

# How can improving inclusive water, sanitation and hygiene enhance Mandalika as a tourism destination?

## Practice Note - October 2020

Tourism is a key and growing industry in Lombok, West Nusa Tenggara (NTB) Province, Indonesia, as a destination attractive to both national and international tourists. Between 2015-2019 annual international tourist visits to Lombok doubled from 1 to over 2 million. Mandalika has been designated by President Joko Widodo as one of 10 key tourism development destinations in Indonesia, with a predicted tourist carrying capacity of more than 4.5 million visitors per year. The COVID-19 pandemic and associated travel restrictions has had immediate and deep negative effects on tourism. This practice note considers the importance and challenges of ensuring water, sanitation and hygiene (WASH) services are in place to support the tourism sector through difficult times and for future growth from the perspective of government, tourism operators and the community.

Findings presented here were gathered as part of formative research with stakeholders in Lombok between February and July 2020.

## Water security and supply issues

Lombok is water scarce with clear wet and dry seasons. Based on the National Basic Health Survey (MOH, 2018), 48.9% of NTB province households use less than 100 L/ca water a day. The majority of residents primarily use bottled water for drinking, with some residents consuming boiled groundwater.

Local communities in Mandalika differentiate water sources for drinking and for hygiene, sanitation and other purposes. Sources of water for purposes other than drinking vary from shallow groundwater, deep groundwater, Municipal Water Supply companies (PDAM) and, for hotels, water from the Indonesia Tourism Development Corporation (ITDC) or a state-owned enterprise that specializes in the development and management of integrated tourism complexes. Seasonal water scarcity is a major concern, especially for the community who purchase water from retailers at high prices during times of drought. Groundwater quality is a concern for the community, and it is

generally recognised that hotel water quality is of higher quality than in the community.

## Sanitation

The formative research noted that whilst sanitation access is good for guests and staff of hotels, this is not the case in surrounding communities. In villages and sub-districts surrounding Mandalika, sanitation coverage ranges from 63.08% to 93.24% (MOH, 2018). This means that in some local villages, some people practice open defecation at the beach, due to lack of a toilet at home and limited public or communal toilet facilities. Many community members that do have household latrines noted the difference in accessibility, type, comfort, safety and quality of toilets compared to those available to tourists in hotels, which are good quality toilets complete with handwashing facilities and soap, are comfortable, safe and private. Some community members still perceive open defecation to be a safe practice if it is conducted far from residential areas. Those without sanitation access are often those without sufficient funds to build their own toilet.

Wastewater management in the community is often unsafe, with many households flowing their faecal sludge from toilets to septic tanks, and domestic (grey) wastewater to the surrounding environment without proper collection and treatment. In larger hotels, wastewater is treated with effective treatment systems, with designated personnel to maintain the system's operation as well as a clear auditing system.



## Hand hygiene

Good hand hygiene practices have gained importance as an infection prevention and control measure for COVID-19 disease. Good hand hygiene by hotel staff is also viewed as critical to guest satisfaction and handwashing with soap at critical times is reported as standard operating procedure in hotels for staff, with sufficient facilities provided to do so. Critical times mentioned included:

- After using the toilet;
- Before food preparation;
- When starting and finishing work.

However, staff reported that explicit hygiene training is not usually provided.

Communities are aware of the good conditions provided for handwashing and hygiene in hotels, and of their comparative lack of water and handwashing facility access. In the community handwashing is reported as practised for some (but not all) critical times, but not consistently, and not always with soap. There is a perception that some groups (men, children) wash hands less regularly than women. The risks associated with COVID-19 have altered handwashing practices amongst community members and hotel staff. Before COVID-19 handwashing was often practiced only when hands were visibly dirty, rather than at critical times. Practices have changed, especially when people travel outside their homes and public handwashing stations with soap have been installed in some communities.

## COVID-19 pandemic impacts

Stakeholders recognise positive and negative implications of COVID-19 and associated travel restrictions, hygiene requirements and economic consequences. Positive impacts include:

- There is increased use of good hygiene practices in the community, especially hand washing with soap;
- People's awareness that personal hygiene stops transmission and keeps their family safe has increased.

Negative impacts from the COVID-19 pandemic include:

- Hotel occupancy has reduced significantly;
- Some hotels have closed or are being auctioned;
- Businesses are responding to multiple disasters.

The flow-on loss or reduced work for employees is leading to financial difficulties with further impacts on the families of employees and wider community.

## Concerns for socially equitable, environmentally sustainable and economically beneficial water management

A key issue for stakeholders is the impact of hotels' activities regarding water on the local community. Community members stated that hotels should contribute to their society by providing WASH through corporate social responsibility (CSR) programmes. They viewed the CSR contribution as good, not only for their community, but also for the benefit of the hotels, believing that tourists would be more comfortable when staying in a clean environment. Unsafe wastewater management and sanitation practices have the potential to contaminate the environment and reduce the attractiveness of Mandalika as a tourism destination. Community members are aware that safe sanitation is one of the major pollution sources of clean water, and of the differential access to sanitation in the hotels and communities.

## Gender equity, disability and social inclusion (GEDSI) need increased recognition and consideration

Many GEDSI issues were identified as key influences on hotel operations in Mandalika's tourism sector. GEDSI is integral to the complex network of social, environmental, political and economic issues that shape tourism. When focusing on disability, there is little recognition by government agencies and hotel management of the different needs of tourists and the community. There is also minimal recognition of the need for women's and members of socially vulnerable groups' voices to be heard.

- Government policies and their requirements for public/community and hotel WASH facilities were either not known or were perceived not to be fulfilled, particularly where policies addressed the specific needs of people with a disability in the provision of sanitation/toilet facilities;
- There is no training in menstrual hygiene management (MHM) (or broader social inclusion) in the workplace;
- Collaboration and cooperation are key to socially inclusive engagement with female and male staff, with women in communities, and with the GEDSI needs of the community.
- The likely GEDSI factors related to COVID-19 observed elsewhere, such as an increase in domestic violence on women and children, have not been recognised.

## Governance and policies to support Mandalika's development

Mandalika is a special economic zone (KEK, Kawasan Ekonomi Khusus) and is provided with special facilities and incentives by the central government to attract investment. At the regional level a policy that regulates tourism is the Masterplan of Regional Tourism Development, known as RIPARDA (*Rencana Induk Pembangunan Kepariwisata Daerah*). RIPARDA appears not to be adequately disseminated because not all hotel owners are aware of the existence of the Masterplan. Part of the Masterplan is to develop Mandalika to hold a MotoGP.

Mandalika is managed by the government through the Indonesia Tourism Development Corporation (ITDC), which is more popular among hotel owners compared to local government despite the local government being responsible for providing water and sanitation services.

## A lack of cooperation and collaboration creates barriers to tourism development

An absence of synergy and collaborative platforms between communities, government and tourism operators creates barriers to addressing WASH issues, ultimately impacting tourism development. More effective cooperation between groups to address WASH issues in Mandalika could address priority issues including:

- Minimising open defecation;
- Improving WASH practices in the community;
- Increasing the supply of clean water in the community;
- Improving access to water during dry season;
- Offering training to increase awareness and create behaviour change.
- Improving gender equity, disability and social inclusion access and outcomes

Improved collaboration and planning processes are required to engage with the community and gather their inputs into policy making, and for the community to provide a response into planning when the opportunity is supplied.

## Implications, recommendations and Next Steps

Inclusive access to Water, Sanitation and Hygiene (WASH) is important for the tourism sector to maintain a strong reputation with tourists and social licence to operate from local communities. Whilst all

stakeholders envision tourism success contributing to an improved economy, enhancing community welfare, human resource development and improved public and environmental health, a number of changes are required to achieve this vision. The following recommendations are made as steps towards achieving the vision of Mandalika as a tourism destination benefitting all stakeholders:

### Recommendations

1. Government
  - 1.1. Government explicitly addresses, and ensures compliance to policies supporting, the needs of different genders, the elderly, youth, children and people with a disability, and their differing WASH access needs in hotels and public places.
  - 1.2. Integrate WASH and water stewardship into tourism policy and plans. Communicate and enforce policy.
  - 1.3. Improve water security in Mandalika for all stakeholders including improving regulation of groundwater extraction to allow for more equitable access.
  - 1.4. Government has and enforces regulations for wastewater management, drainage and solid waste and encourages community behaviours to achieve the vision of Mandalika as a clean attractive destination.
  - 1.5. Government and hotels support measures to support the poor and vulnerable in the community to improve water access through economic hardship. Water access is critical for hygiene practices for infection prevention and control (such as COVID-19) so benefits all stakeholders.
2. Community / Civil Society Organisations
  - 2.1. Develop and deliver targeted hand washing hygiene promotion activities for specific groups (e.g. men and children) in the community to increase and sustain handwashing behaviours beyond COVID-19 including ensuring access to handwashing facilities and soap supplies.
  - 2.2. Hotels increase their CSR activities and contribute to the community and clean environment.
  - 2.3. Ensure equitable access to water for community as well as tourism development

projects. (e.g. 100L pp/day vs 600L pp/day; institutional responsibilities that ITDC provide for tourism and Local Government for tourism).

- 2.4. Communities implement Community Based Total Sanitation (STBM) and safe fecal sludge management.
- 2.5. Encourage CSOs to support households in building accessible WASH facilities.
3. Hotels
  - 3.1 Hotels develop GESI-WASH program at work to support hygiene behaviour change in hotels and at home for staff (hand and food hygiene, and MHM).  
Encourage private sector (through Tourism Board) and tourists to contribute to STBM program to achieve ODF in all areas in areas surrounding Mandalika. (STBM pillars: food hygiene; safe water at home; HWWS; use a hygiene toilet; solid waste management)
  - 3.2 Encourage hotels to maintain high quality service for tourists whilst improving water efficiency and reducing consumption of a shared resource.
  - 3.3 Hotels to adopt a water stewardship strategy that considers factors beyond the hotel premise (e.g. environmental and social dimensions of water); (and uses CSR programs to support collaboration and cooperation with communities via community capacity building programs, and WASH-at-Work training.
  - 3.4 Implement GESI WASH@ work guidelines to ensure barriers to fecal-oral transmission pathways are broken to protect health of tourists, staff and communities (e.g. good food hygiene as barrier to contaminated fresh produce).
4. All Stakeholders
  - 4.1 Women's water needs and roles using water in the household are greater than those of men and should be recognised as water scarcity has greater negative impacts on women and girls.
  - 4.2 Expand on existing multi-stakeholder platforms (POKJA AMPL, Tourism Board, Tourism Assn etc) including government, tourism sector, communities, CSOs and academia to discuss, prioritise and manage: WASH risks and needs of all stakeholders; water quality and quantity

and water stewardship; commercial challenges and health risk assessments; future challenges including climate change impacts; and actions required to maintain Mandalika as a desirable tourist destination.

- 4.3 PDAM, communities and small hotels develop and implement Water Safety Plans to identify, prioritise and manage risks (e.g. overextraction, saline intrusion) to their water supply systems, with technical support from government, taking local cultural norms for water management into account where appropriate;
- 4.4 Develop a GESI WASH-at-Work guidelines, procedures and certification system and integrate into approaches to opening tourism addressing COVID-19 risks. This has potential for broader scale-up across Indonesian tourist destinations.
- 4.5 Contextualised and culturally appropriate hand hygiene campaigns are provided to increase HWWS as a social norm in communities.

This practice note shares the summarised findings from formative research stages, providing a basis on which to further develop inclusive WASH-at-work tools and approaches.

**Acknowledgements:** The research project, *Engaging corporate actors for inclusive WASH-at-work*, is supported by the Australian Government's Department of Foreign Affairs and Trade and implemented by Griffith University's International WaterCentre as part of the Water for Women Fund.

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