

## **Tourism Human Resources Supporting Sustainable Development Towards the Vision of Golden Indonesia 2045**

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### **Abstract**

Sustainable development is the main focus in achieving the vision of Golden Indonesia 2045. One sector that has great potential in realizing this vision is tourism. Human Resources in the tourism sector are key in supporting sustainable development. This study aims to identify the role of tourism Human Resources in supporting sustainable development towards the vision of Golden Indonesia 2045. The method used is a literature study to collect information related to the concept of sustainable development, tourism, and the role of Human Resources. The results of the study indicate that tourism Human Resources not only play a role as workers, but also as agents of change that affect environmental, social, and economic sustainability. In addition, skilled, trained, and competent tourism Human Resources can improve the quality of tourism services, maintain environmental sustainability, and promote local culture. The conclusion of this study is the importance of investing in the development of sustainable tourism Human Resources as a strategy to achieve the vision of Golden Indonesia 2045. What can be recommended from this paper is that public policies are needed to support the development of Human Resources capacity, including training programs, higher education, and collaborative initiatives between the government, tourism industry, and local communities. Thus, tourism Human Resources can be the main driving force in achieving holistic and sustainable development in Indonesia.

### **Keywords:**

tourism human resources; sustainable development; vision 2045

### **Introduction**

Indonesia has set the vision of Indonesia Emas 2045, a milestone that mandates achieving sustainable prosperity across the board. In achieving this vision, sustainable development is the main foundation to ensure that economic growth is not only sustainable, but also pays attention to environmental sustainability and the social welfare of the community. One sector that has great potential in realizing this vision is the tourism sector.

In the Vision of Indonesia 2045, Sovereign, Advanced, Just and Prosperous, in Pillar I of Human Development and Mastery of Science and Technology, it is intended to realize the acceleration of people's education evenly, increasing the role of culture in development, increasing the contribution of science and technology in development, improving the health and

quality of life of the people and labor reform. (Executive Summary of the Vision of Indonesia 2045 Bappenas, 2019).

Indonesia's Vision 2045 Pillar I Human Development and Mastery of Science and Technology is in accordance with Goal 4 of the Sustainable Development Goals, *namely* Quality Education, which is a goal formulated and agreed upon by the leaders of member countries of the United Nations in 2015. (Ministry of National Development Planning/Bappenas, 2017). The mission of this fourth goal is "Ensuring Inclusive and Equitable Quality Education and Increasing Lifelong Learning Opportunities for All". Education is a basic value for every human being. To create a young generation that can bring positive change with quality education. In addition to Formal Education, education is needed that can guide the mindset of the young generation, be innovative and encourage a creative spirit so that they can implement Sustainable Development in an applicable life. (Ariani, 2023).

Further explained how Tourism Human Resources as a Driver of Sustainable Tourism. First, Tourism as an industry that is highly dependent on human existence. Second, the human aspect or Tourism Human Resources plays a very important role as a driving force for the sustainability of the tourism industry (service-based) in a country, Third, Human Resources play a key role in realizing successful performance. (Evans, Nigel, 2003). Fourth, Human Resource Development in the tourism industry is currently facing global challenges that require solutions by breaking through national, regional and continental boundaries. One solution that needs to be taken is to improve the quality and competence of Indonesian tourism Human Resources by improving the quality of education and appropriate training. (Ariani, 2023).

In this case, the concept of Tourism Human Resources is intended to be individuals/tourism industry players who directly or indirectly have interactions/connections with all tourism components. Based on the 2025-2029 Tourism Human Resources Roadmap, it is known that the problem in developing tourism is the lack of adequate facilities to support tourism education. Competent, skilled, highly *skilled* and dedicated tourism workers in their fields (professional) are an absolute necessity to be able to compete in the global market. In addition, the availability of local Human Resources in areas that are tourism destinations is something that needs serious attention from both the Central and Regional Governments.

Meanwhile, it is hoped that tourism in Indonesia can develop rapidly and become one of the main economic sectors that contribute significantly to the national Gross Domestic Product and job creation. Tourism Human Resources are the main asset in every economic sector, including tourism. In the context of sustainable development, tourism Gross Domestic Product has a very important role. They are not only as implementers of operational activities, but also as policy makers, innovation drivers, and pioneers of sustainable practices in the tourism industry.

This study aims to examine in depth the role and contribution of tourism Gross Domestic Product in supporting sustainable development, with a focus on the vision of Golden Indonesia 2045. Through a comprehensive analysis of relevant literature, this study will identify the strategies and policies needed to optimize the role of tourism Gross Domestic Product in achieving holistic and sustainable development goals in Indonesia. With a deep understanding of the key role of tourism Gross Domestic Product in the context of the Golden Indonesia 2045 vision, it is hoped that this study can provide significant contributions to the development of sustainable policies and managerial practices for the tourism industry in Indonesia. This is not only academically relevant, but also practically to support the achievement of national development goals in the long term.

### **Research Methods**

This study uses a literature review research method, which is a research method that identifies, evaluates and interprets all relevant research results related to a particular research question, a particular topic, or a phenomenon of concern. (Barbara Kitchenham, 2014). While this research approach is a qualitative approach in *literature review* used to synthesize (summarize) the results of qualitative descriptive research. The method of synthesizing (summarizing) the results of qualitative research is called meta-synthesis, a technique for integrating data to obtain new theories or concepts or a deeper and more comprehensive level of understanding. (Perry & Hammond, 2002).

Data collection was carried out by identifying Google Scholar journals that were relevant to the topic of Tourism Human Resources in Supporting Sustainable Development Towards the Vision of Golden Indonesia 2045 and publications on Gross Domestic Product. Tourism. Then to analyze all relevant research results, a qualitative literature review analysis is used by considering good human quality of life indicators as a basis for developing a quality Gross Domestic Product of Tourism, by considering the quality of human life as measured by the Human Development Index through the dimensions of health, education, economy, poverty and inequality, stunting and open unemployment rates in every aspect of tourism development in 5 Super Priority Tourism Destinations.

### **Results and Discussion**

From the five selected journal studies, data analysis was then carried out using Publish or Perish software. It can be explained that five journal articles are relevant studies related to Gross Domestic Product of Tourism in Supporting Sustainable Development Towards the Vision of

Golden Indonesia 2045, sorted by the number of citations from the highest to the lowest, it is known that: **First**, a study conducted by Eko Lianto Rihardi entitled Development of Human Resource Management as a Competitive Advantage in the Tourism and Hospitality Industry. This journal was cited 41 times. This study aims to analyze the specific characteristics of human resources in the hospitality and tourism industry, and especially the quality of work in this activity. Many authors point out the negative aspects of tourism employment, such as low wages, extended working hours, high work volume, short-term and part-time work due to the seasonal nature of work, etc. Therefore, tourism and hotel companies face problems in recruiting and retaining high-quality workers, which also depends on their competitiveness in the tourism market. For this reason, in the tourism and hospitality industry, increasing attention is paid to human resource quality management. (Rihardi, 2021).

**Second**, Research conducted by Yulianah entitled Developing Human Resources for Community-Based Tourism in Rural Areas. This research journal was cited 39 times. The results of the study indicate that for several years it has been utilized by the Government and NGOs to increase capacity, especially in human resource development. The experimental learning approach is used to develop the knowledge, skills, and awareness of the local community.

**Third**, research conducted by Asep Syaiful Bahri and Fitri Abdillah entitled Potential of Human Resources in the Tourism Sector in the National Tourism Strategic Area of Labuan Bajo, East Nusa Tenggara. This journal was cited 24 times with the aim of the research to see the potential of human resources in the tourism sector, as well as to determine the opportunities and challenges of human resources for tourism workers in Labuan Bajo. The findings of this study indicate that the problem of human resources in Labuan Bajo is not only about availability, but also about inadequate qualifications. Therefore, increasing the quality and quantity of workforce availability needs to be accelerated by providing educational institutions and skills that are in accordance with destination development. (Bahri & Abdilah, 2022).

**Fourth**, Research conducted by Muhadjir Suni and Muh. Zainuddin Badollahi with the research title Human Resource Development in the tourism sector: the perspective of regional tourism potential in Barru Regency, South Sulawesi. This research was cited 15 times, which discussed the strategies carried out by the Barru Regency Government in Human Resource Development in the Tourism Sector from the Perspective of Tourism Potential. The results of the study show that the Barru Regency Government has several strategies aimed at maximizing the development and management of existing tourism potential, namely developing nature tourism, involving the community, and promoting tourism. However, there are still several obstacles faced related to the lack of human resources and inadequate budget allocation in optimally processing tourism potential. (Suni & Badollahi, 2019).

**Fifth**, Research conducted by Hanung Eka Atmaja and Shinta Ratnawati entitled Tourism Development Through Integration of Human Resource Planning with Strategic Planning of Taman Bunga Manohara Tourism Object. This research journal has been cited 12 times. The utilization, development, management, and financing of tourism areas must be taken seriously by the government by involving the role of government institutions, related stakeholders, and the participation of all levels of society. Human Resource Planning must be integrated with the organization's short-term and long-term planning objectives. The results of the evaluation of longterm Human Resource planning can be used as a basis for organizational succession planning. (Eka Atmaja & Ratnawati, 2020).

The five journal articles explain the low quality of tourism human resources and the need to make various efforts and develop the quality of tourism human resources to increase their capacity, excellence and competence through increasing knowledge, education, training and skills for tourism human resources.

Furthermore, from the results of a detailed literature review of the 2025-2029 Tourism Human Resources Roadmap, it is known that the quality of human life and the development of Tourism Human Resources in 5 Super Priority Tourism Destinations have an interrelated and mutually supportive relationship. Responsible development of quality tourism can improve the quality of human life, and good quality of human life is an important basis for the development of quality Tourism Human Resources. Therefore, it is important to consider the quality of human life as measured by the Human Development Index in every aspect of tourism development in 5 Super Priority Tourism Destinations. By analyzing components of the Human Development Index such as life expectancy, education, and per capita expenditure, we can identify gaps in various regions and develop targeted programs to improve the skills and knowledge needed to work in the tourism sector. (Ariani, 2023).

Based on the achievements of the Human Development Index, it can be translated that the Human Development Index can describe the quality of Human Resources in 5 Super Priority Tourism Destinations: **First**, the quality of human development in Central Lombok Regency and West Manggarai Regency until 2023 is still below the national average (National Human Development Index 73.55), and these two regencies are in the moderate category. The low quality of life in these two Super Priority Tourism Destinations needs to be prioritized in future development, both in the education dimension, health dimension and per capita expenditure dimension.

**Second**, looking at the Life Expectancy data that describes the level of health, two Super Priority Tourism Destination districts, namely Central Lombok and West Manggarai, have a life expectancy that is much lower than the national level, and also describes a lower level of health.

This describes the condition of the community who may experience health problems that can affect their productivity and quality of work. This can have a negative impact on the development of tourism Human Resources, because the low quality of the workforce can affect the experience and satisfaction of tourists. In addition, the number of workers available in the tourism sector may be limited. This can hinder the growth and development of the tourism industry, due to the lack of qualified and experienced workers.

**Third**, related to the level of education, the Average Length of Schooling of the population aged over 15 years in the three Super Priority Tourism Destination Districts, namely Magelang, Central Lombok and West Manggarai, is still below the national figure (8.77 years in 2023). Against the target of the 2020-2024 National Medium-Term Development Plan with a value of 9.18 years in 2024, these three Super Priority Tourism Destination districts need to prioritize development plans to improve the level of education. The higher the Average Length of Schooling, the better the tourism Human Resources have knowledge and skills, so that they can encourage innovation in the tourism industry and have better adaptability to changes in tourism trends, new technologies, and the growing needs of tourists.

**Fourth**, in the adjusted per capita expenditure dimension or which describes the economic welfare of individuals in the five Super Priority Tourism Destination districts, it is shown that the three Super Priority Tourism Destination districts, namely Magelang, Central Lombok and West Manggarai have per capita expenditure figures per year that are below the national level (Rp. 11,899,000 per person per year in 2023). Until 2023, the per capita expenditure figure per year of its population in West Manggarai Regency is still below Rp. 10,000,000. Low per capita income can have a significant impact on the development of tourism Human Resources. Low per capita income can reflect limited access to education and training. This can result in a lack of skills and knowledge needed in the tourism industry, which in turn can affect the quality of the workforce in the tourism sector.

In terms of health dimensions, it is known that: **First**, adequate health facilities and infrastructure and access to good health services contribute to increasing the life expectancy of the population in the 5 Super Priority Tourism Destination districts. **Second**, the coverage of adequate and quality health facilities and infrastructure will help maintain the health and fitness of tourism Human Resources, increase tourist confidence and improve the competitiveness of the tourism industry. The 5 Super Priority Tourism Destination Districts already have adequate health facilities and infrastructure. It is hoped that efforts to improve health facilities and infrastructure to develop tourism Human Resources will always be carried out to further strengthen the competitiveness of the tourism industry. **Third**, the number of doctors or health workers is closely related to the development of tourism Human Resources. Sufficient number of

doctors or health workers and fitness of tourism HR. Sufficient number of doctors or health workers can help improve the health and fitness of tourism Human Resources, increase tourist confidence, and improve the competitiveness of the tourism industry. Until now, the ratio of the number of doctors to the number of residents in the 5 Super Priority Tourism Destination districts has not met the World Health Organization standard (1:1,000). Fourth, Extraordinary Events have a negative impact on the tourism industry. Efforts to prevent, overcome and improve tourism Human Resources are key to mitigating the impact of Extraordinary Events or outbreaks and maintaining the competitiveness of the tourism industry.

Viewed from the education dimension, it is known that: **First**, a high Gross Education Participation Rate indicates that the community has good access and participation in education, so that they are more prepared to take part in training and vocational education in the tourism sector. Magelang and West Manggarai Regencies have Gross High School Education Participation Rates below 90% (not yet high) and it is hoped that the community will have better access and participation in High School education. **Second**, the ideal Student Teacher Ratio allows teachers to provide more individual attention to students, thereby helping students develop interpersonal skills in the tourism industry, such as communication, cooperation, and problem solving. The Student Teacher Ratio of Vocational High Schools in Magelang Regency has not reached the minimum standard of the Student Teacher Ratio of Vocational High Schools (Government Regulation 72/2008 concerning Teachers), which is 1;15. **Third**, the tourism industry that has Human Resources with a high level of education will be more competitive in the global market and have a better understanding of the importance of environmental and cultural sustainability, so that it can help implement sustainable tourism. The majority of the workforce in Magelang Regency, Central Lombok and West Manggarai have low levels of education and efforts are needed to increase the level of education of the workforce for the development of tourism human resources.

In terms of economic dimensions, it is known that: **First**, the adjusted per capita expenditure indicator describes the general consumption pattern, which reflects the level of welfare and economic growth of individuals or community groups in the 5 Super Priority Tourism Destination districts. Until 2023, adjusted per capita expenditure in West Manggarai Regency has increased compared to 2022, although it is still below IDR 10 million/person/year or precisely IDR 7,913,000/person/month. The tourism human resource development plan for this district is expected to accelerate the increase in per capita expenditure per year. **Second**, while based on the data on the distribution of Gross Regional Domestic Product per sector, which informs how evenly distributed or not income and economic growth are in various sectors in the 5 Super Priority Tourism Destination Districts. The contribution of Gross Regional Domestic Product to

the Accommodation and Food and Beverage Provision sector (covering various tourism facilities such as hotels, tourist lodges, restaurants, and catering services) in the 5 Super Priority Tourism Destination Districts is still low in distribution, namely below 5%. Third, it is hoped that through this Human Resources Development Strategy for Tourism, the contribution of Gross Regional Domestic Product from the tourism sector can experience an increase in distribution.

In terms of poverty and income inequality dimensions, it is known that: **First**, poverty and high incomes inequality have a negative impact on the development of tourism Human Resources, because not all individuals have the same opportunity to develop the skills and knowledge needed in the tourism industry. Efforts to improve access to education and training, health services, information about job opportunities, and motivation can help overcome the impacts of poverty and improve the quality of tourism Human Resources. **Second**, in 2023 the poverty rate in Central Lombok Regency, North Minahasa has increased. Especially for Central Lombok Regency, this condition is exacerbated by the increasing Poverty Depth Index. The increase in the Poverty Depth Index indicates that the implementation of poverty alleviation is not well targeted, and can trigger an increase in extreme poverty rates. **Third**, high income inequality triggers injustice in the Distribution of Tourism Benefits, where a small part of the community who has capital gets greater benefits compared to the poor. The priority of developing tourism Human Resources needs to involve the poor.

In terms of stunting and open unemployment rates, it is known that: **First**, stunting can have a significant negative impact on the development of tourism Human Resources. Adults who have experienced stunting often have lower productivity, so they cannot provide optimal services to tourists and do not have the skills needed to work in the tourism industry. **Second**, until 2022, four Super Priority Tourism Destination districts, namely Toba Regency, Magelang, Central Lombok and West Manggarai still have stunting prevalence rates above the national (21.6%). Even Central Lombok and West Manggarai still have high stunting prevalence rates (above 30%). **Third**, efforts to handle stunting convergently need to be prioritized immediately through handling specific nutrition and sensitive nutrition in the 5 Super Priority Tourism Destination Districts. **Fourth**, the high Open Unemployment Rate can have several negative impacts on the development of tourism Human Resources, including limited job opportunities because the tourism industry cannot absorb all available workers. Decrease in service quality because the tourism industry has difficulty getting competent workers. **Fifth**, North Minahasa Regency is the regency with the highest Open Unemployment Rate in the 5 Super Priority Tourism Destination Regencies, even experiencing an increase in the Open Unemployment Rate in 2023 to 7.17 percent. In contrast, Toba Regency has a low Open Unemployment Rate and experienced a decrease in the Open Unemployment Rate in 2023 to 1.3 percent. **Sixth**, efforts to Overcome the



impact of the Open Unemployment Rate on the Development of Tourism Human Resources by the government in collaboration with the tourism industry to provide vocational training and education for the unemployed so that they have the skills needed to work in the tourism industry.

Meanwhile, the Tourism Human Resources Ecosystem Initiative to Realize "Quality Tourism and Sustainable Tourism" can at least include: 1) Training programs: Improving the knowledge and skills of tourism Human Resources related to local history, culture, and environment, as well as good communication and service techniques; 2) Certification: Encouraging the strengthening of quality tourism Human Resources and having the competence (based on certification) to implement responsible and sustainable tourism practices; 3) Empowering local communities: Providing training to local communities on how to develop unique and authentic tourism products and services, and how to properly manage tourism businesses supported by digital technology; 4) Tourism awareness campaigns: Increasing public awareness of the importance of preserving nature and culture, and promoting responsible and sustainable tourism, including the use of technology and digitalization in its activities.

Then some important issues that are triggers for strengthening the tourism Human Resources ecosystem include: Referring to the Vision of Golden Indonesia 2045, the action plan for developing quality Tourism Human Resources for 2025-2029 will contribute to achieving the four pillars of Golden Indonesia. Development of tourism Human Resources through vocational education and training, including mastery of technology. Tourism Human Resources are expected to become workers who have noble values, nationalism and high work ethic. So that in the future, educated, noble, adaptive and collaborative tourism Human Resources can be created that support sustainable economic development through the tourism sector and have good and equitable welfare.

Therefore, the transformation of Tourism Human Resources refers to systematic and sustainable efforts to improve the quality, capabilities, and professionalism of Human Resources in the tourism sector. The main objective of this transformation is to support the realization of quality and sustainable tourism that benefits all parties, including tourists, local communities, and the environment. The transformation of Tourism Human Resources includes several important aspects, namely: **First**, Competency Improvement: 1) Providing quality training and education to improve the knowledge, skills, and attitudes of tourism Human Resources in various fields, such as foreign languages, Hospitality and service, Knowledge of local culture and traditions, Digital skills and Sustainable tourism management; 2) Encouraging competency certification for tourism HR to ensure they meet the established quality standards. **Second**, Mindset Shift: 1) Instilling a culture of professionalism and high work ethic among tourism Human Resources; 2) Increasing awareness of the importance of responsible and sustainable

tourism; 3) Encouraging innovation and creativity in the development of tourism products and services. **Third**, Institutional Strengthening: 1) Increasing coordination and collaboration between stakeholders in the development and management of tourism Human Resources; 2) Strengthening the role of tourism education and training institutions in producing competent tourism Human Resources; 3) Building an integrated tourism Human Resources information and data system. **Fourth**, Utilization of Technology: 1) Utilizing digital technology to improve the efficiency and effectiveness of tourism Human Resources management; 2) Developing an online platform for tourism Human Resources learning and training; 3) Implementing information technology in various aspects of tourism operations, such as ticket reservations, payments, and tourism information. All of the above aspects of Tourism Human Resources transformation require support for targeted activity and budget planning, controlled monitoring and evaluation implementation, and research and development support.

Meanwhile, the benefits of the Transformation of Tourism Human Resources produced include: **First**, Increasing the quality of tourism services: Competent and professional tourism Human Resources will provide better services to tourists, thereby increasing tourist satisfaction and loyalty. **Second**, Increasing the competitiveness of tourist destinations: Tourist destinations with quality tourism Human Resources will be more attractive to tourists and increase their competitiveness in the global market. **Third**, Strengthening the realization of sustainable tourism: Tourism Human Resources who are aware of the importance of environmental and cultural sustainability will encourage responsible and sustainable tourism practices. **Fourth**, Increasing the welfare of local communities: Tourism Human Resources Transformation can open up new job opportunities for local communities and increase their income from the tourism sector.

In Presidential Decree 18 of 2020 concerning the National Medium-Term Development Plan for 2020-2024, several indications related to the development of Tourism Human Resources have been determined. The implementation of this tourism development will continue simultaneously in the medium-term national development period of 2025-2029. The development of Tourism Human Resources is also part of the government's priority projects for the 2020-2024 period. The Tourism Development Plan in the National Long-Term Development Plan 2025-2045 is contained in four main agendas, namely: 1) Economic Transformation; 2) Social Transformation; 3) Governance Transformation, and 4) Foundation for Socio-Cultural and Ecological Resilience Transformation. This shows the opportunities or potential of tourism in long-term national development.

Meanwhile, tourism strategies include: 1) Integration of domestic and global connectivity, supported by conducive visa policies; 2) Increasing innovation and scale of utilization of diversity

of natural resources, culture, creativity, and sports achievements in diversifying the appeal of tourism destinations that are adjusted to the preferences of domestic and foreign tourists; 3) Strengthening integration and competitiveness of *trade, tourism and investment* ; 4) Increasing Human Resources and Micro, Small and Medium Enterprises in tourism with global competitiveness; 5) Strengthening the supply chain of the tourism industry that is adaptive, inclusive, and sustainable, with the support of the implementation of *blue, green, and circular economy* , digitalization, and technological advances; 6) Completion of 10 priority tourism destinations (Lake Toba, Borobudur Yogyakarta-Prambanan, Lombok-Gili Tramenan, Labuan Bajo, Manado Likupang, Bromo-Tengger

Semeru, Wakatobi, Raja Ampat, Bangka Belitung, and Morotai) guided by the National Tourism Destination Master Plan/Integrated Tourism Master Plan, strengthening regenerative tourism in Bali, developing tourism clusters in the National Capital, and developing the next priority tourism destinations; and 7) Strengthening tourism promotion, including through the establishment of a one-stop promotion institution integrated with trade and investment promotion. In an effort to realize quality and sustainable tourism, it is developed by: 1) implementing the principles of *Blue Green Circular Economy* (BGCE); 2) building green infrastructure for basic infrastructure and tourism support; 3) strengthening inclusive supply chains; 4) improving destination and tourism industry governance; 5) improving tourism Human Resources skills, and preserving the environment and culture, and 6) improving disaster mitigation. Quality tourism is defined as tourism that provides meaningful experiences for tourists through the provision of competitive attractions, amenities, and accessibility, sustainable development, has uniqueness, and provides high-value experiences. Sustainable tourism is tourism that contributes to the welfare of the community and business actors, meets the needs of visitors, preserves cultural values, and improves ecological quality.

Development of Tourism Human Resources to realize Quality and Sustainable Tourism is part of the Priority Activities for Tourism Destination Development Medium-term development priorities for 2025-2029. The Priority Program for Developing Human Resources Skills and tourism services is one of the seven planned priority programs. Increasing the standardization of work competencies and certification, as well as training and mentoring are targets that must be completed in the 2025-2029 development period. The involvement of stakeholders related to the development of Tourism Human Resources is expected to produce outputs that support the targets of the priority programs in question.

Taking into account the National Medium-Term Development Plan 2025-2029, the Mutual Recognition Arrangement on Tourism Professionals, the United Nation World Tourism Organization (UNWTO), the *Green Jobs approach* , and the *Blue-Green Circular Economy* , tourism

Human Resource development programs must be designed in a comprehensive and integrated manner, focusing on improving competencies, skills, and awareness of sustainable tourism. Collaborative efforts between stakeholders, such as the government, tourism industry, educational institutions, and communities, are essential to ensure the success of tourism Human Resource development and realizing quality and sustainable tourism in Indonesia. And can support the increasing role of the tourism industry as one of the important sectors in the Indonesian economy, with a significant contribution to Gross Domestic Product and job creation.

So to achieve quality and sustainable tourism, it is necessary to develop competent and competitive tourism Human Resources. The preparation of action plans or activities that produce outputs in the form of effective tourism HR development programs. Several things to consider regarding the importance of developing tourism Human Resources include: 1) Improving Service Quality: Skilled and professional tourism Human Resources can provide quality services to tourists, thereby increasing their satisfaction and loyalty; 2) Increasing Competitiveness: Competent tourism Human Resources can increase the competitiveness of Indonesian tourist destinations in the global market; 3) Encouraging Economic Growth: Development of tourism Human Resources can encourage economic growth and job creation in the tourism sector; 4) Maintaining Natural and Cultural Sustainability: Tourism Human Resources who have an understanding of natural and cultural sustainability can help maintain and preserve these tourism assets. 5) Realizing Quality and Sustainable Tourism. Development of tourism Human Resources is the key to realizing quality and sustainable tourism, which provides economic, social, and cultural benefits for all stakeholders.

General strategy for developing Tourism Human Resources in an effort to realize quality and sustainable tourism, including: *First*, education and training. Strengthening education and training through a curriculum that is in accordance with the needs of the tourism industry and international standards. *Second*, certification. Improving competency certification programs for tourism professionals. *Third*, skills development. Interpersonal skills, communication, foreign languages, and technical skills needed in the tourism industry. *Fourth*, upgrading and reskilling. Upgrading and reskilling for tourism professionals, following the latest developments in the tourism industry. *Fifth*, increasing awareness. Increasing awareness of the importance of developing tourism Human Resources for all stakeholders.

Based on the description above, several key points related to tourism Human Resources in supporting sustainable development towards the Vision of Golden Indonesia 2045 can be explained: **First**, the Importance of Continuous Education and Training. Continuous training and in-depth education will prepare tourism Human Resources to face more complex future challenges. This will also help improve the competitiveness of the Indonesian tourism industry

globally. **Second**, Expanding Public Awareness and Education. Efforts to raise awareness of the importance of sustainability in tourism need to be pushed further. This initiative can involve public campaigns, education programs in schools, and continuous training in the workplace. **Third**, Collaboration Between Stakeholders. Strong collaboration between the government, tourism industry, and local communities will be key to implementing sustainable practices. This includes wise management of natural resources, preservation of local culture, and empowerment of the local community economy. **Fourth**, Long-Term Benefits. By strengthening tourism Human Resources in the context of sustainability, Indonesia can optimize its potential as a leading tourism destination that is not only economically profitable, but also preserves the natural environment and cultural heritage for future generations.

Thus, this study confirms that investment in sustainable tourism Human Resources development is key to achieving the vision of Indonesia Emas 2045. By focusing on education, training, collaboration, and public awareness, Indonesia can build a sustainable tourism industry and provide long-term benefits for all stakeholders, as well as for future generations.

## Conclusion

Tourism Human Resources have a very important role in supporting sustainable development towards the Vision of Golden Indonesia 2045. This study shows that investment in education, training, awareness, and collaboration is key to preparing tourism Human Resources who are able to face global challenges while preserving the environment and culture.

In order to achieve this, the following are needed: **First**, strengthening education by encouraging the government to improve the formal education curriculum related to sustainability in tourism schools and universities and expanding sustainable training programs for existing tourism workers. **Second**, skills training, by providing more practical training and skills relevant to sustainability for tourism professionals and encouraging the private sector to play an active role in organizing this training. **Third**, Increasing Public Awareness, by conducting broader public campaigns on the importance of sustainable tourism for the general public and integrating sustainability issues into social media, public events, and information campaigns. **Fourth**, Collaboration between Stakeholders, by encouraging closer collaboration between government, the tourism industry, academics, and local communities in developing sustainable policies and practices and supporting initiatives that promote community participation in sustainable tourism destination management.

This study emphasizes several important things that need to be considered, including: **First**, Development of Sustainable Performance Index, by developing a sustainable performance

evaluation system for tourism companies as a guideline for best practices and encouraging the adoption and implementation of sustainable performance indicators as part of operational standards. **Second**, Funding and Institutional Support, by encouraging the government to increase funding and institutional support for sustainable education and training programs in the tourism sector and facilitating access to resources for local initiatives that contribute to tourism sustainability. **Third**, Continuous Monitoring and Evaluation, by developing an integrated monitoring and evaluation system to monitor progress in achieving tourism sustainability goals and using evaluation results to adapt more effective policies and strategies.

By implementing these suggestions and recommendations, Indonesia can strengthen tourism Human Resources in supporting sustainable development towards the Vision of Golden Indonesia 2045. This will not only increase the competitiveness of Indonesian tourism at the global level, but will also provide long-term benefits for the economy, environment, and local communities.

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