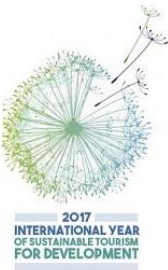




Destinations - developing internal capacity while working with NGOs and the central government

Sharing Sustainable Practices from WISATA Project:
Lesson learnt and Action Forward

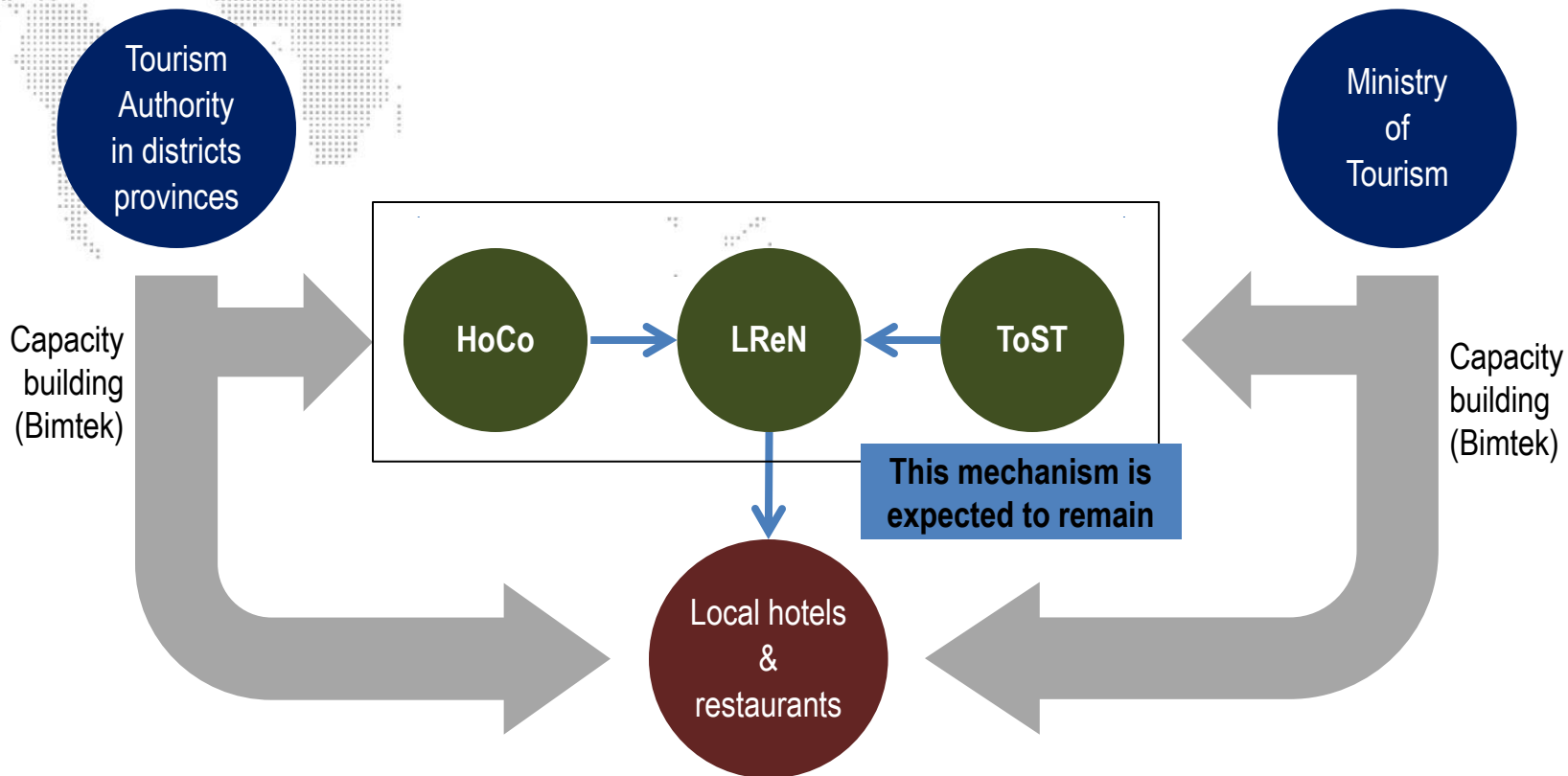


Destinations - developing internal capacity

- ➔ support tourism quality improvement through :
 - skill's quality improvement in hospitality and community,
 - support local governments in destination quality aspects and standards (SWM & STD socialization)
 - destination management knowledge (DM training for practitioner)
- ➔ disseminate lessons learnt to policy maker in central government level

Destinations - developing internal capacity

(SQ improvement in hospitality)



Destinations - developing internal capacity

(SQ improvement in hospitality)



THEME 1
Workplace Cooperation



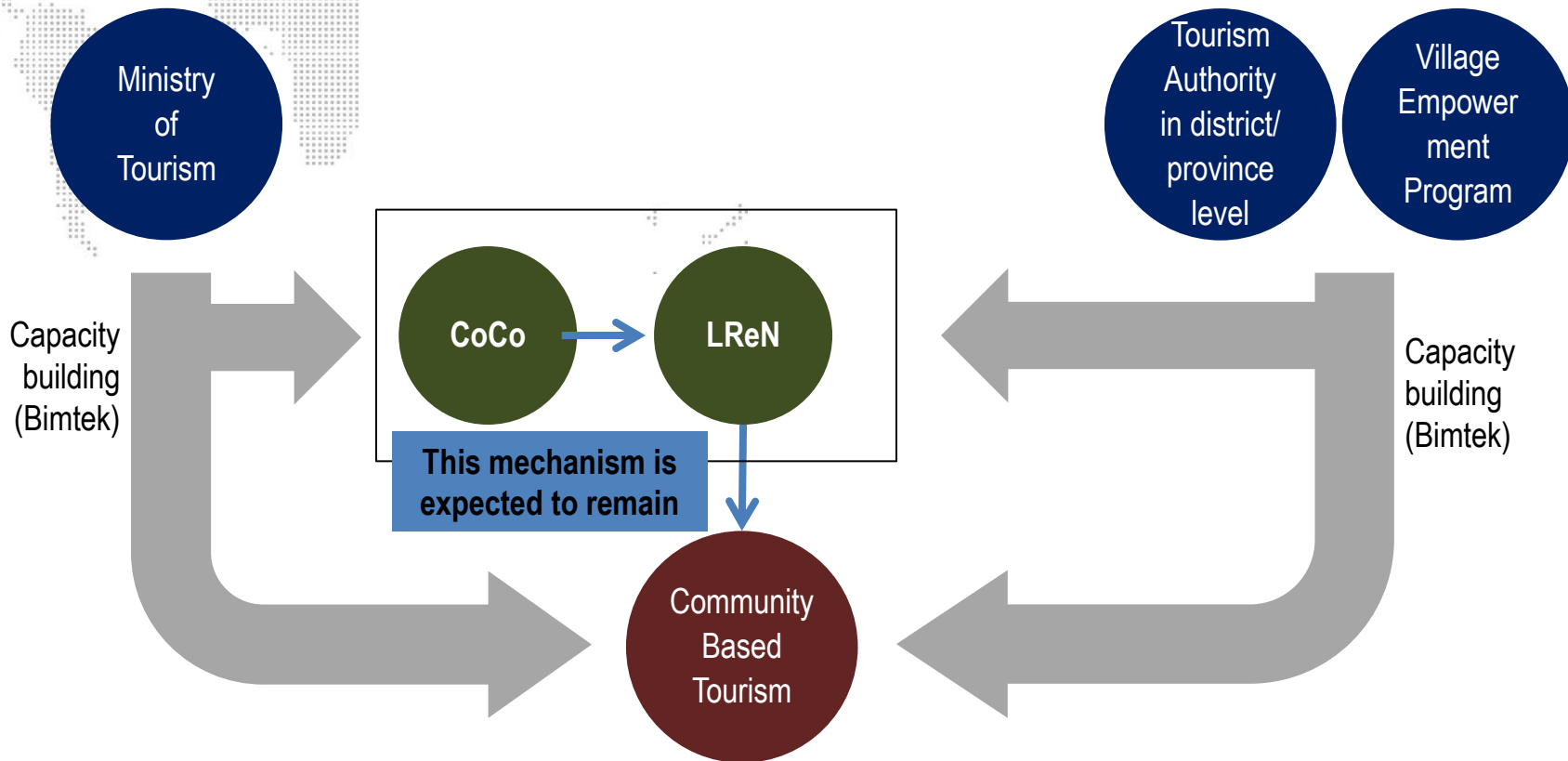
THEME 2
Service Quality & HRM



THEME 3
Good Environmental Practice
& Community Engagement

Destinations - developing internal capacity

(Community Involvement / CoCo)



Destinations - developing internal capacity

(SWM)

1. Solid Waste Management
2. Plastic Reduction Initiative
3. Bring Back Your Waste



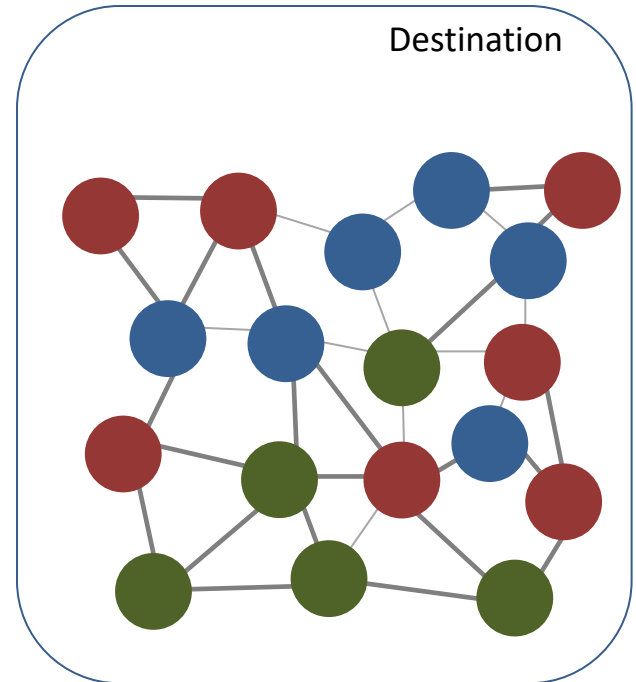
Destinations - developing internal capacity

(DM Module for practitioner)



10 topics in DM Module Training:

- Introduction to DM
- Destination Marketing
- Tourism Planning
- Visitor Management
- Crisis Management in destination
- Leadership & Coordination
- Research & information
- Management and Financing DMO
- Human Resources for DM
- Community involvement



Public sector

Private sector

Community

Destinations - developing internal capacity

(Think Tank)

Think tank as lessons learnt and dissemination channel of project implementation to policy makers:

- ➔ 1st topic: FTKP / DMO legality and independency
- ➔ 2nd topic: knowledge and skills improvement
- ➔ 3rd issue (still vacant)



Thank you - Terima kasih