

Jurnal Ilmu Sosial
Mamangan
Program Studi Pendidikan Sosiologi STKIP PGRI Sumatera Barat

Jurnal Ilmu Sosial Mamangan
Volume 7, Issue 1, January-June 2018

Evaluation of Government Policy in Development of Pentadio Resort Tourism
Object in Gorontalo

Authors : Widya Kurniati Mohi, Muh. Firyal Akbar & Astin Yasin One
Source : Jurnal Ilmu Sosial Mamangan, Volume 7, Issue 1, January-June 2018
Published By : Laboratorium Pendidikan Sosiologi, STKIP PGRI Sumatera Barat

To Cite the Article:

Mohi, Widya Kurniati; Muh. Firyal Akbar & Astin Yasin One, 2018. *Evaluation of Government Policy in Development of Pentadio Resort in Gorontalo*. Jurnal Ilmu Sosial Mamangan, Volume7, Issue 1, January-June 2018: 1-11.

Copyright © 2018, Jurnal Ilmu Sosial Mamangan
ISSN: 2301-8496 (*Print*) & 2503-1570 (*Online*)

Laboratorium Pendidikan Sosiologi
STKIP PGRI Sumatera Barat



Evaluation of Government Policy in Development of Pentadio Resort in Gorontalo

Widya Kurniati Mohi¹, Muh. Firyal Akbar² & Astin Yasin One³

^{1,2&3} Universitas Muhammadiyah Gorontalo, Indonesia

Email: ¹widyakurniati@umgo.ac.id, ²firyalakbar@umgo.ac.id & ³astinyasinone@yahoo.com

ABSTRACT

The development of tourism object of Pentadio resort in Gorontalo is required in order to increase the benefit to tourism object especially economic value. In fact, these expectations have not been supported by the Local Government. This research aims to obtain information on government policy evaluation in the development of tourism object of Pentadio Resort in Gorontalo, by using a theory of policy evaluation. The research method used a qualitative approach with case study research, while the data were collected from in-depth interviews with informants. Data were also collected from participant observations and recording of secondary data related to the research problem. The results of this study evaluate the policy undertaken in the development of Pentadio Resort. It has not been maximally shown by five indicators of policy evaluation by William N. Dunn. There are still obstacles encountered in the implementation of a policy. So the recommendations in this article are expected to optimize the implementation of policy evaluations that have been made, in order to take a policy that serves as a benchmark of success in the development of a tourism development. One of consideration in the Pentadio Resort development of a tourist attraction is the possibility of management of tourism by private parties.

Keywords: Policy Evaluation, Tourist Attraction, Development.

INTRODUCTION

Regulation of the Republic of Indonesia No. 10 in 2009 on Tourism explains about resource and capital of tourism development. This resources and capitals consist of the natural state, flora, and fauna, as well as ancient relics, historical relics, art, and culture. It is important for improvement of prosperity and welfare as contained in Pancasila and the Preamble of the 1945 Constitution of Indonesia.

The problems of the implementation of regional autonomy provide better flexibility to local government in managing potential of the territory. This matter is an excellent

opportunity for local leaders to develop and exploit the potential of the areas and resources. It will increase the income on the Original Revenue (PAD) concerned. Resources can generally be interpreted as all sources potential inventory deserved. From an economic point of view, resources mean deep input a production process that can produce useful products both goods and services (Nurhayati, 2010).

In Regional Regulation No. 23 in 2014, it is stated that the central government authorizes and local government focuses on develop and organize as well manage terrestrial and marine areas independent.

The goal is to achieve faster welfare and resource optimization by each region (Lutpi, 2016).

Development must provide more benefits for the wider community because of no matter how philosophically development aims for prosperity society widely and thoroughly. Thus a development becomes more appropriate and useful for communities. There is no exception in development social. In addition to building efforts for social change, he must become a major factor in improving community welfare. The social and economic sector in the society must be balanced (equilibrium) (Firdaus, 2016).

Local government as a central government should develop and preserve tourism development in the context of tourism. It cannot be denied that the issue about tourism becomes very attractive. The community and local government as a potential tourist owner can enjoy the results of the tourism program such as in Bali, Yogyakarta, Toraja, etc. It will be different cases for imbalance support such as only government who consider the important tourism potential in the region (Nurhayati, 2010).

Nowadays tourism has become one of the industries which become the benchmark and mainstay for the country to improve the economy and in increasing foreign exchange earnings. The development of tourism converts the main source in promoting economic activity including other related sectors. These sectors consist of employment, regional income and state revenues, as well as foreign exchange earnings. It can increase through the development, utilization, and development of tourism potential.

These potentials are challenged with business and economic growth. We need wisdom to considerate tourism planning as an industry. Tourism becomes a sector that very potential to be developed as a basis sector. It can impact multiple effects in development in various sectors. It is believed to be a future industry that can improve the quality of life. It can increase the country's foreign exchange and provide employment opportunities for society. The development of this tourist attraction should be monitored by good management as well as the introduction to the community effective and efficient. The

increasing of visitors will impact on income. Therefore, it will not difficult to cover the costs for operational of attractions. It is very important to compile the right marketing strategy, effective and efficient (Joehastanti, 2012).

Tourism is able to provide progress for an area. That area should capable to manage the tourism potential. Tourism has become the most dynamic industry and fastest growth due to the world tour activities. It can develop the economy to build regional progress but it depends on policies governing tourism (Mirajanatin, Sutikno, & Sari, 2013).

Nevertheless, tourism development must also pay attention to the aspect of balance in order to make good synergy such as spatial planning. In the development of tourism activities, it needs to arrange the allocation of space that can guarantee the sustainable development in order to achieve prosperity community.

This is in accordance with the basic principles of spatial arrangement. It aims to improve the utilization of natural resources and artificial resources inefficiently, effectively, and appropriately. It can improve the source quality of human power, realize the protection of space functions, overcome negative impacts on the environment, and realize a balance of interests prosperity and security (Parma, 2013).

In the development of tourism in some areas of Indonesia, the government has good implementation on various efforts in the concept of tourism development. This various models depend on the character, approach and innovation. It made respectively. Community is one important aspect. They are involved and it is one of several implemented approaches.

Community Based Tourism (CBT) is one of tourism development. It is an alternative tourism development. CBT considers the benefit to local community and ensure the sustainability of tourism. CBT is also linked closely with the development of human needs to consume tourism services that have been provides a great opportunity for the development of the tourism industry. Different types of objects and attractions tourism develops along with the development of global tourism. It leads to the alternatives of tourism such as cultural tourism, nature tourism, and ecotourism. CBT

needs to emphasize its development on society (Firdaus & Tutri, 2017; Nurhidayati, 2015). Communities occupy positions as an integral part of participates, both on the subject or objects (Nurhidayati, 2015).

One of the provisions of the process of public policy formulation at the relative local level has supported the implementation of the deliberative process in regulation No. 25 in 2004 on National Development Planning System. It is along with government regulations, Ministerial regulation in the country, until SE Home Affairs. But the challenge is not yet integrated to the planning process and budgeting in Indonesia. In most areas, the planning process is transparent and participatory. The problems are on the stage of the budget process. It is difficult in publicly accessible. It takes the strengthening of civil society to deal with this condition (Mardiyanta, 2011).

Gorontalo has its own characteristics that have a wealth of natural such as from the mountains, beaches, and lakes. There are many tourism potentials in this area due to the existence of landscape diversity. It can be recognized as religious tourism, nature tourism, cultural tourism and marine tourism. Pentadio Resort is one of tourist attraction that has a lot of potential in Gorontalo. It is located in the Western Pentadio, Telaga Biru Gorontalo. This tourist attraction has natural beauty such as views of Lake Limboto and hot springs. In addition, the hospitality is a supporting factor. It is accessible. This tourist attraction has facilities such as huts (to see the atmosphere of its beauty), swimming pools, children playgrounds, food stalls and other facilities. The main capital of this object is the main source of hot water. Based on the local beliefs, it can cure any kind of skin diseases. This object becomes the favorite object in Gorontalo.

Pentadio Resort is expected to contribute to the local revenue in Gorontalo. If the local government of Gorontalo does not attempt to manage and develop it, the existence of tourist attraction resort will be powerless. Their less attention to factors supporting attractions can be identifying in attractiveness, promotion, facilities, and infrastructure. It can be analyzed from the physical condition of facilities, and infrastructure. It is not considered,

empowered and well developed. In this case, children's playgrounds are no longer empowered. The cottages look dirty. The food stalls are not arranged neatly. The inn is not functioned and looks dirty. The artificial lake is not maintained properly. The arrangement and management of the administration still lack in order such as less archive management, unclear spatial arrangement, and entrance fee. The administration of revenue per day and per month is still not optimal. Their human resources show less progress in the development of tourism products. It can impact on the level of tourist visits. Human resources are less competent influential in the provision of services.

Gorontalo Government should take responsibility for these various problems. Therefore, the Tourism Department is a pioneer to formulate various policies in tourism development sector in Gorontalo. Regarding the policy itself, it is an integral part of the public administration discipline. Public Policy is a complex dependency pattern of interdependent collective choices, including decisions for inaction. It is organized by government agencies (Jusman, Hasselman, & Saleh, 2017).

Challenges in developing tourist attractions in the present era are highly demanded by some parties especially the Ministry of Tourism. Likewise the phenomena of the development of Pentadio Resort in Gorontalo, local government and society often boast its presence in front of official forums. In fact, the follow-up to the development of this attraction is still not maximized.

The development of tourism objects in the Pentadio resort in Gorontalo becomes a mandatory duty of the regional government. It needs necessary policy instruments. The regional government can regulate it. A good public policy will produce good products or results. Local government needs to prepare a good planning. Public policy is a set of decisions that concern the public interest. The government should concern in certain areas and lead to a particular purpose. The implementation of the policy is activity or program in implementing policy decisions. It is conducted by individuals, officials, government, communities, or the private sector. In the context of achieving the objectives in the decision policies, it will

affect the outcome of a policy (Ramdhani & Ramdhani, 2017).

Local government should conduct policy analysis activities for policy formulation. It is not very emphasized on policy implementation and policy environment. The implementation of policies and environment policies are usually evaluated. Nevertheless, policy evaluation is part of the policy analysis which is more pertinent to procedures and benefits of the policy (Alam, 2009).

The implementation of public policy is influenced by several factors such as the aspects of authority, resources, communication, and disposition. Dimensions can be used to evaluate the implementation of public policy. It consists of consistency, transparency, accountability, fairness, effectiveness, and efficiency. Meanwhile, the evaluation of policy implementation needs to be completed comprehensively such as ex-ante, on-going, and ex-post evaluation. In constructing the innovations and breakthroughs, discretion can be carried out the implementation of public policy as long as it does not conflict with the norms and regulations in order to improve the services to the public (Ramdhani & Ramdhani, 2017).

The policy evaluation is part of a policy analysis such as formulation and implementation phases. The evaluation aims to the gathering, analyzing, and presenting useful information about the object of evaluation. It can be evaluated by comparing it with indicators and the results used to make decisions about the object of evaluation (Akbar, 2017).

Public policy evaluation is a series movement in order to seek information related to the outcome of policy implementation. An assessment of the policy outcome is worthy in terms of implementation. This benefit can be a recommendation material for further policy (Akbar & Mohi, 2018).

Local government should conduct the evaluation to find out suitable policy. It can be identified by its effectiveness and efficiency. William Dunn suggests a simple policy evaluation with regard to the production of information on the values or benefits of policy outcomes. It is valuable for assessment of problem-solving. It contributes to goals and objectives for evaluation specifically other users in general. It is useful

for the policy evaluation function. One of the policy evaluation functions provides valid and reliable information on policy performance (Agustino, 2008).

Policy evaluation is the last step in this process. The importance of preliminary evaluation in the policy process is generally manipulated because it is still necessary to socialize after formulating a draft issue of policy. It is important in order to obtain an initial response from the community. Unlike Dunn, Hogwood comprehends an evaluation in relation to the expected change in society as a result of a policy. The impact of the policy is not always the same as originally planned. It relates to environmental uncertainty and administrative capacity in implementing a policy. A policy is not only in the final stages, but it is also in the entire policy process. The purpose of the evaluation is not for government fault. It rather looks for the gaps and expectations that determine the outcome of the policy (Abidin, 2012).

Evaluation can be associated with the appraisal, rating, and assessment. Evaluation is concerned with the production of information on the value or benefits of the policy outcome. Evaluation provides valid and reliable information on the performance of the policy. It focuses on the impact of needs, values, and opportunities. It can be achieved through public action; evaluation contributes to the application of other methods of policy analysis, including problem formulation and recommendations. Policy evaluations are more concerned with the performance of policies, especially in the implementation of public policy. Evaluation of the formulation is completed on the implementation of the action. It is more on the process of formulation rather than the content of the policy that usually only assess whether the process is in accordance with agreed procedures (Dunn, 2003).

Regarding the policy of management of Pentadio Resort in Gorontalo, authors realize that the management is still not maximal. The potency has not added their income. The manager also has not managed this place completely. Based on the observation, the manager's responsibilities are on the cleanliness of this tourist attraction. It lacks attention from the local government, especially in the management. Local Government should initiate to realize the

existing problems. It must focus on the concept of good public policy. Local government must identify the problem in this attraction. So, through the policy evaluation, local government will create a new concept in the management of Pentadio.

**Table 1:
Evaluation Criteria**

Criteria	Explanation
Effectiveness	<i>Has the desired result been achieved?</i>
Adequacy	<i>How far has the results achieved solved the problem?</i>
Equity	<i>Are costs and benefits equitably distributed to different groups of people?</i>
Responsiveness	<i>Do the policy results contain group presentations/values and can satisfy them?</i>
Accuracy	<i>Are the results achieved useful and appropriate?</i>

Source: Dunn (2003)

Based on the description of the background and problem identification, the focus of the problem in this study is about the evaluation of government policy in the development of Pentadio Resort. The purpose of this study is to obtain the information on government policy and evaluate in developing on Pentadio Resort.

RESEARCH METHODS

The research method used a qualitative approach. Qualitative research examines the condition of natural objects, as opposed to experiments, where researchers are as a key instrument. It is a descriptive qualitative research.

This research uses case study research. The development of Pentadio Resort becomes the focus of this case study. This research is intended to obtain information on the evaluation of the policy through five indicators of evaluation such as indicators of effectiveness, adequacy, equity, responsiveness, and adequacy. The location of the research is conducted in the Office of Gorontalo Tourism on Pentadio Resort, Telaga Biru, Pentadio.

The authors use several research instruments or data collections. Primary data is collected thru the interviews with informants, documentation, and observation. The informants selected in this study were seven people such as The Head of Tourism Culture Communication and Informatics of Gorontalo, The management of Pentadio Resort, Head of Product Development and Tourism Sapra, Economic actors and visitors (15 people).

The secondary data consist of documents, legislation, and others related data. Observation, conducted through systematic observation of an object studied directly or indirectly. Data were collected from participant observations. This interview was conducted to obtain data or information relating to research problems. Documentation is conducted by collecting pre-existing written data. Data were also collected from writing sourced such as records, archives, pictures or photos at certain events. It deals with research and aims to clarify and support the research process.

In checking the validity of this data, researchers used the triangulation technique. Triangulation is a technique of validity of data that utilizes something outside the data as a comparison. In this research, triangulation conducted through identification of the degree of certainty and confidence of information from the interviews and documents. Other triangulation conducted through checked the validity of data from several data collection techniques (observation, interview, and document). Authors compared the data with the results of information from several informants in a similar technique.

RESULTS AND DISCUSSIONS

If the implementation of public policy activities cannot solve the problems of the community, a policy will fail. But sometimes public policy results are not directly effective in the short term. The public policy will influence a certain process. Based on the observation, the development of an object is less effective. Local government often makes an abstract public policy. So, the submission of a program is not necessarily directly approved but it takes a very long time. They can create innovation in the development but

one of the supporting aspects of funds is not sufficient. Its development requires funds for the construction of new rides to make visitors interested. Based on the interview of a resort manager, it does not feel saturated. In this case, the policy is not in accordance with the target because of the impact of funds. So, its development is not optimal.

Geographically, Gorontalo is one of the districts located at the centre of Gorontalo. It is located at 00 30 ' - 00 54' North Latitude and 122o 07 ' - 123o 44' East Longitude. Gorontalo boundaries covering such as North Side bordered by North Gorontalo, Tomini in the south, Bone Bolango in the east and Boalemo in the east.

Administratively Gorontalo Regency has 18 Districts, 205 Villages, and 685 hamlets. The population is 340,470 people. In general, the composition of the population of Gorontalo is dominated by the young population. The number of female population is less than the male population. It can be demonstrated by sex ratio of more than 100 or 100 female population of 101 male populations. The number of male population is 170,689 people and female population is 169,781 people. Population growth is 0.33 percent. The total area of Gorontalo is about 2,124.60 km² with a population density of 160 persons per km².

Pentadio Resort is an integrated tourism and becomes the pride of Gorontalo. It is located in the Western Pentadio, Telaga Biru Gorontalo. It can be reached by using four-wheeled vehicles and two wheels in 45 minutes from Airport of Jalaluddin Gorontalo.

This tourist attraction was inaugurated On February 25, 2004, which was originally inaugurated by the Dutch government since 1928. It is marked with a memorial stone around the hot springs in this tourist area. Based on data from the Tourism Office of Culture and District Information (Disbudparkominfo) Gorontalo, this tourist area covers approximately 14 Ha.

Based on the data of Tourism Culture of Communication and Information (Disparbudkominfo) of Gorontalo Regency from 2011 to 2015, the number of tourists in the Pentadio Resort was recorded as 270,240 people. It consists of domestic tourists and foreign tourists. The number of visitors to the Pentadio Resort can be comprehended in the following table:

Table 2:
Visitors Tourism object Pentadio Resort

Year	National Visitors	International Visitor	Amount
2011	31.217	11	31.228
2012	48.358	25	48.383
2013	51.143	44	51.187
2014	69.648	65	69.713
2015	69.658	71	69.729

Source: Tourism Office of Culture and District Information Gorontalo 2015

Tourism development and management of Pentadio Resort is organized by the Department of Cultural Communication and Information Tourism of Gorontalo. Based on Regional Regulation Number 2 in 2014 on Regional Planning of Gorontalo, there is the policy in article 14 such as elements of government and police headed by the head of the office. It is under and responsible to the regent. It becomes the regional secretary.

The direction of the regional development policy of Gorontalo is adjusted to the Regional Regulation. It is below by the cultural conservation and informatics office of Gorontalo in several sectors in development. The results of the research are prepared by presenting data. It has been obtained through the findings of the field and then analyzed based on existing theories. Presenting data is taken from data that obtained both from primary data and secondary data

In the Development of Pentadio Resort in accordance with the design of the research has been determined. The informants are seven people such as government, tourism object managers, community, and visitors. In order to evaluate government policy, it needs a theoretical approach. Therefore, the theory is based on William N. Dunn findings.

The implementation of a policy can focus on 5 indicators such as effectiveness, adequacy, equity, responsiveness, and accuracy. It describes in the results of research and concluded in the following discussion:

1. Effectiveness

Effectiveness is the sense of achieving success in order to get the goals. Effectiveness is also called habit. Effectiveness is always related to the

relationship between the expected results and the actual results achieved. The high involvement of resources in the process can impact the organizational effectiveness (Vandenberg, Richardson, & Eastman, 1999).

The achievement of goals depends on the organization. It is greater effectiveness for a larger organization. The achievement of a great goal is related to the total member of the organization. If the implementation of public policy activities is not able to solve the problems in the society, a policy will fail. Sometimes a public policy result is not directly effective in the short term but after a certain process. Effectiveness policy-making can occur for the inherent legitimacy mechanism. It should serve as an institution that can interpret all interests (Skogstad, 2003).

Based on the effectiveness of policies, the development of Pentadio Resort has not been effective. Informants assume that several things have not been maximized because the public policy is not their favourite area of development. The targets conduct an event to achieve the expected results. It should be adequately funded. It is similar to the tourism development. They need fund to run an event. The fund is one of the resources that must exist in an application. The policy will not be able to run with the maximum without the support of funds. Local government has not been too serious in the development of Pentadio Resort. There is an urgent problem such as facilities and funds in a particular development of infrastructure.

Based on the observation, the development of tourism object has been not effective. The policymakers are often very vulnerable. The submission of a program is not necessarily approved. It takes a very long time. It becomes the burden of the stakeholders. They cannot create innovations in the development of tourist attraction because of inadequate funds. Development needs funds for the construction of new rides in order to make visitors interested. It does not feel saturated in accordance with the observation of researchers with the object manager. In this case, the policy has not been in accordance with the desired target because of the collision in the fund. So, the development is not optimal.

Facilities and funding are the key factors that should be provided by Gorontalo local

government. It can improve services in the development of Pentadio Resort. Researchers expect the Tourism Office of Gorontalo as the main manager in developing tourism. Local government can take effective and efficient steps in proposing a policy. So, the policy can run well.

2. Adequacy

Adequacy in the policy means sufficient in many ways to achieve the goals. William N. Dunn determines adequate the level of effectiveness in satisfying the needs, values, or opportunities that cultivate problems. Adequacy has relation with effectiveness by measuring the results to satisfy the needs, values or opportunities in solving a problem. The influence of information adequacy and honesty of communication becomes the key to adequate (Trombetta & Rogers, 1988).

Adequacy in the development of this tourist attraction is comprehended from the impact or benefits. It is also the effort required in achieving good results. In fact, there is still less optimal. Moreover, there is no good coordination between policy makers, managers, and community. Pentadio Resort is a case study of this condition. This resort development is only prepared by certain parties because of differences assumptions. The efforts should be improved to find the right public policy. There are problems due to this development. The manager stated that they need fund to support the program. On the other hand, other parties stated that they need proper maintenance and management of various elements related specifically to the community. They are expected to participate in maintaining the object because the most support factors are community participation.

Based on the indicators of adequacy, the policy of the development of Pentadio Resort has not good impact for tourism development. Although the impact has a positive side it needs a long time to get their profit. They cannot make a profit to the development of Pentadio resort at once. They are lack of sensitivity in renewing the services of the managers. It decreases the percentage of a visitor.

In conclusion, the government needs to take a firm stance. It aims to anticipate the programs for the regional progress of tourism potential development. It is expected to be the most effective policy. So, relevant

parties can implement the policy. Policies can be implemented with integrity and clear direction as an attempt to solve the problems (Newton, Horner, Algozzine, Todd, & Algozzine, 2012). The attempt is as the effort required solving the problem. It can be completed easily because it is well coordinated.

3. Equity

Equity in public policy is about justice. It obtains public policy goals. The criteria of equity are closely related to legal and social rationality. It refers to the distribution of effects and effort between different groups in society. An ideal policy is fairly distributed in outcome or business. A particular program may be effective, efficient and sufficient for distributed cost-benefit (Dunn, 2003).

If all the coverage fulfils the needs, a program will run well. It is important to achieve the target. There are political questions due to fairness and justice. It cannot replace the political process. It cannot be used for the achievement of the criteria of levelling. According to William N Dunn, statements concern about equity, fairness, and justice. It is political because a choice is influenced by the process of distribution and legitimacy of power in society. Although economic theory and moral philosophy can improve our capacity to critically assess common criteria, they cannot replace the political process.

Based on the results of interviews, the policy has been applied the same throughout the group. The policy is evenly distributed even though there are opinions about one-sided policy. Tourism development is a joint responsibility of the parties in the management process as well as the government itself. The head of tourism development stated:

"What we do for the development of this tourism have been applied the same. All the existing tours in Gorontalo regency have the character and appeal of each. Superior tourism in Gorontalo is Pentadio Resort. We further develop this tour to be the only object which excels in Gorontalo." (Interview of Product Development & Sapra Disparbudkominfo)

In fact, the assumption is not in line with our observation. There is a modification in

the location of the object. This change is actually limited to the maintenance of the facility rather than the accumulation of new things for tourist's attraction.

Equity in the policy about the development of Pentadio is applied equally throughout the group. It is already equally perceived by the whole group. It is not in all existing aspects. The public awareness of the importance of tourism is still very less. The suggestion about equally distributed is only because of the identical of assistance offered to the community. It is inversely related to the community activity because they are less participation in the management and maintenance. This makes the policy process unrelated to a policy evaluation. It cannot be assessed because it works unilaterally. In response, it is expected the government to review the policies - policies that have been made, in order to take a benchmark of success in the development of a tourism development.

4. Responsiveness

Responsiveness in alternative policies can be interpreted as the response of an activity. This means an alternative policy objective response to the policy implementation. Adaptive policies can also help to decipher the reporting with a good response (Walker, Rahman, & Cave, 2001). William N. Dunn states that responsiveness is concerned to the effect of the policy. It should satisfy the needs, preferences, or values of particular community groups (Dunn, 2003).

A successful policy can be perceived through the response of the community to the implementation. First, we can focus on the impact of the implemented policy. Second, it is about the public response after the impact of the policy. Society has begun to felt positive such as their support or alternative form of rejection. Dunn also points out about responsiveness criteria. It is important because this analyzes can satisfy all other processes (effectiveness, adequacy, sameness). If they have not responded to the internal needs of the beneficiary group of a policy, it will fail " (Dunn, 2003)

Therefore, responsiveness reflects the real needs, preferences, and values. It is particular groups of processes of effectiveness, adequacy, and similarity. One of the policymakers is about the response of

the policy. Researchers get a good response about government policy in the development of tourist attraction. In its implementation is still lacking, there are still parties. It is the community who are less participate in maintain and less care to maintain.

The policy has not reached the implementation. Another argument, it is not implemented. It gets a positive response from all parties. It is expected that the government can make certain efforts in order to increase public participation in tourism development. It can also further improve the effectiveness of the further policy.

The responsiveness indicator is about a response of applied policy. Based on the informants, the implementation of the development received a very good response and positive support from all parties. It got a good response for the development of tourism. There are some things that must be complemented by the policymakers. Local government should pay attention to any excess and lack of policy issued.

Gorontalo society is very respectful to local government due to developing Pentadio Resort. Based on the observation, the authors argue that they are still lacking in facilities such as clean bathrooms, good and comfortable toilets, hot water pools, and large space of clothing storages.

The local government of Gorontalo needs to consider the management of the Pentadio Resort. It can be transferred to professional private parties to manage. Gorontalo government is apart from the human resources management. The fund is still minimal. These issues become a problem in its development.

5. Accuracy

Accuracy refers to the value of the programs and the strong assumptions to those goals. William N. Dunn states that Appropriateness is: "The criteria used to select a number of alternatives for recommendation by assessing whether the results of the recommended alternatives are a viable objective option. The eligibility criterion is associated with alternative rationality since this concerns the substance of purpose rather than the way or alternative to realize that goal (Dunn, 2003).

This means that accuracy can be filled by the success of other policies (if any). For

example, other unpredictable impacts of both positive and unpredictable impacts. It may also be possible for other alternatives that are perceived to be better than a policy implementation. So, policies can move more dynamically. Dynamic policy approaches can help frame the activities well and help to modify the implementation of tasks facing changing circumstances (Van Hulst & Yanow, 2014).

The accuracy indicator concerns the question of the policy implementation. It is appropriate to the progress of the development of the Pentadio Resort Tour. Based on the results of interviews with informants, it can be concluded that the policy for the development of tourism proved to provide good results but not yet optimal. The accuracy of policy is still less than their target.

Manager of Pentadio Resort states:

"All programs implemented by the government. It should be implemented properly. I am as one of the managers also supervises the development of this tourist attraction, I personally feel right to further enhance the capacity of an organization. We must be better prepared to compete with other areas in tourism development. The government should be faster in taking a policy and preparing reliable resources". (Manager of Pentadio Resort on October 21, 2016)

Manager of Pentadio Resort revealed that the implementation of the policy has been implemented but the results have not been optimal. The executors or the actors of Pentadio Resort have not been able to perform its duties well especially to increase the benefit. According to the findings, researchers determine the accuracy in a policy in terms of government policy evaluation in the development of tourist attraction. It is still not optimal in policy because the government realizes superior tourism and tourist destinations. The reality of the field is still found many weaknesses. Human resources are not yet competent and professional. It is the lack of facilities and tourism promotion. It is not a well-organized office layout that becomes the standard of success of an organization. The administration has not been well well-organized. So, people are difficult to get important information.

Based on the theory, government policy is good because all aspect of policy can be assessed based on the theory of policy evaluation indicator. Not all of the policy is running maximally because there are still obstacles encountered. If after the implementation of public policy is not able to solve the problems in society, a policy will fail. Sometimes a public policy impact is not directly effective in the short term but after a certain process.

CONCLUSION

Based on the focus of the problem, the evaluation of Government Policy in the development of Pentadio Resort has not been fully implemented optimally as indicated by policy evaluation according to William N. Dunn. It uses 5 Indicators such as effectiveness, adequacy, equity, responsiveness, and accuracy. It is effective and gives a good impact due to effectiveness and adequacy indicators, although not maximized. The development has not been evenly distributed in indicators of equitable distribution because a policy will run in accordance with expectations. If all parties support and implement the policy, it will well-organized. All parties will be in full responsibility. Appropriateness in the implementation of the policy has been completed well but not optimal. This is because the accuracy of policy is still less than the target. In this case, they lack in the development of human resources and the promotion of tourism. The indicator of responsiveness indicates that the policy gets a positive response. There are only a few things that must be completed by the policymakers. They must pay attention to any advantages and disadvantages of the policy issued. The main consideration in the development of a Pentadio Resort is about the possibility of management of tourism by private parties.

REFERENCES

- Abidin, S. Z. (2012). *Kebijakan Publik* (2nd Editio). Jakarta: Humanika.
- Agustino, L. (2008). *Dasar-Dasar Kebijakan Publik*. Bandung: Alfabeta.
- Akbar, M. F. (2017). Evaluasi Kebijakan Program Pemberian Dana Bantuan Operasional Sekolah (Studi Kasus pada Sekolah Dasar di Kabupaten Mamuju Utara). *JAKPP : Jurnal Analisis Kebijakan & Pelayanan Publik*, 3(47–64).
- Akbar, M. F., & Mohi, W. K. (2018). *Studi Evaluasi Kebijakan : Evaluasi Beberapa Kebijakan di Indonesia*. Gorontalo: Ideas Publishing.
- Alam, A. S. (2009). Analisis Kebijakan Publik Kebijakan Sosial di Perkotaan Sebagai Sebuah Kajian Implementatif. *GOVERNMENT : Jurnal Ilmu Pemerintahan*, 2(1), 81–96.
- Dunn, W. (2003). *Pengantar Analisis Kebijakan Publik*. Yogyakarta: Gadjah Mada University Press.
- Firdaus, F. (2016). Evaluasi Proyek Pembangunan Sosial Pada Kelompok Masyarakat Kawasan Hutan Mbeliling, Kab. Manggarai Barat, NTT. *Jurnal Ilmu Sosial Mamangan*, 5(1), 13–22. <http://doi.org/10.22202/mamangan.1926>
- Firdaus, F., & Tutri, R. (2017). Potensi Pengembangan Ekowisata Di Nagari Kotobaru, Kecamatan X Koto, Kabupaten Tanah Datar, Sumatera Barat. *Jurnal Kawistara*, 7(2), 115–206. <http://doi.org/10.22146/kawistara.13570>
- Joehastanti, J. (2012). Strategi Pemasaran Wisata Alam Untuk Meningkatkan Kunjungan Wisatawan Di Kawasan Wisata Kabupaten Kediri. *Jurnal Ilmu Manajemen, REVITALISASI*, 1(2), 61–73.
- Jusman, M., Hasselman, H., & Saleh, H. A. (2017). Sinergitas Kebijakan Program “Makassar Ta’ Tidak Rantasa” di Kota Makassar. *Publik : Jurnal Ilmu Administrasi*, 6(1), 23–29.
- Lutpi, H. (2016). Analisis Tingkat Partisipasi Masyarakat Dalam Pengembangan Pariwisata Pantai di Kecamatan Jerowaru. *Jurnal Pendidikan Ekonomi Undiksha*, 8(2), 1–10.
- Mardiyanta, A. (2011). Kebijakan Publik Deliberatif: Relevansi dan Tantangan Implementasinya. *Masyarakat, Kebudayaan Dan Politik*, 24(3), 261–271.
- Mirajanatin, H. P., Sutikno, F. R., & Sari, N. (2013). Kajian Potensi Pariwisata Perkotaan di Kota Malang Berdasarkan Stakeholder. *Jurnal Tata Kota Dan Daerah*, 5(1), 47–54.
- Newton, J. S., Horner, R. H., Algozzine, B., Todd, A. W., & Algozzine, K. (2012). A Randomized Wait-List Controlled Analysis of the Implementation Integrity

- of Team-Initiated Problem Solving Processes. *Journal of School Psychology*, 50(4), 421–441.
<http://doi.org/https://doi.org/10.1016/j.jsp.2012.04.002>
- Nurhayati, A. (2010). Revisiting Pariwisata Madura; Studi Kebijakan Pembangunan Kepariwisata Kabupaten Sampang. *KARSA: Jurnal Sosial Dan Budaya Keislaman*, 18(2), 182–192.
- Nurhidayati, S. E. (2015). Studi Evaluasi Penerapan Community Based Tourism (CBT) Sebagai Pendukung Agrowisata Berkelanjutan. *Masyarakat, Kebudayaan Dan Politik*, 28(1), 1–10.
- Parma, P. G. (2013). Pengembangan Pariwisata Berkelanjutan Berdasarkan Perspektif Tata Ruang Di Bali. *Jurnal Perhotelan Undiksha*, 10(2), 1–22.
- Ramdhani, A., & Ramdhani, M. A. (2017). Konsep Umum Pelaksanaan Kebijakan Publik. *Jurnal Publik*, 11(1), 1–12.
- Skogstad, G. (2003). Legitimacy and/or Policy Effectiveness?: Network Governance and GMO Regulation in the European Union. *Journal of European Public Policy*, 10(3), 321–338.
<http://doi.org/https://doi.org/10.1080/1350176032000085333>
- Trombetta, J. J., & Rogers, D. P. (1988). Communication Climate, Job Satisfaction, and Organizational Commitment: The Effects of Information Adequacy, Communication Openness, and Decision Participation. *Management Communication Quarterly*, 1(4), 494–514.
<http://doi.org/https://doi.org/10.1177/0893318988001004003>
- Van Hulst, M., & Yanow, D. (2014). From Policy “Frames” to “Framing”: Theorizing a More Dynamic, Political Approach. *The American Review of Public Administration*, 46(1), 92–112.
<http://doi.org/https://doi.org/10.1177/0275074014533142>
- Vandenberg, R. J., Richardson, H. A., & Eastman, L. J. (1999). The Impact of High Involvement Work Processes on Organizational Effectiveness: A Second-Order Latent Variable Approach. *Group & Organization Management*, 29(3), 300–339.
<http://doi.org/https://doi.org/10.1177/1059601199243004>
- Walker, W. E., Rahman, S. A., & Cave, J. (2001). Adaptive Policies, Policy Analysis, and Policy-Making. *European Journal of Operational Research*, 128(2), 282–289.
[http://doi.org/https://doi.org/10.1016/S0377-2217\(00\)00071-0](http://doi.org/https://doi.org/10.1016/S0377-2217(00)00071-0)