

Visitor Satisfaction Level at Sulili Hot Spring Natural Tourism in Pinrang Regency

Sahabuddin^{A-E*}

Sports Coaching Education, Faculty of Sports and Health Sciences, Makassar State University

ABSTRACT

The study aims to determine the level of Visitor Satisfaction at the Sulili Hot Springs Natural Tourism, Pinrang Regency. This type of research is descriptive research. The population in this study were visitors to the Sulili Hot Springs, Pinrang Regency with a sample size of 40 visitors and sampling using accidental sampling. The sampling technique is based on drawing samples by chance. The study results indicate that the Level of Visitor Satisfaction at the Sulili Hot Springs Natural Tourism, Pinrang Regency is classified as high.

Keywords: Visitor Satisfaction Level, Sports Recreations, Natural Tourism

Corresponding author:

*Sahabuddin, Makassar State University, Jalan Wijaya Kusuma Raya No.14, Makassar City, South Sulawesi, Indonesia, 90222. Emails: sahabuddin@unm.ac.id

Article History:

Submitted: June, 2024

Accepted: July, 2024

Published: August, 2024

Authors' contribution:

- A) Conception and design of the study;
- B) Acquisition of data;
- C) Analysis and interpretation of data;
- D) Manuscript preparation;
- E) Obtaining funding.

Cite this article:

Sahabuddin. (2024). Visitor Satisfaction Level At Sulili Hot Spring Natural Tourism In Pinrang Regency. *Indonesian Journal of Sport Management*, 4(3), 301-411.
<https://doi.org/10.31949/ijsm.v4i3.12143>

INTRODUCTION

Recreational education is a non-formal education program that provides opportunities for each individual (Haeni, 2023) to develop physical skills (Sahabuddin et al., 2020), social attitudes, mental habits and appreciation (psycho-social) and intellectual skills (cognitive) (Setiawan & Wisnu, 2019) harmoniously and proportionally which in turn will shape a person's personality and behaviour (Syarifudin, 2020).

Recreation from the Latin re-create, which means "to recreate", is an activity carried out to refresh a person's body and soul (Prasetyo et al., 2019). This is an activity that someone does besides work (Ikhsan & Argantos, 2019). Common activities for recreation are tourism, sports, games, and hobbies (Tangkere & Sondak, 2017). Recreational activities are generally carried out on weekends (Hudah et al., 2020). Experts view recreation as an activity to fill free time. However, recreation can also meet one of the definitions of "valuable use of free time (Bismar & Sahabuddin, 2019; Lande et al., 2022)."

Recreation is an activity carried out in free time or the open (Boedirachminarni & Suliswanto, 2017) which aims to form, and restore physical, mental, mental freshness,



The Author(s). 2024 **Open Access** This article is licensed under a **Creative Commons Attribution-ShareAlike 4.0 International (CC BY-SA 4.0)**, which permits use, sharing, adaptation, distribution and reproduction in any medium or format, as long as you give appropriate credit to the original author(s) and the source, provide a link to the Creative Commons licence, and indicate if changes were made. The images or other third-party material in this article are included in the article's Creative Commons licence, unless indicated otherwise in a credit line to the material. If material is not included in the article's Creative Commons licence and your intended use is not permitted by statutory regulation or exceeds the permitted use, you will need to obtain permission directly from the copyright holder. To view a copy of this licence, visit: <https://creativecommons.org/licenses/by-sa/4.0/>

and recreational power (both individually and in groups) (Wijono, 2014; Dien et al., 2024) which is lost due to daily routine activities by seeking pleasure, entertainment, different activities (Kalebos, 2016), providing satisfaction and joy aimed at human physical and spiritual satisfaction (Kalagis, 2014; Rahmadani, 2024). Recreational sports activities cannot be separated from the facilities and services (facilities and infrastructure) used to support the activity itself (Stevianus, 2014). The better the level of service and facilities available, the more the tourist attraction will be visited by tourists/visitors (Fitrianti et al., 2015; Putri & Ferdian, 2023).

Pinrang Regency with Pinrang as its capital is located 185 km north of the capital of South Sulawesi Province, at 3°19'13" to 4°10'30" south latitude and 119°26'30" to 119°47'20" east longitude (Parman & Sampara, 2020). Administratively, Pinrang Regency consists of 12 sub-districts, 39 sub-districts and 65 villages. The boundaries of this regency are in the north with Tana Toraja Regency, in the east with Sidenreng Rappang and Enrekang Regencies, in the west with Polman Regency, West Sulawesi Province and the Makassar Strait, in the south with Parepare City. The area of the Regency reaches 1,961.77 km² (Mihardja et al., 2018).

The natural tourist attraction of the Sulili hot springs is one of the many tourist attractions in Pinrang Regency, the Sulili hot springs are located in Paleteang District, precisely in Mamminasae Village (Suardi, 2021). The Natural Tourist Attraction of the Sulili hot springs is a great attraction for visitors to the enchanting natural potential (Nuraeni, 2024), this tourist spot provides benefits for visitors who soak in natural hot water tubs rich in sulfur (Rahmah et al., 2023). It is believed by residents to be able to make the body feel fit and healthy and can cure various skin diseases such as itching (Fadia Amir et al., 2023).

Even the natural tourist attraction of the Sulili hot springs was once used as a location to implement the 2018 XVI Regional Sports Week (PORDA) from the Swimming Sports Branch. The ticket price to enter the Sulili Hot Springs natural tourism is IDR 15,000 for adults and IDR 10,000 for children (Mustari, 2020). In this place, you don't need to bother bringing food or drinks. The reason is that around the location many traders are selling various foods and drinks that you can choose at affordable prices. And there are also photo spots to capture the moment, parks and huts to relieve fatigue. However, there are many shortcomings in the Sulili Hot Springs's natural tourism, and the current condition is very concerning, there are various damages, visitor facilities that are damaged and cannot be used such as bathing facilities in the children's pool or the adult pool, visitors also complain about the lack of shade trees so that the hot weather is very burning on the skin and the parking area, especially cars, is narrow so that four-wheeled vehicles have difficulty getting a parking area. The use of hot water sources is also not kept clean because there is garbage around them from people who are not responsible for their actions.

RESEARCH METHODOLOGY

The type of research in this study is descriptive with a single variable. This research is a descriptive study using a survey method with a questionnaire technique. The data collection technique with a questionnaire is to determine the level of visitor satisfaction at the Sulili Hot Springs Nature Tourism, Pinrang Regency. By observing the level of customer satisfaction with the services of the Sulili Hot Springs Nature Tourism, Pinrang Regency, and using a questionnaire. This method is to determine the level of

visitor satisfaction with the services of the Sulili Hot Springs Nature Tourism, Pinrang Regency.

In this study, the population is visitors to the Sulili Hot Springs Nature Tourism, Pinrang Regency. The sampling technique in this study is called Sampling using the accidental sampling method, with this method the sampling process is carried out without careful planning. Respondents who are asked for information are truly obtained by chance without any particular consideration. The research instruments used in the study are stationery, cameras and questionnaires as materials for observation and interviews at the Sulili Hot Springs Nature Tourism, Pinrang Regency.

Table 1. Question instrument grid

Variable	Factor	Indicator	Question details		Number of Questions
			Positive	Negative	
Level of satisfaction of visitors in Sulili Hot Springs Nature, Pinrang Regency	Needs	Facilities at Sulili Hot Springs	1,2,3,4,5,6,7,	8	8
	Desire	Comfort and safety of facilities at Sulili Hot Springs	9,10,11,12,13,14,	15	7
	Style	Price/fee for facilities and staff services at Sulili Hot Springs	16,17,18,19	20	5
Total			17	3	20

The data analysis technique used is a quantitative technique, data collection techniques are methods used to obtain data and information that supports this research. Data obtained in the field to see whether or not there is satisfaction obtained from the level of visitor satisfaction at the Sulili Hot Springs Natural Tourism Object, Pinrang Regency, with the formula:

$$P = \frac{F}{N} \times 100 \%$$

The percentage scale used is as follows:

1. Percentage interval 81% - 100% is categorized as very high
2. Percentage interval 61% - 80% is categorized as high
3. Percentage interval 41% - 60% is categorized as medium
4. Percentage interval 21% - 40% is categorized as low
5. Percentage interval 0% - 20% is categorized as very low

RESULTS AND DISCUSSION

Data Normality Test

To find out whether the research data is normally distributed, a test was conducted using the Kolmogorov-Smirnov Test. The results of the data normality test can be seen in the following table.

Table 2. Data normality test results

Variable	Absolute	Positive	Negative	KS-Z	Asymp	Information
Visitor Satisfaction Level	0.073	0.073	-0.55	0.041	0.948	Normal

Table 2 above shows that the results of the data normality test using the Kolmogorov-Smirnov test show the following results; the level of visitor satisfaction at the natural tourist attraction of the Sulili hot springs in Pinrang Regency obtained a Kolmogorov-Smirnov value of 0.041, Asymp. Sig 0.948 ($P > 0.05$), so it can be said that the data on the level of visitor satisfaction at the natural tourist attraction of the Sulili hot springs in Pinrang Regency follows a normal distribution or is normally distributed.

Statistical Description of Research Results

Descriptive data analysis is intended to obtain a general overview of research data. Data description is intended to be able to interpret and give meaning to the data.

Table 3. Results of descriptive data analysis

Statistical values	N	Minimum	Maximum	Mean	Std. Deviation	Range
Visitor Satisfaction Level	40	66	107	86.55	10.283	41

Table 3 above is a description of the Level of Visitor Satisfaction at the Sulili Hot Springs Natural Tourism Object, Pinrang Regency, which can be stated as follows. The Level of Visitor Satisfaction at the Sulili Hot Springs Natural Tourism Object, Pinrang Regency, obtained a total average value (mean) of 86.55, minimum data 66, maximum data 107, with a range of 41, and a standard deviation of 10.283.

Measurement of the level of visitor satisfaction criteria at the natural tourist attraction of Sulili hot springs in Pinrang Regency obtained the following data:

Table 4. Results of descriptive analysis of data on satisfaction criteria levels

No.	Criteria	Frequency	Percentage (%)
1	Very high	6	15 %
2	High	28	70 %
3	Medium	6	15 %
4	Low	-	-
5	Very Low	-	-
Total		40	100 %

More clearly, the data on the Level of Visitor Satisfaction at the Sulili Hot Springs Natural Tourism Object in Pinrang Regency can be presented graphically in the following pie chart:



Figure 1. Results of Visitor Satisfaction Level

Based on the data above, it can be seen that the results of the Visitor Satisfaction Level test at the Sulili Hot Springs Natural Tourism Object, Pinrang Regency are categorized as very low, none, none in the low category, 6 visitors or 15% in the medium category, 28 visitors or 70% in the high category, and 6 visitors or 15% in the very high category. In general, the level of Visitor Satisfaction at the Sulili Hot Springs Natural Tourism Object, Pinrang Regency, visitors are predominantly in the high category.

Table 5. Descriptive results of visitor satisfaction level data based on needs factors

Statistical values	N	Minimum	Maximum	Mean	Std. Deviation	Range
Visitor Satisfaction Based on Needs Factors	40	23	44	32.72	4.701	21

Table 5 above is a description of the Level of Visitor Satisfaction at the Sulili Hot Springs Natural Tourism Object, Pinrang Regency based on the need factor which can be stated as follows: The Level of Visitor Satisfaction at the Sulili Hot Springs Natural Tourism Object, Pinrang Regency, obtained a total average value (mean) of 32.72, minimum data 23, maximum data 44, with a range of 21, and a standard deviation of 4.701.

Measuring the Level of Visitor Satisfaction at the Sulili Hot Springs Natural Tourism Object, Pinrang Regency based on needs factors, the following data was obtained:

Table 5. Results of descriptive analysis of data on satisfaction levels based on needs factors

No.	Criteria	Frequency	Percentage (%)
1	Very high	5	12,5 %
2	High	27	67,5%
3	Medium	8	20 %
4	Low	-	-
5	Very Low	-	-
Total		40	100 %

More clearly, data on the Level of Visitor Satisfaction at the Sulili Hot Springs Natural Tourism Object in Pinrang Regency based on the needs factor can be presented graphically in the following pie chart:

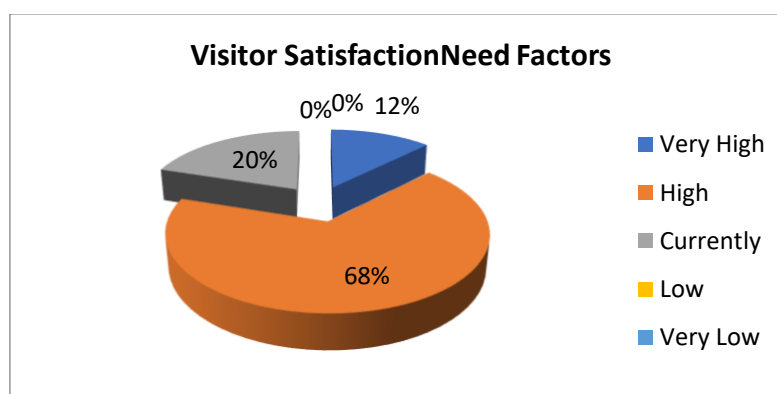


Figure 2. Results of visitor satisfaction levels based on need factors

Based on the data above, it can be seen that the results of the Level of Visitor Satisfaction at the Sulili Hot Springs Natural Tourism Object, Pinrang Regency based on the need factor are categorized as very low none, categorized as low none, categorized as medium as many as 8 visitors or 20%, categorized as high as many as 27 visitors or 67.5%, and categorized as very high 5 visitors or 12.5%. In general, the level of Visitor Satisfaction at the Sulili Hot Springs Natural Tourism Object, Pinrang Regency, visitors based on the need factor are predominantly categorized as high.

Table 6. Results of descriptive analysis of satisfaction level data based on desire factors

Statistical values	N	Minimum	Maximum	Mean	Std. Deviation	Range
Visitor Satisfaction Based on Desire Factors	40	16	33	25,68	3.944	17

Table 6 above is a description of the Level of Visitor Satisfaction at the Sulili Hot Springs Natural Tourism Object, Pinrang Regency, which can be stated as follows: the level of visitor satisfaction at the Sulili hot spring natural tourism object, Pinrang Regency, obtained a total average value (mean) of 25.68, minimum data 16, maximum data 33, with a range of 17, and a standard deviation of 3,944.

Measuring the Level of Visitor Satisfaction at the Sulili Hot Springs Natural Tourism Object, Pinrang Regency based on desire factors, the following data was obtained:

Table 7. Results of descriptive analysis of data on Satisfaction Levels Based on Desire Factors.

No.	Criteria	Frequency	Percentage (%)
1	Very high	2	5 %
2	High	28	70%
3	Medium	10	25 %
4	Low	-	-
5	Very Low	-	-
Total		40	100 %

More detailed data on the level of visitor satisfaction at the Sulili Hot Springs natural tourist attraction in Pinrang Regency based on the desire factor can be presented graphically in the following pie chart:

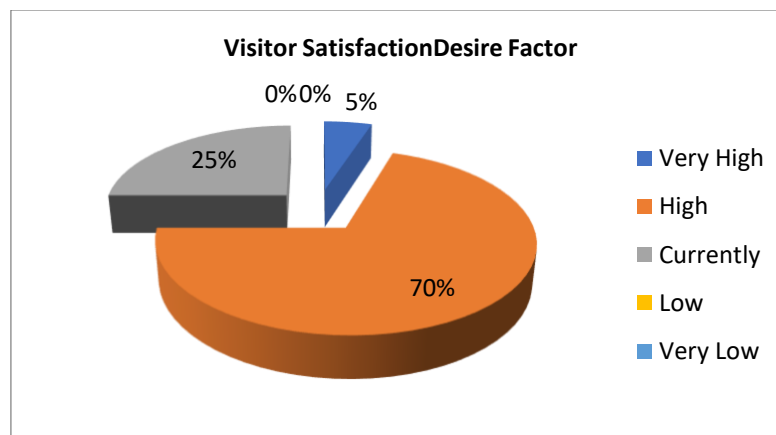


Figure 3. Results of visitor satisfaction levels based on desire factors

Based on the data above, it can be seen that the results of the level of visitor satisfaction based on the desire factor are categorized as very low none, low none, moderate categorized as many as 10 visitors or 25%, high categorized as as many as 28 visitors or 70%, and very high categorized as many as 2 visitors or 5%. In general, the level of visitor satisfaction at the natural tourist attraction of Sulili Hot Springs, Pinrang Regency, visitors based on the desire factor are predominantly in the high category.

Table 8. Results of descriptive analysis of data on visitor satisfaction levels based on style factors.

Statistical Values	N	Minimum	Maximum	Mean	Std. Deviation	Range
Visitor Satisfaction Based on Style Factors	40	22	34	28,15	3,378	12

Table 8 above is a description of the level of visitor satisfaction at the Sulili Hot Spring natural tourist attraction in Pinrang Regency. It can be stated as follows: the level of visitor satisfaction at the Sulili hot spring natural tourist attraction in Pinrang Regency, obtained a total average value (mean) of 28.15, minimum data 22, maximum data 34, with a range of 12, and a standard deviation of 3.378.

Measuring the level of visitor satisfaction at the natural tourist attraction of Sulili Hot Springs, Pinrang Regency based on style factors, obtained the following data:

Table 9. Results of descriptive analysis of visitor satisfaction level data based on style factors

No.	Criteria	Frequency	Percentage (%)
1	Very high	-	-
2	High	24	60 %
3	Medium	16	40 %
4	Low	-	-
5	Very Low	-	-
Total		40	100 %

More detailed data on the level of visitor satisfaction at the Sulili hot spring natural tourist attraction in Pinrang Regency based on the desired style factor can be presented graphically in the following pie chart:

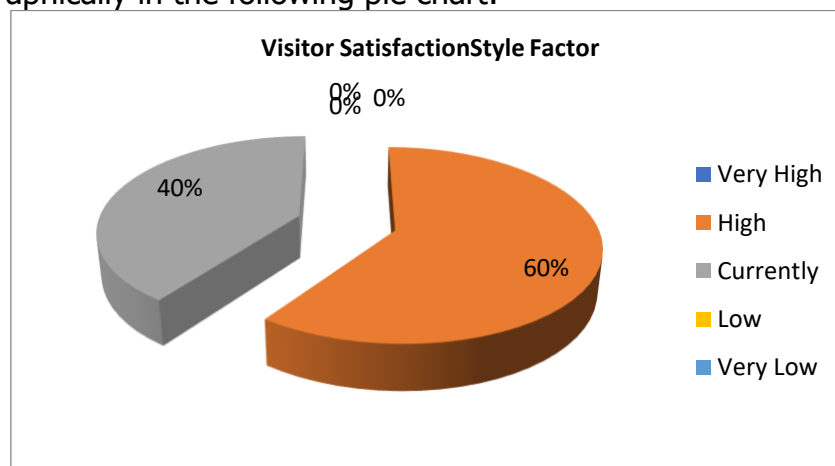


Figure 4. Results of visitor satisfaction levels based on style factors

Based on the data above, it can be seen that the results of the Level of Visitor Satisfaction at the Sulili Hot Springs Natural Tourism Object, Pinrang Regency based on the style factor are categorized as very low none, categorized as low none, categorized as medium as many as 16 visitors or 40%, categorized as high as many as 24 visitors or 60%, and categorized as very high none. In general, the level of Visitor Satisfaction at the Sulili Hot Springs Natural Tourism Object, Pinrang Regency, visitors based on the style factor are predominantly categorized as high.

Hypothesis Testing

The hypothesis conducted in this study needs to be tested and proven through empirical data obtained in the field through tests and measurements of the variables studied, then the data will be obtained statistically. Because the research data follows a normal distribution, then to test the research hypothesis using Product moment correlation with the help of SPSS 16. Based on table 4. Results of data analysis of Visitor Satisfaction Level at the Sulili Hot Springs Natural Tourism Object, Pinrang Regency. It was found that the level of visitor satisfaction at the Sulili hot springs, Pinrang Regency showed high results with a result of 70%. So it can be said that visitor satisfaction at the Sulili Natural Baths natural tourism, Pinrang Regency is relatively high.

DISCUSSION

In essence, satisfaction comes from small things, such as the emergence of comfort from visitors who visit a place, especially a tourist attraction (Ratu et al., 2018). By providing comfort to visitors, satisfaction will arise from the visitors themselves (Sari et al., 2020). Good and comfortable facilities to use, friendly staff and cleanliness of the place are a few of the supporting factors for visitor satisfaction. According to Lovelock and Wirtz (2011), "Satisfaction is an attitude that is decided based on the experience gained.

The Need Factor is everything that visitors need to obtain well-being and comfort, from questionnaires and observations at the Sulili Hot Spring Nature Tourism site, Pinrang Regency and interviews with visitors, especially the need factor. Facilities at the Sulili Hot Spring Nature Tourism Site, Pinrang Regency, in this case, a large location, the presence of a parking area, toilets, photo spot rides, food and drinks sold, these things make visitors pleasure and well-being.

Based on the data above, it can be seen that the results of the Level of Visitor Satisfaction at the Sulili Hot Springs Natural Tourism Object, Pinrang Regency based on the need factor are categorized as very low none, categorized as low none, categorized as medium as many as 8 visitors or 20%, categorized as high as many as 27 visitors or 67.5%, and categorized as very high as many as 5 visitors or 12.5%. In general, the level of visitor satisfaction at the Sulili hot spring natural tourism object, Pinrang Regency, visitors based on the need factor is predominantly categorized as high.

Based on the results of descriptive analysis, shows that the data on the level of visitor satisfaction at the natural tourist attraction of Sulili Hot Springs in Pinrang Regency is based on the need factor. The Level of Visitor Satisfaction at the Natural Tourist Attraction of Sulili Hot Springs in Pinrang Regency obtained a total average value (mean) of 32.72, minimum data 23, maximum data 44, with a range of 21, and a standard deviation of 4.701.

The Desire Factor is all the additional needs for goods or services that are desired to be fulfilled (Rahmawati & Dwihartanti, 2020) by every visitor on something that is considered lacking. Based on the desire factor in this case, a large location, a large and clean parking area, clean toilets, and clean food and beverage vendors, are things that are desired in the natural tourist attraction of Sulili Hot Springs, Pinrang Regency.

Based on the data above, it can be seen that the results of the level of visitor satisfaction at the Sulili hot spring natural tourist attraction in Pinrang Regency based on the desire factor are categorized as very low none, categorized as low none, categorized as medium as many as 10 visitors or 25%, categorized as high as many as 28 visitors or 70%, and categorized as very high 2 visitors or 5%. In general, the level of visitor satisfaction at the Sulili hot spring natural tourist attraction in Pinrang Regency, visitors based on the desire factor are predominantly in the high category. Based on the results of the descriptive analysis, it can be seen that the results of the level of visitor satisfaction at the Sulili Hot Spring natural tourist attraction in Pinrang Regency based on the desire factor, obtained a total average value (mean) of 25.68, minimum data 16, maximum data 33, with a range of 17, and a standard deviation of 3,944.

Style Factor in this case visitors want something higher than needs and desires, in this case, the cost or price of affordable tickets, officers are ready to be on standby at every ride in case of an accident, and the attitude of the officers is friendly, polite, and smiling (Irfan, 2019). These things make visitors feel like they are getting the service they expect (Ananditya & Hidayat, 2017). Based on the data above, it can be seen that the results of the level of visitor satisfaction at the Sulili hot spring natural tourist attraction in Pinrang Regency based on the style factor are categorized as very low none, categorized as low none, categorized as Medium as many as 16 visitors or 40%, categorized as high as many as 24 visitors or 60%, and categorized as very high none. In general, the level of visitor satisfaction at the Sulili Hot Spring Natural Tourist Attraction in Pinrang Regency, visitors based on the style factor are predominantly in the high category.

Based on the results of the descriptive analysis, it can be seen that the results of the Level of Visitor Satisfaction at the Sulili Hot Springs Natural Tourism Object, Pinrang Regency are based on the style factor. The total average value (mean) is 28.15, the minimum data is 22, and the maximum data is 34, with a range of 12, and a standard deviation of 3.378. Based on the data above, it can be seen that the results of the test of the level of visitor satisfaction at the Sulili hot spring natural tourism object, Pinrang Regency are categorized as very low, none, none in the low category, 6 visitors or 15% in the medium category, 28 visitors or 70% in the high category, and 6 visitors or 15% in the very high category. In general, the level of visitor satisfaction at the Sulili hot spring natural tourism object, Pinrang Regency, visitors are predominantly in the high category.

Based on the results of descriptive analysis, it shows that the data on the level of visitor satisfaction at the natural hot spring tourist attraction, obtained a total average value (mean) of 86.55, minimum data 66, maximum data 107, with a range of 41, and a standard deviation of 10,283. According to several samples that I interviewed during observations at the natural hot spring tourist attraction Sulili, Pinrang Regency. They said that the existence of a tourist attraction like this (natural hot spring tourist attraction Sulili), can make other people interested in Pinrang Regency. Through opinions from people they hear even through social media. They

also expressed their reasons for coming to the natural hot spring tourist attraction Sulili, namely some who come for recreation during holidays, some who come just to swim, and even some who come routinely every week just to soak which they say can relax their bodies. They also expressed that the facilities (needs and wants) were quite adequate, such as clean counters, clean toilets, clean and tidy seller's places, and rest areas, but some complained about facilities such as insufficient car parking, no place of worship or prayer room, in this case, they stated that the management should be able to make a prayer room and a larger car parking area, to anticipate a large number of visitors (Parman & Sampara, 2020). As for security, service and price (style), in this case, visitors were satisfied with the service from the officers and also the affordable ticket prices, but some visitors complained about the security of the rides which they said had a lack of officers on guard around the pool. However, behind the shortcomings of the Sulili Hot Springs Natural Tourism place, with the factors that are the level of visitor satisfaction at the Sulili Hot Springs Natural Tourism object included in the high criteria. From the interview above as well as secondary data in this study.

From the explanation above, it can be concluded that the level of visitor satisfaction at the Sulili Hot Springs Natural Tourism Object in Pinrang Regency is relatively high. Visitors have an important role in the operation of a tourist attraction because, without a visitor, the tourist attraction can be said to be congested or not operating. Based on this conclusion, it is important for managers to always pay attention to visitor satisfaction.

CONCLUSION

Based on the description of the research data and discussion, the researcher can conclude that visitor satisfaction at the Sulili Hot Springs tourist attraction is relatively high.

CONFLICT OF INTEREST

Authors declare no conflict of interest in this manuscript.

REFERENCES

- Ananditya, A., & Hidayat, W. (2017). Pengaruh Kualitas Produk Wisata, Kualitas Pelayanan Dan Promosi Terhadap Kepuasan Pengunjung Objek Wisata Goa Kreo Semarang. *Jurnal Ilmu Administrasi Bisnis S1 Undip*, 6(2), 98–106. <https://doi.org/doi.org/10.14710/jiab.2017.16186>
- Bismar, A. R., & Sahabuddin. (2019). Studi Pelaksanaan Evaluasi Pembelajaran Pendidikan Jasmani Olahraga dan Kesehatan pada Siswa SMP di Makassar. *Prosiding Seminar Nasional Lembaga Penelitian Universitas Negeri Makassar*, 103–107. <https://ojs.unm.ac.id/semnaslemlit/article/view/8250>
- Boedirachminarni, A., & Suliswanto, M. S. W. (2017). Analisis Kepuasan Pengunjung Ekowisata Kabupaten Malang. *Jurnal Ekonomi Pembangunan*, 15(1), 101. <https://doi.org/10.22219/jep.v15i1.4649>
- Dien, Y. T., Kapantow, G. H. M., & Rumagit, G. A. J. (2024). Analisis Tingkat Kepuasan Pengunjung Taman Wisata Alam Batu Angus Kota Bitung. *Agri-Sosioekonomi*, 20(2), 747–756. <https://doi.org/10.35791/agrsosek.v20i2.57502>

- Fadia Amir, D., Zelfia, Z., & Majid, A. (2023). Strategi Komunikasi Dinas Pariwisata Kabupaten Pinrang Dalam Pengembangan Objek Wisata Permandian Air Panas Sulili Di Paleteang. *Respon Jurnal Ilmiah Mahasiswa Ilmu Komunikasi*, 3(4), 30–37. <https://doi.org/10.33096/respon.v3i4.139>
- Fitrianti, S., Ismawati, Ii., & Sillia, N. (2015). Analisis Tingkat Kepuasan Pengunjung Kawasan Wisata Lembah Harau. *Polibisnis*, 7(1), 37–46. https://d1wqtxts1xzle7.cloudfront.net/93488836/kepuasan_pengunjung_harau-libre.pdf
- Haeni. (2023). Prospek pengembangan wisata air panas pincara terhadap peningkatan pendapatan asli daerah dikabupaten luwu utara. *SKRIPSI*. <http://repository.umpalopo.ac.id/5059/>
- Hudah, M., Widiyatmoko, fajar A., Pradipta, G. D., & Maliki, O. (2020). Analisis Pembelajaran Pendidikan Jasmani di Masa Pandemi Covid-19 Di Tinjau dari Penggunaan Media Aplikasi Pembelajaran dan Usia Guru. *Jurnal Porkes*, 3(2), 93–102. <https://doi.org/10.29408/porkes.v3i2.2904>
- Ikhsan, A., & Argantos. (2019). Pelaksanaan Pembelajaran Pendidikan Jasmani Olahraga dan Kesehatan. *JP&O (Jurnal Pendidikan dan Olahraga)*, Fakultas Ilmu Keolahragaan, Universitas Negeri Padang, 2(1), 171–176.
- Irfan, A. M. (2019). Pengaruh Kualitas Pelayanan, Harga Dan Fasilitas Yang Diberikan Kenari Waterpark Bontang Terhadap Tingkat Kepuasan Pelanggan. *Al-Infaq: Jurnal Ekonomi Islam*, 9(2), 82. <https://doi.org/10.32507/ajei.v9i2.451>
- Kalagis, D. (2014). Pengukuran Tingkat Kepuasan Pengunjung Di Objek Wisata Puncak Temboan Desa Rurukan Satu Kota Tomohon. *Cocos*, 5(2). <https://ejournal.unsrat.ac.id/v3/index.php/cocos/article/view/5600/5134>
- Kalebos, F. (2016). Faktor-Faktor Yang Mempengaruhi Kepuasan Wisatawan Yang Berkunjung Ke Daerah Wisata Kepulauan. *Jurnal Riset Bisnis Dan Manajemen*, 4(3), 489–502. <https://ejournal.unsrat.ac.id/index.php/jrbm/article/view/12748>
- Lande, B. H., Sujana, I., & Sofitra, M. (2022). Rekomendasi Peningkatan Kualitas Pelayanan Untuk Meningkatkan Kepuasan Pengunjung Wisata Tanjung Bajau Singkawang. *INTEGRATE: Industrial Engineering and Management System*, 6(2), 55–59. <https://jurnal.untan.ac.id/index.php/jtinUNTAN/article/view/60135>
- Mihardja, E. J., Bintaro, B. . K., Widiastuti, T., Agustini, P. M., & Adriati, F. (2018). Pemanfaatan Potensi Ekowisata Sebagai Startegi City Branding Kabupaten Pinrang. In *Universitas Bakrie Press*. B.Press. https://repository.bakrie.ac.id/4416/1/pemanfaatan_ekowisata_finale_3.pdf
- Mustari, M. F. (2020). Tinjauan Yuridis Terhadap Prosedur Izin Usaha Pariwisata di Kabupaten Pinrang. *SKRIPSI*, 274–282. <https://core.ac.uk/download/pdf/89565076.pdf>
- Nuraeni. (2024). Penerapan Analisis SWOT terhadap Strategi Pengembangan Objek Wisata Pantai Lasonrai Di Kabupaten Barru. *Skripsi*, 15(1), 37–48. <https://repository.iainpare.ac.id/id/eprint/7570/1/2020203893202018.pdf>
- Parman, P., & Sampara, N. (2020). Pengaruh Kepuasan Wisatawan Pelayanan Publik Dan Publikasi Terhadap Kinerja Sektor Pariwisata Di Kabupaten Pinrang.

Equilibrium: Jurnal Ilmiah Ekonomi ..., 8(2).
<http://journal.stiem.ac.id/index.php/jureq/article/view/395%0Ahttps://journal.stiem.ac.id/index.php/jureq/article/viewFile/395/319>

- Prasetyo, E., Setyawan, A., & Citrawati, T. (2019). Evaluasi Pelaksanaan Pembelajaran Pendidikan Jasmani Olahraga dan Kesehatan di Kelas III SDN Buluh 2. *Prosiding Nasional Pendidikan: LPPM IKIP PGRI Bojonegoro*, 1(1), 76–82. <https://prosiding.ikipgribojonegoro.ac.id/index.php/Prosiding/article/view/1015>
- Putri, A. F., & Ferdian, F. (2023). Tingkat Kepuasan Pengunjung Pada Daya Tarik Ekowisata dan Edukasi. *Jurnal Kajian Pariwisata dan Bisnis Perhotelan*, 4(2), 104–113. <https://doi.org/doi.org/10.24036/jkpbp.v4i2.60772>
- Rahmadani, R. R. (2024). Strategi Komunikasi Dinas Pariwisata dan Kebudayaan Kabupaten Kampar Dalam Meningkatkan Kunjungan Wisatawan Pada Objek Wiata Dermaga Tepian Mahligai. *SKRIPSI*, 6798.
- Rahmah, P., Surianti, S., Minarti, A., Abbas, M., Amrial, A., & Amriana, N. (2023). Pengaruh Kualitas Pelayanan Terhadap Kepuasan Pengunjung Pada Kawasan Wisata Permandian Alam Lejja. *Jurnal Ilmiah Metansi (Manajemen dan Akuntansi)*, 6(2), 174–182. <https://doi.org/10.57093/metansi.v6i2.221>
- Rahmawati, D. K., & Dwihartanti, M. (2020). The Effect of Price and Quality of Service To Satisfaction Visitors at Natural Parkgrojogan Sewu Tawangmangu Karanganyar Regency Central Java. *Jurnal Pendidikan Administrasi Perkantoran*, 5(3), 248–253. <https://journal.student.uny.ac.id/adp-s1/article/view/8740/8394>
- Ratu, M. A. S., Sagay, B. A. B., & Manginsela, E. P. (2018). Tingkat Kepuasan Pengunjung Objek Wisata D'Mooat Di Desa Mooat Kecamatan Mooat Kabupaten Bolaang Mongondow Timur. *Agri-Sosioekonomi*, 14(3), 203. <https://doi.org/10.35791/agrsosek.14.3.2018.21879>
- Sahabuddin, Hakim, H., & Bismar, A. R. (2020). Analisis Kinerja Guru Pendidikan Jasmani Olahraga Dan Kesehatan Terhadap Motor Ability Dan Hasil Belajar Pada Siswa SD Negeri Di Kabupaten Pinrang. *JCESports, Journal of Coaching Education Sports*, 1(1), 27–36. <https://doi.org/https://doi.org/10.31599/jces.v1i1.84>
- Sari, N. N., Winarno, G. D., Harianto, S. P., & Fitriana, Y. R. (2020). Persepsi Wisatawan Dalam Implementasi Sapta Pesona Di Objek Wisata Belerang Simpung Desa Kecapi. *Jurnal Belantara*, 3(2), 163–172. <https://doi.org/10.29303/jbl.v3i2.503>
- Setiawan, W., & Wisnu, H. (2019). Survei Peran Guru Pendidikan Jasmani Kesehatan Dan Rekreasi Terhadap Terlaksananya Pendidikan Kesehatan Di SMP Se-Kecamatan Lakarsantri Kota Surabaya. *Jurnal Pendidikan Olahraga dan Kesehatan*, 7(2), 267–271. <https://jurnalmahasiswa.unesa.ac.id/index.php/9/article/view/27489>
- Stevianus. (2014). Pengaruh Atraksi Wisata, Fasilitas Dan Kualitas Pelayanan Terhadap Kepuasan Pengunjung Di Taman Margasatwa Ragunan Jakarta. *Jurnal Ekonomi Bisnis*, 19(3), 39–48.
- Suardi, S. (2021). Strategi Pemasaran Destinasi Wisata Air Panas Waterboom Sulili Kabupaten Pinrang Di Masa Covid 19. *Pepatudzu: Media Pendidikan dan Sosial Kemasyarakatan*, 17(1), 77. <https://doi.org/10.35329/fkip.v17i1.1929>

- Syarifudin, A. S. (2020). Implementasi Pembelajaran Daring untuk Meningkatkan Mutu Pendidikan Sebagai Dampak Diterapkannya Social Distancing. *Metalingua: Jurnal Pendidikan Bahasa dan Sastra Indonesia*, 5(1), 31–34. <https://doi.org/https://doi.org/10.21107/metalingua.v5i1.7072>
- Tangkere, E. G., & Sondak, L. W. T. (2017). Tingkat Kepuasan Pengunjung Terhadap Kualitas Pelayanan Daerah Wisata Puncak Temboan Tomohon. *Agri-Sosioekonomi*, 13(1), 35–46. <https://doi.org/doi.org/10.35791/agrsosek.13.1.2017.14914>
- Wijono, D. (2014). Tingkat Kepuasan Pengunjung Obyek Wisata Pantai Kuwaru Sanden Bantul Yogyakarta. *Jurnal Maksipreneur: Manajemen, Koperasi, dan Entrepreneurship*, 4(1), 22. <https://doi.org/10.30588/jmp.v4i1.93>