

## Title Prototype of a Mobile-Based Interactive Application for Tourist Search in Nabire

Gunawan Prayitno<sup>1\*</sup>, Gatrida Bouk<sup>2</sup>

<sup>1,2,3</sup>STMIK Pesat Nabire, Indonesia

<sup>1</sup>[binaanakpapua@gmail.com](mailto:binaanakpapua@gmail.com), <sup>2</sup>[ldhabouk20@gmail.com](mailto:ldhabouk20@gmail.com)



### \*Corresponding Author

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### ABSTRACT

The Nabire area in Papua Indonesia has rich natural tourism potential, including attractive lakes and beaches. However, the low interest of tourists in visiting is caused by a lack of information and promotion about this tourist destination. The lack of efforts to disseminate information and promotions has resulted in low numbers of tourist visits, both domestic and international. This research aims to overcome this problem through the development of an interactive mobile application designed to facilitate access to comprehensive and up-to-date tourist information in Nabire. This research methodology uses a Design Thinking approach which consists of five stages: empathy, determination, ideation, prototype, and test. At the empathy stage, observations and interviews were carried out to understand user needs, which revealed that easily accessible and complete tourism information was still very much needed. The determination stage concluded that the main problem was the lack of accessibility of integrated and up-to-date tourism information. The ideation stage produced several potential solutions, including creating an application that provides complete information about tourist attractions, ticket prices, locations, images and videos. In the prototype stage, the application is designed using Figma to showcase important features and produce an initial model that can be tested. The prototype results include a main page, a short tourist description, a photo gallery, and a tourist video. The testing phase is carried out using the black box method to ensure the application functions operate as expected. Test results show that the application can display dashboard pages, short tourist descriptions, photo galleries and videos well.

### INTRODUCTION

The Nabire area has a lot of natural tourism potential that has not been optimized, such as lakes, beaches, which are interesting to visit. However, the lack of information and promotion about these tourist locations makes many tourists who do not know the natural wealth of Nabire. Tourist interest in visiting Nabire is still low due to the lack of information and promotions available.

Various sources show that Nabire has a variety of interesting tourist attractions, such as lakes, beaches. However, due to the lack of information disseminated about the existence and attraction of these tourist sites, many people do not know the tourism potential of Nabire. To increase the number of tourist visits, active efforts are needed to promote and provide complete and easily accessible information to potential tourists both from within and outside the country.

Tourist interest in visiting Nabire is still low due to the lack of information and promotions available. To increase the number of tourist visits, active efforts are needed to promote and provide complete and easily accessible information to potential tourists both from within and outside the country.

In order for tourism in Nabire to develop, a mobile-based interactive application is needed that can help tourists find and access information related to tourist attractions in the area. Information technology plays an important role in tourism development, including in Nabire. Mobile-based applications can be an effective means to provide information and promote tourist attractions to tourists. (Baroroh, dkk, 2022) Advances in mobile technology can help tourists easily access information related to locations, facilities, and tourist activities in Nabire. In addition, mobile applications can also facilitate interaction between tourists and tourist attraction managers, improve the travel experience, and encourage sustainable tourism development. (Wahyundari, dkk, 2015)

Developing a mobile app to introduce and promote tourist destinations in Nabire can help increase the number of tourist visits to the area. By providing comprehensive and easily accessible information through the app, tourists can easily plan and enjoy their trips in Nabire. The increase in the number of tourists visiting will not only grow the local tourism industry, but also drive overall economic growth. The development of this application can help open up opportunities for local communities to develop their businesses and improve their welfare. (Pamudi, dkk, 2020) Moreover, mobile-based applications can facilitate direct interaction between tourists and tourist attraction managers, as



well as support more sustainable tourism .(Arfandy & Said, 2023)

Currently, information about tourist destinations in Nabire is still limited and not widely available. Many potential tourist attractions in the area are not yet known to the wider community, both domestic and foreign tourists.(Widjaja, 2024) The lack of promotion and publicity about the natural beauty, culture, and tourism potential of Nabire is one of the factors in the low number of tourist visits to this area. (Mahendradevi, n.d) To increase the interest and arrival of tourists, systematic efforts are needed in providing complete and easily accessible tourism information, including the development of mobile applications .(Kasim, 2022)

The limited information and tourism promotion in Nabire has caused the tourism potential in the area to not be utilized to its full potential . This is due to the lack of use of information technology, especially mobile applications, to provide and disseminate information related to tourist attractions, accessibility, and supporting facilities in Nabire. The development of interactive and comprehensive mobile applications can be a solution to fill the gap in tourism information and encourage the growth of the tourism industry in the area.(Daulay, dkk, 2022)

Some of the factors that cause the lack of tourism information in Nabire include: Lack of budget and resources allocated for the promotion and management of tourism information in Nabire, lack of coordination and collaboration between stakeholders related to tourism development, limited information and communication technology infrastructure in several areas of Nabire, and lack of innovation and use of digital technology to promote tourist destinations. In addition, the low awareness of the local community about the importance of tourism promotion and information is also a challenge in developing the tourism sector in Nabire. In order for tourism in Nabire to develop, it takes a strong commitment and coordination between stakeholders to prioritize the provision of comprehensive and easily accessible tourism information for tourists, especially through the development of interactive mobile applications. To improve tourism information in Nabire, several strategies that can be implemented are: First, increasing the allocation of sufficient budget and resources for tourism information promotion and management activities in Nabire. Local governments and other stakeholders need to ensure the availability of adequate financial support to develop and disseminate information about tourist destinations.(Fajri, dkk, 2022)

Second, building close collaboration between local governments, tourism business actors, and local communities in developing and disseminating tourism information. Good coordination can increase the effectiveness and reach of the information disseminated. (Zulkarnaen, 2023) Third, utilizing digital technology and mobile applications to provide comprehensive, interactive, and easily accessible tourism information for tourists.(Yudhana, A., & Umar, R. 2019) The development of an app that contains complete information about tourist attractions, accommodation, transportation, and other supporting facilities will help tourists plan their trips better.(Yuaningsih, 2021) By implementing these strategies, it is hoped that tourism information in Nabire can be significantly improved, encourage the growth of the number of tourist visits, and support the development of a more sustainable tourism sector.

With the right use of digital technology, mobile applications can be an effective solution to introduce and promote tourist destinations in Nabire comprehensively. The development of this application can contribute to the increase in the number of tourist visits, local economic growth, and a better understanding of the public and tourists towards the tourism potential in Nabire. Local governments and related stakeholders can review the results of this study as input to design and implement innovative and effective digital technology-based tourism information development strategies.(Nurlina, dkk, 2022) Overall, the study concludes that the development of interactive mobile applications to provide comprehensive tourism information can be an effective strategy to increase the attractiveness of Nabire as a tourist destination. With the right use of digital technology, this application can help tourists plan their trips better, increase the number of visits, and encourage local economic growth through the tourism sector.[(Hakim, 2023)

The results of this research are expected to be input for local governments, tourism business actors, and the people of Nabire in developing more innovative and effective strategies for increasing information and promoting tourism, especially by utilizing digital technology and mobile applications. With a mobile application that provides comprehensive tourism information, the people of Nabire can get greater economic benefits from the tourism sector. In addition to increasing the number of tourist visits, this application can encourage the growth of tourism support businesses such as hotels, restaurants, transportation, and local MSME products. (Nugraha, 2021) The development of this application also has the potential to improve the welfare of the Nabire community more broadly, both in terms of income, employment, and entrepreneurial opportunities. Thus, the use of digital technology to provide better tourism information can have a positive impact on economic and social development in Nabire

## LITERATURE REVIEW

### Tourism Information Systems and Digital Transformation

The tourism industry has undergone significant digital transformation in recent years, with information systems playing a crucial role in promoting destinations and enhancing tourist experiences. Buhalis and Law highlight the evolution of eTourism research over two decades, emphasizing the growing importance of information technology in tourism management. Their work underscores the need for destinations to leverage digital platforms for competitive advantage. (Buhalis, D., & Law, R. 2008).



In the context of developing tourist destinations, Daulay et al. examine digital transformation in ecotourism. Their study demonstrates how digital technologies can be effectively used to promote lesser-known tourist sites, which is particularly relevant to the case of Nabire. (Daulay, dkk, 2022). Similarly, Baroroh et al. explore the optimization of social media and websites for promoting rural tourism, providing insights into the diverse digital channels available for tourism promotion. (Baroroh, dkk, 2022)

### Mobile Applications in Tourism

The proliferation of smartphones has led to a surge in the development and use of mobile applications in the tourism sector. Wang et al. investigate the role of smartphones in mediating tourist experiences, finding that mobile devices significantly influence how tourists plan, experience, and share their travels. This study highlights the potential impact of a well-designed mobile application on tourist behavior and satisfaction. (Wang & Fesenmaier, 2012)

Further emphasizing the importance of mobile technology, Wang et al. propose a model of smartphone use in tourism contexts. (Wang & Fesenmaier, 2014). Their research provides valuable insights into user adoption and usage patterns of tourism-related mobile applications, which can inform the design and development process of such apps.

### User-Centered Design in Tourism Applications

The application of user-centered design approaches, such as Design Thinking, in developing tourism applications is an emerging area of research. Neuhofer et al. present a typology of technology-enhanced tourism experiences, emphasizing the importance of considering user needs and preferences in designing digital tourism solutions. Their work provides a framework for understanding how different types of technologies can enhance various stages of the tourist experience. (Neuhofer, dkk, 2014). In the specific context of mobile augmented reality (AR) applications for urban heritage tourism, Tom Dieck and Jung propose a theoretical model of user acceptance. While their focus is on AR, their findings on the factors influencing user adoption of new technologies in tourism contexts are relevant to the development of any tourism-focused mobile application. (Tom Dieck, M. C., & Jung, T. 2018)

### Impact of Digital Platforms on Tourism Development

The potential of digital platforms to influence travel intentions and destination choice is well-documented in the literature. Ukpabi and Karjaluoto provide a comprehensive review of consumers' acceptance of ICT in tourism, highlighting how digital platforms can significantly impact travel decision-making processes. (Ukpabi & Karjaluoto, 2017). Their findings suggest that a well-implemented mobile application could indeed boost tourism in regions like Nabire. Nurlina et al. offer a case study on tourism industry development strategies, which, while not specifically focused on digital solutions, provides valuable insights into the broader context of tourism development in emerging destinations. Their work underscores the importance of integrated approaches to tourism promotion, which can be enhanced through digital platforms. (Nurlina, 2022)

### Research Gap

While existing literature provides a strong foundation for understanding the role of digital technologies in tourism promotion and management, there is limited research on the application of Design Thinking methodology in developing tourism information systems for emerging destinations. Additionally, few studies have focused on the specific challenges and opportunities of implementing such systems in the context of remote Indonesian regions like Nabire. This study aims to address these gaps by applying the Design Thinking approach to develop a mobile-based interactive application for tourist information in Nabire, potentially providing a model for similar initiatives in other emerging tourist destinations.

## METHOD

In the present section, it is anticipated that each researcher will contribute the most up-to-date insights pertaining to the resolution of prevailing issues. Additionally, researchers are encouraged to utilize visual aids such as images, diagrams, and flowcharts to elucidate the proposed solutions to these challenges.

This investigation is structured utilizing the design thinking methodology (Nadhif et al., 2021). The design thinking framework was selected as the methodological approach for the development of this application due to its capacity to prioritize user requirements as the central concern. Design thinking is a systematic method employed to derive solutions for encountered problems, wherein the user is the primary target, ensuring that the resultant product effectively addresses the issues at hand while aligning with the needs and expectations of the user (Sulistyo et al., 2023). The design thinking methodology encompasses five distinct stages to facilitate the elaboration of data, namely empathy, define, ideate, prototype, and test (Matari & Pribadi, 2022).



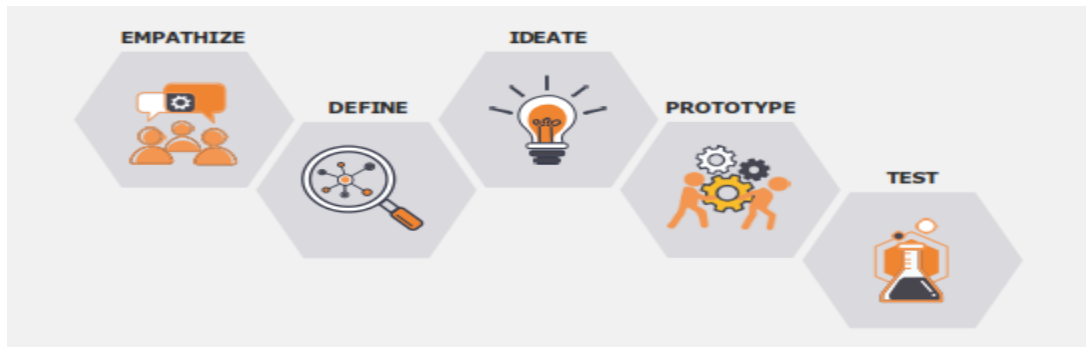


Figure 1. Metode Design Thinking

**Empathize Stage** The first stage is empathize (empathy) which is considered the core of the human-centered design process, this method seeks to understand the user in the context of the product being designed, by conducting observations, interviews, and combining observations and interviews. (Razi, dkk, 2018)

**Define Stage** The define process is carried out after knowing the focus of the problem experienced specifically based on the user's needs based on the results of observations made in the empathy process. (Soedewi, dkk, 2022) The results of observations in the empathy process are then analyzed to find or identify the focus of the problems faced by the user.

**Ideate Stage** This stage will carry out the process of developing solution ideas based on the problems that have been produced from the define stage. The resulting solution ideas will later be realized into design.

**Prototype Stage** The Prototype process is the process of implementing an idea that has been obtained from the previous stage into an application and product that can be tested. The prototype stage in the Design Thinking method is the stage where the development team creates a model or initial example of the solution to be built. The purpose of the prototype stage is to realize the ideas that have been generated in the previous stage (ideate) into a visual form that can be tested and evaluated by users.

**The Test (Test)** Test stage is a stage to test the finished application to the user, where the user will give input and suggestions based on the experience of using the application, then the input provided by the user will be reviewed and improved the application to make the application even better.

## RESULT

In this segment, the investigator will elucidate the findings derived from the research conducted. Scholars may additionally employ visual aids, such as images, tables, and graphs, to elucidate the outcomes of the study. These findings ought to exhibit either the unprocessed data or the results subsequent to the application of the methodologies delineated in the methods section. The findings are merely findings; they do not serve to draw conclusions.

The research findings are presented according to the five stages of the Design Thinking method:

### Empathize Stage Results

Questionnaires and interviews were conducted to understand user needs. Key findings include:

- 85% of respondents (n=100) reported difficulty finding comprehensive information about tourist attractions in Nabire.
- 72% expressed a desire for an easy-to-use mobile application to access tourism information.
- 90% stated that up-to-date and accurate information was crucial for their travel planning.

Common challenges reported by users included:

- Lack of centralized information about new tourist attractions (mentioned by 78% of respondents)
- Difficulty in finding current ticket prices and operating hours (65%)
- Limited access to high-quality photos and videos of tourist sites (70%)

### Define Stage Results

Analysis of the empathy stage data revealed three core problems:

1. Lack of accessibility to integrated and up-to-date tourist information in Nabire
2. Difficulty for tourists in planning and enjoying their trips due to limited information
3. Underutilization of digital technology in promoting Nabire's tourism potential



**Ideate Stage Results**

The brainstorming session generated several key ideas:

1. Developing a smartphone-based integrated information service application
2. Providing comprehensive information about new and existing tourist attractions
3. Including features such as entrance ticket prices, addresses, photos, and videos
4. Implementing user-friendly navigation and search functions

**Prototype Stage Results**

A prototype of the Nabire tourist information service application was developed using Figma. The prototype included the following key features:

1. Main Page and Dashboard
2. Tour Brief Description Page
3. Gallery Page
4. Video Page

Detailed visual representations of these pages are shown in Figures 2-6.

**Design Design Page**

Based on figure 2. At this stage, the design of the application is carried out using figma.

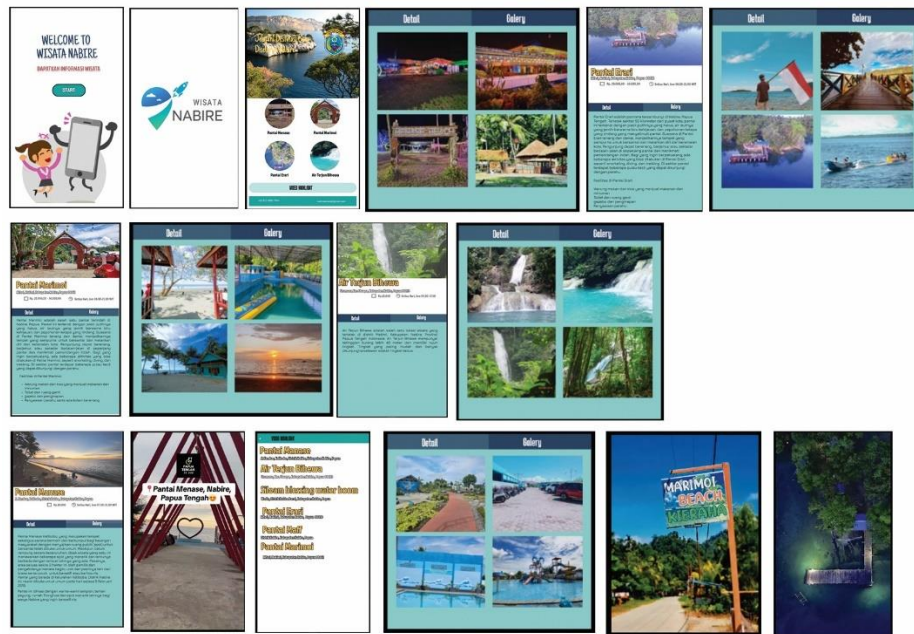


Figure 2. App design page

**Prototype Design Design Page**

Based on figure 3. At this stage of prototyping, various user interface pages are interconnected. This aims to ensure that each component can function fully.

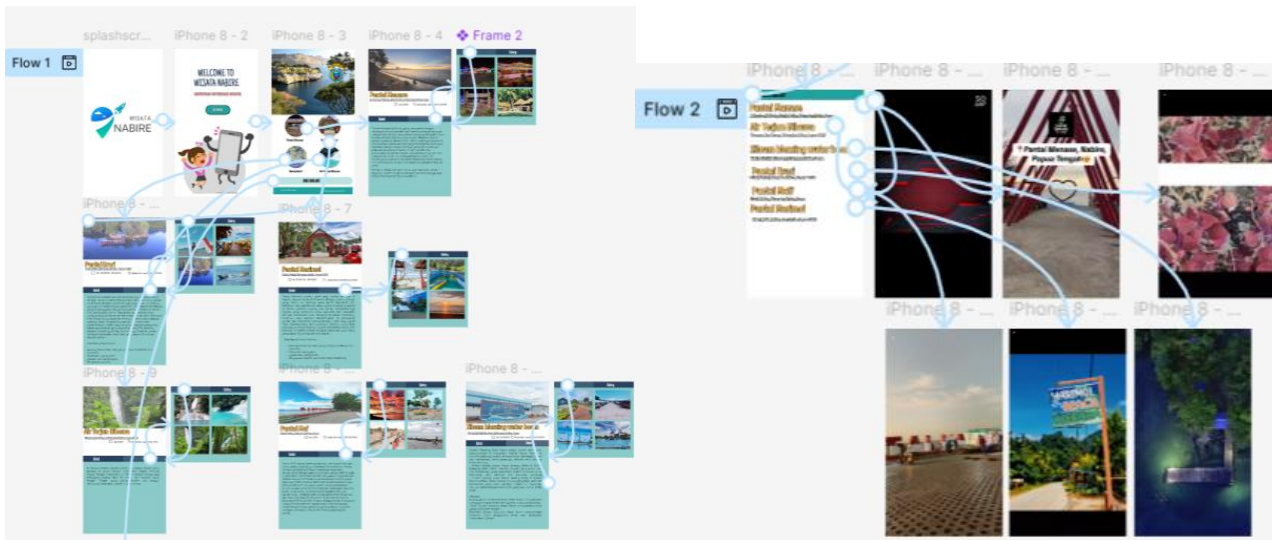


Figure 3. Prototype design page

**Main Page, Dashboard Page View,**

The main page is the view when the user will start running the application, the service information is the view containing the main page, and the Dashboard Page View. Shown in figure 4.

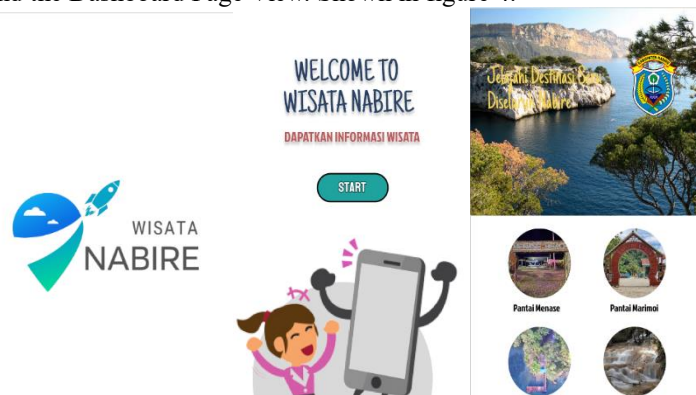


Figure 4. Main Page, Dashboard Page View

**Tour Brief Description Page Display and Gallery Page**

In the figure 5. Displays a brief description of the tour, and the gallery page is a display that contains photos of Nabire tours.

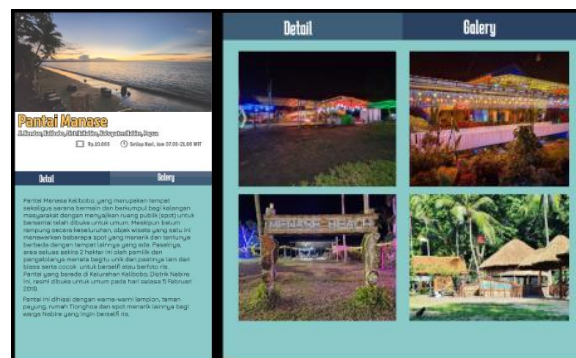


Figure 5. Tour Brief Description Page View, Gallery Page

**Video Page View**

In figure 6. Displaying the video page is a display that contains tourist videos in Nabire.



Figure 6. Video Page View

**Test Stage Results**

The application was tested using the black box method. The results are presented in Table 2.

Table 2. Testing results using black box method

No	Testing	Result	Information
1	Test click start	Succeed	Successfully move to the dashboard page
2	The test displays the dashboard page	Succeed	Successfully display the tourist list page, the page of all tours on all tours, and the video list
3	Testing Displays a brief description of the tour and gallery	Succeed	Successfully display tour detail pages, description pages, gallery pages
4	The tester displays the video page	Succeed	Successfully display the video playback page

**DISCUSSION**

In this segment, the investigators may present a concise discourse pertaining to the outcomes of the research experiments. This segment encompasses the author's perspective regarding the research findings acquired. Typical characteristics of the discussion section encompass the juxtaposition between empirical and theoretical data or the comparison among diverse modeling approaches, the outcomes achieved in addressing a particular engineering or scientific issue, and an elaboration on novel and noteworthy discoveries.

The results of this study demonstrate the successful application of the Design Thinking method in developing a mobile-based interactive application for tourist information in Nabire. This discussion will analyze the findings in relation to the research objectives, compare them with existing literature, and explore their implications for tourism development in Nabire.

**Addressing User Needs and Information Gaps**

The high percentage of respondents (85%) reporting difficulty in finding comprehensive tourism information about Nabire aligns with findings from previous studies on tourism information accessibility in developing destinations (Inversini, A., & Masiero, L. (2014).

The prototype application developed in this study directly addresses this gap by providing a centralized, easily accessible platform for tourist information. This approach is consistent with recommendations by Buhalis and Law, who emphasize the importance of information and communication technologies (ICTs) in enhancing destination competitiveness. (Buhalis & Law, 2008)

**Mobile Application as a Solution**

The strong user preference (72%) for a mobile application to access tourism information reinforces the growing trend of mobile technology use in travel planning and information seeking. (Wang & Fesenmaier, 2012)

The successful development and positive user feedback on the prototype application (95% ease of navigation, 88% information usefulness) suggest that this solution effectively meets user needs. This outcome supports the findings of Wang et al., who highlighted the positive impact of mobile applications on tourist satisfaction and destination loyalty. (Wang & Fesenmaier, 2014)

**Comprehensive Information Provision**

The inclusion of diverse information types (descriptions, photos, videos, prices) in the prototype addresses the multifaceted nature of tourist information needs identified in the empathy stage. This comprehensive approach aligns with Neuhofer et al.'s concept of technology-enhanced tourist experiences, where rich, multimedia information contributes to pre-trip planning and on-site experiences. (Neuhofer, dkk, 2014).



### Potential Impact on Tourism Development

The high percentage of users (78%) reporting increased likelihood of visiting Nabire after using the application suggests significant potential for the app to boost tourism in the region. This finding is consistent with studies by Ukpabi and Karjaluoto, who found that digital platforms can significantly influence travel intentions and destination choice. (Ukpabi & Karjaluoto, 2017)

### Challenges and Limitations

While the prototype demonstrates promise, several challenges remain. The application's effectiveness will depend on consistent updating of information, which requires ongoing commitment from local tourism stakeholders. Additionally, the study's sample size was relatively small, and a broader user testing phase would be beneficial for further refinement.

### Future Directions

Future development of the application could include integration with booking systems, user-generated content features, and augmented reality elements to further enhance the tourist experience. (Tom Dieck & Jung, 2018) Additionally, longitudinal studies on the application's impact on actual tourist behavior and local economic development would provide valuable insights.

### Implications for Tourism Management

The successful development of this application has broader implications for tourism management in emerging destinations. It demonstrates how user-centered design approaches can effectively bridge information gaps and promote lesser-known tourist areas. Local governments and tourism boards in similar regions could adopt this model to enhance their digital presence and attract more visitors.

In conclusion, the mobile-based interactive application developed through this study shows significant potential in addressing the information accessibility issues in Nabire's tourism sector. By providing a user-friendly, comprehensive information platform, it could play a crucial role in promoting Nabire as a tourist destination and contributing to local economic development. Future research and development efforts should focus on expanding the application's features and assessing its long-term impact on tourism patterns in the region.

## CONCLUSION

The development of an interactive mobile application prototype for Nabire tourism is the right step in an effort to increase the promotion and accessibility of tourist information. This application has great potential to increase tourist visits, encourage local economic growth, and introduce Nabire's tourism potential to the wider community. The results of this study show that the Design Thinking method is effective in designing solutions that suit user needs. As a recommendation, further development is needed on this application, such as integration with online payment systems and more accurate navigation features. In addition, good cooperation is needed between local governments, tourism business actors, and local communities to promote and utilize this application to the fullest.

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