

# Visitor's Preference towards Panatapan as a Touristic Space of Lake Toba: A Preliminary Study in Nagori Sibaganding, Simalungun District

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**Abstract:** Tourism is one of the factors that support the development of a region. In Lake Toba area there are tourist destinations that take advantage of the open space tourist sites known by local people with Panatapan. This study aims to find out the characteristics of visitors who come as well as tourist services that they need in panatapan area. This research was conducted in several spot panatapan as scenic tourist room in Simalungun Regency, North Sumatra with the number of respondents that have been determined. Sources of data used are primary and secondary data obtained through questionnaires and documentation. While the data analysis used is survey and comparison, and data analysis. The results are expected to show the characteristics of visitors who come to panatapan Lake Toba. In addition, the research results are also expected to provide an overview for panatapan managers and Lake Toba to develop a favorite tour by most visitors so that the results of this study can contribute to the progress and development panatapan as tourist space in Lake Toba.

## 1 PRELIMINARY

Indonesia is known as one of the countries that have a lot of tourism potential from Sabang to Merauke. From several tourist destinations in Indonesia, Lake Toba became one of the most highlighted attraction tourism of the world. This happens because, of the entire lake in Indonesia, Lake Toba is the largest lake. Based on data from R & D SDA in 2008, Lake Toba is at 905 meters above sea level with a length of 275 km, width of 150 km and an area of 1130 km<sup>2</sup>. The depth in the northern part of the lake is 529 m, while in the south is 429 m. Lake Toba is the ninth deepest lake in the world and is the largest volcanic caldera lake in the world (R & D SDA, 2008).

Now, the ancient volcano's caldera is filled with millions of cubic feet of water and becomes a very beautiful giant lake. This makes Lake Toba a tourist attraction as well as research volcano objects that are in great demand both by local tourists and foreign tourists, thus increasingly provide added value to become a favorite tourist area. The beauty of Lake

Toba becomes a blessing for the surrounding area. The blessing is one of the contours of the lake edge of the majority of steep so it becomes a potential place to enjoy the natural scenery in the area of Lake Toba. One area where the steep cliff edge of Lake Toba used as a spot to enjoy the beauty of Lake Toba is Nagori Sibaganding area, Simalungun regency which is also the location of this preliminary research. Nagori Sibaganding is one of the areas that utilize the beauty of Lake Toba to develop scenery-based tourist destinations by local people known as Panatapan. Panatapan is a place that is in open space around Lake Toba which aims to enjoy the beauty of Lake Toba.

Initially panatapan only as a place to look at the beauty of Lake Toba. However, as the development of the times and the attractiveness of high visitor, panatapan used not only as a place to look, but also a place to rest and eat food for visitors who want to Lake Toba. Currently panatapan buildings are found along the road to Lake Toba.

Based on observations at the study sites, the large number of panatapan in Sibaganding gave rise to a positive competition among the owners of the

panatapan. The owner of the panatapan improves various important aspects that can attract visitors, among them is improving the quality of service in the panatapan. Panatapan that provide good and best service is more visited by visitors than the panatapan that do not provide maximum service. This proves that good service affects the high number of visitors who come.

The owner of the panatapan must know the characteristics of the panatapan visitor in order to provide the things that the visitor likes. Moreover, the managers of the panatapan also need to fix their service and product of the panatapan for the development of the panatapan they have. Giving satisfaction to the visitor is one of the things that must be taken by the managers of the panatapan. To know these two things, the panatapan manager must classify the character of the panatapan visitors, identify the wishes and their need to be clean as needed.

Host and Guest (1989) in Fan deli (1995) have conducted research on visitor satisfaction on the tourism garden strawberry (eco tourism) that classifies the type of tourism. Several factors of the problems that are described affect the level of satisfaction of the visitors / customers according to Kotler (in Setiyawati, 2009) factors such as quality of service and quality of the product.

Indirectly the qualities of service that exist in a panatapan affect the development of scenery-based tourism in the Lake Area Toba District of Simalungun. If pulled further, the quality of service in panatapan in Simalungun also affect the development of Lake Toba tourism as a whole. Therefore the quality of service in panatapan need to be considered and addressed in order to realize the development of scenery-based tourism in Sibaganding in particular, and tourism development Lake Toba in general. The following is based on field research conducted on two main issues to be answered: (1) What are the common characteristics of visitors who come nowadays to look panatapan in Sibaganding? and (2) What is the most needed and most favored by the panatapan visitors in Sibaganding?

## 2 PURPOSE AND RESEARCH BENEFITTS

Based on the formulation of the above problem, the purpose of this study is also divided into two major groups, namely: (1) Identify the visitor character in

the panatapan Sibaganding and (2) Identify what is most needed and most favored by visitors in the Sibaganding panatapan.

Meanwhile, the objectives of this research are: Firstly, this research is expected to contribute thoughts to the owner of the panatapan in Sibaganding and other stakeholders in the development and management of the landscape-based attractions. So panatapan become one of the lead tourism in Sibaganding. Secondly, this research is expected to contribute to the development of science, especially knowledge of tourism development for readers.

## 3 REVIEW OF LITERATURE

### 3.1 Visitor Satisfaction

A tourist destination always sells services to attract visitors and give them satisfaction. The tourism industry produces products and services aimed specifically to fill the needs of tourists (Zaenuri, 2012). Tourism products and services are not only tourism potential, but there are other elements that also become one in the tourism product that is accessibility, amanitas, and hospitality (Damanik, 2006).

The satisfaction of tourists is an indicator of the recognition of the success capacity and management of the tours place. The satisfaction of tourists is a statement of loyalty in the trip and a positive meaning. Understanding of the satisfaction of tourists becomes something important in positioning strategies for tourist attractions. Travel satisfaction will make the tourists to come back to tour (Petrosillo *et al.*, 2007).

Octavia (2015) says that tourism products consisting of various elements of the service cause the difficulty of setting clear standards of quality. Payangan (2014) states that efforts in making the standard quality of a product or service tailored to the standards expected of tourists in order to create tourist satisfaction. From this statement came the theory that the standard of a tourist destination is measured by visitor satisfaction. If visitors to a tourist destination feel quite satisfied and comfortable, then the tourist destinations are good and meet the standards of visitor satisfaction. Conversely, if visitors are not satisfied and do not enjoy it, then the tourist destination is not yet meet the standards must be addressed.

Visitor satisfaction is also a reason for them to return to the tourist destination. This is exactly what

Huh (2002) thinks, that tourist satisfaction influences travelers in choosing destinations, consuming products and services, and returning decisions. Payangan (2014) states, based on the theory of The Expectancy Disconfirmation, satisfied or dissatisfied tourists to products and services determined by the evaluation process of tourists by comparing the perception of a product with the expected standard of tourists. According to Naidoo (2010) that the perceptions of tourists in consumes products and services during the tourists visiting several destinations will be influenced by different facilities, tourist attraction, and service in each destination.

It is also supported by Damanik and Weber's (2006) opinion that in offering a tourism products there are three components to note that attraction, accessibility, and amenities. The three components of the tourism product are available in a destination to satisfy the needs and desires of tourists (Yoeti, 2008). As a tourism product in Indonesia, tourist destinations of caliber of Lake Toba should be one of the tourism destinations that can provide satisfaction to visitors of the tour. This is not only for the sake of the progress of Lake Toba itself, but also for the growth and development of the area around the Lake Toba.

### 3.2 Understanding Tourism Development

According Purwadarminta in Dictionary of Indonesian Language (KBBI, 2002) development is a process or how to make something become forward and developed. While Moeliono (1990) reveals, that, by means of development is the process, how to manufacture develop.

I Made (2011) mentions, tourism development has the character of activities that are multi sector, in the implementation of tourism development must be planned in an integrated manner with considerations to aspects of economic, social, cultural, physical and political environment. At every stage of tourism development planning can minimize as much as possible negative impacts arising as well as closely related to the economic development of a region. I Made (2011) continued, the development can be interpreted as the act of making something good existing or non-existent to be better than before.

In this research the development is defined as an activity to make the scenery-based tourism in Sibaganding more advanced and developed by improving the pattern of panatapan building design

that becomes a place to look at the beauty of Lake Toba.

### 3.3 Tour Based Landscape

Scenery-based tourism is a tourist attraction that sells scenery as a superior product. As mentioned by Yoety (1996), a tourist destination should have three interrelated elements and can attracts visitors, namely:

- Something to see, meaning three must be a tourist attraction and attractions that are different from what is owned by other area;
- Something to do, meaning in that place every lot that can be seen and witnessed, must also be provided recreation facilities that can make the tourist feel at home stay longer in that place;
- Something to buy, meaning that in that place must be available facilities for shopping especially souvenirs and crafts people as souvenirs to take home to the place of tourist.

One of the most prominent factor and most selling in Panatapan Sibaganding is the scenery (something to see). Visitors who come there tend to want to enjoy the beauty of Lake Toba, in addition to rest and eat some culinary there. However, based on direct research at tourist sites, it is found a fact that the unattractive panatapan building design and covering the beauty of Lake Toba for road users is also very influential on the development of panatapan as a scenery-based tourism in the area.

Panatapan which has a nice building design, neat and do not cover the beauty of Lake Toba tend to be more visited by visitors than the panatapan that the building design is not interesting and close the beauty of Lake Toba. Therefore, panatapan building design also needs to be considered for panatapan existing in Sibaganding remain crowded without visiting the beauty of Lake Toba.

## 4 RESEARCH METHOD

This research was conducted in Nagori Sibaganding, Simalungun District, North Sumatra. Nagori Sibaganding is the gateway to Lake Toba from Medan route. Because of its location is very close to Lake Toba, Nagori Sibaganding has a huge tourism potential, especially tourism-based scenery. This is what is used by the local community to build a place to look at the so-called panatapan. Panatapan in Sibaganding used for a place to look at the beauty of Lake Toba, and also used as a place to rest while eating food provided there.

Sibaganding is located on the edge of the edge of the edge of Lake Toba area so it has great potential to be developed as a tourist based landscape. Sibaganding's natural beauty is a blessing for its people. Dense forest and located on the edge of Lake Toba has met the qualification to call Sibaganding as one of the tourist nagori in Simalungun.

Meanwhile, referring to the underlying problems and disciplines, this study uses methods or approaches that in the social sciences are generally called case studies. Case study is a fickle approach who maintains the wholeness of an object. On that basis, then the necessary data will be extracted from all aspects related to the object under study which will then be attempted to be able to describe the object widely and in detail through various relevant data sources. Judging from the nature of the research used, this study used a qualitative descriptive approach. The main data sought in this qualitative descriptive model research is information about words and actions (Moloeng, 1991) from parties involved both community and development planner in relation to the effort to narrate the condition of the object and research subject.

The data in this study obtained through observation techniques and interviews with questionnaires (surveys). Observation is done at the location by observing all the conditions, activities, and factual things found on the object of study that is panatapan area. This technique uses a pocket camera tool. While interviews with questionnaires conducted to the visitors to obtain information directly used to build the characteristics of visitors panatapan and what things are important in the panatapan according to them. Number of questionnaires distributed as many as 100 copies. This means there are 100 respondents who became the source of data in this study. Sampling method in this research is using Purposive Sampling method. Is a sampling technique that is based on the characteristics or characteristics (goals). Determination of the number of samples determined by Roscoe (1982) in Sugiyono (2013) namely: a decent sample size in research between 30-500 respondents.

In the questionnaire research there are 5 variables that are known condition; panatapan as a place to enjoy the scenery, panatapan as a place of extreme edge of the ravine, panatapan as a place to take pictures of self portrait, panatapan as a place to rest and relax and panatapan as a place to enjoy the culinary.

After the data collected, then the next data is analyzed descriptively qualitative by considering the

source and theme. Data from questionnaires processed by statistical analysis method using software SPSS version 22.0. Processing with software is purely descriptive to find a picture of tendencies. Meanwhile, the data obtained from the observations were analyzed thematically by focusing on helping to explain the problem under study.

## 5 RESULT AND DISCUSSION

### 5.1 Overview Panatapan Tour in Sibaganding

The panatapan tour in Sibaganding is one of the attractions that take advantage of open space on the edge of Lake Toba into a tourist room scenic beauty of Lake Toba. Sibaganding is one of the places located in Simalungun Regency, North Sumatra. Geographically Sibaganding is located on the edge of the cliffs around Lake Toba, so here it is suitable as a spot to enjoy the scenic beauty of Lake Toba. In general, the pattern of panatapan tends to be found in the research location is as follows:

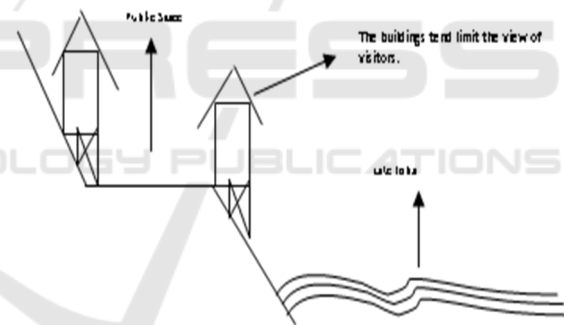


Figure 1: Scales of General Management Panatapan Area Currently.

Firstly, Panatapan only serves as a place to relax while unwilling for visitors who pass from Medan to Lake Toba and surrounding areas. However, gradually local people see there are business opportunities that can be run if the panatapan is managed properly. Finally the panatapan works with the maximum. In addition to a place to rest, panatapan existing in Sibaganding now also serves as a place to enjoy the scenery, extreme riverside Lake Toba, take self portrait, rest and relax as well as a place to enjoy the culinary.



Figure 2: General Condition of Panatapan Area in Nagori Sibaganding, Simalungun District.

### 5.2 General Characteristic of Visitor to Panatapan

The data about general characteristics of visitors to Panatapan existing in Sibaganding can be seen in each table below:

Table 1: Sex of Respondents Who Come to Panatapan.

No	Gender	Total	Frequency (%)
1	Male	59	59,0
2	Female	41	41,0
Total		100	100,0

Source: Primary data that have been processed, 2018.

Based on table 1 above, it can be concluded, that the visit of panatapan in Sibaganding dominated by men. Meanwhile, viewed from the religion of visitors is known that the majority of visits in the area of panatan is Islam. In this study it was found that out of 100 people, there were 61 people (61%), Christian (Catholic / Protestant), 27 (27%) and 7 Hindu (7%) and 5 (5%) is Buddhist. While the characteristics of respondents by age can be seen in the following table:

Table 2: Ages of Respondents Who Come to Panatapan.

No	Age of Respondents	Total	Frequency (%)
1	< 20 years	21	21,0
2	20 - 30 years	42	42,0
3	30 - 40 years	16	16,0
4	40 - 50 years	13	13,0
5	> 50 years	8	8,0
Total		100	100,0

Source: Primary data that have been processed, 2018

Based on table 2 above, it can be concluded that visitors in Panatapan Lake Toba are those who are young and the majority enter in range of age group 20 - 40 Years. The number of visitors who are the least visited there are those aged > 50 years, that is as many as 8 people or 8.0%.

Table 3: Education of Respondents Who Come to Panatapan.

No	Education	Total	Frequency (%)
1	Elementary school	-	-
2	Junior high school	3	3,0
3	Senior high school	27	27,0
4	Undergraduate degree	69	69,0
5	Post graduate degree	1	1,0
Total		100	100,0

Source: Primary data that have been processed, 2018

Based on table 3 above, it can be concluded that, the highest number of visitors who come to Panatapan Lake Toba by education are those with diploma / S1 as many as 69 people or 69.0%. The lowest number of visitors is S2 / S3 as much as 1 person or 1.0%

Table 4: Job Type of Respondents Who Come to Panatapan.

No	Job Type	Total	Frequency (%)
1	Civil Servant	3	3,0
2	Employees	40	40,0
3	Entrepreneurs	14	14,0
4	Students	38	38,0
5	Others	5	5,0
Total		100	100,0

Source: Primary data that have been processed, 2018

Based on table 4 above, it can be concluded that, the largest number of visitors who come to Panatapan Lake Toba based on work is those who work as employees are as many as 40 people or 40.0%. The smallest number of visitors are those who work as civil servants as many as 3 people or 3.0%. Meanwhile, tabulation data shows that most respondents have repeatedly made visits to panatapan region. More details on this can be seen in the following table:

Table 5: Frequency of Visits to Panatapan.

No	Number of Visits to Panorama Area	Total	Frequencies (%)
1	1 times	52	52,0
2	2 - 3 times	23	23,0
3	4 - 5 times	17	17,0
4	6 - 7 times	3	3,0
5	> 7 times	5	5,0
Total		100	100,0

Source: Primary data that have been processed, 2018

Compared with the visit to the panatapan, respondents' answers also indicate that the majority of respondents who visit the panatapan are those who also aim to visit the lake of Toba with the majority of holidays for vacation. Judging from the duration of the visit to the dominant Lake Toba is only one day, After that those who visit often do not stay in the area of Lake Toba but come home later in the day. The cross between the time spent in the panatapan and the duration of visit in Lake Toba can be seen in the following table:

Table 6: Comparison of Visits Time in Toba Lake with Time Spent in Panatapan Area.

No	Days in Toba	Hours in Panatapan					Total
		1	2	3	4	> 4	
1	1	2	39	26	0	1	68
		2,0%	39,0%	26,0%	0,0%	1,0%	68,0%
2	2	1	8	12	1	1	23
		1,0%	8,0%	12,0%	1,0%	1,0%	23,0%
3	3	0	1	4	0	1	6
		0,0%	1,0%	4,0%	0,0%	1,0%	6,0%
4	4	0	1	0	0	0	1
		0,0%	1,0%	0,0%	0,0%	0,0%	1,0%
5	> 4	0	0	0	0	2	2
		0,0%	0,0%	0,0%	0,0%	2,0%	2,0%
Total		3	49	42	1	5	100
%		3,0%	49,0%	42,0%	1,0%	5,0%	100,0%

Source: Primary data that have been processed, 2018

### 5.3 Respondent's Preference on General Condition of Panatapan

The data on visitor preferences on Panorama of Lake Toba can be seen each table below:

Table 7: Preferred respondent's thing to do in panatapan.

No	Likes Activity in Panatapan	Total	Frequencies (%)
1	Enjoying the Scenery	51	51,0
2	Enjoying The Edge of Cliff	3	3,0
3	Self-Image	15	15,0
4	Rest / Relax	36	26,0
5	Culinary Activities	5	5,0
Total		100	100,0

Source: Primary data that have been processed, 2018

Based on table 7 above , it can be deduced that the most favored thing or activity by visitors in Panatapan Lake Toba is enjoying the scenery of 51 people or 51,0%. Then rest and relax activities as many as 36 people or 36.0%. After that followed by self-image, as many as 15 people or 15.0%, 5 culinary activities or 5.0% and the last activity to enjoy extreme tourism on the edge of the cliff of 3 people or 3.0%.

Table 8: Impressive things by respondents when in Panatapan.

No	Impressive things by respondents when in Panatapan	Total	Frequencies (%)
1	Enjoying the Scenery	42	42,0
2	Enjoying The Edge of Cliff	2	2,0
3	Self-Image	23	23,0
4	Rest / Relax	33	33,0
5	Enjoying Culinary	-	-
Total		100	100,0

Source: Primary data that have been processed, 2018

Based on table 8 above, it can be concluded that the most memorable things or activities perceived by visitors in Panatapan Lake Toba is enjoying the view of 42 people or 42, 0%. Then rest and relax activities as many as 33 people or 33.0%. After that followed by self-taking pictures as many as 23 people or 23.0%, followed by activities to enjoy extreme tourism on the edge of the cliff as much as 2 people or 2.0%. No visitors are memorable with the culinary tour that is on Panatapan Lake Toba.

Table 9: Satisfactory perceived by the respondents when in Panatapan.

No	Satisfactory felt by respondents When in Panatapan	Total	Frequencies (%)
1	Enjoying the Scenery	74	74,0
2	Enjoying The Edge of Cliff	-	-
3	Self-Image	9	9,0
4	Rest / Relax	16	16,0
5	Enjoying Culinary	1	1
Total		100	100,0

Source: Primary data that have been processed, 2018

Based on table 9 above, it can be concluded, that, things or activities that most satisfy visitors in Panatapan Lake Toba is enjoy the view of 74 people or 74.0%. Then rest and relax activities as many as 16 people or 16.0%. After that followed by selfie pictures as much as 9 people or 9.0%, followed by activities to enjoy culinary tours as much as 1 person or 1.0%. No visitors are satisfied with the extreme tourist activities in the edge of the cliff in Panatapan Lake Toba.

Table 10: Interesting Things in Panatapan area.

No	Interesting things felt by respondents When in Panatapan	Total	Frequencies (%)
1	Enjoying the Scenery	46	46,0
2	Enjoying The Edge of Cliff	-	-
3	Self-Image	26	26,0
4	Rest / Relax	28	28,0
5	Enjoying Culinary	-	1
Total		100	100,0

Source: Primary data that have been processed, 2018

Based on table 10 above, it can be deduced that , things or activities of the most interesting and can make visitors come back to Panatapan in Lake Toba is the activity of enjoying the scenery as much 46 people or 46.0%. Then rest and relax activities as many as 28 people or 28.0%. After that followed by take some photos as much as 26 people or 26.0%. No visitors are interested in returning to Panatapan Lake Toba due to the activities of enjoying the culinary and extreme tourism edge cliffs.

Table 11: Potential of Tourism worthy to be developed in Panatapan Area according to respondents.

No	Things that are worthy of development in panatapan According to Respondents	Total	Frequencies (%)
1	Enjoying the Scenery	29	29,0
2	Enjoying The Edge of Cliff	6	6,0
3	Self-Image	35	35,0
4	Rest / Relax	9	9,0
5	Enjoying Culinary	21	21
Total		100	100,0

Source: Primary data that have been processed, 2018

Based on table 11 above, it can be drawn the conclusion, that, the visitor's preferences of the most worthy tourist potentials developed in Panatapan Lake Toba is a self-care photo of 35 people or 35.0%. Then the Enjoying View as many as 29 people or 29.0%. After that followed by culinary tour as many as 21 people or 21.0%,relax and rest as much as 9 people or 9.0%. The last is the extreme edge of the cliff as much as 6 people or 6.0%.

Table 12: Service that condition is relatively poor and needs to be corrected related tourism potential in the region Panatapan according to respondents.

No	Interesting things in Panatapan According to Respondents	Total	Frequencies (%)
1	Enjoying the Scenery	6	6,0
2	Enjoying The Edge of Cliff	39	39,0
3	Self-Image	12	12,0
4	Rest / Relax	4	4,0
5	Enjoying Culinary	39	39,0
Total		100	100,0

Source: Primary data that have been processed, 2018

Based on table 12 above, it can be withdrawn conclusion, that, tourist services in Panatapan Lake Toba the worst and need to be developed according to the trail can be visitors culinary service and extreme tour which both selected 39 people or 39.0%. Self-service photo of 12 people or 12.0%, followed by 6 views or 6.0% service, last service rest and relax of 4 people or 4.0%.

Table 13: Service which condition is relatively good related to tourism potential in Panatapan area according to respondent.

No	Interesting things in Panatapan According to Respondents	Total	Frequencies (%)
1	Enjoying the Scenery	60	60,0
2	Enjoying The Edge of Cliff	-	-
3	Self-Image	5	5,0
4	Rest / Relax	35	35,0
5	Enjoying Culinary	-	-
Total		100	100,0

Source: Primary data that have been processed, 2018

Based on table 13 above, it can be concluded that, the existing tourist services in Panatapan Lake Toba which has been relatively good according to the visitor is a service enjoying the scene as many as 64 people or 64, 0% ,. Then followed by rest and relax service of 35 people or 35.0%, the last selfie photo of 5 people or 5.0%. No visitors are choosing culinary tour services and enjoying extreme edge tourism.

## 6 CONCLUSIONS

Based on the above description, then as general conclusion there are two things that can be concluded through this research:

The majority of spectators or visitors panatapan area is also visitors of Lake Toba area of the Young Age group. Existing data show that most of the age groups visiting the panatapan area in Nagori Sibaganding are those who under 40 years of age. However, older age groups or those over 40 years old are also common but they are usually in groups with younger age groups. Except a young characters, other characters of visitors panatapan region majority is the religion of Islam even though most of the area managers instead of religion other than Islam especially Christian (catholic / protestant). Another thing that seems to be worth noting is that the panatapan area visitors are mostly high school and Diploma / S1. This means that visitor expectation of panatapan condition will be very high. Thus it can be seen that there is much that needs to be addressed from the management of panatapan area as a tourist destination based on the characteristics of visitors who come. The majority of visitors who are young, relatively well educated and the majority of the Muslim religion should be able to

be used as a tool to provide the needs of the majority group visitors. Frequency of visits by some visitors who have been repeated clearly shows the potential of panatapan as a tourist attraction with its own appeal.

Things to note in the development of panatapan region is certainly strongly influenced by the ability of managers in analyzing the characteristics of existing visitors. So far, based on the existing data stopover visitors in panatapan region is still dominated by visitors with the aim of enjoying the scenery and rest only with the duration of time spent by the majority of visitors is 2-3 hours. therefore, all things that can make visitors feel at home and recurring to enjoy the view of Lake Toba as well as their comfort to rest into the top priority. Nevertheless, the potential and impressions felt by visitors about the panatapan as the area for self-portraits, enjoy the culinary and enjoy the extreme tourism edge of the cliff also needs to be considered, the halal status of food that has not become a visitor destination to visit the region need to get attention because the majority of visitors are religious Islam. Still the lack of spot photos of the present is clearly a matter to consider considering the majority of visitors to the panatapan are those who are young. To that end, the availability of various services and quality of service are two things that are currently becoming important to note in order to improve the status of panatapan area as a tourist scenery room in Lake Toba.

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