentials, Maluku area are divided into 6 island groups. The first island group consists of Buru Island, Seram Island, and Ambon Island, Lease islands (Saparua, Harukudan Nusulaut, Geser, Gorom, Monowako, Banda, Teon, Nila and Serua). The second island group consists of Kei islands and Kesui. The third group consists of Aru Islands. The fourth group consists of Tanimbar (Yamdena Island), Larat, Waliaru, Selaru, Selu, Sera and Molu. The fifth island group consists of Babar islands and Sermata Island.

Table 6: Availability of Ports for Inter-Island Travel is Helpful

		Frequency	Percent
Valid	Disagree	11	20.4
	Never / do not know	12	22.2
	Agree	24	44.4
	Strongly Agree	7	13.0
	Total	54	100.0

Table 7: Travel Agencies Provide Tour Package

		Frequency	Percent
Valid	Disagree	6	11.1
	Never / do not know	20	37.0
	Agree	21	38.9
	Strongly Agree	7	13.0
	Total	54	100.0

Table 8: Attracted to Beach Tour Because of the Magnificent View

		Frequency	Percent
Valid	Never / do not know	2	3.7
	Agree	29	53.7
	Strongly Agree	23	42.6
	Total	54	100.0

Table 9: Attracted to Beach Activities

		Frequency	Percent
Valid	Disagree	1	1.9
	Never / do not know	12	22.2
	Agree	28	51.9
	Strongly agree	13	24.1
	Total	54	100.0

Table 10: Culture and Customs Attractions have Different Uniqueness

		Frequency	Percent
Valid	Never / do not know	9	16.7
	Agree	26	48.1
	Strongly Agree	19	35.2
	Total	54	100.0

Attraction

Since most respondents coming to Maluku were in business travels (44.4%), it was fair to assume that those people had not used any travel agency’s services. They did the trip independently. The application of access to Maluku was considered unsatisfying. It was seen based on the data that the average value of five instrument accesses was in 3.07–3.91 which meant that the application of accessibility in Maluku was “quite” good to good.

The tables show that most tourists visiting Maluku were attracted to the magnificent views of the beaches. Whereas, for beach activities such as scuba diving, snorkeling and wind surfing did not really attracted the respondents, since most of them were on their business travels. Only 37% of them were on vacations. This is fair because most local tourists are coming from java; therefore they need relatively longer time to visit Maluku.

Cultural and custom attractions offered in Maluku are unique, compared to other regions in Indonesia. This had been agreed by most respondents. Some of the unique dances performed were Cakalele battle dance. This dance is a unique dance performed only when there are exclusive or special guesses coming to the region. Cakalele dance is performed by some men wearing “Salawaku” (armor) and a “parang” (a sword). While the women are using “Lenso” (handker chief). This special dance is one of the traditional dances from Maluku.

Figure 2 shows some men performing Bamboo Gila dance. They were making a series of movements while fastening their hands to the bamboo. They are moving their feet simultaneously, including walking, jumping and running, all following a dynamic music background. Since the movements were very dynamic, people or dancers who do this dance have to be in their fit condition. Otherwise, they would not be able to control their body and would be shaken wildly. The bamboo would move vigorously as if it was alive and had its own will. This dance has to be performed in a spacious space to make sure about the safety of the performers and the spectators.

Table 11 83.4% respondents thought that the historical sites were attractive and educational. This is in accordance to a research done by Vadet Caliskan (2010) which stated “People visiting cultural and historical resources are among the largest, most pervasive, and fastest growing sectors of the tourism industry today. In fact, heritage tourism appears to be growing much faster than all other forms of tourism, and is thus viewed as an important potential tool for community economic development” (UNWTO, 2005).



Source: Mantraitemdoeloe.Blogspot.Com

Figure 2: Bamboo Gila Dance

One of the fascinating historical sites is the Fort of Durstede located in Saparua, Central Maluku which was one of the historical heritages from the VOC (Vereenigde Oostindische Compagnie, the largest commercial enterprise in the 17th–18th century, established by the Dutch) era. This port was originally built by the Portuguese who colonized Maluku in 1676. It was then seized and used by the Governor of Ambon, Mr. N Snaghen in 1691. Fort of Duurstede was once used as the center of defense and governance by the VOC in Saparua. This fort witnessed the greatness of the Indonesian people’s struggle for their independence. The struggle was led by one of the most encouraging hero, Kapitan Pattimura. He led his people to invade the fort on May 16, 1817. The invasion, then gave an influential effect to the existence of VOC in Maluku and Batavia. The VOC then strived to get the fort back.

Nowadays, the fort is still in a good condition surrounded by beautiful scenery. The position of the fort is very strategic since it is facing right to the sea and protected by the mountains. The interesting part of this fort is that all the things and weapons used in the struggle are well-preserved.

Table 12 70.4% respondents were attracted to historical tour to the museums, although some respondents had not experienced visiting the museum yet. The museum is one of the best public places that serve to give education and information and it is the place to keep and display collections of meaningful things. Nevertheless, sometimes museums are considered out-of-date and taken for granted so that museums are considered unattractive and get less public attention.

Maluku has done some museum revitalization, following the Republic of Indonesia Presidential Policy appointed national priority program in Presidential Instruction no 1 in 2010 about the Acceleration of the Implementation of Development Priorities, enacted Museum Revitalization as National Development Priority Program especially in Priority 11: Culture, Creativity, and Innovation of Technology. Based on that, museum revitalization has become a Pre-eminent Program stated in the Strategic Plan of Ministry of Culture and Tourism 2010–2014. One of the revitalization that has been done to the museum in Maluku is a Maluku museum web site (provided in three languages, Indonesian, English and Netherland) inside the website, there are information about the museums in Maluku, the center of the study of museums, a collection of books that can be downloaded, bulletins and other videos to meet curiosity and learn science.

Table 11: Historical Sites Are Attractive and Educative

		Frequency	Percent
Valid	Never / do not know	9	16.7
	Agree	32	59.3
	Strongly Agree	13	24.1
	Total	54	100.0

Table 12: Maluku has Educative Museums as Historical Sites

		Frequency	Percent
Valid	Disagree	1	1.9
	Never / do not know	15	27.8
	Agree	30	55.6
	Strongly Agree	8	14.8
	Total	54	100.0

Table 13: Traditional Cuisine is Delicious

		Frequency	Percent
Valid	Not agree	6	11.1
	Never / do not know	1	1.9
	Agree	35	64.8
	Very agree	12	22.2
	Total	54	100.0

Table 14: Local People are Friendly

		Frequency	Percent
Valid	Not agree	2	3.7
	Never / do not know	1	1.9
	Agree	37	68.5
	Very agree	14	25.9
	Total	54	100.0

Table 13 As many as 87% of respondents believed that Maluku traditional culinary was delicious. The typical Maluku cuisine is among one of the many areas that use local ingredients. The original Maluku food is delicious and made of materials that only exist in Maluku. Sago is a plant that grows in Maluku so some traditional food and Maluku main modern material is sago. Visitors who come to Maluku should not be confused to find Maluku food, because there are many varieties of foods or snacks available.

Another example of a typical Maluku food is nutmeg-sauce Banda fish. This traditional Banda food is famous for its delicious taste and has been serving since long time ago. As a spice producer island, Banda communities are well known for their expertise in serving food with herbs native to Indonesia. Most of the soup tasted emits strong, rich flavor from nutmeg. During the Dutch colonial, a nutmeg-sauce Banda fish was usually served to high-rank officials visiting Banda Island. This food is best served grilled red snapper and bekasang chili sauces along with palatable papaya leaves.

Table 14 The Maluku are well known for their friendliness which meets the criteria of the 7-Charms as a campaign to attract tourists, and this reflects that the program "Mangente Ambon" has succeeded. Mangente Ambon is a moral movement of government and the society Ambon city to collect the full potential of people inside and outside Ambon (Moluccas) to provide support for the development of Ambon. This movement also aims to restore the image of Ambon Manise as a city that is safe, comfortable, beautiful and harmonious.

Amenity

Amenity, which consists of the availability of accommodation facilities in every tourist object, many choices of restaurants for every tourist attraction and the Rest Areas along the road to the location of attractions, are rated "fair" by travelers. Overall, the response of the tourists during their visit to tourist attractions in Maluku, is considered good, as well as the access to the places (although the average value of greater attraction than the excess (4.0 and 3.5), while amenity is scored 'fair'.

Tourist satisfaction towards the availability of information services is still quite satisfactory, whereas the impression during a visit to the tourist resorts in the Maluku, the affordability of airfares from the residence of an individual traveler, and the price of admission to the tourist attraction is satisfactory, and they feel proud to have been to the tourist destinations in the Maluku. Overall, the highest satisfaction of tourists lies on the emotional satisfaction of the travel.

DISCUSSIONS

Correlation and Regression Analysis

The relationship between independent variables with dependent variable in this study can be observed through correlation and regression test.

Accessibility and Satisfaction

Provision of access to Maluku, specifically to tourist destinations offered has a strong relationship with the satisfaction of the tourists (0.62%), tourists are satisfied with the access to 38.9%. Travelers have the opportunity to choose flight schedules and transit so that travels from their respective regions do not take a long time. And if they need to visit different attractions within the island, the port enable to travel on their preferred tour packages available. Although there are many tour packages and some locations for the ferry crossing, however, it is not supported by ample fleet operating on a regular basis. As a result, travel time has become inefficient and does not cover many tourist designated places. Maluku provides local ports serving remote areas, but they are not supported with a mooring or dock facility. This makes them vulnerable to accidents because ships have to be anchored farther from the shore by the time of embarkation and disembarkation of passengers (Ministry of Transportation, 2016). From five provision of access in Maluku, the only internet access alone that has a low value with an average of (3:07), which is rated as 'fair'. In the regression equation, satisfaction formed is affected due to the provision of access in Maluku.

Accessibility to public transportation is one of the important attributes to assess the effectiveness of a transit system and the integration of transportation with land use. The level of accessibility can be a determining factor for users' perception and satisfaction with the overall transit system. Previous studies on travellers' satisfaction with public transportation focus on variables directly related to the service such as bus stop facilities, drivers' behaviour, schedule adherence, bus frequency, vehicle cleanliness etc., (Woldeamanue & Cyganski, 2011). How passengers perceive public transport services and which factors influence their level of satisfaction. Factor analysis resulted in four different service dimensions namely comfort, services, accessibility and others. Tourists were found to be moderately satisfied with public transport services (Le-Klähn & Diem-Trinh, 2013). The outcomes also direct the attention of transit authorities and operators towards the attributes that scored low in satisfaction, consequently requiring improvement. It is necessary to increase user satisfaction through improving the public transport system in Amman, in order to maintain existing users and attract new passengers (Imam, 2014).

The study by (Noor, Na'asah, & Foo, 2014) succeeded in developing three dimensions of public bus service attributes a satisfaction in the study area namely comfort, accessibility and safety and found that there is a slight difference in satisfaction between the minibus and bus transit, but users agreed that overcrowded and felt unsafe during the night were among the most significant attributes that affect their satisfaction. According the overall passengers satisfaction with public city transport may be affected by the overall service quality. Frequency, punctuality, cleanliness in the vehicle, proximity, speed, fare, accessibility and safety of transport, information and other factors can influence passengers' satisfaction (Pavlına, 2015).

Tabel 15: Test Result Accessibility and Satisfaction

Model Summary				
Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.623 ^a	.389	.377	.77316

a. Predictors: (Constant), ACSES

Attraction and Satisfaction

Tabel 16: Test Result Attraction and Satisfaction

Model Summary				
Model	R	R Square	Adjusted R Square	Std. Error Of The Estimate
1	.391 ^a	.153	.137	.90998

a. Predictors: (Constant), ATRACTION

Satisfaction scored on the provision of attractions in Maluku is quite strong (0.39), and is influenced by its attractions 15%, which is relatively low; this might be caused by tourist visit’s purpose to Maluku which is mostly for business which results in not all tourist objects in Maluku can be visited. Of 8 famous tourist attractions in Moluccas only 11.1 of respondents ever enjoyed all, others enjoy only some. This will be reasonable given the most visits to Maluku are in business. The regression analysis shows any addition to the provision of attractions will increase the value of tourist satisfaction. Because the overall numbers are positive (0.675), it states that the relationship between two variables are positive and unidirectional, which tourists are quite satisfied with the attractions that have been made. Assessed tourist satisfaction and its links with tourist attractions and infra-structure at the following six protected areas (Okello & Yerian, 2009). The study by (Nowacki, 2010) is an attempt to verify a model of the relations between motivation, quality of attraction, benefits, satisfaction and the behavioural intentions of visitors to tourism attractions.

The marital status, residential locations, and visiting frequency reveal significant differences on loyalty, while information sources, recreational attraction, satisfaction, and loyalty show significant differences (Lin, Shih, Laio, & Tsai, 2011). In addition, there is significant and positive relationship among recreational attraction, satisfaction, and loyalty. The findings by (Tang, 2014) reveal that the only the effects of tourist attraction, but also satisfaction, on behavioral intention, are supported. Furthermore, economic factors play a moderating role in the satisfaction. The results identified four attribute level satisfaction factors: “diversity of natural and cultural resources,” “barrier-free access to tourism and recreation attractions,” “provision of senior related facilities and services,” and quality of senior only tour operations (Lee, 2016).

In Taiwan research, that culinary attraction mediates the relationship between brand equity and tourist satisfaction and that the sub dimension of brand image mediates the relationship between brand awareness and utilitarian value (Liu, 2016). The another research aims to determine tourist satisfaction towards service quality which involves attraction, accommodation, accessibility, facility, information, advertisement, and utilities availability in Kediri Regency Tourism Attraction (Tendean, 2017).

Amenity and Satisfaction

Traveler satisfaction towards the amenity in Moluccas is relatively strong (0.65) and affects on the satisfaction by 42%. Amenity affects only low on tourist satisfaction, due to some opinions from travelers who think the tourist accommodation is not sufficient, while restaurants are not many but there enough choices available at every tourist attraction. Traveler satisfaction will increase in line with the increase in the performance of the amenity (0.545) of the four variables examined in this study, in average, the variables achieved the highest rating is an attraction (4.0 / good), followed by access (3.5 / Good), satisfaction (3.3 / fairly satisfied) and amenity (3.2 / fairly good).

The results of the research analysis confirmed that destination image, support services and security, cleanliness and facilities directly influenced tourist satisfaction (Hau & Omar, 2014). The results also indicated that service quality has a significant and positive impact on tourist satisfactions. Researchers findings also reveal that tourists were satisfied with the core products, but were dissatisfied with basic tourist facilities offered at the destination (Bagri & Kala, 2015). The findings alert concerned tourism stakeholders for outlining effective strategies for holistic development and improving performance of attributes in a given destination. Investigated tourist satisfaction with official national park guides and park facilities. A latent class model of nearly 9000 tourists indicated that older women on cruise tours who had planned their trips well in advance were most satisfied with both (Zander et al., 2016).

The results of the research revealed that only one satisfaction dimension (related to the diversity of facilities) out of the four proved to be a significant predictor of tourist expenditure in the destination (Jurdana & Frleta, 2017). The perception of visitors on importance and satisfaction rates of tourist object-related variables was measured (Mahayu, 2017). These variables included attraction, accommodation, accessibility, facility, information, and utility, which were then subjected to the analysis technique of IPA. Result of analysis found 14 attributes that were important for tourist object development but in bad condition.

Data from the Central Bureau of Statistics of Maluku Province (BPS) shows that in 2015 the number of foreign visitors was 14,703 people using airplanes and ships. As many as 8,876 tourists were from Europe, dominated by the Dutch, with 5,154 people. It is much more than the numbers of local tourists visiting Maluku who come from other regions in Indonesia. Data shows that 10,663 local tourists visited Maluku, with 79,678 people come from Java. 63,054 people of the number are from Jakarta. BPS data also show that in 2015, there were 22 units of star hotels and 168 non-star hotels spread out in every region in Maluku with 13 hotels were located in Ambon. The visits to Maluku are frequently done by male visitors (35%), mostly work as employees (36%). The purpose of the visits is commonly for business travels (44.4%) or vacation (37%). Most visitors come from Java (38%), Sulawesi and eastern parts of Indonesia (12%). Data shows that people visited Maluku to see favorite tourism sites (11.1%) which are "Bambu Gila" (possessed bamboo) shows, marine park tours, historical sites (Siwalima museum), Belgica Fort, Amsterdam fort, Ora beach, Netsepa beach and tasting traditional specialties. The beauty of some areas in Maluku has been famous nationally and internationally. Among others are Manuala Marine Park, Pasir Panjang Beach, and Pintu Kota-Ambon. According to data from Department Culture and Tourism (Disbudpar) Maluku Province, there are about 302 tourism sites exist, including potentials from historical sites (20%), cultural tourism (15.2%), natural tourism (28%), marine tourism (36.6%), and artificial tourism (1.8%).

Based on the Government Regulation of the Republic of Indonesia Number 50 / 2015, on Master Plan for National Tourism Development in 2010–2015, it has been assigned that there is one National Tourism Destination (DPN) that is Ambon-Bandaneira and 5 National Tourism Development Zones (KPPN) in KPPN Bandaneira and its surrounding, KPPN Ambon and its surrounding, KPPN Buru and its surrounding, KPPN Manusela–Masohi and its surrounding, KPPN Tanimbar and its surrounding and KPPN Kao and its surrounding. In addition, Bandaneira is also assigned as National Tourism Strategic Areas (KSPN). The enactment of 1 DPN, 5 KPPNs and 1 KSPN in Maluku region was in view of the fact that those places were considered to have abundant tourist attractions; natural beauty, marine/ beach tourism, distinct animals and plantations, national parks, historical sites, places of worships, cultures, art crafts, museums and theme parks. In order to improve tourism potentials in Maluku, it has been planned that accessibility of artery roads, collective roads, and local roads would be developed further. Airports, sea ports and crossings, tertiary city hub, inter hub roads and inter tourism corridors are also planned to be improved.

Tabel. 17: Test Result of Amenity and Satisfaction

Model Summary				
Model	R	R Squ Are	Adjusted R Square	Std. Error of the Estimate
1	.655 ^a	.429	.418	.74698

a. Predictors: (Constant), AMENITAS

Discussion of the results of the statement Flight Frequency from Maluku to various destinations, alternative mode of transportation which can be used in Maluku is by using sea transportation. There are seven national shipping companies and two local ones serving in the area. Although PT. PELNI (Persero) has served by utilizing eight ships, there were only 207.731 passengers recorded arriving in Ambon seaport in 2015. While, KM. Tidar, a local passengers' ship, documented that there were 95.000 passengers. Maluku Province Transportation, Offices confirmed that there were 18 pioneer ships, 15 local ships, 9 ships of PT. Pelni (a national shipping company), and 8 fast passenger ships, also 2.059 ship calls. Based on the BPS 2016 data, there were 600.000 passengers used inter island transportation modes, especially, as crossing transport, in the port of Galala, Namlea, Hunimua, and Waipirit served by 8 ferries and 23 ferryboat all around Maluku. Besides, the interconnections between ports were not actually smooth as it was only 25 local ports that were ready to serve in vast Maluku area.

The fact that Maluku has numerous islands and uses tourism as its main attraction, it has to make sure that the sea transportation can fulfill people's need since the locations of islands are relatively far from each other. People, therefore, need to have an effective sea transportation system which is available and relatively fast. In relation to people's life, North Maluku has 35,000 ha which can produce about 560,000 tons / year dry seaweed that worth about US \$ 280 million. However, this figure means nothing if there are no means of transportation that can be used to export or to distribute the goods. Local government whose territory consists of islands had complained about the lack of adequate means of sea and air transportations. Even though their territory has high economical potentials (Dahuri, 2009). Therefore, development of ports and harbors in Maluku is based on the optimum scenario. In 2013, Maluku province only had one regional level port that is the Port of Ambon. According to regional development projects, the number of regional level ports would be increased to four ports in 2016. The enhancement of the port level from local to regional was carried out in the port of Banda to promote Banda island tourism (PELINDO IV, 2006). Meanwhile, Amahai and Tual ports were also developed as an effort of service centers decentralization, taking Amahai as Central Maluku region service center and Tual as Southeast Maluku regional service center (Gurning, 2017). For most tourists visiting to Maluku, based on the data taken from tribun-maluku.com, Banda island had been their favorite island to visit.

Nevertheless, sea transportation had become an obstacle. The frequent schedule changes, delays and cancelled trips were all because of the lack of means of transportation. In 2015, the inadequate number of inter island means of transportation had become the main issue that hampered local tourism. This complaint had been responded by the Ministry of Transportation by finishing six port constructions spread over Maluku province, North Maluku and West Papua. These six ports had been on service and would be launched officially by the President of Republic of Indonesia, Joko Widodo on April 5 and 6, 2016, in West Papua and Maluku. The new port constructions that had been completed in Maluku province were the Port of Tutu Kembang, Port of Wonreli, and Port of Teor Island. While in North Maluku, the new finished ports were the Port of Tobelo and Port of Galela. Antonius Sihaloho, the head of Regional Development Planning Agency in Maluku, stated the fact that the minimum infrastructure and supporting connectivity in some tourism destinations had lower the number of visits from local and foreign tourists (tribun-maluku.com). This fact was revealed in the Dialog Sambung Rasa (a formal discussion event) held in Ambon on Wednesday (February, 1). However, respondents in this

study had different opinions about the availability of ports for inter islands tourism. About 57.4% of the respondents agreed that the availability of ports in Maluku had been very helpful, leaving only 20.4% of the respondents disagree. The possibility of being disagreed was because the respondents had experienced schedule changes or crossing delays usually caused by minor engine problems. The rest of the respondents had no experience of using inter island transport.

Attractions in Maluku, another special dance from Maluku is Bamboo Gila (possessed bamboo) dance. Bamboo Gila dance is a mystical dance from North Maluku. This dance originated from bamboo forest around the foot of Gamalama Mountain. In the beginning, this dance was used to move a wooden ship that had been made in the mountain to the beach. This dance is also used to move the ship wreck from the sea. Even for kings in ancient time used this dance to fight the enemies. Now, this dance is used to as an entertainment during a party or cultural events. This dance uses a big bamboo about 10–15 meters long. Before the dance is begun, a “pawing” (a shaman) would burn some incenses and recite prayers to ask for protection during the show. After that, the bamboo would be shaken slowly at first, and gradually the bamboo would shake rapidly.

CONCLUSIONS

In Maluku, attractions and access have been rated well by tourists who visit, while amenity and traveller satisfaction are still rated in the category 'fair'. Data analysis shows that there is a variable attractions which is in the average is rated 'good' but in correlation analysis, the relationship between attractions and satisfaction is in the category of 'quite strong' and its influence is small (15%). It is can be caused by assessment of the attractions is good, but if attributable to the level of their satisfaction, apparently traveller satisfaction towards the implementation of the attractions are still low. One of the causes is the traveller information services which are not provided properly by the local government.

The results of this study can be used to measure strengths and weaknesses and constraints perceived by tourists to enjoy the attractions in Maluku, so the local government can continue the program 'Mangente Ambon ". It is expected that the number of domestic tourists visiting Maluku in 2015 as many as 26 685 can be increased in the next year. (Source: Tribun-Moluccas.com).

ACKNOWLEDGEMENTS

Thanks to the Agency for Research and Development of the Ministry of Transportation, Office of Transportation of Maluku Province, Regional Development Planning Board of Maluku Province, Statistics Agency of Maluku Province, Office of Manpower and Port Authority (KSOP) Class I Ambon, Head of Patimura International Airport, Office PT. PELINDO (Port Indonesia) IV (Persero), Shipping Company Office (PT Tempuran Emas), Office of Shipping Company (PT Meratus Lines), Office of Shipping Company (PT Tanto Intim Lines), Office of Agriculture and Plantation of Maluku Province, Office of Industry and Trade of Maluku Province, Maluku Provincial Forestry Office, All respondents who are willing to fill out the questionnaire according to what is experienced, its willingness is very valuable to us, Trisakti school of management and logistics who have given assignments to Maluku so that the idea arises raised the topic of Maluku accessibility and for all assistance provided to completion Papers in this journal.

REFERENCES

1. Ardika. (2009), *Pariwisata Bali: Membangun Pariwisata Budaya dan Mengendalikan Budaya Pariwisata dalam I Nym Darma Putra, Bali Menuju Jagadhita Aneka Perspektif. Pustaka Bali Post.*

2. Pollnac, R. B, Pomeroy, R. S., & Harkes, I. H. (2001), *Fishery policy and job satisfaction in three Southeast Asian fisheries*. *Ocean & Coastal Management*, 44 (7–8), 531–544.
3. Bagri, & Kal, (2015), *Tourists' Satisfaction at Trijuginarayan: An Emerging Spiritual and Adventure Tourist Destination in Garhwal Himalaya India*. *Turizam, Original Scientific Paper*, 19 (4) , 165–182. Retrieved from <http://scindeks-clanci.ceon.rs/data/pdf/1450-6661/2015/1450-66611504165B.pdf>
4. Bindu, & Devi, (2016), *Accessible Tourism: Determinants and Constraints; A Demand Side Perspective*. *IOSR Journal of Business and Management (IOSR-JBM)*, 18(9), 1–8. <https://doi.org/10.9790/487X-1809010108>
5. Bovy, & Lawson, (1998), *Tourism and Recreation Handbook of Planning and Design (Architectural Press Planning and Design Series) (2nd Editio)*. Oxford: Architectural Press.
6. Chiu, & Ananzeh, (2012), *The role of MICE destination attributes on forming Jordan touristic image*. *Academic Research International*, 3 (1), 267.
7. County. (2011), *A visitor-focused study of tourism attraction in Taiwan: Empirical evidence from outbound Chinese tourists*. *Journal of Hospitality Management and Tourism*, 2 (2), 22–33. Retrieved from [http://www.academicjournals.org/article/article1379504764_Liu and Ko.pdf](http://www.academicjournals.org/article/article1379504764_Liu%20and%20Ko.pdf)
8. Dahuri. (2009), *Infrastruktur Transportasi Dalam Pembangunan Wilayah Kepulauan*. Wordpress.com. Retrieved from <https://rokhmindahuri.wordpress.com/2009/02/>
9. Darcy, Cameron, & Pegg. (2010), *Accessible tourism and sustainability: a discussion and case study*. *Journal of Sustainable Tourism*, 18 (4), 515–537. <https://doi.org/10.1080/09669581003690668>
10. Darcy, & Dickson, (2009), *A whole-of-life approach to tourism: the case for accessible tourism experiences*. *Journal of Hospitality and Tourism Management*, 16(1), 32–44. <https://doi.org/https://doi.org/10.1375/jhtm.16.1.32>
11. Del Río, Agüera, Cuadra, & Morales. (2017), *Satisfaction in border tourism: An analysis with structural equations*. *European Research on Management and Business Economics*, 23(2), 103–112. <https://doi.org/https://doi.org/10.1016/j.iedeen.2017.02.001>
12. Farida. (2013), *Pengaruh Aksesibilitas Terhadap Karakteristik Sosial Ekonomi Masyarakat Pedesaan Kecamatan Bumijawa Kabupaten Tegal*. *Jurnal Wilayah Dan Lingkungan*, 1(1), 49–66. <https://doi.org/https://doi.org/10.14710/jwl.1.1.49-66>
13. Gurning. (2017), *Analisa Konsep Trans-Maluku Sebagai Pola Jaringan Transportasi Laut Di Propinsi Maluku*. In *sautg Paper_Saut_On_FTK_Seminar_06.pdf*. Surabaya: Jurusan Teknik Sistem Perkapalan. Fakultas Teknologi Kelautan ITS Surabaya. Retrieved from <personal.its.ac.id/files/pub/1003>.
14. Gyan & Andereck, (2016), *A Typology of Cultural Heritage Attraction Visitors*. In *Tourism Travel and Research Association: Advancing Tourism Research Globally* (pp. 213–220). Massachusetts: Tourism Travel and Research Association: Advancing Tourism Research Globally. Retrieved from http://scholarworks.umass.edu/ttra/2007/Presented_Papers/63/
15. Gyan, Nyaupane & Andereck, (2007), *A Typology Of Cultural Heritage Attraction Visitors*. *Tourism Travel and Research Association: Advancing Tourism Research Globally*., 63. Retrieved from <http://scholarworks.umass.edu/cgi/viewcontent.cgi?article=1365&context=ttra>

16. Hamilton, Rebecca, Roland, Wedel, & Chekitan (2017), *Return on Service Amenities*. *American Marketing Association.*, 54(1), 96–110.
17. Hassan, & Shahnewaz. (2014), *Measuring tourist service satisfaction at destination: A case study of Cox's Bazar sea beach, Bangladesh*. *American Journal of Tourism Management*, 3 (1), 32–43. <https://doi.org/10.5923/j.tourism.20140301.04>.
18. Hau, & Omar. (2014), *The impact of service quality on tourist satisfaction: The case study of Rantau Abang Beach as a turtle sanctuary destination*. *Mediterranean Journal of Social Sciences*, 5(23), 1827. <https://doi.org/10.5901/mjss.2014.v5n23p1827>
19. Imam. (2014), *Measuring Public Transport Satisfaction from User Survey*. *International Journal of Business and Management*, 9(6), 106–114. <https://doi.org/http://dx.doi.org/10.5539/ijbm.v9n6p106>
20. Jurdana, & Frleta. (2017), *Satisfaction as a determinant of tourist expenditure*. *Current Issues in Tourism*, 20(7), 691–704. <https://doi.org/10.1080/13683500.2016.1175420>
21. Jurowski, Combrink, & Cothran. (2016), *Measuring Probabilities in Attraction Visitation*. In *Tourism Travel and Research Association: A dvancing Tourism Research Globally*. Massachusetts. Retrieved from <http://scholarworks.umass.edu/cgi/viewcontent.cgi?article=1354&context=ttra>
22. Kolar. (2017), *Conceptualising tourist experiences with new attractions: the case of escape rooms*. *International Journal of Contemporary Hospitality Management*, 29(5), 1322–1339. <https://doi.org/https://doi.org/10.1108/IJCHM-12-2015-0687>
23. Le-Klähn, & Diem-Trinh. (2013), *Measuring Tourists satisfaction with public Transport in Munich, Germany*. *International Journal of Business Tourism and Applied Sciences*, 1 (1).
24. Leask. (2010), *Progress in visitor attraction research: Towards more effective management*. *Tourism Management.*, 31(2), 155–166. <https://doi.org/https://doi.org/10.1016/j.tourman.2009.09.004>
25. Lee. (2016), *An investigation of factors determining destination satisfaction and travel frequency of senior travelers*. *Journal of Quality Assurance in Hospitality & Tourism*, 17(4), 471–495. <https://doi.org/https://doi.org/10.1080/1528008X.2015.1127195>
26. Lin, Shih, Laio, & Tsai. (2011), *Study on relationships among recreational attractions, satisfaction and loyalty-using Wushulin Recreation Park as example*. *Int J Comput Sci Netw Secur*, 11(7), 84–92.
27. Litman. (2008), *Evaluating accessibility for transportation planning*. Victoria, Canada. Retrieved from <http://www.vtpi.org/access.pdf>
28. Liu. (2016), *The Relationships Among Brand Equity, Culinary Attraction, and Foreign Tourist Satisfaction*. *Journal of Travel & Tourism Marketing*, 33(8), 1143–1161. <https://doi.org/https://doi.org/10.1080/10548408.2015.1094001>
29. Mahayu. (2017), *Perception study about visitors related to development of Rowo Bayu attractions in Kecamatan Songgon Banyuwangi*. In *3rd International Conference of Planning in the Era of Uncertainty*. *OP Conference Series: Earth and Environmental Science*, Volume 70, conference 1.

30. Margaryan & Fredman. (2017), *Natural amenities and the regional distribution of nature-based tourism supply in Sweden*. *Scandinavian Journal of Hospitality and Tourism*, 17(2), 145–159. <https://doi.org/https://doi.org/10.1080/15022250.2016.1153430>
31. Michopoulou, Darcy, Ambrose, & Buhalis. (2015 a), *Accessible tourism futures: the world we dream to live in and the opportunities we hope to have*. *Journal of Tourism Futures*, 1(3), 179–188. Retrieved from <http://www.emeraldinsight.com/doi/full/10.1108/JTF-08-2015-0043>
32. Michopoulou, Darcy, Ambrose, & Buhalis. (2015b), *Accessible tourism futures: the world we dream to live in and the opportunities we hope to have*. *Journal of Tourism Futures*. <https://doi.org/https://doi.org/10.1108/JTF-08-2015-0043>
33. Mohammed. (2010). *Pengantar Transportasi*.
34. Noor, Na'asah, & Foo. (2014), *Determinants of Customer Satisfaction of Service Quality: City Bus Service in Kota Kinabalu, Malaysia*. *Procedia-Social and Behavioral Sciences*, 153(153), 595–605. <https://doi.org/https://doi.org/10.1016/j.sbspro.2014.10.092>
35. Nowacki. (2010), *The quality of attractions and the satisfaction, benefits and behavioural intentions of visitors: verification of a model*. *Tourism*, 20(1), 25–32. <https://doi.org/10.2478/v10106-010-0004-y>
36. Ojo, & Nair. (2016), *Rural Tourism Destination Accessibility : Exploring The Stakeholders' Experience*. In *Heritage, Culture and Society* (Radzi et. a). London: Taylor & Francis Group.
37. Okello, & Yerian. (2009), *Tourist satisfaction in relation to attractions and implications for conservation in the protected areas of the Northern Circuit, Tanzania*. *Journal of Sustainable Tourism*, 17(5), 605–625. <https://doi.org/10.1080/09669580902928450>
38. Oriade. (2013), *An empirical investigation of the relationship between perceived quality, value, satisfaction and behavioural intentions among visitors to UK attractions*. University of Salford. Retrieved from <http://usir.salford.ac.uk/29453/>
39. Özogul, Gamze, & Baran. (2016), *Accessible tourism: the golden key in the future for the specialized travel agencies*. *Journal of Tourism Futures*., 2(1), 79–87. <https://doi.org/10.1108/JTF-03-2015-0005>
40. Pavlína. (2015), *The Factors Influencing Satisfaction with Public City Transport: A Structural Equation Modelling Approach*. *Journal of Competitiveness*, 7(4), 18–3. <https://doi.org/0.7441/joc.2015.04.02>
41. PELINDO IV. (2006), *Realisasi trafik pelabuhan Yos Sudarso 2005*. Laporan Tahunan PT. PELINDO IV, Makassar, Sulsel. Makassar, Sulawesi Selatan.
42. Poon. (1993), *Tourism, Technology And Competitive Strategies*. Wallingford, UK: CAB International. Retrieved from <http://agris.fao.org/agris-search/search.do?recordID=XF2015034608>
43. Postma. (2014), *The Future of Visitor Attractions in The Netherlands*. *The Tourism Recreation Research*, 39(3), 437–452. <https://doi.org/10.1080/02508281.2014.11087010>

44. Ramkissoon, Weiler, & Smith. (2013), *Place attachment, place satisfaction and pro-environmental behaviour: a comparative assessment of multiple regression and structural equation modelling*. *Journal of Policy Research in Tourism, Leisure and Events*, 5(3), 215–232. <https://doi.org/https://doi.org/10.1080/19407963.2013.776371>
45. Rebstock. (2017), *Economic Benefits of Improved Accessibility to Transport Systems and the Role of Transport in Fostering Tourism for All*. In *The Roundtable on The Economic Benefits of Improved Accessibility to Transport Systems* (pp. 5–22). Paris, France: The International Transport Forum. Retrieved from <file:///C:/Users/ASUS/Downloads/improved-accessibility-fostering-tourism-for-all.pdf>
46. Schaeffer, & Dissart. (2018), *Natural and Environmental Amenities: A Review of Definitions, Measures and Issues*. *Ecological Economics*, 146, 475–496. <https://doi.org/https://doi.org/10.1016/j.ecolecon.2017.12.001>
47. Styliadis, Shani, & Belhassen. (2017), *Testing an integrated destination image model across residents and tourists*. *Tourism Management*, 58, 184–195. <https://doi.org/https://doi.org/10.1016/j.tourman.2016.10.014>
48. Tamin. (2003), *Perencanaan dan Pemodelan Transportasi*. Bandung: ITB.
49. Tang. (2014), *Tourist Attraction, Satisfaction, and Behavioral Intention of Industrial Tourist: Economic Factors as Moderator*. *The Journal of International Management Studies*, 9(2), 1–8. Retrieved from [http://www.jimsjournal.org/11 Mei-Ling Tang.pdf](http://www.jimsjournal.org/11%20Mei-Ling%20Tang.pdf)
50. Tendean. (2017), *Analysis of Tourist Satisfaction to Tourist Attraction Quality in Kediri Regency, East Java*. *Journal of Indonesian Tourism and Development Studies*, 5(3), 91–100. <https://doi.org/10.21776/ub.jitode.2017.005.02.04>
51. Tukamushaba, Xiao, & Ladkin. (2016), *The effect of tourists' perceptions of a tourism product on memorable travel experience: Implications for destination branding*. *European Journal of Tourism, Hospitality and Recreation*, 7(1), 2–12. <https://doi.org/https://doi.org/10.1515/ejthr-2016-0001>
52. UNWTO. *Cultural Tourism and Poverty Alleviation: The Asia-Pacific Perspective* (2005). Madrid: World Tourism Organization.
53. Veal. (2006), *Research methods for Leisure and Tourism: A Practical Guide* (3rd Editio). Harlow, England: Financial Times Prentice Hall.
54. Vinh. (2013), *Destination Culture and Its Influence on Tourist Motivation and Tourist Satisfaction of Homestay Visit*. *Journal of the Faculty of Economics and Administrative Sciences Y*, 3(2), 199–222.
55. Weiermair. (1998), *The effect on environmental context and management on the performance characteristics of cultural events: The case of the 700 year Exhibition in Stams and Meran*. *Festival Management & Event Tourism*, 5(1–2), 85.
56. Woldeamanue, & Cyganski. (2011), *Factors Affecting Travellers' Satisfaction With Accessibility To Public Transportation*. Retrieved from <https://www.scribd.com/document/340203335/Factors-Affecting-Travellers-s-Satisfaction-With-Accessibility-to-Public-Trans-pdf-1>

57. Xu, Amacher, & Sullivan. (2016), *Amenities, Multiple Natural Disturbances, and the Forest Rotation Problem*. *Forest Science*, 62.(4), 422–432. <https://doi.org/https://doi.org/10.5849/forsci.15-101>
58. Zander, Saeteros, Orellana, Granda, Wegner, Izurietah, & Garnett. (2016). *Determinants of tourist satisfaction with national park guides and facilities in the Galápagos*. *International Journal of Tourism Sciences*, 16(1–2), 60–82.

