

## DEVELOPMENT OF CHILD-FRIENDLY EDUCATIONAL TOURISM IN TAMAN MINI INDONESIA INDAH

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### Abstract

Development in the tourism sector must be balanced with the fulfillment of children's rights. The concept of child-friendly play spaces can be realized in tourism activities with an educational concept. This study aims to determine the form of educational tourism development by applying child-friendly tourism indicators. The method used is descriptive qualitative with data collection techniques through observation, interviews and documentation. The results showed that Taman Mini has various facilities and rides that support child friendly educational tourism. This can be seen in the many types of educational tours that can be used as a means of learning and playing. Various aspects of child friendly indicators have been implemented by Taman Mini, including: (1) Management policies in the form of child-oriented SOPs, (2) Special services for children and available children's play facilities in several attractions, (3) There is a security system and health facilities to ensure the safety and security of children, (4) Has special facilities for children, such as nursing rooms. Recommendations given are (1) Develop special facilities for children in accordance with the category of child protection, (2) Make rules governing the implementation of child-friendly tourism and socialize to visitors the importance of protection to children while traveling.

**Keywords:** Tourism development, educational tourism, child-friendly tourism.

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## INTRODUCTION

Tourism is a multi-sector activity involving economic, social, cultural, and ecological aspects. In Indonesia, tourism is supported by various stakeholder communities, businesses, and governments based on Law No. 10 of 2009. DKI Jakarta, as a metropolitan province, holds great tourism potential, including educational tourism, which is crucial in supporting children's rights to play, learn, and grow in a safe environment (Hayati & Prasetyo, 2021). To support this, the Ministry of Women's Empowerment and Child Protection (PPPA) introduced the Child Friendly City (KLA) program, aiming to integrate children's rights into urban development. One implementation of this program is the creation of *Ruang Bermain Ramah Anak* (RBRA) or Child-Friendly Play Spaces, which ensure children's safety and comfort during recreation (Suryawijaya, 2023; Fitri, et al., 2015).

Educational tourism (Edu-Tourism) combines learning with recreation, offering children opportunities to grow intellectually and emotionally through safe and engaging travel experiences. A child-friendly tourism environment must prioritize children's rights, ensure safety from harmful elements, and provide inclusive, accessible facilities (Sharma, 2015; Sugiarti, et al., 2022). However, many destinations remain lacking in this regard, risking children's safety and comfort. Therefore, the involvement of various stakeholders, including the tourism industry, is essential in creating child-friendly tourism (Angga, 2018).

Taman Mini Indonesia Indah (TMII), a cultural park in Jakarta, serves as both a tourist destination and educational space. With its diverse facilities representing Indonesia's culture, TMII provides children with learning opportunities in an interactive way. However, improvements are still needed to fully meet child-friendly standards.

This study aims to analyze the implementation and development of child-friendly educational tourism at TMII based on child-friendly indicators. The research title is: "Development of Child-Friendly Educational Tourism in Taman Mini Indonesia Indah."

## METHOD

### 1. Research Approach

This study employs a qualitative research method with a descriptive approach. According to Creswell (2019), qualitative research is an approach for exploring and understanding a central phenomenon by collecting data in the form of words or texts, typically through interviews or observations, and analyzing them inductively. This method allows the researcher to generate a detailed and holistic picture of the phenomenon under study.

Nazir (2009) describes descriptive research as a method aimed at portraying accurately the characteristics of a particular individual, situation, or group. It is intended to systematically collect information to describe existing conditions, relationships, and observable phenomena. This research is designed to provide a systematic, factual, and accurate depiction of how Taman Mini Indonesia Indah (TMII) implements the concept of child-friendly educational tourism, based on the established indicators of child-friendly tourism.

## **2. Data Collection Techniques**

This study uses three data collection techniques: interviews, observation, and documentation. Each technique complements the others to provide a more comprehensive understanding of the research topic.

### **a. Interview**

As defined by Arikunto (2011), an interview is a dialogue conducted by an interviewer to obtain information directly from the interviewee. In this research, structured interviews were used, meaning the questions were predetermined and consistently asked to all respondents to ensure uniformity and reliability.

A total of 11 informants were interviewed, including:

- Human Capital Staff of TMII (1 person)
- Museum & Gallery Field Manager (1 person)
- Mobile Customer Service & Tourist Information Officer (1 person)
- Tour Guide at the Science & Technology Museum (1 person)
- Educator Staff at the Transportation Museum (1 person)
- Lead Tour Guide at Sky World Eduwisata Antariksa (1 person)
- Manager of Jagat Satwa Nusantara (Bird Park, Insect Museum, Freshwater World) (1 person)
- Family and child visitors (4 people)

The selection of informants was based on their involvement in educational tourism services and their relevance to the child-friendly tourism context.

### **b. Observation**

Observation was conducted using a direct observation technique. Nawawi (2001) describes this method as a systematic process of observing and recording behaviors or phenomena directly in the field. The researcher visited TMII to observe facilities, educational attractions, services, and other elements supporting child-friendly tourism. The direct observation aimed to capture the real conditions, including infrastructure, activities, and visitor engagement related to children and families.

c. Documentation

According to Arikunto (2011), documentation is a technique used to collect data from written sources such as records, transcripts, reports, photographs, and printed materials.

In this study, documentation was used to obtain supporting data including:

- Official documents and articles on child-friendly and educational tourism
- Photographs capturing real-time conditions at TMII
- Promotional materials or internal reports related to the implementation of tourism programs.

### **3. Data Analysis Technique**

This study adopts the interactive data analysis model by Miles and Huberman (1994), which includes the following stages: data collection, data reduction, data display, and conclusion drawing. This method aligns with the interactive and dynamic nature of qualitative fieldwork, where researchers engage closely with participants and context.

- a. Data Collection
- b. Data Reduction
- c. Data Display
- d. Conclusion Drawing and Verification

## **RESULT AND DISCUSSION**

Analysis of the Implementation of Child-Friendly Tourism Indicators To optimize educational tourism activities for children, a tourist attraction must meet child-friendly tourism indicators to ensure the safety and comfort of family and child tourists when visiting and the fulfillment of children's rights when traveling.

Based on the indicators of the implementation of child-friendly tourism in Taman Mini Indonesia Indah, the results are found in the explanation below:

1. The policy of child-friendly tourism institutions does not only consist of physical actions and special services carried out in the tourism sector for children. To fully realize the concept of child-friendly tourism, the tourism sector must develop policies that aim to effectively protect children's rights. This policy is aimed at informing staff about the protection of children's rights in tourism as well as raising social and environmental awareness, especially related to children. To fully realize the concept of child-friendly tourism, the tourism sector must develop policies that aim to effectively protect children's rights. This policy is aimed at informing staff about the protection of children's rights in tourism as well as raising social and environmental

awareness, especially related to children. Based on the results of interviews with the management, Taman Mini has a policy that is oriented towards children and the elderly, namely by prioritizing children in tourism. Children and the elderly are very concerned when they travel to Taman Mini. Then, there are officers who undergo this policy, namely the customer service team, they provide services by applying service excellence to visitors and prioritizing children and the elderly when traveling. Okta as the Manager of museums and galleries said that: "Of course, if it becomes something that we really pay attention to, especially from the customer team, we are very, very concerned about children and the elderly. So, it's a priority, because we always apply service excellence to visitors.

2. For special policies for children, we usually combine them with the elderly and other special priorities, especially if we want to go around, we have special priority policies for children, the elderly and people with disabilities and there is already a special policy." Mini Park has Standard Operating Procedure (SOP)s that shows that mini parks prioritize families and children in traveling and protect children when they travel. The following are the SOPs owned by the mini park:

**Table 1.** Standard Operating Procedure in the protection of TMII tourists

SOP for Visitor Information Services at TIC	Welcoming visitors by implementing 3S (Smile, Greet and Polite)
	Providing information on Regional Platforms, Rides, Museums, Houses of Worship, culinary places that can be visited and providing TMII maps.
	Providing information on services related to wheelchair lending (the elderly, pregnant women and disabilities)
SOP for Special Visitor Priority Services	The criteria for special visitors who receive priority services are: <ol style="list-style-type: none"> <li>a. Breastfeeding mother</li> <li>b. Pregnant women</li> <li>c. Elderly (over 60 years old)</li> <li>d. Disability</li> <li>e. Visitors with certain conditions</li> </ol>
	Priority visitors receive special treatment for picking up Angling cars to the intended location by registering in advance with TIC officers
	For breastfeeding mothers, lactation rooms and facilities and infrastructure are provided in the TMII environment.
SOP for Reporting Children Separated from Family	Calm down separated children or families who have lost children.
	Recording the identity of a separate child or reporter.
	Making the news editor lose and then announce it through a loudspeaker.
	Coordinate with TMII security officers about reports of separated children or

	missing families, via phone or via Whatsapp and coordinate directly to the Security Guard Post.
	After the separated family or child is reunited, the officer conducts an analysis from that moment on how the family and the child respond to avoid child abduction cases.

Based on the results of interviews with the management, the SOP was made by the Visitor Handling Department. And in undergoing the SOP, the customer service team receives direct supervision from the Leader or the leader in the Visitor Handling Department, then the Human Capital department also supervises the customer service team through reports from the leader via evaluation of the assessor.

Meanwhile, the obstacles in the Implementation of Child-Friendly Tourism In implementing child-friendly tourism indicators, there are various obstacles or challenges faced by both managers and officers, including: In child-friendly tourism, a tourist destination must ensure that the available culinary sells sterile snacks from substances that are harmful to children, in this case the mini park has provided many food trucks and food courts that have guaranteed the quality of the food sold. But there is an obstacle in providing safe snacks for children, namely there are still many illegal traders who sell food and drinks illegally in the mini park area. Based on the results of interviews with the management, they said that they have tried to provide strict prohibition and protection for illegal traders, but there are still loopholes for them to trade in the tourist area. The management cannot guarantee the hygiene of what is sold by the trader is safe for children or not.

Based on the results of interviews with tour guides at educational tourist attractions, in providing services and providing educational information to children, there are several challenges such as, children have different characters, some are active, some are shy and afraid. Then, when giving explanations to children, sometimes they ignore and do not focus on what the guide is explaining to them, because maybe their thoughts come to the mini park just to play and have fun, so they don't pay attention to their learning. From this, as tour guides, they always try to adjust the character of each child and maintain their attention and always be vigilant and ensure that they always participate in educational activities safely.

Based on the results of interviews with family visitors with children, they said that since the post-revitalization, private vehicles are not allowed to enter and go around the tourist area, for this reason Taman Mini provides angling facilities (mobile transportation) which are provided free of charge for visitors to go around in the Mini Park Area. But from these changes, some visitors said there were difficulties because of this, they said it was quite difficult when bringing a stroller, then on weekends, according to visitors, they said that the angling in Taman Mini sometimes takes a long time and is very queuing. There is a ride that

is in great demand by child tourists that has not operated since the revitalization, namely the Children's Palace, the ride is still in the construction stage which causes the ride to not be visited by child tourists

## CONCLUSION

Based on the results of the research that has been carried out by the researcher, it can be concluded that in the development of Taman Mini as a child-friendly educational tourism, Taman Mini has many types of educational tourism in various fields, among them, cultural education, science education, history education, ecotourism education, art education and religious education. All these attractions play an important role in supporting a fun learning process for children, as well as helping children develop curiosity, creativity, and appreciation for cultural diversity. The overall implementation of child-friendly tourism indicators in Taman Mini not only aims to provide entertainment while traveling, but also to support children's cognitive and social development. Taman Mini should continue to create a fun learning and travel experience for children, where they can learn about Indonesia's rich culture, appreciate diversity, and develop various skills through fun and educational activities.

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