Ergonomics Ship Approach Impact Analysis on the Ability to Provide the Services and Productivity of Pokdarwis in Sangeh Badung Bali

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Abstract
This research was conducted to analyze the effect of the ergonomics approach through SHIP on the ability to provide services and productivity of the Sangeh Village Pokdarwis and to analyze the effect of the ability to provide services on the productivity of the Sangeh Village Pokdarwis. The number of Pokdarwis used as samples in this study were 43 respondents. Data collection was carried out by distributing questionnaires containing 10 statement items representing 10 indicators of the three variables used. Data analysis used Smart PLS version 3. The results showed that SHIP (X1) had a positive and significant effect on the Ability to Provide Service (X2) with a value of 11.189, and a p-value of 0.000. SHIP (X2) has a positive and significant effect on productivity (Y) with a value of 3.828 and a p-value of 0.000. The ability to provide services (X2) has a positive and significant effect on productivity (Y) on Pokdarwis (Tourism Awareness Group) in Sangeh Badung Village with a value of 9.432 with a p-value of 0.000. Based on these findings, it is suggested to integrate Ergonomics through the SHIP approach in the development of the Sangeh Badung Bali tourism village.

Keywords: Ergonomics, SHIP Approach, Serviceability, Productivity

INTRODUCTION

One important part of Indonesia’s economic growth is tourism. In 2019, the tourism industry generated $16.91 billion, or Rp253 trillion. (BPS dan Bank Indonesia 2021). But the
COVID-19 pandemic has damaged the tourism sector around the world, causing this condition to decline drastically. The World Tourism Organization (WTO) reports a decline in the number of domestic and foreign tourists due to the pandemic. (World Travel and Tourism Council, 2020) This decline affects not only the tourism industry as a whole but also the well-being of communities that depend on the tourism sector, especially from an economic point of view. (Ritchie & Jiang, 2019; Benjamin et al., 2020; Shuo Yeh, 2020; Zenker & Kock, 2020). However, although the tourism sector is heavily affected, tourism remains one of the key sectors potentially supporting the country’s economic recovery due to its significant contribution to the improvement of the overall economic sector (Irwanti dan Wisnawa, 2023).

In the current situation, the development of the tourist village has become an interesting option in an effort to restore the tourism sector. The development of this tourist village aims to attract the interest of tourists while simultaneously enhancing the economy of local communities. (Andiani et al., 2021). In the development of tourism villages, it is important to stay ahead of the concept of pro jobs, pro growth, and pro poor, which means tourism serves as a way to reduce unemployment, boost regional economic growth, and reduce poverty levels. Through the concept of "from society, for society, and by society", the tourist village is directed to become a resource managed by the community itself. This principle also encourages the active participation of the community so that it can build the main attraction of village tourism. (Wijayanti dan Purwoko, 2022).

In its implementation, the development of the tourist village still faces several obstacles. Some of the barriers that are often found in the development of tourist villages include: 1) less clean environmental conditions and poor tourist village spatial arrangement; 2) environmental management efforts and space arrangement in tourism villages still need to be enhanced in order to create a clean, natural, and attractive environment for tourists; 3) training and dissemination on tourism, especially related to tourist villages, are also necessary to increase the awareness and skills of local communities; and 4) a lack of facilities and tourism infrastructure. Other problems are the role of the Regional Government (Disparekraf), which is not at its maximum, the professionalism of the local community as a tourist agent that needs to be enhanced, and the lack of coordination between various stakeholders. (Amalyah, Hamid, & Hakim, 2016).

To overcome these barriers, the government needs to be actively involved in the development of tourist villages, providing appropriate support and supervision. In addition, the involvement of local communities through the formation of tourism-conscious groups
(Pokdarwis) can help increase their productivity and skills in the tourism field. These challenges need to be addressed through good cooperation between governments, society, and various stakeholders.

Currently, the tourist village that is being developed in the Badung Bali district is Sangeh Village. In the development of tourist villages, there are barriers faced by local communities. Some of these barriers include a lack of adequate institutions to manage tourist villages, a lack of diversification and quality of tourist products offered, as well as minimal participation and involvement of local communities in the management and development of tourism villages. In addition, neither the tourism-conscious group (Pokdarwis) nor the village government have been able to accommodate the visits of tourists because their ability to manage the tourist village and provide services is optimal. Various efforts were made, among other things, by collaborating with academics as one of the elements of the pentahelix (government, academia, media, industry, and people/society). The Faculty of Tourism of the University of Triatma Mulya, through the Institute of Research and Public Service owned by this institution, carries out an accompanying program as one of the forms of implementation of the Tri Dharma College. Approach to Ship (sistem, holistic, interdisciplinary, and participatory) The SHIP approach is part of an ergonomic approach that aims to ensure that every individual can work effectively, safely, comfortably, healthily, and efficiently to the maximum level of work productivity. Manuaba (2000) explains that the SHIP approach is a holistic approach that allows the public to understand the relationship between various aspects and components in the system. Thus, this approach allows the adoption of effective measures for improving services to tourists.

The SHIP approach allows the use of a comprehensive approach by involving a variety of disciplines in solving problems. For example, this approach can combine knowledge from the fields of tourism, management, environment, culture, and other relevant aspects to gain a more comprehensive understanding and more effective solutions. The participatory approach involves all stakeholders involved in the development of the tourist village from the planning stage to the evaluation. This approach ensures that the decisions taken and the measures implemented reflect the needs and aspirations of all parties involved. This potentially increases their involvement and support in the development of tourist villages, as well as improves the results achieved.

**Research Questions**
Based on the background above, the research problems are:
1. How does the Ergonomics Ship approach influence the ability to provide services in the village of Sangeh Badung-Bali?
2. How does the Ergonomics Ship approach influence the productivity of the population in Sangeh Badung-Bali Tourism Village?
3. How does the ability to provide services affect the productivity of the community in the village of Sangeh Badung-Bali Tourism?

METHOD
Research Model
In this study, a research model framework is used that will contain a description of the variables to be examined.

Figure 1. Research Framework

Source: Research Data (2023)

Hypothesis
Here is the hypothesis of this research based on the formula of the problem established:

1. The SHIP approach influences the ability to manage tourist villages on the Pokdarwis Village Sangeh Badung-Bali
2. The SHIP approach influences the productivity of Pokdarwis Village, Sangeh Badung Bali.
3. The ability to manage tourist villages influences the productivity of Pokdarwis Village, Sangeh Badung-Bali.

Samples and Data Collection Process
The study was conducted in the village of Sangeh Badung, Bali. The method of sampling used is non-probability with purposive sampling techniques. According to Sugiyono (2016), sampling techniques are methods used to take samples from a larger population. Using sampling techniques, a small percentage of the population that represents
the characteristics of the entire population will be obtained. In this study, samples are selected based on certain criteria, i.e., members of a tourist-conscious group (pokdarwis) or a community that cares about the management of the Sangeh tourist village. Based on these criteria, we obtained 43 respondents for this study.

Before the data collection was carried out, the tourism-conscious group and the village community of Sangeh, who care about the development of the tourist village, had obtained support for the management of village tourism through the Ship approach.

In the context of ergonomics, the SHIP approach (systemic, holistic, interdisciplinary, and participatory) refers to a comprehensive approach to designing and optimizing working conditions that takes into account various interrelated aspects. According to Sucipta, dkk (2016), the SHIP approach is: 1) In a systemic approach, all the factors present in a system and having the potential to cause problems should be considered comprehensively. The aim of this approach is to prevent the omission of existing problems or the emergence of new problems due to interrelationships in such systems. (2) Holistic means that all factors or systems related to or expected to be related to the existing problem must be solved proactively and comprehensively. This means that the approach is not only focused on one aspect or element of the problem but involves a deep understanding of all interrelated factors. By solving problems holistically, a comprehensive solution is expected to be obtained that addresses all aspects of the problem. In an interdisciplinary approach, all related disciplines should be used, since the complexity of the assumed problem cannot be solved optimally only through an approach within one discipline. Therefore, a cross-disciplinary examination is required. This means combining knowledge, perspectives, and methods from a variety of disciplines to gain a more comprehensive understanding and more effective solutions to complex problems. With an interdisciplinary approach, it is expected to gain wider and more integrated insights in dealing with complex problems; and 4) In a participatory approach, all those involved in problem-solving should be involved to the maximum from the outset. It aims to create a conducive working mechanism and obtain quality output in accordance with the demands of the times.

Manuaba (2004) stated that the Ship approach can be understood as an effort to empower individuals to become more open and collaborative and have the ability to appreciate differences. This approach also encourages individuals to value time and conflict management, as well as the ability to work in teams. In addition, the SHIP approach seeks to reduce the attitude of arrogance and avoid the monopolization of time. Furthermore, this approach also increases awareness of democracy and human rights. Through the...
implementation of the SHIP approach, individuals are expected to develop abilities and attitudes that enable them to create an inclusive, collaborative environment and produce decisions that take into account common interests. The Ship approach should be implemented consistently in order to obtain maximum results, and the negative impact caused will be suppressed to a minimum.

The implementation stage of the Ship Approach is carried out in several stages, as presented in the Table 1.

<table>
<thead>
<tr>
<th>No</th>
<th>Pendekatan SHIP</th>
<th>Activities</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Sistemic</td>
<td>Identify elements in the system in the tourist village that are interrelated, such as environmental, socio-cultural, economic, infrastructure, and so on.</td>
</tr>
<tr>
<td>2</td>
<td>Holystic</td>
<td>Build a holistic understanding among stakeholders, among them society, indigenous institutions, private entities, and governments, about the importance of considering and integrating all aspects in the management of tourist villages.</td>
</tr>
<tr>
<td>3</td>
<td>Interdisciplinary</td>
<td>Build a team with a diverse background of expertise to analyze and plan the development of the tourist village. Facilitate collaboration between team members to share knowledge and experience from different disciplines. Engage various disciplines (tourism, management, accounting, ergonomics, and health) in formulating policies, strategies, and activities for tourism management.</td>
</tr>
<tr>
<td>4</td>
<td>Participatory</td>
<td>Involve local communities, stakeholders, and community groups in every stage of village tourism management. Optimizing the role of pokdarwis in managing the tourist village.</td>
</tr>
</tbody>
</table>

**Measurement of research variables**

The questionnaires used in this study contain statements that measure variables—in this study, among other variables, the SHIP Approach contains four statements, each representing systemic, holistic, interdisciplinary, and participatory. The variable ability to manage the tourist village contains three statements about knowledge, skills, and attitudes. Ability in this regard is defined as the ability or competence of the conscientious tourist
group of the village of Sangeh in providing services to tourists, measured through knowledge, skills, and attitudes. According to Wibowo (2012), competence is the ability to perform a job that is based on knowledge and skills and supported by the attitude of work required by the job. Wyatt (2009) defines ability or competence as a combination of skill, knowledge, and attitude. The ability of tourism-conscious groups to develop attitudes, knowledge, and skills is key to managing tourist villages, among others:

1. Ability in the aspect of knowledge is an important factor in the success of management and the provision of services in the tourism sector. The necessary knowledge includes an understanding of the potential of tourism in tourist villages, the uniqueness of local cultures and traditions, the natural and environmental potential, as well as an understanding of tourist needs and preferences. With this knowledge, pokdarwis can help identify potential that can be developed, design an exciting travel experience, and provide accurate information to tourists.

2. The skills required by the tourism-conscious group include communication skills, foreign language skills, and the skills of driving tourist villages. These skills can be developed through training, education, and work experience in the tourism industry. By improving skills in this aspect, employees will be able to provide better service, increase the attractiveness of tourist villages, and provide positive experiences to tourists.

3. A positive and professional attitude will create a pleasant experience for tourists and help build a positive image of the tourist village. Positive attitudes to be instilled include hospitality, empathy, responsiveness, and professionalism.

The quality of work, the quantity, and the accuracy of time represent the variables of labor productivity. Productivity is defined as the result of measuring performance by considering the resources used, including human resources, which can be measured at the level of an individual, group, or organization. Production also indicates success or failure in achieving efficiency in resource use. People are human resources and workplaces, as well as resources that are very important and need to be considered.

According to Manuaba (2002), it is possible to increase productivity by reducing costs as little as possible, including using human resources properly, and increasing output as much as possible. In other words, productivity is a combination of the efficiency and effectiveness of management work. Production is measured by taking into account the resources used, including human resources, through influencers of quality, quantity, and time accuracy. Variables and indicators and research statements are presented in Table 1.
### Table of 1. Variables, Indicators and Research Statements

<table>
<thead>
<tr>
<th>No</th>
<th>Variablea</th>
<th>Indicator</th>
<th>Statement</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>SHIP Approach (X1)</td>
<td>X1.1 Sistemic</td>
<td>All factors in the development of tourist villages that could potentially cause problems have been considered and anticipated.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>X1.2 Holistic</td>
<td>The various factors involved in the development of village tourism are resolved proactively and thoroughly. Formulating the policy of rural tourism development has involved various disciplines.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>X1.3 Interdisciplinary</td>
<td>Formulating the policy of rural tourism development has involved various disciplines.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>X1.4 Participatory</td>
<td>All stakeholders are involved in every stage of tourism development.</td>
</tr>
<tr>
<td>2</td>
<td>Kemampuan Mengelola Desa Wisata (X2)</td>
<td>X2.1 Knowledge</td>
<td>I have knowledge in providing services to tourists</td>
</tr>
<tr>
<td></td>
<td></td>
<td>X2.2 Skill</td>
<td>I have the ability to provide services to tourists.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>X2.3 Attitude</td>
<td>I have a positive attitude toward providing services to tourists.</td>
</tr>
<tr>
<td>3</td>
<td>Produktivitas (Y)</td>
<td>Y1.1 Quality</td>
<td>The quality of work is in accordance with the established conditions.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Y1.2 Quantity</td>
<td>The amount of work is in accordance with the stipulated conditions.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Y1.3 Accuracy of time</td>
<td>Complete every task on time.</td>
</tr>
</tbody>
</table>

### Analysis

It is quantitative research based on the philosophy of positivism. This method can be used to conduct research on a particular population or sample. Data is collected using research methodologies and analyzed quantitatively and statistically to validate the
hypothesis that has been established. To analyze the data and test the hypothesis, we, used the structure equation method model-partial-least squares (SEM-PLS), as described by Hair et al. (2014), Henseler et al. (2009),) and Wong (2013).

Results and Discussions
Outer Model Evaluation

To ensure the quality and validity of the measurements of the variables involved in the study, external evaluation of the model is used. The aim of this evaluation is to perform purification so that the research model can be tested with a more accurate model of causal and relational prediction. Several validity tests are performed to evaluate the model from the outside. First, a convergence validity test is used to ensure that influencers that measure latent variables have a rate of contribution. On evaluating convergence validity, the expected load factor value (factor load) is more controlled (0.7), the AVE value (average variation of extraction) is better controlled (0.5), and the communication value is 0.5.

In addition, a validity test of discrimination is carried out to verify that different latent variables are truly different from each other. To test the validity of discrimination, use the AVE root to control each expected latent variable and the correlation between the related Latent variables. In addition, cross-loading is assessed for one variable, which is also expected to be greater than 0.7.

Convergen Validity Test

The initial model of the Effect of Ergonomics SHIP Approach on the Ability to Provide Services and Productivity of Pokdarwis Village Sangeh Badung Bali is seen in the following Figure 2.

Figure 2
Early Model of the Effect of the Ergonomics SHIPS Approach on the Ability to Provide Service and Productivity
Source: Research Result, 2023

In Figure 2, we can see that the SHIP variable consists of four indicators (Systemic, Holistic, interdisciplinary, and Participatory) that act as exogenous variables. The service ability variable consists of three indicators (Knowledge, skill, and Attitude) as exogenous variables. Productivity variables consist of three indicators (Efectivity, Eficiency, and Quality).

Outer Model Test

![Figure 3: Outer Model Test Result](image)

Source: Research Result, 2023

Figure 3 shows the outer loading value of each indicator on the variable, and all of its values exceed 0.7. This indicates that the condition of convergence validity has been met, that is, that the observed indicators (manifest) can well estimate the unobserved variables (latent). The next step is to look at the AVE (Average Variance Extracted) values listed in Table 2.
Figure 4 shows the Average Variance Extracted (AVE) value of each variable, and all such AVE values exceed the set limit value by 0.5. This shows that the condition of convergence validity has been met, that is, that the observed variables (manifest) are able to explain the variation in the latent variable well.

Determinant Validity Test

The test validity of discrimination can be seen in Tables 3 and 4 below:

### Table 3
**AVE Square Root and Latent Interconstructions Correlation**

<table>
<thead>
<tr>
<th>No</th>
<th>Variable</th>
<th>Ability to provide service (X2)</th>
<th>Productivity (Y)</th>
<th>SHIP Approach (X1)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Ability to provide service (X2)</td>
<td>0.849</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>Productivity (Y)</td>
<td>0.858</td>
<td>0.886</td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>SHIP Approach (X1)</td>
<td>0.748</td>
<td>0.768</td>
<td>0.837</td>
</tr>
</tbody>
</table>

Sumber: Hasil Penelitian, 2023

Figure 5 shows that the AVE square root value of each variable, i.e., X2 is 0.849, Y is 0.886, and X1 is 0.837, is greater than the correlation between variables. This indicates that
the criterion for discriminatory validity is met since the square root value of the AVE representing the latent variable strength is greater than the correlation between the variables.

To provide further evidence, Table 1 shows that the factor load value of each indicator against its construction is greater than the cross load value. In this cross-loading analysis, no discriminatory validity problems were found, which suggests that indicators strongly predict the appropriate construction and there is no significant overlap between variables.

<table>
<thead>
<tr>
<th>No</th>
<th>Indicators</th>
<th>Ability to Provide Service (X2)</th>
<th>Productivity (Y)</th>
<th>SHIP (X1)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>KMP1</td>
<td>0.773</td>
<td>0.614</td>
<td>0.543</td>
</tr>
<tr>
<td>2</td>
<td>KMP2</td>
<td>0.888</td>
<td>0.795</td>
<td>0.696</td>
</tr>
<tr>
<td>3</td>
<td>KMP3</td>
<td>0.881</td>
<td>0.763</td>
<td>0.654</td>
</tr>
<tr>
<td>4</td>
<td>PRD1</td>
<td>0.790</td>
<td>0.850</td>
<td>0.629</td>
</tr>
<tr>
<td>5</td>
<td>PRD2</td>
<td>0.678</td>
<td>0.857</td>
<td>0.717</td>
</tr>
<tr>
<td>6</td>
<td>PRD3</td>
<td>0.806</td>
<td>0.947</td>
<td>0.697</td>
</tr>
<tr>
<td>7</td>
<td>S1</td>
<td>0.556</td>
<td>0.619</td>
<td>0.822</td>
</tr>
<tr>
<td>8</td>
<td>S2</td>
<td>0.595</td>
<td>0.584</td>
<td>0.851</td>
</tr>
<tr>
<td>9</td>
<td>S3</td>
<td>0.713</td>
<td>0.684</td>
<td>0.809</td>
</tr>
<tr>
<td>10</td>
<td>S4</td>
<td>0.621</td>
<td>0.670</td>
<td>0.864</td>
</tr>
</tbody>
</table>

Source: Research Results, 2023

To ensure that there are no measurement-related problems then the last step in the outer model evaluation is to test the unidimensionality of the model. (Ghozali, 2015). The unidimensionality test is performed using the Composite reliability indicator and alpha cronbach. For both indicators the cut-off value is 0.7. The unidimensionality test was performed using Composite Reliability (CR) indicators and Alpha Cronbach. The common cut-off value used for both indicators is 0.7 (Ghozali, 2015). By testing CR and Alpha Cronbach values on the research model, it is possible to see if the variables in the model have a sufficiently high reliability and can be considered as indicators representing the corresponding construction. If the CR and Alpha Cronbach values of all variable structures exceed the cut-off value of 0.7, then it can be concluded that the model has good unidimensionality and there are no significant problems related to measurement. However, if there are variables with CR or Alpha Cronbach values below the cut-off value, further
evaluation is necessary to identify problems in the measurement and consider necessary corrective measures.

### Tabel 5
**Composite Reliability**

![Composite Reliability Chart](chart1.png)

Source: Research Results, 2023

### Tabel 6
**Cronbach’s Alpha**

![Cronbach’s Alpha Chart](chart2.png)

Source: Research Results, 2023

In Table 5 and Table 6, it can be seen that the Composite Reliability (CR) and Cronbach’s Alpha values of each variable exceed the cut-off value of 0.7. This shows that the outer model has a good level of reliability.

### Inner Model Evaluation

Internal models can be evaluated using three methods: R2 (R-Square), Q2 (Predictive Relevance), and Goodness of Fit (GoF). Figure 8 shows R-Square values of 0.559 and 0.773, with an average of 0.666. This indicates that the variation of the dependent variable that can be explained by the independent variable is 66.60%. This model can be categorized as moderate based on scores ranging from 0.33 to 0.67 (Chin, 1998). However, the R-squared
value is not an absolute value that determines the overall model suitability. (Abdillah dan Jogiyanto, 2015). In the assessment of model conformity, in addition to R-Square, it is also necessary to pay attention to other assessment methods such as Q2 (Predictive Relevance) and Goodness of Fit (GoF). (Tenenhaus, 2005).

### Tabel 7
**R Square Value**

<table>
<thead>
<tr>
<th>Variable</th>
<th>R Square</th>
<th>R Square Adjusted</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ability to provide service</td>
<td>0,559</td>
<td>0,554</td>
</tr>
<tr>
<td>Produktivitas</td>
<td>0,773</td>
<td>0,768</td>
</tr>
</tbody>
</table>

Source: Research Result, 2023

A model is said to be relevant if the Q-square result is greater than 0. Q-square formula: Q2 = 1 - (1 - R21) (1 - R22). (1 - RP2). The table above shows the R-square result and can be inserted with the Q-square formula:

\[
Q^2 = 1 - (1 - R^2 \text{Ability to provide service}) \times (1 - R^2 \text{Productivity})
\]
\[
Q^2 = 1 - (0,441 \times 0,227)
\]
\[
Q^2 = 0,90
\]

Nilai Q^2 > 0, it means that model has *predictive relevance* (Ghozali, dkk 2015)

### Tabel 8
**Goodness of Fit Indexes**

<table>
<thead>
<tr>
<th>No</th>
<th>Variable</th>
<th>Communalities</th>
<th>R Square</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>SHIP (X1)</td>
<td>0,655</td>
<td>0</td>
</tr>
<tr>
<td>2</td>
<td>Ability to provide service (X2)</td>
<td>0,712</td>
<td>0,559</td>
</tr>
<tr>
<td>3</td>
<td>Produktifitas (Y)</td>
<td>0,788</td>
<td>0,773</td>
</tr>
<tr>
<td>4</td>
<td>Rata-rata</td>
<td>0,718</td>
<td>0,666</td>
</tr>
<tr>
<td>5</td>
<td>Goodness of Fit</td>
<td></td>
<td>0,694</td>
</tr>
</tbody>
</table>

Source: Research Results, 2023

To find out the GoF value, use the information in Table 2, as follows:

\[
\text{GoF} = \sqrt{\text{average communalities} \times \text{average R Square}}
\]

\[
= \sqrt{0,718 \times 0,666}
\]

\[
= 0,478188
\]
GoF = 0.6941 According to Tenenhaus (2005), the value of GoF small is 0.1, GoF medium is 0.25, and GoF large is 0.38. From the R², Q², and GoF tests, it is seen that the model formed has a decent value, so the hypothesis test can be performed.

**Hypothesis Test**

In the testing of the hypothesis, the bootstrap method was performed using 500 subsamples, as described by Ghozali (2015). Then the probability value (p-value) and t statistics are observed. For p-values with 5% alpha, the received value is less than 0.05. The t-table value for 5% alpha is 1.96. Therefore, the hypothesis is acceptable when the statistical value t is greater than the t-table. (Hussein, 2015; Abdillah dan Jogiyanto, 2015; Ghozali, 2015). The results of the hypothesis test can be seen in Table 9 below.

<table>
<thead>
<tr>
<th>Path Hypothesis</th>
<th>Original Sample</th>
<th>Sample mean</th>
<th>Standard Deviation</th>
<th>T Statistics</th>
<th>P Values</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ability to provide service (X2) → Productivity (Y)</td>
<td>0.645</td>
<td>0.648</td>
<td>0.068</td>
<td>9.432</td>
<td>0.000</td>
</tr>
<tr>
<td>SHIP (X1) → Ability to provide service (X2)</td>
<td>0.748</td>
<td>0.745</td>
<td>0.067</td>
<td>11.189</td>
<td>0.000</td>
</tr>
<tr>
<td>SHIP (X1) → Productivity (Y)</td>
<td>0.286</td>
<td>0.280</td>
<td>0.075</td>
<td>3.828</td>
<td>0.000</td>
</tr>
</tbody>
</table>

Sumber: Hasil Penelitian, 2023

Table 9 shows the results of data processing to see the relationship between variables. Using the bootstrapping method in PLS, Path Coefficients and T-statistics are obtained.
Conclusion

The Effect of the Ergonomics SHIP Approach (X1) on the Ability to Provide Services (X2)

SHIP (X1) has a positive and significant impact on service-providing capacity (X2) with a value of 11,189 and p values of 0.000. This means that the positive and significant influence between the SHIP approach and the Service Provision Ability suggests that implementing a systematic, holistic, interdisciplinary, and participatory approach to the provision of services will enhance a person’s ability to provide effective, comprehensive, and sustainable services.

Ergonomics SHIP Approach (X1) Effects on Productivity (Y)

SHIP (X2) has a positive and significant impact on Productivity (Y) with a value of 3,828 and p values of 0.000. The positive and significant impact between the SHIP approach and productivity suggests that implementing a systematic, holistic, interdisciplinary, and participatory approach can increase the productiveness of Sangeh Village. By understanding and integrating various relevant factors and dimensions, as well as involving individuals in the work process, one can achieve a higher level of productivity in a variety of contexts. The results of this study are consistent with those of the studies conducted by Manuaba (2002), Sucipta et al. (2016), and Yuliani et al. (2021). Through the SHIP approach, the demands of the task (workload) can be balanced with the capacity, abilities, and capabilities of workers.
so that they can work effectively, safely, comfortably, healthy, efficiently, and with the highest productivity.

**Effect of Service-Providing Ability (X2) on Productivity (Y)**

The ability to provide services (X2) has a positive and significant impact on productivity (Y) on the Pokdarwis (Tourism Conscious Group) in the village of Sangeh Badung, with a value of 9,432 and p values of 0,000. This means that the better the capacity of Pokdarwis members to provide services, the more productivity Pokdarwis can increase in managing and developing tourist villages. The positive and significant impact between the ability to provide services and productivity on Pokdarwis shows the importance of developing and enhancing the ability of members to provide quality services.

**Sugestions**

Based on research conducted using the SHIP approach on the ability to provide services and productivity of Pokdarwis Village Travel Sangeh, there are several suggestions that can be given:

1. Integrate the SHIP approach thoroughly by ensuring all elements of the approach are well implemented to ensure the success and sustainability of the tourist village.
2. Strengthening training and education for the development of skills and knowledge among Pokdarwis members.
3. Encourage the active participation and responsibility of local communities in the management of tourist villages. Participate in decision-making, planning, and evaluation of village tourism activities. Thus, the community feels owned and contributes to the development of tourist villages, which can improve the overall quality of service and productivity.
4. Build partnerships with relevant parties, such as governments, non-governmental organizations, the private sector, and academics (pentahelix), to support the development of tourism villages. This cooperation may involve support in terms of funding, marketing, promotion, product, and service development, as well as access to broader networks and markets.
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2. Head of the village of Badung Bali
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