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Social and economic issues on the cruise ship tourism in Probolinggo City

P S Hutama¹, and A H S Negoro^{2*}

¹Departement Travel Bussiness, Faculty of Social and Political Sciences, University of Jember, Jl. Kalimantan 37, Jember 68121, INDONESIA

²Department of Public Administration, Faculty of Social and Political Sciences, University of Jember, Jl. Kalimantan 37, Jember 68121, INDONESIA.

* haris@unej.ac.id

Abstract. The significant tourism potential in East Java attracts tourists to stop and stay. Probolinggo City, with its strategic potential, has the opportunity to be visited by tourists through international cruise ships. The choices are as varied as a tour in Probolinggo City or a nature-based tour like Mount Bromo. Travel to the City of Probolinggo has been developing since 2011; this correlates with the government and the community to promote tourism with potentials such as recreational and shopping tourism, cultural appeal, clean and green cities, and friendly residents. Benefits for the government and the community are related to socioeconomic developments that continue to develop. By using the input-output results, you can find out the data of cruise ship visits that stopped in 2016-2018. The data obtained can be analyzed with three different impacts, namely, direct effects, indirect impacts, and interrelated impacts. The purpose of this article is to solve the problems that arise and find out which appears that occur for the City of Probolinggo with a cruise tour that stops at the port of Probolinggo. However, it is not only a positive impact but a negative impact. Some efforts are needed to reduce the negative implications that are correlated with the Probolinggo Sustainable Tourism Development.

1. Introduction

Having diverse cultural arts, the distribution of potential natural resources and beaches, typical friendly people, has the potential to attract tourists to come and visit Indonesia. This potential has pushed the development in the tourism sector to develop more massively. As a fast-growing industry, the tourism industry has entered into the three most significant areas in Indonesia. In the context of the archipelago, Indonesia is rich in marine and coastal tourism potential. Indonesia has great opportunities in developing cruise ship tourism. In 2018, total cruise ship visits to Indonesia reached 372 cruise ships, compared to 187 visits in 2017 [1]. Today, Indonesia ranks seventh at the Asian level in tourist visits.

The improvement of cruise lines is very dependent on the availability of facilities and infrastructure at the port. On the island of Java, cruise ship cruise lines regularly visit cities with a distribution of tourist attractions, such as Jakarta, Semarang, Surabaya, and Probolinggo. Large cities with complete tourism support facilities, attracting tourists to visit more by using a cruise ship. Jakarta, Semarang, and Surabaya have adequate facilities and infrastructure as international cruise port. However, the City of Probolinggo with the Port of Tanjung Tembaga does not yet have complete facilities and infrastructure to support the development of cruise ship tourism. While in 2019, there are planned to be around 12 cruise ships that will come and visit the City of Probolinggo [2]. Tanjung Tembaga Port is a small port that is unknown to most tourists. Located on the North coastline of the Java Sea and as a historic port, the Port of Tanjung Tembaga does not yet have the means of landing cruise ship tourists. However, this condition still attracts many cruise ship tour operators to sell city tour packages for Probolinggo City. The City of Probolinggo with the tag line "Impressive City", has proximity accessibility to international destinations, Mount Bromo, and is a cruise ship tour package.

The current global globalization opens opportunities for the easy movement of people between countries without complicated administrative rules. This potential provides an opportunity for regional



governments to be more adaptive and innovative in their development policies and programs. The needs of regional heads and their instruments create initiative, responsiveness, and creativity in changing challenges [3]. At present, economic activities with the development of cruise ship tourism are increasingly promising. Citizens are more aware of how to treat tourists politely. Local governments can implement sustainable programs by offering supporting facilities suitable for the cruise ship industry. Associations must gain more preference for high quality services to increase economic impact.

The development of the rapidly developing cruise ship industry provides opportunities for the development of tourist destinations as well. The multi effects of the shipping industry are leading to prosperity for everyone. However, the shipping industry also has positive and negative impacts [4]. Cruise-based socio economic growth is developed to control land use as a tourist destination [5]. Massive growth in the cruise ship industry will cause several problems related to cultural differences between tourists and residents, land use, creativity, and community innovation.

2. Methods

This study discusses the social and economic potential of the community relating to cruise ship tourism in the city of Probolinggo. Social and economic impacts can be analyzed using the input-output methodology. This was done to determine the magnitude of the effects obtained related to community welfare compared with the number of cruise ship tourists coming to the city of Probolinggo. To simplify the analysis, and impact analysis is used to determine the direct impacts, indirect impacts and the impacts caused [6].

The data acquisition of this research was conducted at the Department of Tourism and Culture of Probolinggo City and Pelindo III Probolinggo. Primary and secondary data collection uses descriptive analysis and survey of shipping activities, to mine all information regarding social and economic activities. Primary data collection uses data collection of cruise ship cruise that stopped and the number of cruise ship tourists coming down and visiting the city of Probolinggo. Data mining by entering cruise ship arrival data and the number of tourists visiting for three consecutive years from 2016-2018. Besides, data collection was also based on in-depth interviews with the Department of Tourism and Culture of the City of Probolinggo and Pelindo III Probolinggo.

3. Results and Discussion

3.1. Cruise line's impacts

The City of Probolinggo, with the potential of shipping-based tourism, provides the opportunity for the government and the community to prosper. Tourists who are present in the city of Probolinggo are given the chance to travel and shop for products produced by the community. In addition, the development of cruise-based tourism also brings opportunities for the development of hospitality tourism. This is indicated by the hotel being relatively full when tourists come to the city of Probolinggo, even though it is temporal. The potential for cruise ship-based tourism is increasing so that it can be known the social and economic potential obtained by the community such as tourist expenses in shopping, port entry fees, sales of household industry products, local transportation rental, the need to guide assistance, and other costs.

Table 1. Total Cruise Lines Visiting and City Tour Probolinggo City from 2011 – 2018

| No | Year | Total | City Tour |
|----|------|-------|-----------|
| 1 | 2011 | 1 | 243 |
| 2 | 2012 | 1 | 53 |
| 3 | 2013 | 4 | 306 |
| 4 | 2014 | 3 | 69 |
| 5 | 2015 | 6 | 289 |
| 6 | 2016 | 10 | 1.088 |
| 7 | 2017 | 9 | 1.201 |
| 8 | 2018 | 8 | 432 |

Source: Tourism and Culture Department of Probolinggo City, 2018 [7].

From the above data, it can be seen that there is an estimated increase in the development of cruise ships visiting the City of Probolinggo by 3,681 tourists from 2011-2018 through 42 different shipping lines. The data obtained show that cruise lines cruise ships change every year but still come in the city of Probolinggo. This potential is a reference that the city of Probolinggo is an exciting destination to visit and recommended for every tourist.

Table 2. Amount of Tourists Arrival on Tembaga Harbour of Probolinggo City Range Duration from 2014-2018

| Months | Amount of Tourists Arrival | | | | |
|-----------|----------------------------|-------|--------|-------|------|
| | 2014 | 2015 | 2016 | 2017 | 2018 |
| January | 908 | 52 | 851 | 337 | 105 |
| February | 170 | - | 898 | - | 312 |
| March | - | 232 | 838 | 483 | 233 |
| April | - | 24 | - | 1.130 | - |
| May | - | 522 | 850 | 206 | 95 |
| June | - | - | 1.985 | - | - |
| July | - | - | 2.203 | 1.080 | - |
| August | - | - | 912 | 52 | 60 |
| September | 212 | - | - | 1.305 | 105 |
| October | - | - | 156 | 170 | 50 |
| November | - | 703 | 1.181 | 261 | - |
| December | - | 944 | 1.052 | - | 243 |
| Total | 1.290 | 2.477 | 10.926 | 5.024 | 748 |

Source: Tourism and Culture Department of Probolinggo City, 2018 [7].

Data obtained from the Department of Tourism and Culture of the City of Probolinggo relating to the tourism database succeeded in calculating the number of cruise ship arrivals from 2014-2018 reaching 20,460 tourists. Travel package deals made by Probolinggo city travel agents provide several alternative options such as Probolinggo city tours and Trip to Mount Bromo. The package provided has a different attraction value and visit location. Travel Offers such as trips to Mount Bromo do not include City Tour or vice versa

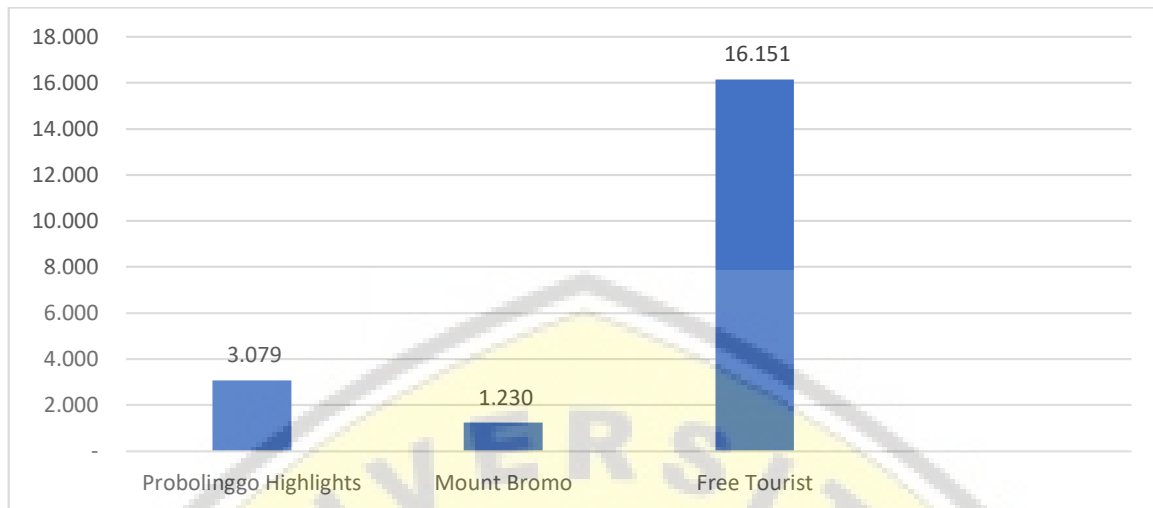


Figure 1. Cruise Tourist Category in Probolinggo from 2014-2018 (Annual Report on Cruises Visiting Probolinggo City 2018) [8].

The data above shows the merging of data from the Department of Tourism and Culture of the City of Probolinggo and Pelindo III Probolinggo to count the number of tourists coming to Probolinggo. Referring to the data is divided into three main categories. The first level, free tourists without buying any tour packages whose numbers are very dominant around 16,151 tourists. Secondly, the Probolinggo Highlights tour package reaches 3,079 tourists. Third, tourists who use tour packages to Mount Bromo around 1,230 tourists. Of the total cruise arrivals since 2014-2018, tourists who have used the Probolinggo Highlight tour package around 3,079 tourists.

The arrival of tourists to the city of Probolinggo especially cruise ship tourists brings a positive impact on the town of Probolinggo. But there are problems that arise related to fluctuations in the arrival of cruise ship passengers in the City of Probolinggo since 2014-2018. Human resources such as tour guides who accompany and provide tourist information are relatively inexperienced. Of course, multi-sector continuous improvement needs to start from tourism services, competent human resources, supporting facilities and infrastructure, and sufficient budget.

3.2. *Socio and Economic Impacts*

Cruise ship tourists who stop in the City of Probolinggo bring tremendous impact on local governments and communities through the social and economic sectors. Benefits lead to the prosperity obtained from cruise ship tourist visits for the people directly involved, associations and local companies. However, cruise ship tourists on Probolinggo are only half a day so the costs incurred by tourists are relatively not much. Limited time and travel destinations cause the distribution of welfare to the community is also uneven. The dimensions of socioeconomic impact are further illustrated by part-time workers when on a cruise visiting Probolinggo City.

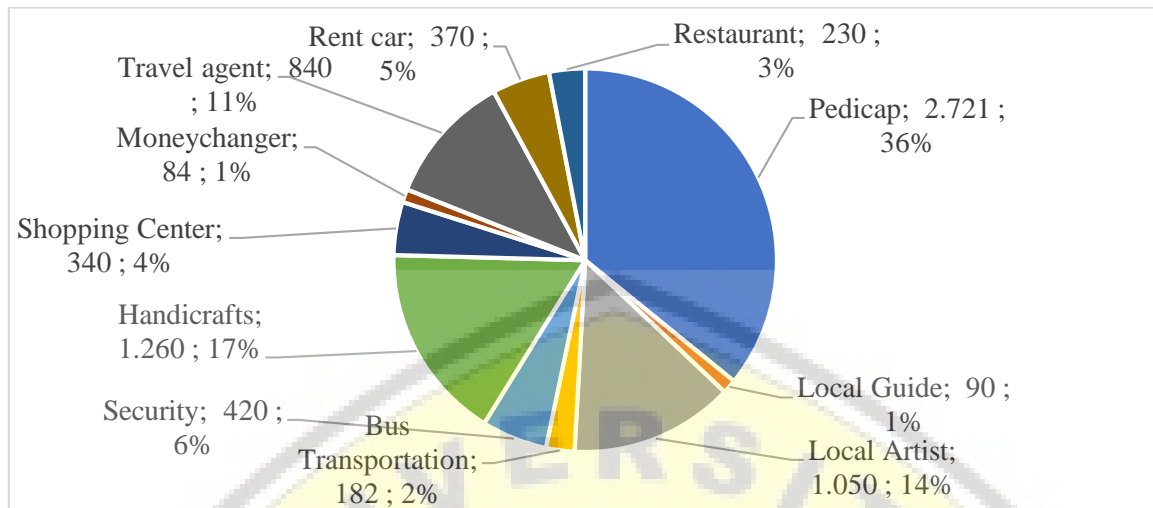


Figure 2. Part-Time Jobs by Visiting Cruise in Probolinggo City from 2011-2018 [8].

According to the Department of Tourism and Culture of the City of Probolinggo, cruise ship tourists bring opportunities for the community to earn extra income. Cruise ship tourists with a duration of only 5 hours in the City of Probolinggo can create creativity and innovation by the government and the community in utilizing economic and social opportunities. But cruise ship tourists also want good and managed tourism services. Therefore, building a community mindset that can provide excellent service is essential to do. Satisfaction and friendliness are critical keys to form Probolinggo City, which is friendly with tourists. A responsive government and people who are able to provide excellent service will create a positive image for tourism in the City of Probolinggo.

3.2.1. Direct effects

Figure 2 illustrates the direct influence of the social aspect, providing part-time employment opportunities of 36%, triggering the growth of the craft MSME sector by 17%, and increasing involvement of local art studios by 14%. More than 90% of the local community has been involved in providing services to cruise travelers. Forms of community service to cruise ship tourists, namely in offering various kinds of tourist services. Requires good communication skills in providing services to tourists. Weak communication with tourists in offering prices and products, providing information, showing direction to tourists. On the other hand, it has a negative impact on the development of cruise ship tourism activities on the social dimension that can develop rapidly. Some social effects are triggering changes in the way of thinking to the public that the presence of tourists can be utilized in the context of economic income as much as possible without regard to the level of tourist satisfaction, which offers free tourist service tariffs, and is more likely to deceive tourists with less reasonable prices. Triggering the growth of crime with many tourists traveling alone, lost, or displaced.

Cruise ship tourist visits will bring various economic opportunities for the community, with the potential for increasing regional income from the tourism sector and other services. Specifically, in gross local domestic income, additional employment, and tax revenues. During 2016-2018, the number of cruise tourists visiting Probolinggo City reached 2.721 tourists. They are bringing a direct impact on the significant economic improvement indirectly from cruise ship tourism activities. Several sectors affected by the economy from cruise ship arrivals, namely Pelindo III Probolinggo, the exclusive authority in charge of the Port of Tanjung Tembaga Probolinggo, became the center for the entry of cruise ship tourists to the City of Probolinggo. In the official regulation issued by the central Pelindo Office, that the port entrance ticket for cruise ship tourists is the US \$ 3. As one of the revenues obtained by Pelindo III Probolinggo Office, it is assumed to reach US \$ 8,163.

The role of the local banking sector, namely BRI and Bank Jatim, participates in providing moneychanger services on almost every cruise tourist visit. By taking a location in the entrance area of

cruise ship tourists to the land as an area under the authority of Pelindo III Office. Taking into account aspects of safety and security guarantees when exchanging money with conventional banks. These factors that encourage tourists to exchange money at the exchange rate of the rupiah. The number of cruise ship tourists going ashore is assumed to bring at least US \$ 100 / tourist. The level of income received by banks is expected to be US \$ 1 for each transaction, estimated at around US \$ 2,721.

The Probolinggo City rickshaw driver association, the Bestari Probolinggo Pedicab, is one of the main modes of cruise ship tourist transportation. Become a traditional means of transport as part of the city tour package "Probolinggo Highlight", with several tourist attraction routes in the City of Probolinggo. With a pedicab transportation service, the income of pedicab drivers, which is used as a transportation facility for cruise ship tourists, is around US \$ 4, with the calculation of one driver with one passenger. Certainly not including income from tips or bonuses provided by tourists. The total revenue of Becak Bestari Probolinggo is estimated at US \$ 10.884.

The center of batik artisans in the City of Probolinggo is also part of a tour package around the city. The cruise tourists enjoy various handicrafts in the form of traditional batik paintings, starting from the process of painting, mixed colors, heating batik cloth and washing and drying process. As part of the educational process of making and processing batik typical of the City of Probolinggo, to the conventional batik creation process. For tourists who take advantage of this opportunity, they will get free homemade batik in the form of souvenirs. This batik craftsman center also provides batik products to be bought as souvenirs. Estimated sales of batik sales reached US \$ 907.

Food providers in the form of catering that provides traditional food, drinks, are also involved in providing culinary services in the City Tour Probolinggo city package. There are a number of traditional cakes offered to tourists, namely Klepon, Onde-onde, Lapis, Lupis, and Nogosari. Tourist interest in a variety of traditional foods typical of the City of Probolinggo, causing catering services to continue to grow in line with the increase in the number of cruise ship tourists. With a package price of US \$ 2 / person, catering service entrepreneurs get a total profit of US \$ 5,442.

It is traveling around the City of Probolinggo using local transportation services, namely tourism buses, with autobus companies that are often used, namely AKAS ASRI. In order to maintain the safety and comfort of passengers, namely cruise ship tourists, each bus is filled with a maximum of 30 people. The travel agent also provides a coach as a shuttle, which serves to pick up and deliver non-package tourists for free to get around the city. The bus rental price charged to travel agents is US \$ 200 / fleet, so it can be assumed that total revenue reaches the US \$ 18,140.

Probolinggo City tour guide groups also benefit from Probolinggo City city tour activities. Each tour guide must be responsible for a maximum of 30 tourists per group with the aim of ensuring service and satisfaction as well as monitoring from tour guides. With a tariff of around US \$ 40 / person, income is estimated at US \$ 3,628.

Art galleries also benefit from cruise ship tourist arrivals. Through Probolinggo typical art performances and arts from other regions, art performances are held in the Probolinggo Museum yard. With the number of personnel reaching 25 people, divided into singers, dancers, and musicians. The overall performance of 5 types of dances with revenue per studio reached the US \$ 300. With the period 2016-2018, there were 27 cruise ship visits selling tour packages around the City of Probolinggo, with total revenues reaching the US \$ 8,100.

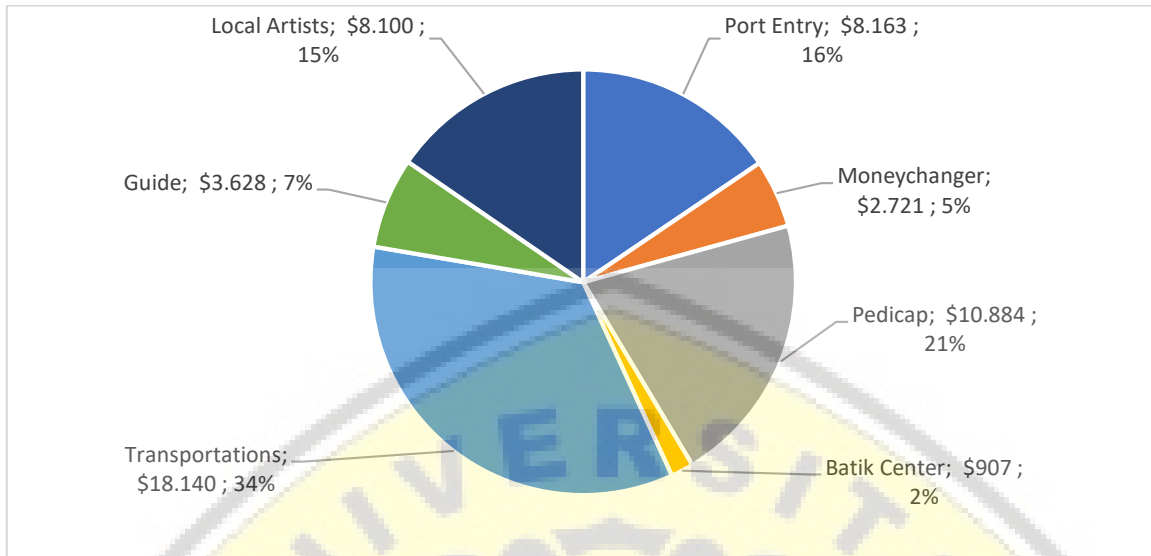


Figure 3. Direct Cruise Tourist Spending (US\$) on Probolinggo Highlights Tour during 2016-2018 [8].

Preliminary research data obtained from the Department of Culture and Tourism of the City of Probolinggo in early 2019, shows the level of cruise ship tourists spending during a visit to the City of Probolinggo. The total level of cruise tourist spending from 2016-2018 in the City of Probolinggo reached the US \$ 52,543. The highest level of tourist expenditure is on the use of local transportation modes (55%), which are divided into tourist bus transportation (34%) and traditional transportation in the form of tourist rickshaws (21%) — seeing cultural arts performances by local artists (15%), entrance fees to the Port of Tanjung Tembaga (15%), Guidance (7%), exchange of money or moneychanger (5%), and spending on purchases of batik souvenirs (2%). This shows the level of development of sustainable tourism activities in the City of Probolinggo, through the development of sightseeing tours in the City of Probolinggo. Community empowerment is increasingly high, with an indication of an increase in the number of local residents who get economic benefits from cruise ship tourism activities.

However, according to the Department of Culture and Tourism of the City of Probolinggo, it is estimated that non-package tourists or those who do not buy tour packages but tour the City of Probolinggo average expenditure are expected at US \$ 50 / tourist. With a breakdown of the division, namely 54% of expenditure on expenditure, 23% of other expenses, 15% of local transportation expenses and 8% of expenditure in restaurants. Non-package tourists do not just tour the city, but can meet friendly local people and discover a variety of cultural uniqueness, buy souvenirs from various shopping centers, jewelry stores, handicrafts, and batik craft centers. The existence of souvenir shops and cafes or bars has the opportunity to increase the amount of tourist spending.

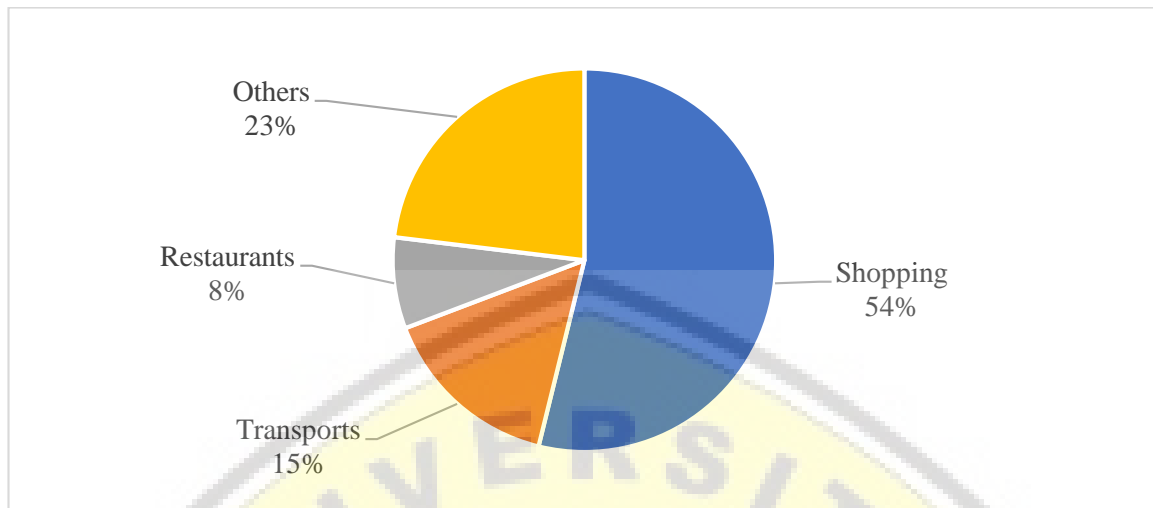


Figure 4. Free Cruise Tourist Expenses by Categories [8].

3.2.2. *Indirect effects*

Cruise ship tours have both direct and indirect impacts. At the local government level, the development of cruise ship tourism has encouraged the enthusiasm of the Probolinggo City government. Through the role of the Office of Culture and Tourism by re-planning the forms of improving the quality of tourism human resources through various training. Especially at the level of HR, local tour guides, rickshaw drivers and souvenir and craft shop processors, and art galleries. Revitalize more tourist attractions to make it enjoyable.

3.2.3. *Induced effects*

The development of social and economic factors from the existence of cruise ship tourism activities brought tremendous impact for the City of Probolinggo. Able to build a more professional tourism business system in service to cruise ship tourists. The development of income obtained from Probolinggo Highlights activities reached the US \$ 52,543.

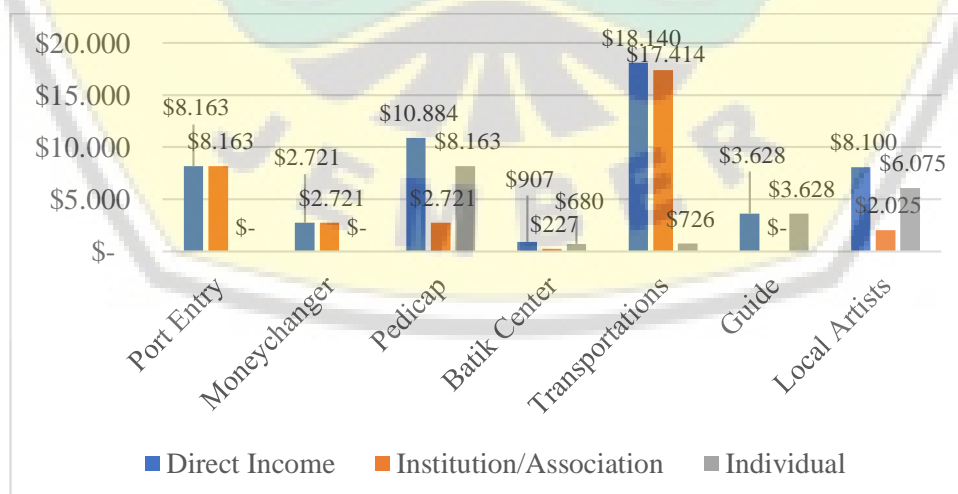


Figure 5. Income Categories [8].

The data shown by the Department of Culture and Tourism of the City of Probolinggo, is divided into the three most essential incomes, namely the income earned by individuals, institutions, and associations or groups. The income earned by individuals is based on tourism services offered by

individuals, namely tourist rickshaws and tour guides whereas institutional income is earned based on officially levied fees. Like a levy from Pelindo III Probolinggo to cruise ship tourists going ashore in the Port of Tanjung Tembaga. On the other hand, some institutions benefit from the arrival of cruise ship tourists, namely BRI Bank and Bank Jatim and AKAS ASRI transportation modes whereas association or group is income received by an association or group. As a form of income contribution obtained by associations, such as the Bestari Becak Society and art studios.

4. Conclusions

The development of cruise ship tourism basically brings various positive impacts on the economic improvement of the City of Probolinggo. And has excellent potential to be developed more professionally and optimally, providing sustainable social and economic impacts. The social impact of cruise ship tourism contributes to creating a variety of precarious jobs. Occupational work includes local art studios, tour guides, and pedicab driver associations and transportation services. The role of the government, the association in the development of cruise ship tourism by developing specific cruise ship tourism policies and enhancing tourism HR training. In addition, cruise ship tourism has opened employment opportunities in various fields. As well as providing indirect effects and induction of multiple sectors supporting tourism. By increasing the quality and professionalism in tourism services, it will further increase the number of cruise ship tourists.

The development of social economic aspects in the form of local transportation, shopping centers, tour guides, local art galleries, restaurants, and craft centers. The highest level of tourist expenditure is tourists who buy a tour package around the City of Probolinggo, containing the cost of entry into the land through the port, transportation services, local artists, food services, and tour guides. As for non-package tourists with the highest level of expenditure, namely shopping centers, restaurants, transportation, and others.

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