

ARTICLE

## Tourism Management Issues and its Relationship with the Sustainable Development Goals

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### ABSTRACT

The development of tourism looks brilliant because of the achievement of its economic contribution. However, current tourism management, especially in Indonesia, tends to neglect the ecological aspects of the environment and the social community. This injures Indonesia's commitment to sustainable development. This study aims to review the development of tourism in Indonesia and the impact caused by tourism development, especially tourism development in Yogyakarta. The methodology used in this study is qualitative by using secondary data such as journal articles, news, books, and government report. The study results found that tourism development in Indonesia, especially in Yogyakarta Province, only focuses on the economic sector. The tourism sector management actors focus more on making as much profit as possible without paying attention to sustainable tourism development. This results in environmental problems such as the scarcity of clean water for the community. Tourism management that does not pay attention to sustainable tourism practices also causes community conflicts against tourism actors.

## A. INTRODUCTION

The development of tourism involves two impacts, namely negative impacts and positive impacts (Almeida et al., 2018). The positive impact of tourism development, usually in the form of contribution to GDP. A World Travel & Tourism Council (World Travel & Tourism Council, 2019) explains that global tourists contributed 10.4% of Global GDP and 319 million jobs or 10% of total global jobs in 2018. However, some literature also explains that apart from the positive impacts of tourism development, several negative impacts need to be reviewed (Almeida et al., 2018; Lechner et al., 2020). Usually, the negative impacts are environmental problems related to land conflicts and ecosystem damage (Almeida et al., 2018). To continue the success of the Millennium Development Goals (MDGs), the United Nations is developing Sustainable Development Goals (SDGs), where the SDGs are divided into 17 objectives with 169 targets (Trupp & Dolezal, 2020).

The SDGs cover several dimensions of development, including economic, socio-cultural, political, and environmental aspects. Each SDG goal has a specific target where tourism itself is included in goals number 8, 12, and 14, namely "Decent Work and Economic Growth,

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Responsible Consumption, and Production, and Life Below Water" (Trupp & Dolezal, 2020). However, tourism development will indirectly impact the environment and socio-culture, for example, ecosystem damage and the marginalization of ethnic groups (Koh, 2019). This also applies to tourism development in Indonesia, where several conflicts exist due to communities experiencing a clean water crisis (Yusuf & Purwandani, 2020). The 6<sup>th</sup> SDGs goal, Clean Water and Sanitation should be considered in tourism management. As stated 1945 Constitution Article 33 Paragraph 3 states that "the land, the waters and the natural resources within shall be under the powers of the State and shall be used to the greatest benefit of the people". Based on this, it is appropriate for tourism management in Indonesia to prioritize the SDGs' fundamental law and objectives. Several studies have conducted investigations related to water politics in tourism development as part of the SDGs (Hellberg, 2017; Michell, 1999).

Currently, the development of tourism in East Asia is overgrowing. Countries such as Malaysia and Indonesia are East Asian countries that get the fastest tourism growth and are expected to increase every year (Abu Bakar et al., 2015). For the case in Indonesia, tourism itself is one of the main economic sectors (Yusuf, 2020a). 2019 is an event for Provinces, Regencies, and Cities in Indonesia to get awards for tourism management. This award is called the Indonesia Attractiveness Award (IAA), with indicators for assessing the tourism, investment, infrastructure, and public services sectors. Yogyakarta Special Region is one of the provinces that has received the platinum category in its tourism management criteria. Based on Indonesian statistical data, in five years of revenue due to tourism, Yogyakarta Province has experienced an increase in GDP of 22.5% (Visiting Jogja, 2018). Yogyakarta Province in 2012 received several foreign and domestic tourists, reaching four million tourists. This number increased by more than 4.9 million in 2018 (Mujib, 2020).

The increase in tourists in Yogyakarta Province has led to rampant infrastructure development, shopping centres, and hotels (Yusuf & Purwandani, 2020). Hotel development in Yogyakarta Province in 2019 is the most significant new hotel development growth among regions in Indonesia (HVS, 2013). This has led to many reports from several Regencies and Cities in Yogyakarta Province reporting on experiences of water dryness and exploitation of clean water sources, which have led to conflicts between the community and the hotel sector managers (Firdaus, 2021). Some literature explains that the conflict in tourism planning and development is based on several interests from several interest groups. This involves an approach related to interests and some interest groups (Markwick, 2000).

In several previous studies, much of the focus on management is only based on mass economic improvement. The problem of environmental management that does not follow development is visible in the current phenomenon, namely the 2019 pandemic. For example, in Australia, where city tourism is hampered (low community mobility) due to the pandemic, it causes climate change, which indirectly causes pre-covid developments. The climate becomes hostile or the damage itself (Li et al., 2020). A crisis during a pandemic can be an opportunity to reorganize tourism through a responsible and sustainable tourism approach. Post-covid tourism management is expected to be more in favour of fair, inclusive, and sustainable tourism. Tourism management actors are also likely to have wiser and more responsible involvement.

Many studies discuss the relationship between tourism and the SDGs. The presence of the SDGs concept in the tourism scope has not fully provided a socio-economic impact for workers because of income inequality (Kronenberg & Fuchs, 2021). There was also a study on Homestay contributing to increasing the achievement of the SDGs even though achieving it requires a significant cost (Pasanchay & Schott, 2021). Studies that discuss the SDGs and Tourism also seek to capture the alignment of investments made by the government with the goals of the SDGs (Spencer & McBean, 2020). Scientific tourism also contributes to the achievement of the SDGs (Izurieta et al., 2021). The presence of volunteers in various tourist

destinations contributes to the achievement of the SDGs (Lockstone-Binney & Ong, 2021). A study shows the relationship between the digital economy and all its instruments with the achievement of the SDGs in the tourism sector (Gössling & Michael Hall, 2019). Several studies have examined the relationship between tourism and Sustainable Development Goals (SDGs) (KC et al., 2021; Rasoolimanesh et al., 2020). On the other hand, some researchers write about the disparity in conditions between world heritage sites (WHS) in developing and developed countries to hinder SDG achievement (Hosseini et al., 2021).

Of the various studies that discuss the SDGs and Tourism, there is still no one that discusses the problem of tourism management in developing countries such as Indonesia, especially Yogyakarta, so it is not in line with the goals of the SDGs. Indonesia is indeed a popular tourist destination. Tourism can bring about increased employment opportunities and income, but it can also harm culture, community, and human rights (Kinseng et al., 2018). Furthermore, the development of tourism in Yogyakarta Province, which has a good impact on Yogyakarta GDP growth, has no positive impact on the unemployment rate of the productive population in Yogyakarta Province (Feriyanto, 2018).

Based on the problems that have been described, the research question in this article is; Why tourism development in Yogyakarta is not by the SDGs mandate? This research article aims to review the management of tourism in Yogyakarta based on the objectives of the 6<sup>th</sup>, 8<sup>th</sup>, 12<sup>th</sup>, and 14<sup>th</sup> SDGs. It is done considering Yogyakarta is a region that has received an award for tourism management in Indonesia but seems to ignore the negative impact of tourism management.

## **B. LITERATURE REVIEW**

The concept of sustainability itself was widely used in the 1970s. At the same time, the idea of sustainable development was first highlighted by the IUCN (International Union for the Conservation of Nature and Natural Resources) in 1980 (Liu, 2003). The Brundtland Commissions Report defines sustainable development as "development that meets the needs of the present, without compromising the ability of future generations to meet their needs" (Liu, 2003). The use of sustainable development in the concept of tourism has various definitions. The idea of sustainable tourism is also a debate for many experts. However, most experts agree that tourism planning and management must be based on the principles of sustainable development. Thus, tourism development is a matter of political and economic balance and needs to balance ecological, economic, and socio-cultural aspects (Ruhanen, 2013).

The World Tourism Organization defines sustainable tourism as tourism development that meets the needs of tourists and local communities of tourist destinations, where they collectively protect tourism from enhancing future opportunities. Furthermore, the management of tourism resources aims to meet economic, social, and aesthetic needs by maintaining cultural integrity, the importance of ecological processes, biodiversity, and supporting systems for the quality of human life or life (Liu, 2003). Sustainable tourism development requires long-term implementation and strategic orientation together with the participation of various stakeholders (Ruhanen, 2013). The World Tourism Organization, multiple stakeholders, include 1) Government (international, national, regional and local), 2) Private (tourism developers and entrepreneurs, non-tourism business practices related with tourism supporting components), 3) Community (group local communities, indigenous groups, and residents) (Ruhanen, 2013).

In 2015, the United Nations officially declared using the sustainable concept in the development concept under Sustainable Development Goals (SDGs). This changes the principle of the millennium development goals that were previously used. The concept of sustainable development in the United Nations has several goals or principles, designed as a "blueprint for realizing a better future sustainability" (United Nations, 2017). There are 17

principles or objectives of the United Nations SDGs, namely: (1) No Poverty, (2) Zero Hunger, (3) Good Health and Well-being, (4) Quality Education, (5) Gender Equality, (6) Clean Water and Sanitation, (7) Affordable and Clean Energy, (8) Decent Work and Economic Growth, (9) Industry, Innovation and Infrastructure, (10) Reducing Inequality, (11) Sustainable Cities and Communities, (12) Responsible Consumption and Production, (13) Climate Action, (14) Life Below Water, (15) Life On Land, (16) Peace, Justice, and Strong Institutions, (17) Partnerships for the Goals (Nation, 2017).

Indonesia is currently starting to embrace sustainable tourism during the pandemic momentum like now. Through the Ministry of Tourism and Creative Economy, the Indonesian Sustainable Tourism Council (ISTC), to support sustainable tourism development. However, sustainable tourism itself is not a new concept for Indonesia. Minister of Tourism Regulation Number 14 of 2016, concerning Guidelines for Sustainable Tourism Destinations, shows Indonesia already has regulations governing sustainable tourism. The main ideas of sustainable tourism development in Indonesia include Sustainable Tourism Destination (STD), Sustainable Tourism Observatory (STO), Sustainable Tourism Certification (STC), Sustainable Tourism Industry (STI), and Sustainable Tourism Marketing & Management (STM) (The Ministry of Tourism and Creative Economy, 2021).

Several studies have shown some exciting results on the management, analysis of the crisis, that the management and support of crime and liberal exploitation. Meanwhile, the pandemic condition that causes the crisis is a place to regulate management and move towards a "responsible" and more open approach to a community (Higgins-Desbiolles, 2020). Tourism management also tends to exploit resources and tourism destinations that are not regenerative oriented (Cave & Dredge, 2020). These conditions lead to conflicts in natural resource management (Almeida et al., 2018). Everingham & Chassagne (2020) stated that applying the "Buen Vivir" principle could solve tourism management problems. In this principle, tourism management which often exploits development and unsustainable tendencies, are changed into tourism that has priority on economic growth towards prosperity. Social and environmental without forgetting good social relations.

Several studies explain that the concept of sustainable tourism has failed to achieve the SDGs. For example, in several South Africa and Zimbabwe countries, both countries reported that tourism actors could not preserve and protect tourism sites. This failure results from a lack of collaboration between governments, international actors, the private and local sectors in inclusive governance to achieve SDGs (Siakwah et al., 2020). Further research on the SDGs phenomenon in African countries explains that the achievement of sustainable development goals in tourism management is highly dependent on stakeholder partnerships (government, private, community, academic or research institutions, and international institutions (Haywood et al., 2019). Another study was conducted in Fiji, where sustainable tourism development is possible to remove the poverty barrier between residents and tourists. The possible way is to coordinate disaster emergency response procedures and participate in initiatives that provide absorption of local products so that tourism can benefit residents somewhat (Scheyvens & Hughes, 2019). Research related to sustainable tourism is currently growing, but there is a lack of understanding about Actions causing obstacles in its progress (Boluk et al., 2019). Boluk et al. (2019), in their research, provide an overview of six conceptual framework themes for integrating the SDGs agenda in tourism, namely: 1) emerging from a radical and reform path towards a sustainable transition in tourism. 2) critical tourism, 3) gender, 4) indigenous or local community perspectives, 5) degrowth and circular economy, governance, and planning, 6) circus consumption.

### **C. METHOD**

The research design used qualitative research methods. This paper explores secondary data such as journal articles, news, books, and government reports to websites relevant to the theme raised in 2013 to 2021. Researchers look for journal articles published relevant to the research theme at Scopus, Google Scholar, and Gadjah Mada University's journal article search engine is Lib.ugm.ac.id. In total, the researchers found 3569 articles that matched all the keywords. Furthermore, the selection of relevant articles in terms of titles or themes found about 456 pieces. In the next step, the researcher re-selected the impact factor journals and found 156 articles that matched. The last step for the researcher is to read the abstracts and conclusions of the articles that have been collected, where the researcher found 35 relevant articles. For news articles, credible mainstream media is selected. This paper utilizes several works that discuss the themes raised in the book review. Furthermore, the search for information sources is carried out carefully and follows the themes and concepts or theories used in writing. All data will be selected in detail and then confirmed several times to be valid.

This research focuses on tourism development in the Special Province of Yogyakarta (known as DIY). This is based on several problems in tourism development, outside the proud conditions related to this. These considerations include: (1) Yogyakarta became one of the provinces in 2019 which received an award regarding the management of its tourism in the platinum category, while Yogyakarta City received a gold award in the same category ([Tourism Service Unit of Yogyakarta City, 2019](#); [Local Government of The Special Province of Yogyakarta, 2019](#)). (2) Through DIY tourism can increase its GDP, which is influenced by the number of tourists that increases each year ([Visiting Jogja, 2018](#)). (3) Tourism development which causes the number of tourists to increase, causes DIY to become one of the cities and provinces that carry out the most significant number of hotel developments ([Mujib, 2020](#)). (4) The increase in tourists and Yogyakarta GDP is, in fact, not directly proportional to the increase in Yogyakarta's poverty rate, and the number of unemployed people does not decrease ([Firdaus, 2021](#); [Syambudi, 2020](#)). (5) The emergence of several conflicts between community and hotel managers in developing tourism in DIY. This is due to the loss of community clean water sources ([Nurshafira, 2017](#); [Ramadhiani, 2016](#)).

### **D. RESULT AND DISCUSSION**

Tourism is a complex system involving several stakeholders, including tourists, local business people, and the government ([Tsaour et al., 2018](#)). However, ironically, stakeholders in tourism development do not have the same power in fighting for their interests ([Almeida et al., 2018](#)). Currently, the development of world tourism is progressing rapidly, and this is indicated by the contribution of global tourism to GDP of 10.4% and an additional 319 million jobs, which is around 10% of total global workers in 2018 ([World Travel & Tourism Council, 2019](#)). In 2018, Southeast Asia had 128.7 million tourists and succeeded in generating revenue in the tourism sector of 121 billion ([UNWTO, 2019](#)). Tourism contributes 12.6% of Southeast Asian economic growth and employs 38.1 million people, which is 12.2% of the total sector contributing to jobs ([Trupp & Dolezal, 2020](#)). [Trupp & Dolezal \(2020\)](#) also stated that tourism development had experienced steady growth for the case in Indonesia. This is due to abundant ecological and cultural resources, increased accessibility, and the development of low-cost airlines.

Tourism can cause various social and environmental impacts ([Kinseng et al., 2018](#)). Tourism development can also change the perceptions of local communities about their existence and their own identity, and it can even affect gender and ethnic identity ([Xue, 2017](#)). For example, the development of tourism in the case in Southeast Asia has a diverse scale and scope of development, and this raises the awareness of the local community by forming local tourism to criticize the value of a more sustainable tourism project guided by nature ([Trupp &](#)

Dolezal, 2020). The impact of this tourism development has brought stable conditions to conflict due to tourism. Conflict in tourism itself can occur between local communities and entrepreneurs in the tourism sector, local communities and the government, or even tourism entrepreneurs with the government and within the local community (Wang & Yotsumoto, 2019). Conflicts arise because of different interests to achieve different results. For example, the government and entrepreneurs are more oriented towards economic benefits, while local communities are environmentally and culturally oriented (Wang & Yotsumoto, 2019).

Literature records write down several conflicts in tourism development in various countries. For example, the conflict occurred in China's development of historical tourism (Li et al., 2020; Zhang, 2017). There was a conflict in spatial planning in Portugal (Almeida et al., 2018). There was also conflict due to the use of water or water sustainability impact economic development (Gössling & Michael Hall, 2019; Yusuf & Purwandani, 2020). Disputes also arise in tourism in Jordan because of problems with sanitation and incidents of violence when tourists visit (Buda, 2016). Ironically, the conflict, the impact of tourism development, is not a concern for the SDGs. This can be proven that tourism is only mentioned in the limited SDGs vulnerability (Trupp & Dolezal, 2020). Based on reports from the United Nations, SDGs, the objectives and indicators that mention tourism are limited to three things, namely:

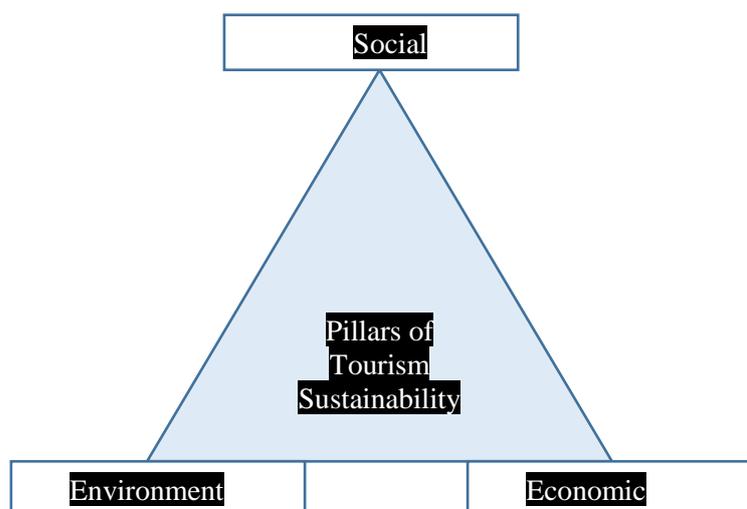
Table. 1. SDGs, Targets, and Indicators Directly Addressing Tourism

SDG	Target	Indicator
(8) Decent work and economic growth	(8.9) By 2030, devise and implement policies to promote sustainable tourism that creates jobs and promotes local culture and products	(8.9.1) Tourism direct GDP as a proportion of total GDP and in growth rate (8.9.2) Number of jobs in tourism industries as a proportion of total jobs and growth rate of jobs, by sex
(12) Responsible consumption and production	(12.B) Develop and implement tools to monitor sustainable development impacts for sustainable tourism that creates jobs and promotes local culture and products	(12.B.1) Number of sustainable tourism strategies or policies and implemented action plans with agreed monitoring and evaluation tools
(14) Life below water	(14.7) By 2030, increase the economic benefits to Small Island Developing States and least developed countries from the sustainable use of marine resources, including through sustainable management of fisheries, aquaculture and tourism	

Source: (Trupp & Dolezal, 2020)

Tourism on the mission of sustainable development has had a little discussion. However, the current condition, where tourism is an important aspect that has implications for all aspects of people's lives, causes the need for tourism development as the urgency for various parties. This is supported by the condition of the SDGs, which is functioned to promote a development ethos based on inclusiveness for the most vulnerable groups to achieve an inclusive society, a just, equal, tolerant, open, and socially inclusive world where the most planned needs are met (United Nation, 2017).

Figure: 1. Pillars of Tourism Sustainability



Source: (Maalim & Furqan, 2019)

The first is social sustainability, which is related to the quality and sustainability of a social system. In sustainable tourism management, social systems, such as the tourism community, are expected to maintain or even increase welfare and social harmony (no conflict). The second is the environment, where the environment becomes an aspect that must be prioritized. The environment is an essential part of the sustainability of tourism. Conservation of nature is about the certainty of resources that will always exist (Swarbrooke, 2002). The third is the economy. The economic sustainability of tourism is related to the tourism sector's contribution to supporting economic production without limits.

Indonesia is one of the countries in Southeast Asia, a popular tourist destination. This is due to the potential for culture and differences in flora and fauna. The most popular destinations are Bali, Lombok and Yogyakarta (Kinseng et al., 2018). Tourism in Indonesia has become one of the pillars of state revenue from the foreign sector (Booth, 1990). The development of tourism, which looks brilliant, seems that attention needs to be paid to the impact it causes. Tourism itself can impact society and the environment (Cohen & Cohen, 2012). Based on previous studies, the development of tourism in Indonesia has led to significant changes and has even led to several conflicts between the community and tourism managers. For example, in a study conducted by Kinseng, Nasdian, Fatchiya, Mahmud, & Stanford (Kinseng et al., 2018) on Pari Island, this research underlines the government's negligence regarding the "dark side" of tourism development, such as conflicts that occur in communities and unsustainable development. Then, (Cole, 2014), in his research in Bali, he obtained the results that water management in tourism in Bali caused problems and conflicts of environment, especially water in Bali. Another study is on the management of tourism in Yogyakarta, conducted by Yusuf & Purwandani (Yusuf & Purwandani, 2020), that there is a conflict in the Jogja community due to the rampant construction of hotels in Yogyakarta.

Yogyakarta Province itself is one of the provinces in Indonesia which is well known for its tourism. In 2019, DIY tourism management managed to get a platinum award at the IAA event, the highest category (Tourism Service Unit of Yogyakarta City, 2019). Currently, DIY is experiencing problems regarding the environment of pure water. In 2015 there were 15 regions in Gunung Kidul, six areas in Bantul, five regions in Kulon Progo, two regions in Sleman, and five areas in Yogyakarta City, experiencing a clean water crisis (Nurshafira, 2017). Another problem is that the consistency of the groundwater level has decreased by 30 cm per year (Nurshafira, 2017). This environmental problem is preceded by tourists visiting

DIY, who need infrastructure support such as hotels and apartments. Hotels and apartments themselves are critical holders of water use conflicts that occur between the people of Jogja and the management (Yusuf & Purwandani, 2020). Furthermore, previous research has investigated implementing water management in urban areas as part of the Sustainable Development Goals Programs (Hellberg, 2017).

The rapid development of Yogyakarta tourism was followed by the increasing development of hotels and inns. In the 2010-2014 period, there was a significant increase in hotel rooms from 8,340 to 11,732 (Astuti, 2017). The proliferation of hotels and inn construction harms the environment. There is a contrast when the demand for clean water in Yogyakarta increases sharply while the supply for clean water is increasingly limited. Data for the last 30 years shows that the need for clean water for hotels in Yogyakarta has increased significantly from 576,952 to 3,401,577 litres (Manifesty, 2019). Yogyakarta residents feel that the hotel's construction directly impacts the availability of their healthy water. Residents of Miliran, Yogyakarta protested against the construction of the Fave hotel in their neighbourhood because it made the wells in their area dry up (Firdaus, 2014). The protest took place in the courtyard of the Fave hotel.

The conflict between the community and the hotel in Yogyakarta was not only happening in Miliran. Conflicts over hotel development also occurred in several areas in Yogyakarta, such as Prawirotaman, Gowangan, and Penumping (Sesanti, 2016). The hotel's construction in the three areas has problems with a permit to use groundwater, even though the hotel is already operating. Meanwhile, other issues arise when a pumping test is carried out, the hotel's water use activities have sucked up several sources from residents' wells. The residents of Timoho also protested against the hotel development plan in mid-2014 when dozens of hotels were about to be built in the middle of a densely populated neighbourhood (Tempo.co, 2014). The community had a dialogue with the Yogyakarta City DPRD regarding the rules for building a hotel in the middle of a residential area. Residents are also concerned about environmental impacts, such as traffic jams and the potential for prostitution. In 2017, residents protested the construction of the Grand Timoho hotel. In 2017, residents again protested the construction of one of the hotels. Grand Timoho hotel is considered to have violated the Building Permit (IMB) 1 floor was built into eight floors (Hasanudin, 2017).

The Yogyakarta city government made a hotel development moratorium policy from January 1, 2014, to December 31, 2016. This moratorium policy has the normative purpose of limiting hotel development. However, this moratorium policy has many loopholes and has increased the number of investors applying for hotel development permits. From mid-October to December 2013, there was a relatively high increase in the number of licensing applications with a total of 101 permits (Sesanti, 2016). In fact, according to the Yogyakarta City government, on average, every year, no more than 100 hotels apply for permits for hotel construction.

Public protests against the construction of hotels in Yogyakarta have also manifested in the "*Jogja Ora di Dol*" movement. The social movement "*Jogja Ora di Dol*" is carried out by various groups ranging from artists, musicians, and activists to protest against the city's development, which causes many problems (Mustafa, 2015; Wancoko, 2019). The protest movement "*Jogja Ora di Dol*" is carried out in various forms such as music, theatrical, to movements through social media. The protest in the form of music was delivered by the Jogja Hip Hop Foundation music group, who composed and sang a song entitled "*Jogja Ora di Dol*" as a form of protest against the chaotic city development (Alexander & Sugiono, 2021). One of the means of expression used by the public to protest in social media is Twitter, with the emergence of the hashtag #JogjaOraDidol (Fahmi, 2019). The movement through virtual media is carried out so that the provincial and regency/city governments know and immediately stop the construction of hotels that are considered damaging to the environment.

The potential of tourism contributes to economic development, a justification for the government and tourism sector entrepreneurs to carry out promotions and further development related to the tourism sector (Cole, 2014). This problem in tourism development connects ecological sustainability and community justice. However, ironically, the literature on tourism sustainability, the core values of the SDGs regarding environmental protection and justice as a consequence of tourism development, have been far neglected (Bramwell & Lane, 2008). Lack of attention to justice issues regarding sustainability has been raised several times as a theme of tourism research. For example, Lee & Jamal (2008) note that little attention has been devoted to environmental impacts on tourism stakeholders. Furthermore, Tourism Concern takes a rights-based approach starting from an ethical position that everyone is entitled to a certain welfare standard. Sustainable tourism development means recognizing and dealing with the impact of tourism development on human rights.

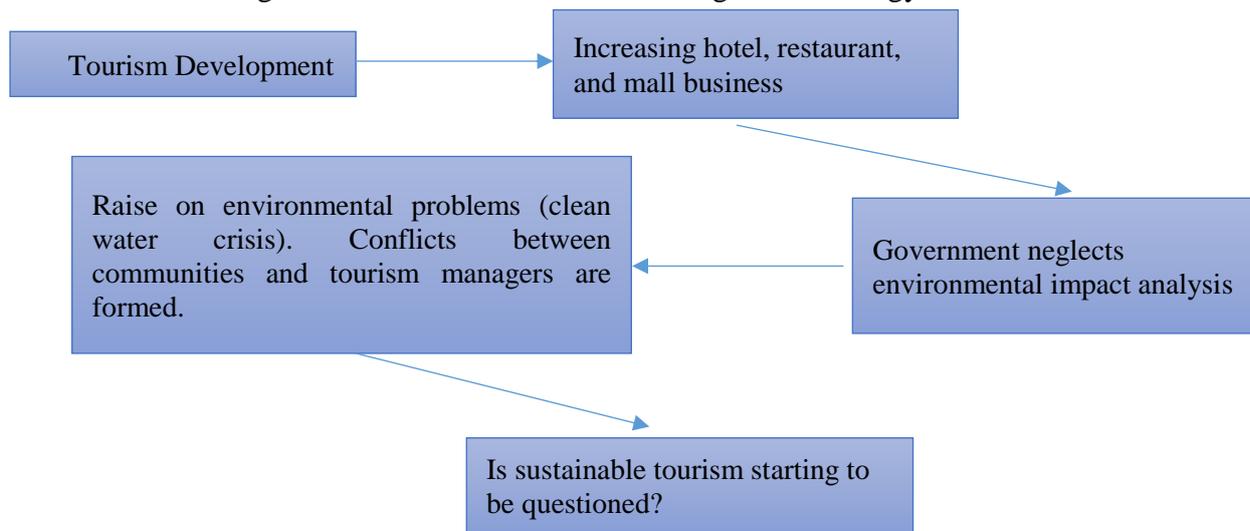
The case in DIY Province itself is that some of the goals of SDGs through tourism development have been achieved, such as an economic increase marked by an increase in GRDP from the DIY tourism sector itself. However, some of the other SDG goals are not considered in tourism management by the DIY government. For example, the problem of the clean water crisis. The DIY community feels a clean water crisis and creates a prolonged conflict between tourism managers in the hospitality sector and the affected communities (Yusuf & Purwandani, 2020). Based on several kinds of literature, the government made several mistakes as the primary stakeholder in tourism management, namely water resource management errors and poor city planning. Furthermore, the suggestion is that the government should pay more attention to ecological and environmental impacts in managing tourism and not only show positive impacts that tend to increase the economy.

The government, the business sector, and the community are the main stakeholders in tourism management. In the case of Yogyakarta, the government and the business sector are very minimal for discussion with the surrounding community, even though the community itself has a tourism community known as "Pokdarwis". Often conflicts occur in the smallest scope in the tourism sector, namely destinations. One of the researches in Pindul Cave shows how tourism management is still causing conflict. The causes of the conflict include the lack of synergy from each Pokdarwis, competition between Pokdarwis members to get visitors and poor Pokdarwis communication with Jockey (Wibawa et al., 2017).

In developing tourism in Indonesia, formal groups were formed to assist the tourism development process. This group is called the "Kelompok Sadar Wisata" or "Pokdarwis". Its main role is helping the management of tourist attractions. However, their role is limited. This group does not have the authority to make decisions in tourism management and only has the right to carry out the regulations set by the government. So if there is a conflict, the local community Pokdarwis do not have the potential to protect tourism and the community. The role of Pokdarwis is to help the community or residents in managing tourist attractions in their area,

Tourism problems in Yogyakarta can be seen in two aspects: community participation and social costs (Yusuf, 2020b). Community participation data such as the decline in tourism from 275 in 2014 to 173 in 2016. In the context of social costs, development also affects water scarcity and crime rates (Ahnaf & Hairus Salim H. S., 2017). In addition, the construction of one of the central infrastructures of Yogyakarta Tourism, namely the Yogyakarta International Airport (YIA), has created conflicts with the community (Fitriantoro, 2020). Furthermore, the construction of the YIA airport impacts the economic condition of the surrounding community, including employment, decreased income, and a decrease in asset ownership (Utami et al., 2021). This conflict condition certainly erodes the primary goal of airport development which aims to support Yogyakarta tourism.

Figure 2. The Flow of Tourism Management in Yogyakarta



Source: Author's Analysis (2021)

The management of tourism in Yogyakarta has led to an increase in domestic and foreign visitors. This encourages investors to develop several sectors that support tourism management: hotels, malls and restaurants. However, the development caused many environmental problems because it did not have an environmental study or environmental impact analysis. The water crisis arises because of the neglect or loss of the government's role to analyze the environmental impact before building the hotel, mall or restaurant sector. This is exacerbated because the target community for sustainable tourism is also problematic. The problem of the clean water crisis has an impact on the surrounding community, causing conflict. However, economic sustainability is fulfilled here.

## E. CONCLUSION

The research results using literature studies show that tourism management involves two impacts, namely positive and negative. The government and stakeholders tend only to see one side: the positive impact on improving the economy. Adverse impacts are environmental damage and social changes that lead to conflict. Ironically, the SDGs only mention three tourism targets in the three missions of the SDGs. The literature on sustainable tourism often does not involve and demonstrate communities' environmental and social impacts on tourism management. The best way to manage tourism is to pay attention to the environment and society to achieve justice. The case in Yogyakarta, for example, concerns the failure of the government's tourism management, which led to a clean water crisis which led to a prolonged conflict between the community and hotel managers.

Furthermore, the reasons for the tendency of tourism management that do not pay attention to the SDGs are 1) the low involvement of local groups, where local groups are one aspect that has a high understanding of their environment. Suggestions that arise from the participation of local groups are to prevent the emergence of conflict and protect the environment. 2) focus on increasing regional income without paying attention to the environmental impact and income of the local community in the tourism area. 3) The absence of the government in conditioning development following the SDGs mandate. This research is inseparable from errors and shortcomings. This study still lacks case data and sources of information because it is only based on a literature study. Suggestions for further research are to conduct direct field studies and comparative management in Indonesia to get a comprehensive picture of the impact of tourism management in Indonesia.

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