



The role of government trust and responsiveness in shaping sustainable tourism in West Sumatera, Indonesia

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ABSTRACT

The formulation of tourism policy has given rise to a plethora of policy concerns in the tourism sector, some of which may endure. The primary obstacles confronting the provinces of West Sumatera are a substantial reduction in the number of tourists, short-term closure of renowned tourist destinations, and attendant severe economic consequences. It is imperative that the government adopt effective policies to promote increased tourist visits to the region to mitigate these challenges. In certain locales of West Sumatera, the risk of overtourism may arise, which could have detrimental effects on the environment, cultural heritage, and way of life of the indigenous population. This study used a descriptive method to elucidate the characteristics of the population and the phenomena being examined. The objective of quantitative research is to gather information that can be statistically analyzed using population samples. The study participants were tourists who had originated in West Sumatera. The multistage random sampling approach, which involves the use of two or more sampling techniques, was employed for the sample selection. The findings of this study reveal that government trust, policy responsiveness, level of satisfaction with responses, and transparency of government information have significant impacts on tourism policy. Tourism has the potential to serve as a potent instrument for promoting global sustainability.

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INTRODUCTION

Indonesia boasts an extensive archipelago comprising numerous islands spanning from Sabang in the west to Merauke in the east. In addition to its extensive coastal regions and islands, the country has many beaches and seashores. This can positively impact the site with tourism (Pramanik, Ingkadijaya, & Achmadi, 2019). The development of tourism in various regions of Indonesia is significantly influenced by the effective management of local governments in harnessing the potential of their respective areas, as it

serves to fulfill individuals' secondary desire for travel (Zhu, Li, & Wang, 2021a). The government has undertaken a national development initiative to promote the growth of the tourism industry, which is a key component of this plan. This initiative is designed to be implemented in a planned, organized, and sustainable manner, with a focus on ensuring the long-term success of the industry. The factors that have a significant impact on the country's economy, so it must pay special attention to the tourism industry (Martínez-Falcó et al., 2023).

As a significant foreign exchange earner in Indonesia's non-oil and gas sector, the tourism industry generated an IDR130.5 trillion in 2019. Consequently, the Indonesian government has placed a great emphasis on promoting tourism as a vital industry. Given its status as one of the world's fastest-growing economic sectors, the government recognizes the importance of nurturing and developing this industry. Tourism contributes to job creation, the environment, cultural preservation, and poverty alleviation, especially in Indonesia (Saechang, Yu, & Li, 2021). Indonesia actively promotes tourism through the utilization of various resources, including arts, cultural traditions, and customs. In addition, natural conditions have great potential to be managed and processed for use as tourist destinations (Camilleri, 2018; Goodall, 2021). Tourist destinations will attract foreign and domestic tourists (Aquino, Lück, & Schänzel, 2018; Liu, 2018).

West Sumatra is a tourist destination that attracts not only domestic but also foreign tourists. As one of the key drivers of economic growth in the region, tourism offers significant potential and opportunities for the local community, including its natural beauty, culinary offerings, rich cultural heritage, and the warm hospitality of its residents. The positive impacts of West Sumatra tourism include increasing the number of tourists visiting, boosting the tourism sector, expanding employment, and increasing the opinions of the local community (Muliawaty & Ilhami, 2022). Efforts are being made to accelerate the development of the tourism sector in West Sumatra by improving the quality and safety of infrastructure, improving the quality of existing resources, increasing promotion and branding as a tourist destination, and utilizing information technology to support the accessibility of tourism services. In addition, to strive for the acceleration and quality of tourism, a tourism policy is needed to encourage its sustainability of tourism policies in West Sumatra.

Tourism policies have become increasingly important (Alarcón & Cole, 2021). Tourism policy means that local, regional, national, and supranational institutions and organizations achieve tourism development goals (Cheer, 2020). This policy aims to develop tourism potential, increase community participation, and strengthen cultural identity and character. Through government guidance, tourism development seeks to ensure that social, economic, and environmental benefits are maintained, with all

the consequences of its positive impacts (Farmaki, 2020; Li, Jin, & Shi, 2018).

The phenomenon that arises from tourism policy involves several issues in the tourism sector that may remain relevant today. West Sumatra currently faces the impact of the COVID-19 pandemic. A drastic decrease in the number of tourists, closure of tourist destinations, and significant economic impacts. Those problems require government policies to increase tourist visits to West Sumatra. Some destinations in West Sumatra may face the problem of overtourism, in which too many tourists can damage the local community's environment, culture, and quality of life. Regulating tourist traffic and preserving popular destinations are challenging. West Sumatra has various natural sites vulnerable to environmental damage, such as tropical rainforests and national parks. Preservation and sustainable management are significant concerns, especially in the face of potential damage to the tourism industry. Policies related to tourist safety and health, particularly during the COVID-19 pandemic, must be adequately addressed to ensure the safety of tourists and local communities. The West Sumatra government and relevant stakeholders must collaborate to address these issues and design sustainable tourism policies that benefit local communities and the environment. Awareness of sustainability and community participation in decision making is essential in facing these challenges.

However, it is worth remembering that situations, policies, and issues can change over time. West Sumatra has the potential for beautiful nature, such as the Bukit Barisan Selatan National Park and Lake Maninjau. One of the main issues is how to preserve this natural beauty, while still allowing tourism to flourish. Strict policies are required for nature conservation, waste management, and ecosystem protection (Bertocchi & Visentin, 2019). Notably, for remote destinations, improving accessibility can help attract more tourists. The tourism sector in West Sumatra is currently not considered a leading sector, because it is only categorized as a potential sector. The province must focus on its development, including policy support, investment, and infrastructure improvement.

Tourism policy research in West Sumatra has a significant urgency, as it reflects the strategic role of the tourism sector in economic development, cultural preservation, and community welfare. With abundant natural and cultural wealth, West Sumatra has

emerged as a potential tourist destination. The beauty of mountains, lakes, and thick local wisdom uniquely attracts tourists. Therefore, tourism policy research in this region is urgently needed to understand and optimize its potential. West Sumatra has excellent economic potential due to the development of the tourism sector. Policy research can help identify opportunities and challenges, and ensure that policies are implemented to support sustainable and inclusive economic growth. By understanding the economic impact of tourism, policymakers can design appropriate measures to increase the sector's contribution (Pforr, 2021).

Empirical studies on tourism policy show a variety of findings related to research conducted in Portugal that aims to identify the most common tourism policy tools used by city governments in the country. Another study conducted in Bandung, Indonesia discussed the implementation of sustainable tourism policies and analyzed their impact on local communities (Muliawaty & Ilhami, 2022). On the other hand, a study conducted in Uttar Pradesh, India evaluated tourism policy at the state level and identified its objectives, including the provision of economic benefits to residents and increased employment opportunities (Muliawaty & Ilhami, 2022). A study in Turkey investigated the factors that determine residents' support for sustainable tourism development (Muliawaty and Ilhami, 2022). These studies provide a deep understanding of the importance of empirical research in evaluating the effectiveness of tourism policies and their impact on communities and local economies. Considering the relationship between variables, this study found that trust in government actors is an essential determinant of political support for tourism policies (Wong & Lai, 2022). Another study analyzed public trust in tourism institutions and found that political trust is essential for good governance (Wondirad and Ewnetu 2019).

The relationship between government trust and tourism policies creates a strong foundation for their implementation. The extent to which the government believes and supports each step will be reflected in how the procedure can be effectively implemented (Qiu et al., 2020). The relationship between Policy Responsiveness and Tourism Policy reflects how the government responds to needs, expectations, and community and tourism sector input. This involves actively listening to stakeholders' aspirations and considering their information regarding policy

formation and adjustment (Higgins-Desbiolles et al., 2019). The relationship between satisfaction and policy responses to tourism policies can also reflect the effectiveness of government communication in conveying the objectives, benefits, and impacts of tourism policies to the public (Streimikiene et al., 2021).

Furthermore, the transparency of government information on tourism policy creates a basis for trust between the government and community. When information about tourism policies is openly available, people feel heard and involved in decision making. This creates a sense of ownership and involvement that can increase public support for the implemented tourism policy (Song, Geng, & Fahad, 2022).

In the context of tourism policy, research updates have played a central role in addressing the complexities and dynamics of the evolving tourism industry. Researchers are dedicated to exploring and analyzing the latest trends, technological developments, and various social and economic factors influencing tourism development policies and strategies (Dwyer, Forsyth, & Dwyer, 2020). The importance of this conflict manifests in the ability of researchers to identify and respond to changes and issues in tourism policies. Therefore, the researcher sought to understand how the government implemented tourism policies in West Sumatra.

RESEARCH METHOD

This study used a descriptive method to describe the characteristics of the population and the phenomena under study. Quantitative research attempts to collect information that can be used for statistical analysis of population samples. The participants of this study were tourists from West Sumatra. The sampling technique used in sample selection was multistage random sampling. Multistage sampling uses a combination of two or more sampling methods. The sample selection was based on the highest, middle, and lower gross regional domestic products, representing districts/cities in West Sumatra. The highest district/city GRDP is Padang City, amounting to 51 335.86; the middle section is Limapuluhkota, 30 620.64, and the lower section is Agam Regency. Then, the sample withdrawal uses the Lemeshow formula with a sampling error rate of 5%. Based on the results of the Lameshow formula, the total sample obtained was 192 respondents, rounded up to 200 (Table 1).

Table 1. Distribution of Respondents

City/ District	Number of Visitors	Calculation of Number of Visitors	Number of Respondents
Padang City	681689	$(681689/537283) \times 200$	90
Agam Regency	83002	$(212/537283) \times 200$	11
Limapuluh city district	749034	$(749.034/537283) \times 200$	99
Total	1513725		200

From this table, the respondents who will be used are 200, consisting of 90 respondents from Padang city, 11 respondents from Agam district, and 99 respondents from Fiftykota district.

Primary data in this study can later be collected by distributing questionnaires that respondents will fill in (Table 2). Researchers chose the Likert Scale with a five-choice model because it was considered capable of better displaying a variety of respondents' answers. A research instrument was compiled to make it easier for researchers to conduct research. In preparing the research instrument, variable indicators have been based on the theory previously described. The following research instruments were used.

Table 2. Research Instrument

Variabele	Indicator	Source
Travel policy	1. Policy responsiveness 2. Information transparency 3. Satisfaction with policy responses 4. Trust in government	Wong & Lai (2022)

Data analysis in this study used SPSS version 25 and SmartPLS version 4. SPSS analysis was used to calculate frequency distribution data, mean Respondent Achievement Level (TCR), and Structural Equation Model (SEM). While SmartPLS is used to see the research model.

RESULT AND DISCUSSION

Respondent Characteristics

This research was conducted in West Sumatra Province with three districts/cities used as research samples: Padang City, with an area of 6952; Agam Regency, 2,226 km²; and 50 Cities Regency, with 3,354 km². The following section describes the respondents' characteristics according to their sociodemographic conditions (Table 3).

Table 3. Characteristics of Respondents

Variable	Frequency	Proportion %
Gender		
Man	76	38
Woman	124	62
Age		
< 15-20 years	84	42
21 -25 years old	62	31
26 - 30 years old	20	10
31 – 35 years	12	6
36 – 40 years	3	2
>41 years	19	10
Work		
Employee	22	11
Government employees	6	3
Student/college student	101	51
Private Officer	21	11
Entrepreneur/entrepreneur	18	9
Other	32	16
Tours are frequently visited.		
Beach	77	39
Clock Tower	51	26
Harau Valley	38	19
Stagnant island	15	8
The top of the door	11	6
Kapalo Banda	4	2
Cooling/mountain areas	4	2

The results show the number of characteristics of the respondents based on gender. The number of males was 76, and the number of females was 124. Grouping respondents by gender provides a more in-depth perspective on the demographic composition of people visiting tourist destinations in West Sumatra. The comparison shows that the number of female visitors exceeds that of male visitors. Women are often more interested in destinations that offer tourism experiences (Hultman, Iveson, & Oghazi, 2023). In addition, women often play a decision-making role in family travel planning. Therefore, women's preference for destinations that are family-friendly and provide activities suitable for children can influence the direction of travel (Martínez-Falcó et al., 2023).

A total of 42% were aged 15-20, as many as 62 people, number-based age <20 years as many as 62 people, number-based age 21–25 years as many as 84 people, and number-based age 26-30 years as many as 20 people. The number based on the age of 31–35 years is 12 people, the number based on the age of 36–40 years is three people, and the number based on the age >41 years is 19 people, so the majority based on age is 42% who visit the field trip. This indicates that visitors aged 15-20 are in the early adult stage and may be more likely to explore tourist destinations in West Sumatra. Overall, the distribution

of respondents by age group provides valuable insights into the profile of tourism visitors to West Sumatra. Many individuals still have a strong spirit of adventure and an intense curiosity. They want to explore the world, experience new things, and create memorable memories (Peruchi et al, 2022). As many as 51% of the tourist visitors are students. This indicates that tourist destinations in West Sumatra may appeal uniquely to students both locally and nationally. Student groups often have free time and flexibility to plan trips. Students tend to seek new experiences and exploration in line with the spirit of adventure, often associated with younger age groups (Zakrzewska-Bielawska, Czakon, & Kraus, 2023).

The group with the lowest proportion in this study comprised civil servants with only six respondents (approximately 3% of the total). This could be due to civil servants' limited free time, potential need for permits, or stricter work obligations than those of students. The possibility of this proportion difference also creates an opportunity for those involved in the tourism industry to better understand and customize services or promotions for various segments of society. 39% of travellers are more likely to visit beach destinations. This trend reflects a high interest in activities and experiences associated with beach destinations. The exotic appeal of West Sumatra's beaches likely plays a vital role in increasing the popularity of this type of tourism (Blanco-González et al., 2023). On the other hand, the lowest proportion of respondents (around 2%) chose mountain tourism and Kapalo Banda tourism. Only four respondents mentioned that they had frequently visited these destinations. This could indicate that, although West Sumatra is known for its mountains' natural beauty and islands' uniqueness, its appeal may not be as great as that of beach destinations.

Data Analysis

Based on the data processing, the results of data analysis are obtained, namely the level of respondent achievement, SEM, and Path Coefficient. The following can explain each data used in this study.

Based on Table 4, it can be explained that tourism policy from the processed data shows that overall, the descriptive data have an average score of 3.7 and a TCR of 75%, which means it is included in the sufficient criteria. Regarding the indicator of policy responsiveness, the highest statement was obtained from the statement that the government's response

was very good for tourism in West Sumatra, which had an average correlation of 4.0, while TCR was 80%. Thus, a government's positive response to tourism can create an environment that supports tourism growth. This sector has significant economic benefits and preserves the natural and cultural resources. This has a positive impact on the economy, society, and tourism industry. The lowest TCR was obtained from the statement that it was sustainable during the tourism crisis in West Sumatra, with an average of 3.7 and a TCR of 75 in the sufficient category. To maintain the sustainability of tourism during a crisis or to overcome problems arising, the government and related parties need to take sustainable steps, protect the environment, maintain security, and promote various forms of sustainable tourism.

Satisfaction with the policy response indicator with the highest TCR is obtained from the statement "The government provides sufficient information to our officers/visitors regarding tourism issues," with an average of 3.8, and a TCR of 77. The government can communicate this information through various channels including official websites, brochures, banners, information boards, mobile apps, and face-to-face meetings. Effective and transparent communication can help prevent tourism problems and improve visitor experiences. The lowest statement is "The entire tourism handling process is disclosed transparently," with an average of 3.8, and a TCR of 76 in the "sufficient" category.

Satisfaction with the policy response indicator with the highest TCR is obtained from the statement "I am very satisfied with the policy response regarding tourism issues from the government," which has an average of 3.9 and a TCR of 78. This finding reflects a positive evaluation of the government's efforts to manage and support the regional tourism industry. This can positively affect tourism development, sustainability, and the economic benefits for local communities. My satisfaction with the government's tourism-related policy response is relatively high, "My satisfaction with the government's tourism-related policy response is quite high," with an average of 3.8 and a TCR of 77 in the "sufficient" category.

After conducting TCR, the next stage of analysis Factor analysis is part of SEM, which aims to evaluate the extent to which variables can be measured effectively in describing factor concepts (Hair et al., 2014). In the CFA, factors are referred to as constructs.

Table 4. Descriptive Statistics of Variable and Indicator

No.	Statement	N	Score	Mean	TCR	Category
Policy responsiveness						
1	The government's policy response to tourism is timely.	200	774	3.9	77	Enough
2	The government's response is very good for tourism in West Sumatra	200	795	4.0	80	Good
3	During the tourism crisis in West Sumatra, it is sustainable	200	747	3.7	75	Enough
4	Tourism in West Sumatra collaborates well with government institutions.	200	790	4.0	79	Enough
Total			3106	3.9	78	Enough
Information transparency						
5	The entire tourism handling process is disclosed transparently.	200	758	3.8	76	Enough
6	The government can clearly understand the development of tourism management work in West Sumatra	200	764	3.8	76	Enough
7	The government provides sufficient information to our officers/visitors regarding tourism issues.	200	770	3.9	77	Enough
Total			2292	3.8	76	Enough
Satisfaction with policy responses						
8	I am very satisfied with the policy response regarding tourism issues from the government	200	783	3.9	78	Enough
9	The government's policy response to tourism met my expectations.	200	767	3.8	77	Enough
10	My satisfaction with the government's tourism-related policy response is relatively high.	200	767	3.8	77	Enough
Total			2317	3.9	77	Enough
Trust in government						
11	I believe that the government is making the right decisions on tourism issues	200	803	4.0	80	Good
12	I believe that the government has done the right thing in dealing with tourism	200	792	4.0	79	Enough
13	I believe that the government has paid attention to the interests of the community concerning tourism management decisions	200	777	3.9	78	Enough
14	I believe in the decisions made by the government to handle tourism issues.	200	776	3.9	78	Enough
15	I believe that the government's efforts to involve the community in the tourism management planning process	200	598	3.0	60	Less
Total			3746	3.7	75	Enough

Figure 1 shows the 15 statements in the tourism policy variable. Of the 15 statements, three things were discarded because the loading factor value was <0.05 . The three statement items are (X1.2, X1.9, and X1.13). Thus, Model_2 was obtained (Figure 2).

After conducting a Confirmatory Factor Analysis of tourism policy, it is analyzed using hypothesis testing was used to determine the relationship between the indicators and research variables to support the data analysis (Table 5).

Table 5 shows the results of data analysis using bootstrapping. Of the four existing relationships (policy responsiveness \rightarrow tourism policy), the original sample (O) amounted to 3,977. Hair et al (2017:172) explain that The original sample shows signs of the direction of the relationship between the indicators in the entire research sample. Therefore, the result of the policy responsiveness–tourism policy relationship is accepted as $0.000 < 0.05$. The Trust in Government \rightarrow Tourism Policy indicator shows that the result for the original sample (O) amounted to 5.014. The

original sample shows signs of the direction of the relationship between the indicators in the entire research sample. Therefore, the relationship between trust in the government and Tourism Policy was accepted as $0.000 < 0.05$.

The relationship between the satisfaction indicator and policy response– Tourism Policy–shows that the original sample (O) amounted to 3.007. The original sample shows signs of the direction of the relationship between the indicators in the entire research sample. Therefore, the results of the relationship between satisfaction and policy response (Tourism Policy) are accepted at $0.000 < 0.05$. Information Transparency Tourism Policy shows that the original sample (O) amounted to 3,028. The original sample shows signs of the direction of the relationship between the indicators in the entire research sample. Therefore, the results of the relationship between Satisfaction and Information Transparency \rightarrow Tourism Policy are accepted at $0.000 < 0.05$.

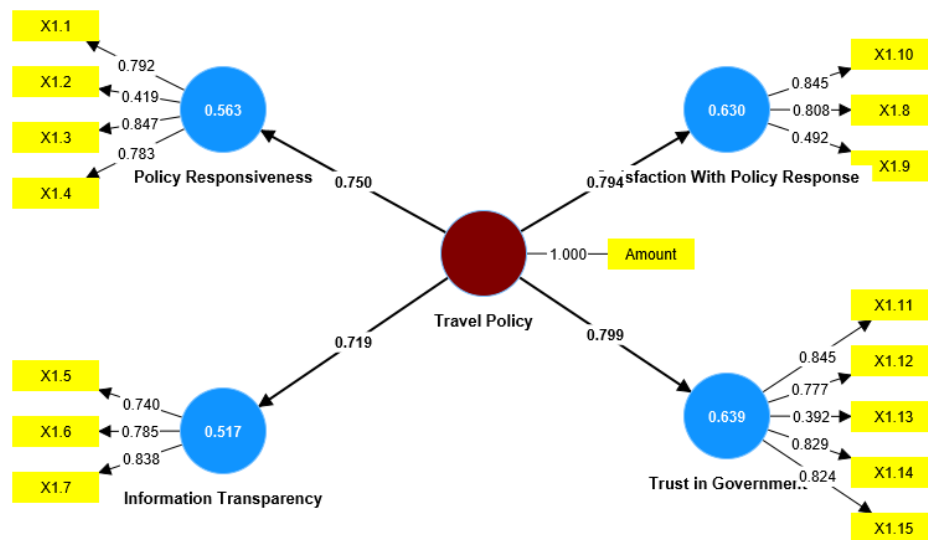


Figure 1. Model 1: Confirmatory factor analysis of tourism policy.

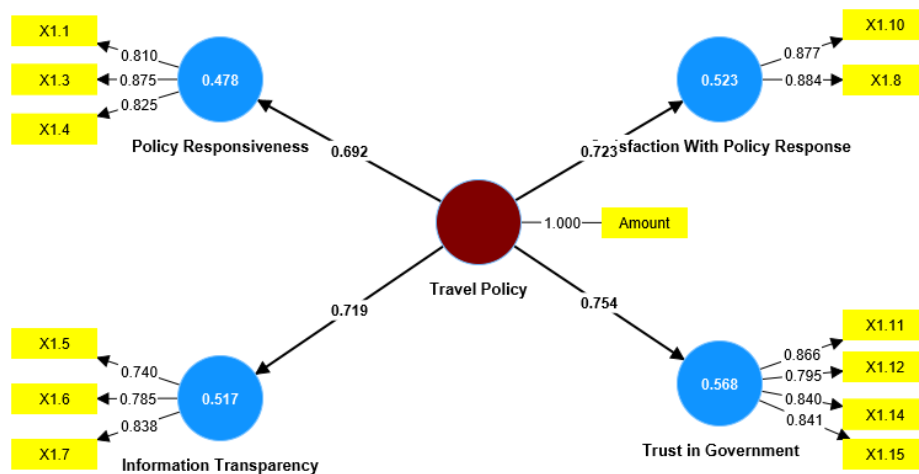


Figure 2. Model 2: Confirmatory factor analysis of tourism policy.

Table 5. Path Coefficient of Variables Affecting Tourism Policy

Indicator	Coefficient- Original sample (O)	Coefficient- Sample mean (M)	Standard deviation (STDEV)	T statistics (O/STDEV)	p values
Policy Responsiveness -> Tourism Policy	3,977	3,954	0,050	79,865	0,000
Trust in Government -> Tourism Policy	5,014	5,021	0,033	152,144	0,000
Satisfaction with policy response -> Tourism Policy	3,007	3,011	0,034	87,626	0,000
Information transparency -> Tourism Policy	3,028	3,037	0,047	64,421	0,000

Factors Affecting Tourism Policy

The results of SEM modeling show the effect of government trust on tourism policy, and the significant

result is 0.000. This indicates that responsiveness to tourism policy has a significant relationship. The findings obtained that residents' trust in government, tourism impact, and quality of life by testing structural

models to understand the dynamics of trust in government in the context of tourism development. In the dimension of tourism impact, this research provides deep insights into how tourism policy and implementation can shape people's views of government performance. The findings highlight sustainable tourism management's importance in positively impacting people's lives.

This study aims to provide a clearer understanding of how responsiveness to government performance affects tourism recovery. A survey of destination governance in times of crisis and the role of public partnerships in tourism recovery shows that public partnerships can help recovery. Overall, the results show that policy responsiveness and tourism policy are interrelated. Tourism policy responsiveness is essential for stakeholder satisfaction, tourism recovery, and sustainable lifestyle development (Christou & Chatzigeorgiou, 2020). Tourism policies should be developed to encourage a broader approach to tourism planning, stakeholders involvement, and circumstances changing adaptation.

In addition, other studies have highlighted the importance of political trust in the context of tourism development and its impact on community quality of life (Scheyvens & Hughes, 2021). Results from structural equation modeling analysis showed that institutions' perceived economic and political performance, residents' power in tourism, and interpersonal trust are good determinants of political trust in tourism institutions (Scheyvens & Hughes, 2021). A significant relationship was also noted between public trust and political support for tourism. Then, the research was conducted by (Hall, Scott, & Gössling, 2020). The findings showed a significant relationship between the two variables. The results showed that the public must feel empowered in tourism, have knowledge of the sector, and benefit from development to trust the local government.

Furthermore, the significant effect of policy responsiveness on tourism policy shows that responsiveness to tourism policy has a significant relationship. The findings can provide valuable insights into how policymakers and the public respond to and feel the impact of specific tourism policies. One of the key findings is that the level of policy responsiveness to tourism policy can vary significantly between different groups. Stakeholders, including local governments and related agencies, show different

levels of support depending on how the tourism policy supports local, economic, and cultural interests.

According to institutional theory, trust in policies is determined by economic performance and government or institutional policies (Fadda, 2018). This shows that trust in government can affect confidence in tourism institutions and policies (Joo et al., 2023). Research conducted by (Rodriguez-Giron & Vanneste, 2019) explained that tourism development and citizen trust in government developed a model that established a positive relationship between tourism development and citizen trust in government. Tourism development can increase citizens' confidence in the government, leading to more significant support for tourism policies (Monaco, 2018). Other studies on residents' perceptions of tourism impacts, participation, and help in destinations under solid trust in the government include confidence in tourism-related decisions and government policies for local development (Kim & Shim, 2018). Trust in government can influence residents' perceptions of tourism impacts and support for tourism policies. This study shows that trust in government can affect participation in tourism activities. Trust in government can influence trust in tourism institutions and policies, support for tourism policies, and participation in tourism activities. This highlights the importance of building trust in the government to promote tourism development and support tourism policies.

Previous research on policy responsiveness to tourism policies has explored various aspects, such as the role of government, stakeholder engagement, and the impact of sustainable tourism policies (Liao & Chuang, 2020). Multiple studies have examined the role of public trust in tourism agencies and its effect on policy implementation and evaluation. The findings of these studies highlight the importance of considering confidence in understanding tourism policy effectiveness (Sr, 2019). Previous research on policy responsiveness to tourism policy has emphasized the importance of understanding the policy-making process, considering broader political economy issues, and accounting for public trust in tourism institutions. These insights can help inform the development of more effective and responsive tourism policies (Hall, 2019).

Then, the significant effect of policy response satisfaction on tourism policy shows that responsiveness to tourism policy has a significant relationship. The findings obtained by approaching the

analysis from the point of view of response satisfaction, this research provides valuable insights for policymakers and policy makers to develop more effective strategies in designing, implementing, and managing tourism policies. Policy responsiveness is essential for citizens' satisfaction with policies. A research report on overtourism and possible policy responses shows that tourist satisfaction and dissatisfaction are crucial factors in addressing overtourism (Im, Kim, & Choeh, 2021; Purnomo, 2021). This study indicates that tourists' tourism policies affect satisfaction with the tourism experience. Overall, the results show that satisfaction with policy responses to tourism policies is an essential factor in determining the success of tourism policies. Policy responsiveness, information transparency, and tailor-made policies must address over-tourism and promote sustainable and resilient tourism recovery. The study found that government policies influence customer satisfaction most, indicating the importance of government policies in shaping tourist satisfaction (Jumadi, Astuti, & Sukma, 2022).

In addition, the significant effect of government information transparency on tourism policy shows that responsiveness to tourism policy has a meaningful relationship. The results of these findings indicate that the transparency of government information has a substantial impact on community acceptance and participation in tourism policy. The implications of these findings involve the need for increased efforts in bringing government and communities closer together by providing open, transparent, and easily accessible information and strengthening available feedback mechanisms to ensure the sustainability and success of tourism policies. Transparency is essential for tourism to be a force for good in the region.

Informed travelers and tourism companies that are transparent about their impacts can help promote sustainable tourism (Kim & Shim, 2018; Zhu, Li, & Wang, 2021b). Information transparency is one of the two government jobs significantly affecting residents' satisfaction with policies. This suggests that information transparency is essential for residents' satisfaction with tourism policies (Zhang et al., 2021). The clarity of government information on tourism policy is a crucial aspect in research and policy. Previous research has used a functional model in tourism policy, where the state controls the extent to which it is value-free in policy formulation, implementation, and evaluation (Kennell, 2020).

Research conducted by (Astawa & Dewi, 2021) examines the transparency and accountability of financial management of tourist attractions, namely Aling Waterfall. This study found transparency indicators such as information that is easy to understand, openness of information/financial management documents, openness of the financial management process, and deliberations involving the community. In addition, transparency in tourism policy refers to open and honest communication regarding information related to the planning, implementing, and evaluating policies and strategies in the tourism sector. This is important to ensure social and environmental sustainability, foster stakeholder trust, and promote responsible tourism practices (Baum & Hai, 2020; Higgins-Desbiolles, 2020). This includes objective and honest information about the venues, hospitality, and lodging tourism suppliers offer.

Research Implication

Research on government trust in tourism policy significantly shapes the direction and development of a country's tourism industry. The results of this research can provide an in-depth picture of how government confidence and support for the tourism sector can shape policies and practices that support economic development and sustainability (McLoughlin & Hanrahan, 2019). When the government has a high confidence level in tourism policy, it often elicits positive responses. First, this full support can encourage investment in tourism infrastructure development. Governments that believe in the potential of the tourism sector as a critical driver of the economy are more likely to allocate budgets and resources to improve the facilities and accessibility of tourist destinations (Ribeiro et al., 2021). In addition, government confidence also has an impact on destination promotion and marketing. With complete confidence in the economic benefits generated from tourism, the government is more active in promoting the destination. The positive impact of government trust can also be felt in private sector participation. A government that believes in the potential of the tourism industry as a profitable investment can attract interest and buy from the private sector. This can result in the growth and diversification of tourist services, creating new opportunities and increasing the destination's attractiveness (Cáceres-Feria, Hernández-Ramírez, & Ruiz-Ballesteros, 2021).

Research into the influence of policy responsiveness on tourism policy reflects the complex dynamics between the government and the tourism sector. This research provides an in-depth picture of the extent to which government responsiveness to policy can shape the direction and success of a country's tourism policy. In this context, policy responsiveness illustrates how the government can respond to the evolving needs and demands in the tourism sector. Where research shows a high level of policy responsiveness, this can positively impact the development of tourism policy. The importance of policy responsiveness can also be reflected in the government's ability to adapt to new trends and innovations in the tourism industry. A responsive government will more likely accommodate technological changes, consumer preferences, and other market dynamics (Sopanah, Bahri, & Ghozali, 2021). This may include the implementation of policies that support the use of information technology, the promotion of sustainable tourism, and the development of innovative tourism products.

Research on the influence of satisfaction responses on tourism policy has substantial implications for managing and developing a country's tourism sector. The results of this research open a window to understanding the complex dynamics between government policies, stakeholder satisfaction, and tourism policy success. The implications of these findings include recommendations for improved communication, greater public participation, and continuous adaptation of policies to support the satisfaction of the various parties involved in the tourism sector (Hernandez-Carrion et al., 2017). Satisfaction analysis of policy responses to tourism policies can provide an overview of the extent to which communities, tourism entrepreneurs, and visitors are satisfied with how the government manages the tourism sector. Satisfaction can be affected by the quality of services provided to visitors. This includes the availability of facilities, comfort, safety, cleanliness, and maintenance of tourism destinations. Sustainable tourism management (Pujiono, Agustono, & Aulia, 2018), including preservation of the natural and cultural environment, can increase satisfaction as it preserves the beauty and authenticity of the destination. Happiness depends on the government's response to emerging issues, such as health crises, conflicts, or natural disasters. Decisions and actions

taken in these situations can affect people's perceptions (Im et al., 2021).

Research on the influence of government information transparency on tourism policy has profound implications for the relationship between the government, tourism industry players, and the public. The results of this study take us into the complex dynamics behind how government transparency affects the development and implementation of tourism policy. Government information transparency in the context of tourism policy reflects the extent to which information relating to the management and development of tourist destinations is available and accessible to stakeholders, including tourism industry players and the general public. Accountability and transparency are fundamental to responsible tourism and sustainable tourism. Responsible tourism emphasizes what individuals and groups do to address sustainability issues transparently. Transparency means communicating honestly about what the tourism company is doing and sharing stories about the people it works with (Nuseir & Refae, 2022; Barik & Tripathy, 2022).

Transparency measures can include budget details that explain where travelers' money goes throughout the trip. Trust in local government is positively related to tourism development. This suggests that information transparency can influence citizens' trust in government and support for tourism policies. Overall, the results show that information transparency is essential for promoting sustainable tourism, citizens' satisfaction with tourism policies, trust in tourism institutions and procedures, and support for tourism policies (Karachalis, 2021). Tourism companies should communicate honestly about their impacts and share stories about the people they work with. Governments should be transparent about their economic performance and policies to increase public trust in tourism institutions and policies (Retnawati, Leong, & Irmawati, 2021).

CONCLUSION AND SUGGESTION

Trust in government towards tourism policy provides insight into how tourism policy and implementation can shape people's views on government performance. These findings highlight the importance of sustainable tourism management for positively influencing people's lives. The level of trust people have in the government plays a vital role in

shaping attitudes and views towards tourism policies. High trust can create a positive foundation for the success of tourism policy, whereas low trust can result in dissatisfaction with and resistance to policy.

Responsiveness to tourism policies can vary significantly among different groups. Stakeholders, including local governments and related agencies, show different levels of support depending on how the tourism policy is geared towards supporting local, economic, and cultural interests: government responsiveness to tourism issues and their ability to respond effectively to changes and crises play a critical role in managing the tourism sector. Successful handling of health and security crises can increase public confidence in the government.

Satisfaction with Policy Responses to tourism policies provides valuable insights for policymakers to develop effective strategies for designing, implementing, and managing tourism policies. The level of satisfaction of the public, tourism entrepreneurs, and visitors with the government's response to various tourism issues reflects how successfully the government has managed the tourism sector. High satisfaction may indicate that the government's policies and actions have successfully achieved their objectives.

Transparency Increases trust in tourism policies and clarifies that the transparency of government information significantly affects public acceptance and participation in tourism policies. The implications of this finding involve the need for increased efforts to bring the government and communities closer together by providing open, transparent, and accessible information and strengthening open feedback mechanisms to ensure the sustainability and success of tourism policies. Increasing transparency in providing information on tourism policies can strengthen trust in government. People with easy access to relevant information are more likely to trust governmental decisions and actions.

Research implications related to the analysis of tourism policies in West Sumatra provide deep insights and a foundation for further development of the tourism sector in the area. These findings provide an in-depth understanding of the policies that have been adopted and implemented in West Sumatra. This includes an evaluation of the performance of existing policies, identification of successes, and an analysis of weaknesses that may need to be improved. This study provides a basis for developing more effective tourism

marketing initiatives. Identifying unique tourist attractions, appropriate marketing strategies, and digital integration in tourism promotion can directly affect the research findings.

An in-depth analysis of the tourism policies in West Sumatra revealed several weaknesses that could hinder the development of the tourism sector in this region. One of the main areas of improvement is the need for coordination among various tourism-related stakeholders, including local governments, industry players, and local communities. Imbalances in the management of tourism destinations are also a concern. Some areas may experience an overload of tourist arrivals, whereas others may require more attention. This imbalance can be detrimental to overall tourism potential and create inequality in the distribution of economic benefits.

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