



## Tourist Safety Behavior at the Oya River: An Antecedent–Behavior–Consequence Analysis

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### ABSTRACT (10PT)

**Background:** The Oya River is a nature-based tourism destination in Imogiri, Bantul, Yogyakarta. Visitors can take part in activities such as swimming, canoeing, and camping, all of which carry a high potential risk. Unsafe actions are still frequently observed, including swimming without a life jacket, jumping from cliffs, canoeing without a life jacket, and disregarding the rules set by the management. Tourist safety behavior therefore needs to be improved, in part by strengthening the factors that drive its formation. This study aimed to analyze tourist safety behavior based on the antecedent–behavior–consequence (ABC) theory at the Oya River tourism destination. **Method:** A qualitative approach with a descriptive method was used. Data were collected through interviews and observation, with the researcher acting as the main instrument. Informants were selected purposively and comprised tourists and officers at the Oya River tourism destination. Observation was carried out using a checklist based on the ABC theory. **Results:** Most tourists at the Oya River tourism destination already displayed safe actions. This was supported by the efforts of the tourism officers, which satisfied the antecedent, behavior, and consequence factors that reinforce safe behavior among tourists. The remaining shortcoming is the absence of clear consequences from the destination management. **Conclusion:** Tourist safety behavior is influenced by the main components of the ABC theory. All three components need strengthening, particularly the consequence component, through the consistent enforcement of sanctions and the provision of rewards.



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## 1. Introduction

Tourism has a significant impact on a country's economy. The Government of Indonesia has begun to emphasize the importance of the tourism sector as a means of driving economic growth in the community. In the Special Region of Yogyakarta, tourism development has been made a primary focus of regional development. Yogyakarta is currently the second most popular tourism destination in Indonesia, and its position on the southern cross-route provides an additional advantage for developing the region's tourism potential [1].

Bantul Regency is an area in the Special Region of Yogyakarta known in part for tourist attractions that appeal to visitors. Its attractions hold considerable potential, covering natural attractions, cultural and historical sites, educational tourism, amusement parks, and craft industry centers. With such diverse tourism potential, Bantul Regency is expected to give optimal support to the development of the

Special Region of Yogyakarta as a leading tourist destination in Indonesia; in 1996 the province ranked third in terms of international tourist arrivals [2].

The Oya River rises on the western slope of the Gunung Gajah Mungkur hills in Wonogiri, Central Java, and flows into the Opak River in Bantul. It crosses the karst hills of Wonogiri and Gunungkidul regencies and has a total length of 106.75 km. Several tourist attractions are located along the Oya River and its tributaries [3]. Many nature-based attractions, however, have yet to meet adequate service and safety standards. According to news reports, an accident has occurred in the Oya River tourism area in which a tourist drowned.

Accidents at tourist sites can cause both material and non-material losses for the management and for the tourists who become victims. Tourists may experience minor or serious accidents resulting in injury or even death, and such events inevitably produce losses for the tourists involved. The management may also suffer a double loss: paying a certain amount of compensation to victims and sustaining reputational damage. Reputational damage has a long-term impact on the viability of a tourist site following an accident [4]. Factors that can cause accidents at tourist sites include negligence on the part of the management, inadequate facilities and security systems, tourist behavior, and insufficient information provided by the management to tourists [5].

Safety behavior is behavior that gives priority to safety. Negative behavior in this context is associated with adverse safety outcomes, including careless actions that result in injury to oneself or to others, material damage, and similar effects [6]. Understanding safety behavior matters for tourists because it benefits both the management and the tourists themselves: it provides comfort during recreation and protects tourists from accidents at tourist sites. Unsafe actions are still frequently found among tourists at the Oya River tourism destination, such as swimming without a life jacket, jumping from cliffs, canoeing without a life jacket, and failing to comply with the rules issued by the management. These unsafe actions can lead to accidents that harm both the tourists themselves and the destination management. Tourist safety behavior is therefore clearly important. This study aims to analyze tourist safety behavior based on the antecedent–behavior–consequence (ABC) theory at the Oya River tourism destination. The study is expected to raise tourists' awareness of the importance of safety at the Oya River so that the risk of accidents can be minimized. It may also serve as a reference for formulating better rules and guidance for the management, enabling them to guide tourists toward safe behavior when visiting the Oya River.

## 2. Methods

This study used a qualitative approach with a descriptive method to analyze tourist safety behavior based on the antecedent–behavior–consequence (ABC) theory at the Oya River tourism destination. Data were obtained through interviews and observation, with the researcher acting as the main instrument. Informants were selected purposively and consisted of tourists and officers at the Oya River tourism destination. In total there were seven informants: one key informant, four main informants, and two supporting informants. The study ran from January 2025 to May 2025.

The interview guide contained questions arranged according to the data required, covering three components or factors: antecedent, behavior, and consequence. Observation was carried out using a checklist based on the ABC theory. Data were analyzed using the Miles and Huberman model, comprising data reduction, data display, and data verification.

## 3. Results and Discussion

### 3.1. Results

#### 3.1.1. Antecedent factors

Safety rules and procedures at the Oya River tourism destination are designed to protect tourists from risks that may arise from water-based activities, such as strong currents, slippery rocks, river depth, and sudden changes in discharge. The management requires the use of safety equipment, restricts hazardous zones, and sets out evacuation procedures so that tourists can enjoy the experience safely. This is shown in the following excerpts.

*"Yes, there are already safety rules here, written on the information boards. There are also banners containing appeals, there is a separate warning for those who want to fish, and the officers usually make announcements over the loudspeaker." (Informant 1)*

*"There are banners near the river warning visitors who want to fish. For canoeing there is a rule that life jackets are compulsory, plus warning boards with prohibitions, and officers who give appeals and supervise the tourists." (Informant 2)*

*"Yes, definitely. There are notice boards at several points prohibiting netting and poisoning fish. For those canoeing, there are usually officers who direct them." (Informant 3)*

*"Life jackets are compulsory. There are banners with appeals and warnings." (Informant 4)*

*"The safety rule is that you have to wear a life jacket, and there are instructions for using the canoe. There are banners with appeals up there at the entrance, and there used to be some here as well (while pointing to the riverbank area)." (Informant 5)*

The statements of the main informants were reinforced by the supporting informants, as shown in the following excerpts.

*"The rule here is that swimming is allowed but you must wear a life jacket, and going out on the boat also requires a life jacket. Thankfully, visitors follow the rules here. As for fishing, using nets, poison, or cast nets is not permitted." (Informant 6)*

*"In my opinion it is already good; visitors are polite and they ask, 'Sir, is swimming allowed here?'" (Informant 7)*

Safety equipment at the Oya River is provided to support tourist safety during water activities such as canoeing and swimming. This equipment plays an important role in minimizing injury and ensuring tourist safety while visitors enjoy the Oya River. Mandatory equipment includes standard life jackets fitted to the visitor's body size to maintain buoyancy, and helmets to prevent impacts with rocks. This destination, however, is not yet equipped with safety helmets. This is shown in the following excerpts.

*"The main one is the life jacket, especially for those who want to canoe or swim." (Informant 1)*

*"The equipment for canoeing includes a life jacket, and there are life jackets for swimming too." (Informant 2)*

*"Yes, in terms of canoeing safety, the most compulsory item is the life jacket." (Informant 3)*

*"There are only life jackets, for canoeing and swimming." (Informant 4)*

*"The safety equipment is the life jacket; helmets are not available yet." (Informant 5)*

The statements of the main informants were confirmed by the supporting informants, as shown in the following excerpts.

*"They are inspected. Every morning they must be inspected; every item taken from or returned to the store must be checked first. This includes personal protective equipment such as rescue ropes and improvised equipment from the surroundings such as bamboo. The inspection checks, for example, whether anything is torn and whether it is still fit for use; if it is not fit, it must be put away, and only items in good condition are used." (Informant 6)*

*"Yes, before we set off for canoeing, all the items are checked to see what is missing or whether any canoe is damaged." (Informant 7)*

Supervision at the Oya River is carried out by safety officers and canoe guides. They monitor river flow conditions, check the fitness of safety equipment, and ensure that tourists comply with the warning signs and the established safety procedures. The management also provides guard posts at strategic points to monitor tourist activity, particularly during peak hours. This is shown in the following excerpts.

*"The officers usually give a warning if anyone does not comply with the rules." (Informant 1)*

*"Supervision comes from the officers, who warn tourists who do not comply with the rules." (Informant 2)*

*"We are monitored from the moment we start. Some officers watch from the riverbank and others are at the observation post." (Informant 3)*

*"The supervision is good; we are told which areas are permitted and which are not." (Informant 4)*

*"Yes, the officer guarding the canoes watches from the hut and carries a loudspeaker to give appeals." (Informant 5)*

The statements of the main informants were confirmed by the supporting informants, as shown in the following excerpts.

*"There are shifts, usually organized by neighborhood unit, with a daily schedule; on Saturdays and Sundays they are combined. There are usually at least four supervisors per day." (Informant 6)*

*"At the river there are at least four guards: three for the canoes and one for the swimming area." (Informant 7)*

The results of the observation of the antecedent factors are presented in Table 1.

**Table 1.** Observation results for the antecedent factors

| No.               | Aspect observed               | Observation criteria                                                                                              | Yes | No | Remarks                                                                                             |
|-------------------|-------------------------------|-------------------------------------------------------------------------------------------------------------------|-----|----|-----------------------------------------------------------------------------------------------------|
| <b>ANTECEDENT</b> |                               |                                                                                                                   |     |    |                                                                                                     |
| 1                 | Safety rules and procedures   | Written safety rules are available                                                                                | ✓   |    | Available at several points                                                                         |
| 2                 | Safety equipment and supplies | Safety equipment such as life jackets, helmets, or harnesses is available and appropriate to the type of activity | ✓   |    | Life jackets, ropes, and improvised safety equipment from the surrounding environment are available |
|                   |                               | Equipment is well maintained and meets safety standards                                                           | ✓   |    | Equipment is always well maintained and meets safety standards                                      |
| 3                 | Supervision                   | Safety officers supervise every type of tourism activity                                                          | ✓   |    | Officers supervise every activity; four supervisors are on duty                                     |

### 3.1.2. Tourist safety behavior

Tourist compliance with the rules in force at the Oya River shows varying levels of awareness. Most tourists comply with rules such as wearing life jackets, following the guides' instructions, and avoiding hazardous zones, because they are aware of the potential risks. This is shown in the following excerpts.

*"In my opinion they are quite compliant. Those who canoe generally already wear life jackets, but among the swimmers there are still some who are stubborn."* (Informant 1)

*"Broadly speaking they are compliant. They wear life jackets as instructed. Among the visitors who swim, however, many do not wear life jackets."* (Informant 2)

*"In my opinion most people here are compliant; at most someone strays slightly beyond the safe boundary, but they are immediately reminded by the officers."* (Informant 3)

*"As far as I have seen they are all compliant; everyone wears a life jacket."* (Informant 4)

*"At that time they complied; no one was disobedient."* (Informant 5)

The statements of the main informants were confirmed by the supporting informants, as shown in the following excerpts.

*"Some are difficult to persuade to use safety equipment and some are not, but most are not too difficult."* (Informant 6)

*"What I find difficult is that when they are asked to wear a life jacket they are obstinate, and sometimes they take the life jacket off."* (Informant 7)

Behavior in the use of personal protective equipment (PPE) and other equipment at the Oya River is generally quite good, particularly among first-time visitors, who follow the guides' instructions obediently. Officers and guides consistently issue appeals and instructions for tourists to use safety equipment, and they also help tourists put on safety equipment such as life jackets. This is shown in the following excerpts.

*"If you want to go into the river, especially to canoe, wearing a life jacket is absolutely compulsory. They also check again whether the life jacket has been fitted correctly."* (Informant 1)

*"Before tourists board the canoe we are instructed that wearing a life jacket is compulsory. The officers then check again whether the tourist has put the life jacket on correctly."* (Informant 2)

*"The officers tell us from the outset that life jackets are compulsory and must not be taken off."* (Informant 3)

*"Personal protective equipment is compulsory. Usually, once people receive it they put it on themselves, and if they have difficulty the officers help them."* (Informant 4)

*"As far as I know it was compulsory; the tourists complied when they were told to wear life jackets."* (Informant 5)

The statements of the main informants were confirmed by the supporting informants, as shown in the following excerpts.

*"They are supervised, and appeals are usually made using a loudspeaker positioned at the boat jetty."* (Informant 6)

*"I tell them before they swim or canoe that they must all wear life jackets. They are always reminded that the buckle must be clicked shut."* (Informant 7)

The results of the observation of the behavior factors are presented in Table 2.

**Table 2.** Observation results for the behavior factors

| No.             | Aspect observed                      | Observation criteria                                                                                                         | Yes | No | Remarks                                                                                                                                    |
|-----------------|--------------------------------------|------------------------------------------------------------------------------------------------------------------------------|-----|----|--------------------------------------------------------------------------------------------------------------------------------------------|
| <b>BEHAVIOR</b> |                                      |                                                                                                                              |     |    |                                                                                                                                            |
| 1               | Compliance with the rules            | Tourists read and follow the safety rules available at the site                                                              | ✓   |    | Tourists follow the rules in force at the destination                                                                                      |
|                 |                                      | Tourists follow the instructions of the officers or tour guides                                                              | ✓   |    | Tourists comply with the officers' instructions by wearing life jackets and avoiding hazardous areas                                       |
|                 |                                      | Tourists do not cross the boundaries of restricted areas (e.g. accident-prone areas, cliffs, or deep water)                  | ✓   |    | Some tourists still fail to comply, swimming without a life jacket in the middle of the river                                              |
| 2               | Use of personal protective equipment | Tourists use the safety equipment provided (life jacket, helmet, special footwear, and the like) appropriate to the activity | ✓   |    | Tourists use safety equipment during activities such as canoeing and swimming                                                              |
|                 |                                      | Personal protective equipment is confirmed to be in good condition before use                                                | ✓   |    | Officers always confirm the condition of the equipment, and inspection and checking are carried out whenever equipment is used by tourists |
| 3               | Use of equipment                     | The equipment used matches the requirements of the tourism activity                                                          | ✓   |    | The equipment is appropriate, namely the use of life jackets in the river area                                                             |
|                 |                                      | Equipment is confirmed to be in good condition before use                                                                    | ✓   |    | The condition of the equipment is always inspected                                                                                         |
|                 |                                      | Equipment use is supervised by trained personnel to ensure safety                                                            | ✓   |    | Equipment use is always supervised by the guards on duty                                                                                   |

### 3.1.3. Consequence factors

At the Oya River tourism destination, the management gives priority to a persuasive approach through education, direct instruction from the guides, and verbal appeals, in order to build tourists' awareness of the importance of safety during their activities. This is shown in the following excerpts.

*"They give a reprimand first. If you go into a dangerous place such as a strong current or a deep part of the river, the officers immediately issue an appeal." (Informant 1)*

*"They just give a reprimand and then an appeal to comply with the safety rules in force." (Informant 2)*

*"There are no sanctions from the officers; they only give appeals and warnings over the loudspeaker." (Informant 3)*

*"It is more a matter of appeals, usually using a loudspeaker." (Informant 4)*

*"There are no sanctions; the officers only give appeals using a loudspeaker." (Informant 5)*

The statements of the main informants were confirmed by the supporting informants, as shown in the following excerpts.

*"There are temporary sanctions, that is, warning sanctions." (Informant 6)*

*"The sanction is a warning." (Informant 7)*

At the Oya River, no form of reward has yet been introduced for tourists who comply with the safety rules. Tourists who follow the procedures, such as using personal protective equipment and following the guides' instructions, receive no special appreciation from the management. All tourists are treated equally, without additional incentives, so recognition of disciplined behavior depends entirely on each individual's sense of responsibility and awareness. This is shown in the following excerpts.

*"There is no reward from the officers, but personally, the benefit of complying with the rules is that I feel safer while I am visiting." (Informant 1)*

*"There is no reward, but paying attention to safety also benefits us; our safety is assured because we comply with the safety rules." (Informant 2)*

*"No, but it feels very safe and comfortable here, as long as we follow the existing rules." (Informant 3)*

*"There is none, only a thank-you." (Informant 4)*

*"There is no reward, only perhaps a thank-you for visiting." (Informant 5)*

Tourists at the Oya River tourism destination feel considerably safer and more comfortable when they comply with the safety rules there. Positive consequences (reinforcement) are also felt directly by tourists after they comply with the rules. This is shown in the following excerpts.

*"I feel safer and less anxious when I am here." (Informant 1)*

*"Personally, it feels safer and more comfortable when we comply with the safety rules, because the rules are made to guarantee tourist safety." (Informant 2)*

*"It is definitely safer, so I can enjoy myself more calmly without worrying. I feel it is very important to follow the safety rules." (Informant 3)*

*"At first I could not swim either, but during the activity I felt safe." (Informant 4)*

*"When we comply with the rules we feel safe, so we can enjoy the scenery without being afraid." (Informant 5)*

The results of the observation of the consequence factors are presented in Table 3.

**Table 3.** Observation results for the consequence factors

| No.                 | Aspect observed | Observation criteria                                    | Yes | No | Remarks                                                                                                                                         |
|---------------------|-----------------|---------------------------------------------------------|-----|----|-------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>CONSEQUENCES</b> |                 |                                                         |     |    |                                                                                                                                                 |
| 1                   | Sanctions       | Written sanctions apply to violations of the rules      |     | ✓  | Appeals or warnings are given                                                                                                                   |
| 2                   | Rewards         | Rewards are given to tourists who comply with the rules |     | ✓  | No rewards are provided by the destination; there is only the sense of safety felt by individual tourists after complying with the safety rules |

### 3.2. Discussion

#### 3.2.1. Antecedent factors influencing tourist safety behavior at the Oya River tourism destination

The antecedent component of the ABC theory refers to the factors that precede or trigger the emergence of a particular behavior [7]. Antecedents may be natural (rain, wind, weather, and the like) or man-made (interaction and communication with other people) [8]. In the context of Oya River tourism, antecedents play an important part in shaping tourist safety behavior before water-based activities begin. Field observation and in-depth interviews with tourists and guides identified several dominant antecedent factors: safety rules and procedures, safety equipment and supplies, and supervision.

Article 26(b) of Law Number 10 of 2009 concerning Tourism requires every tourism entrepreneur to provide accurate and responsible information, and Article 26(c) states that tourism entrepreneurs are obliged to provide comfort, hospitality, and protection for the security and safety of tourists. Tourism security and safety can be realized through the existence of safety rules and procedures at tourist sites [9].

The findings show that safety procedures and rules are generally already in place at the Oya River destination. Efforts to raise safety awareness are made not only through direct communication by the guides but also through visual media such as appeals, prohibition boards, codes of conduct, and safety instructions installed in strategic areas. These elements are intended to attract tourists' attention subtly but firmly, so that they understand that every activity carries risks that need to be anticipated. When such information is displayed clearly and comprehensibly, tourists are more inclined to be cautious and to adjust their behavior to the situation. This finding is consistent with Rezki et al. [10], who report that safety rules applied at tourist destinations do not merely function as normative guidance but also play an important part in shaping a more systematic and realistic perception of risk among tourists.

When clear and structured information on potential hazards, activity limits, and the mitigation steps to be taken is provided, tourists tend to evaluate situations more carefully. This process can increase individual awareness and readiness in the face of potential threats. Such information media constitute an initial stimulus that gradually builds awareness and directs tourists toward safer decisions [11]. As risk perception becomes more objective, an internal drive emerges to engage in protective or self-protection behavior, such as using personal protective equipment, following the guides' instructions, or avoiding hazardous areas [12].

The provision of safety equipment and supplies is one of the responsibilities of destination managers. The findings show that the management of the Oya River destination already provides safety equipment such as life jackets for canoeing and swimming. Safety equipment and supplies constitute an initial stimulus, or antecedent, that can influence tourist safety behavior.

In line with the safety code guidelines for water-based adventure tourism, safety equipment and supplies must undergo fitness testing to confirm that they are usable and that they function properly [13]. The findings show that the management of the Oya River destination checks safety equipment every day, before and after use. If tourists feel that the equipment provided is safe and fit for use, they are more likely to follow the recommended safety procedures, such as wearing a life jacket while canoeing.

In this study, supervision of tourist safety behavior at the Oya River is carried out by safety officers in the river area. The officers provide instructions, appeals, and warnings to tourists engaged in activities such as swimming, canoeing, and fishing, so that they maintain safety and comply with the established safety rules. This finding is consistent with Rezki et al. [10]: supervision while tourists are engaged in activities at the Oya River destination is one means of maintaining safety. Such supervision acts as a direct antecedent, that is, a trigger present immediately before and during the behavior, directing tourists to act safely and in accordance with the rules.

### ***3.2.2. Tourist behavior in the context of safety at the Oya River tourism destination***

Individual behavior is formed as a response to environmental stimuli that occur before and after the behavior takes place [14]. Tourist compliance with the rules in force at the Oya River tourism destination is influenced by antecedent factors such as safety rules and procedures, safety equipment and supplies, and supervision. These factors encourage tourists at the destination to behave in ways that protect safety.

Based on the accounts of the seven informants, most tourists at the Oya River tourism destination display positive safety behavior. They comply with the rules in force and use safety equipment such as life jackets while canoeing. Negative behavior is nevertheless still found among some tourists, such as swimming without a life jacket and insufficient compliance with the officers' warnings. This may be caused by the weak influence of antecedents and consequences on tourist safety behavior. This finding is consistent with Pratiwi and Widhiastuti [15]: within the ABC theory, such behavior emerges because of supporting antecedent stimuli acting as triggers, such as the availability of safety rules, safety equipment, and supervision by the management. Knowledge of these rules generates awareness and leads tourists to behave in accordance with the knowledge they possess [16].

### ***3.2.3. Consequences of tourist behavior based on the ABC theory at the Oya River tourism destination***

Within the ABC framework developed by B. F. Skinner, consequences are a key component in forming and maintaining behavior. The theory explains that behavior is not only triggered by the factors preceding it (antecedents) but is also strongly influenced by the consequences that accompany it. Consequences can strengthen or weaken the likelihood that similar behavior will be repeated in future [8].

The interviews show that tourists who comply with the safety rules experience benefits in the form of a sense of safety, comfort, and protection during their visit. Although there is no direct reward from the management, such compliance produces a positive consequence in the form of self-reward, namely inner satisfaction and the confidence that personal safety is better assured. Within the ABC theory, this

compliant behavior emerges as a result of positive consequences that reinforce safe actions. The sense of safety and comfort felt by tourists functions as an intrinsic reinforcer that strengthens compliance behavior and contributes to the formation of a safety culture in the tourism environment.

Tourist behavior that does not comply with the safety rules can produce negative consequences. Non-compliance such as not using personal protective equipment, ignoring the guides' instructions, or behaving carelessly in high-risk areas increases the potential for accidents. Within the ABC theory, this indicates weak corrective consequences for risky behavior and insufficient reinforcement of safe behavior. As a result, tourists tend to lack the behavioral motivation to sustain safe practices. These negative effects harm not only individual safety but also the image of the destination, and they threaten the environmental sustainability of the Oya River through damage to facilities and pollution of the tourism area.

Consequences within the ABC theory are highly significant in shaping tourists' propensity toward safety behavior. When tourists receive positive consequences after behaving in accordance with the safety rules—such as feeling secure during activities, having an enjoyable experience, or receiving recognition from the officers—that behavior is likely to be repeated on subsequent occasions. This finding is consistent with Rezki et al. [10]: a reward is positive reinforcement received when the expected behavior is performed, and tourists tend to perform the expected behavior when they know what consequences will follow. Behavioral change tends to occur readily when it offers an advantage to the individual concerned. Safety behavior among tourists can therefore be reinforced through the application of clear consequences, both positive reinforcement for appropriate behavior and consistent enforcement of the rules against violations. Positive reinforcement can be applied by giving praise and appreciation to tourists who practice safe behavior, while punishment for violations or unsafe actions functions as a deterrent mechanism, for example a reprimand from a tourism officer [17].

The continuity of safe behavior is in fact determined more by the consequences that are applied [18]. In their influence on behavior, consequences can strengthen or weaken particular behaviors [19]. Consequences, as events that follow and modify behavior, can also stop a behavior altogether [20]. Punishment may be applied, but it must be balanced by rewards for tourists who have practiced safe behavior. Rewards constitute a form of support and can motivate tourists to behave safely, helping to shape safety behavior [21]. In this study, the majority of tourists at the Oya River demonstrated compliance with the safety rules, although a small proportion were still undisciplined in their use of personal protective equipment.

#### 4. Conclusion

Based on the research conducted at the Oya River tourism destination, tourist safety behavior is influenced by the three main components of the antecedent–behavior–consequence (ABC) theory, as follows.

- a. Antecedent.** The triggers of tourist safety behavior—safety rules, the availability of safety equipment, and supervision by tourism officers—have been implemented, but their effectiveness still needs to be improved so that they encourage tourist compliance with the safety rules more strongly.
- b. Behavior.** Some tourists already comply with the applicable safety rules and procedures and use safety equipment and personal protective equipment properly. Others do not yet comply fully, so greater awareness and more intensive supervision are needed.
- c. Consequence.** Tourists experience positive consequences in the form of a sense of safety, comfort, and protection when they comply with the safety rules at the Oya River tourism destination. The consequence component at the Oya River remains natural, or intrinsic, and is not yet reinforced by a structured management system of rewards and sanctions that would support safe behavior on a sustainable basis.

#### Declaration

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