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ที่..... วันที่..... ๒๕ กรกฎาคม ๒๕๕๕

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เรียน คณบดีคณะวิทยาการจัดการ

ตามที่ข้าพเจ้า (นาย/นาง/นางสาว).....ผศ.จิตต์ศักดิ์ พรมจรรย์.....ได้รับอนุมัติ/อนุญาตให้เข้าร่วมประชุม/อบรม/สัมมนา เรื่อง..... ๑๐12 18 APTA Conference..... ซึ่งจัดในวันที่..... ๑๖ มิถุนายน ๒๕๕๕..... ถึงวันที่..... ๑๙ มิถุนายน ๒๕๕๕..... รวมระยะเวลา..... 4..... วัน ณ..... Grand Hotel Taipei, ไต้หวัน..... จัดโดย Asia Pacific Tourism Association (APTA)

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- ② ความเห็นของหัวหน้าสาขาวิชา
รับทราบเห็นสมควรเสนอคณบดีเพื่อโปรดทราบ

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- ③ เรียน คณบดีคณะวิทยาการจัดการ

เพื่อโปรดทราบ เห็นควรเสนอรายงานการประชุมให้ที่ประชุมคณะกรรมการบริหารทราบและลงใน website การจัดการความรู้ คณะวิทยาการจัดการต่อไป และแจ้งกรรมการกองกลางทราบ

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สัปดาห์ที่.....
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- ④ การพิจารณาของคณบดีคณะวิทยาการจัดการ
ทราบโปรดดำเนินการตามเสนอต่อไป

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ปฏิบัติราชการแทนคณบดีคณะวิทยาการจัดการ

รายงานการเข้าร่วมสัมมนาวิชาการและนำเสนอผลงานวิจัย

2012 18th APTA Conference

ระหว่างวันที่ 26 มิถุนายน – 29 มิถุนายน 2555

ณ Grand Hotel Taipei ประเทศไต้หวัน

ด้วย ข้าพเจ้า ได้เข้าร่วมสัมมนาวิชาการและนำเสนอผลงานวิจัย ไปแล้วนั้น จึงขอสรุปรายงานผล
ดังนี้

1. วัตถุประสงค์ของการสัมมนาวิชาการ

1.1 เพื่อเผยแพร่ผลงานวิชาการเกี่ยวกับการท่องเที่ยวของนักวิจัยและนักวิชาการทั้งในประเทศ
ไต้หวันและต่างประเทศซึ่งมีเครือข่ายมากกว่า 20 ประเทศในเอเชีย

1.2 เพื่อสร้างโอกาสการแลกเปลี่ยนภูมิปัญญา ความรู้ ประสบการณ์ และเกิดเครือข่ายระหว่าง
นักวิชาการ และสถาบันของประเทศต่างๆ

2. สารสำคัญที่ได้จากการสัมมนาวิชาการ

จากการรับฟังการบรรยายจาก Professor Nigel Hemmington หัวข้อ Hospitality and Tourism Education-The Wave of Hospitable Experiences และ Dean Alister Mathieson หัวข้อ Tourism Education 2012-The Road to Academic Preeminence มีสาระสำคัญว่า การเติบโตของการท่องเที่ยวที่มีการเชื่อมโยงไป
ทั่วโลก เป็นความท้าทายที่สถาบันการศึกษาที่มีการสอนด้านการท่องเที่ยวต้องปรับตัว ความท้าทายที่สำคัญ
คือ การสร้างมาตรฐานหลักสูตรการท่องเที่ยวของทุกสถาบัน การรู้เท่าทันสถานการณ์การคาดการณ์ความ
ต้องการกำลังคนและทักษะตามความต้องการของแรงงานด้านการท่องเที่ยวในอนาคตให้ได้ การแสวงหา
องค์ความรู้รวมที่เป็นสากล และการสร้างองค์ความรู้ใหม่ ซึ่งล้วนเป็นเรื่องยากที่ทุกสถาบันจะสามารถ
ดำเนินการได้ ดังนั้นสิ่งที่ควรทำ คือ การที่แต่ละสถาบันต้องมีแผนรองรับการพัฒนาของโลก ควรมีการจัดทำ
แผนร่วมกันแบบ partnership ระหว่างเครือข่ายความร่วมมือต่างๆ และในด้านการจัดการเรียนการสอน ควร
เน้นการเรียนแบบ case study เพื่อให้เกิด tell-stories ซึ่งจะเป็นการเสริมประสบการณ์ ต่อยอดสู่ความคิด
สร้างสรรค์แก่นักศึกษา สถาบันการศึกษาควรให้โอกาสแก่นักศึกษาได้เสริมประสบการณ์การเรียนรู้อย่าง
ต่อเนื่อง และควรเชิญบุคลากรจากสถานประกอบการมาบรรยายแบบ lecture หรือ team teaching เป็นต้น

3. สารสำคัญที่ได้จากการนำเสนอผลงานวิจัย

ผลงานวิจัยที่มีการนำเสนอภาค oral presentation มีหลากหลายประเด็นที่เกี่ยวข้องกับการท่องเที่ยว
ได้แก่ Culture, Education, Hospitality Management, Safety and Crisis Management, Festival Activity and
Event Analysis, Food and Beverage Management, Green Aspect on Tourism Development, Marketing in
Tourism, Leisure and Hospitality Industry, Travel Management, Computer and Information, Service
Quality Health Aspect for Tourism, Human Resource Management, Economical Impact, Destination

Image, Leisure and Sport, Special Theme Tourism รวมจำนวน 126 เรื่อง และผลงานวิจัยที่มีการนำเสนอภาค poster presentation มีหลากหลายประเด็นที่เกี่ยวข้องกับการท่องเที่ยว จำนวน 45 เรื่อง

โดยข้าพเจ้าได้นำเสนอผลงานวิจัยภาค oral presentation ในห้องนำเสนอกลุ่ม Green Aspect on Tourism Development หัวข้อที่นำเสนอเรื่อง Leeled Community's Potential in Ecotourism Management ซึ่งเน้นการนำเสนอการใช้เครื่องมือ EPS (Ecotourism Potential Spectrum) ในการประเมินศักยภาพของชุมชนที่ลิเล็ด อำเภอบุพผิน จังหวัดสุราษฎร์ธานี



4. ประโยชน์ที่ได้รับจากการเข้าร่วมนำเสนอผลงานวิจัย

การเข้าร่วมนำเสนอผลงานวิจัยได้รับประโยชน์ทั้งในฐานะผู้นำเสนอ และผู้รับฟังการนำเสนอของผู้อื่นที่มาจากรายหลายสถาบันในเอเชีย การนำเสนอครั้งนี้ทำให้เป็นโอกาสที่ดีในการพัฒนาศักยภาพด้านการนำเสนอเวทีวิชาการต่างประเทศ การจัดทำสื่อการนำเสนอและการสื่อสารเพื่อสร้างการยอมรับและให้รู้ฟังได้เรียนรู้กระบวนการวิจัยอย่างเข้าใจมากขึ้น และจากการฟังผู้อื่นทำให้ได้ความรู้ถึงแนวทางการทำงานวิจัยที่มีความหลากหลายมาก ส่วนใหญ่มักมีประเด็นและรูปแบบตามความสามารถทางวิชาการแต่ละคน และความหลากหลายนี้จะเป็นประโยชน์ต่อการพัฒนานักวิชาการในสถาบันการศึกษาให้สามารถทำงานวิจัยด้านการท่องเที่ยว ที่จะเป็นประโยชน์ต่อการเรียนการสอนในหลักสูตรต่างๆ และมีความเป็นสากลมากขึ้น

(ผศ.จิตศักดิ์ พุฒจรรย์)

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2012

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NEW TOURISM NEW WAVES
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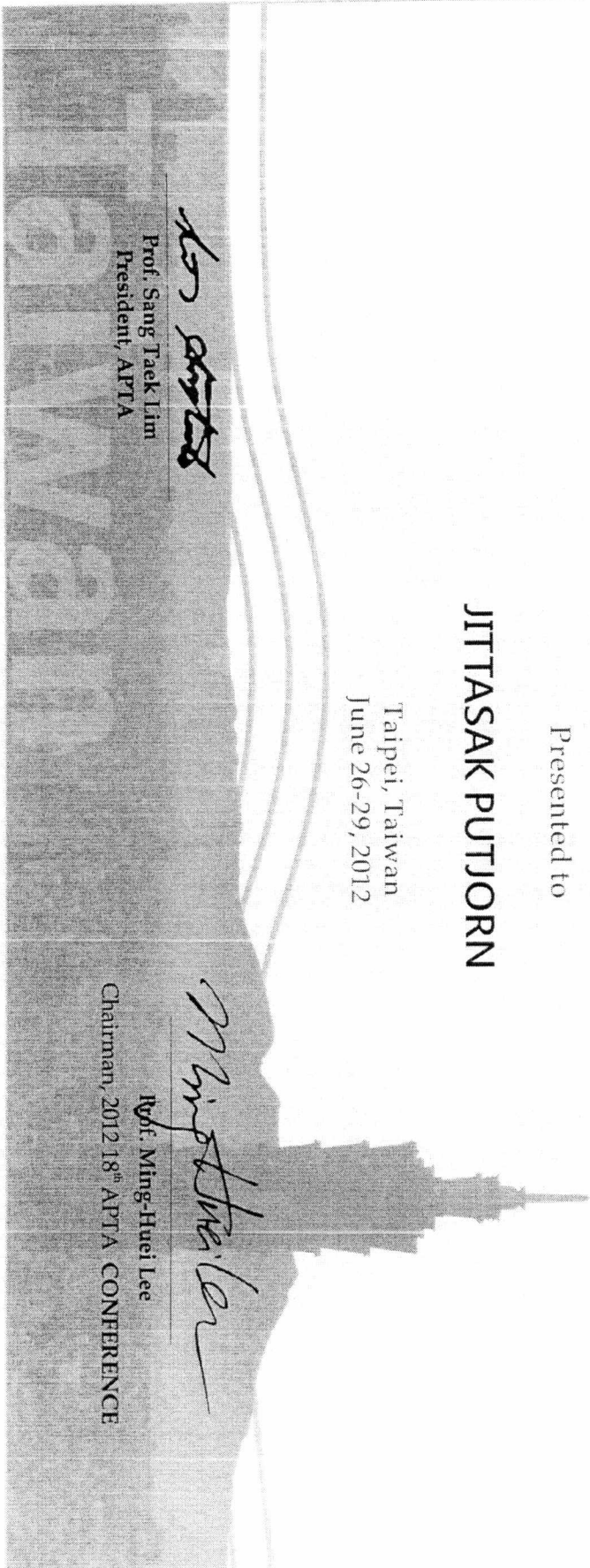
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3. HALAL IN THE PHILIPPINES: FOOD PERCEPTION, PRACTICES AND PREFERENCES OF SELECTED MUSLIM COMMUNITY IN METRO MANILA ----- 223
ELAINE LORILLA- BAÑARES and MARIA LOURDES D. CATRAL
4. ASSESSMENT OF ECO-FRIENDLY PRACTICES OF FOOD CARTS/KIOSKS EMPLOYEES IN A METRO MANILA MRT STATION ----- 237
Girlie Encallado Lee and Shirley V. Guevarra
5. WINE TOURISM PHENOMENON IN CHINA: AN EMERGING MARKET ---- 252
Hanqin Zhang Qiu, Jessica, Yuan Jingxue, Ben, Haobin Ye and Kam Hung

RESEARCH SESSION 2C: GREEN ASPECT ON TOURISM DEVELOPMENT I (Room V108 15:30~17:00)----- 253

1. A DIFFERENT LOOK AT CHINESE ECOTOURISTS----- 253
Mingming Cheng and IpKin Anthony Wong
2. LEELED COMMUNITY'S POTENTIAL IN ECOTOURISM MANAGEMENT- 260
Jittasak Putjprn
3. GREEN TOURISM POLICY AND PRACTICE : THE CASE OF CHIBA, JAPAN----- 268
Oratai Krutwaysho and Yasuo Ohe
4. THE DEVELOPMENTAL STRATEGIES OF GREEN SUPPLY CHAIN MANAGEMENT FOR HEALTH TOURISM INDUSTRY-USING DEMATEL ANALYSIS ----- 294
Chienho Chen and Po-Fu Lee
5. GREEN ENERGY CONSERVATION PRACTICES IN THE FIVE STARS HOTEL IN MALAYSIA ----- 304
Rita Lo
6. MARKETING STRATEGIES IN ECOTOURISM: THE CASE STUDY OF THAILAND AND BOTSWANA----- 319
Mabel Tshukudu and Kaedsiri Jaroenwisan

RESEARCH SESSION 2D: MARKETING IN TOURISM, LEISURE AND HOSPITALITY INDURSTRY I (Room V109 15:30~17:00)----- 327

1. ALTERNATIVE TOURISM MARKETING DEVELOPMENT-A CASE STUDY OF WANG PU PAI FARM-STAY, WANG NAM KHEAW DISTRICT, NAKHON RATCHASIMA PROVINCE ----- 327
Thirachaya Maneenet and Aree Naipinit

LEELED COMMUNITY'S POTENTIAL IN ECOTOURISM MANAGEMENT

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ABSTRACT

This study aimed to investigate the Leeled community's potential in Ecotourism management. This was a survey research and the Ecotourism Potential Spectrum (EPS) was used to collect data. The results of this study found that the community potential was very high especially in participation from both various sectors and within the community. Leeled community also had very high potential in managing resources and environmental learning activities. It was outstanding in rejuvenating the mangrove and had beautiful scenery, safe and convenient accessibility, sufficient infrastructure to accommodate tourists, natural resources diversity and rich in community culture. In addition, the community had setting the regulation to prevent and control the environmental impacts and life and asset security control. Also, water and wastewater quality were managed effectively. Tourist activities were consistent with resources, and master plan was established for tourism demand expansion. Leeled community was well organized and clearly designated responsibility. Local people had service-minded and can create a good feeling and impress visitors as well. Creating the self-development opportunities for community and participating in thinking and decision making processes affects the community's economic benefits and strength. Additionally, all stakeholders were both aware of and understanding roles, function, and impacts that they made both conscious and unconscious on environment and community culture.

Keywords: managing potential ecotourism

INTRODUCTION

According to "Earth Summit", a global environmental conference, in 1992, the concept of "Sustainable Development" was initiated and resulted in the trends of natural resources and environmental conservation, tourists' demand to learn while travelling, and human development and the emphasizing on the community involvement (Pojana Suan-sri 2007:19). These trends affected on the adaptation of tourism and tourism management systems to find the alternative way of tourism to meet the demand and replace the conventional way of tourism. Various names of this alternative tourism concept are used such as Green Tourism, Bio Tourism, Sustainable Tourism, Conservation Tourism, Responsible Tourism, and Ecotourism which is the most popular and widespread tourism management in this period of time and correspond to the Community-Based Tourism (Sindhu Sarobol 2003:11).

Nowadays, tourism industry relies on natural resources as an important tool to attract tourists. The impacts of tourism arising from past to present cause the natural resources and ecosystem destruction continuously, particularly in famous tourist attractions such as waterfalls, caves, beaches, snorkeling sites, hiking and rafting. These attractions currently experience a lot of problems caused by tourism including rubbish, pollutions, wastewater, and number of tourists.

Thus, because of these problems, more tourists are seeking new destinations to meet their needs in leisure, isolate, nature, and other aspects. In addition, the concept of using tourism as a tool for national economic recovery are widespread, therefore, many organizations try to offer new attractions to entice tourists to visit. However, soon after a lot of tourists come to these areas, they face an environmental problems as same as other former famous destinations. If these problems continue to spread, the natural resources will be destroyed rapidly and are difficult to be recovered.

Ten-year ago, the community-based tourism was developed as an alternative way for tourists who want to travel and to learn more about community's way of life, involving community's natural resources. Many communities are success and have good reputation as a tourist destination and have a good management plan for accommodate the greater number of tourists. On the other hand, tourism development do not propel in many other communities due to the lack of knowledge and local residents participation in the community's tourism resources management. Consequently, the researcher has developed a tool to analyze the potential of ecotourism area in order to identify weaknesses and suggest an effective management guideline for community.

The Leeled community at Phunphin district in Surat Thani Province is well-known for its mangrove rehabilitation and is developed to be ecotourism. Therefore, the researcher focused on analyzing the potential of ecotourism management of Leeled to find the best practice of community-based tourism management. The results of this analysis can reflect the community's management, so that it can continuously increase the level of ecotourism potential in various fields and can develop a sustainable ecotourism community.

METHOD

A survey research was used to analyze the community's ecotourism management potential in 4 aspects which are tourism location areas, sustainable environmental resource management, environmental learning activities, and participation of community, organization, and tourists. The study area was Leeled sub-district, Phunphin District, Surat Thani province, and the data was collected in July 2010 with the following procedures.

The process of conducting research is divided into four steps.

Step 1: The study of tourism resources and community context.

Step 2: Potential assessment with the Ecotourism Potential Spectrum (EPS) in 4 aspects and 31 indicators.

Step 3: Analyzing the quantitative data.

Step 4: Summarizing the results with analytical descriptive.

Data collection

1. Review the secondary data of concepts, theories, and related research to develop a framework and direction for the research.

2. Field study with the survey of community's ecotourism management potential.

Data processing and data analysis

The content of primary and secondary data was analyzed and grouped them together according to the designated content structure. Then, the statistical analysis was calculated by the Ecotourism Potential Spectrum (EPS) which was developed by Putjorn (2003). The indicators were based on a review of the concepts and theories of ecotourism and weighting by the Delphi Technique. The EPS consists of 4 aspects and 31 indicators. Each indicator can be measured

from 0 to 3 (0 = not available, 1 = low level, 2 = medium level, and 3 = high level), and then it can be statistical calculated.

FINDINGS

The results of ecotourism management potential survey with EPS showed that

1. The Tourist Location Area

The average score of 0.83 indicates that the potential of natural resources is very high especially in 'Biological diversity of wildlife/coral/marine animal,' 'Appropriate climate for tourism,' 'Consistent and appropriated area for activities,' 'Potential for development in the future,' and 'Valuable history and culture resources (related to the ecology)' (Table 1). The 'Local uniqueness and attractive,' 'Abundance of biological and plants,' 'Fragility of environment and ecology,' 'Condition of the surrounding ground surface and ground cover,' 'Scenery and beauty of tourism resource,' and 'Accessibility' are at medium level.

Tourist Location Area Indicators	W	R	W x R
1. Local uniqueness and attractive	3	2	6
2. Abundance of biological and plants	2	2	4
3. Biological diversity of wildlife/coral/marine animal	3	3	9
4. Fragility of environment and ecology	3	2	6
5. Appropriate climate for tourism	2	3	6
6. Condition of the surrounding ground surface and ground cover	1	2	2
7. Scenery and beauty of tourism resource	2	2	4
8. Consistent and appropriated area for activities	2	3	6
9. Accessibility	2	2	4
10. Potential for development in the future	2	3	6
11. Valuable history and culture resources (related to the ecology)	3	3	9
Total Score ($\sum W, \sum F, \sum (R \times W)$)	25	75	62
Average Score #1 ($\sum (R \times W) / \sum F$)	62 / 75 = 0.83		

Table 1: The potential of tourist location area indicators

1.1 The local uniqueness and attractive - Leeled community's uniqueness is the mangrove ecosystem. It is located on the Baan Don estuary. Its landscape features the geological phenomenon of the mouth of the river Tapi. Also, the community has unique culture and way of living in natural area and can maintain traditional culture and traditions.

1.2 The abundance of biological and plants – the Leeled mangrove has abundance and diversity of plants. There are some signs of damages and a part of it loses its originality. The remarkable thing is this mangrove is rejuvenated from deterioration abundance of plant communities.

1.3 The biological diversity of wildlife/coral/marine animal – the Leeled mangrove has abundance and diversity of wildlife and marine animals. It is easily to see the wildlife such as monkeys, birds, butterflies, insects, and more than 20 of marine animal species.

1.4 The fragility of environment and ecology - environmental ecology in the Leeled is in the level of sensitivity to changes in development or activities in various forms. This would impact on some ecosystems and local culture, but it can be restored back to its natural state if it is not disturbed.

1.5 Appropriate climate for tourism – the temperature of Leeled and its surrounding tourist attractions is in normal range which is 25 – 30°C. The wind is blowing gently in level 3 of the Beaufort scale (wind speed of 12.9 to 19.3 km. /hrs.). The amount of rain fall is approximately 1,000 to 2,000 mm. per year.

1.6 The condition of the surrounding ground surface and ground cover – considering the slope of area, type of soil, erosion of ground surface, the diversity of the ground cover, and density of ground cover area. Leeled area has slope less than 3% but the range of slope area is more than 30 meters. The soil is loose and mixed with coarse sand. Soil erosion is moderate. The diversity and density of plant cover are in good level (about 60%-80%).

1.7 The scenery and beauty of tourism resource – the scenery and beauty of tourism resources of Leeled is in good condition. It is a pleasant place with cleanliness and beauty suitable for tourism activities.

1.8 The consistent and appropriated area for activities – the activities that the community has developed are appropriate with the area and can accommodate for future expansion.

1.9 Accessibility – Leeled is not far from the main road. The road condition is fairly convenience and safety, some parts are bumpy, and can be used for all seasons.

1.10 The potential for development in the future - the size of the area surrounding the community can be developed enough necessary infrastructure and accommodated for the expansion of tourism development in the future. The size of the area for doing activities is sufficient and can support the expansion in the future.

1.11 Valuable history and culture resources (related to the ecology) – tourism resources in the Leeled have a strong relationship with its history and culture which is relevant to the ecosystem.

2. The Sustainable Environmental Resource Management

The average score of 0.80 indicates that the potential of 'The Sustainable Environmental Resource Management' is very high especially in 'Safety and security management,' 'Master plan/ ecotourism management plan implementation,' and 'Quality of tourism services' (Table 2). The 'Harmony and appropriateness of facilities and environment,' 'Waste Management,' 'Quality of noise management,' 'Quality of water management,' 'Separation of suitable area for ecotourism (Zoning),' 'Carrying Capacity,' and 'Monitoring and protection of the environment and culture' are at medium level.

The Potential of Management Indicators		W	R	W x R
1.	Harmony and appropriateness of facilities and environment	3	2	6
		3	2	6
2.	Waste Management	3	2	6
3.	Quality of noise management	3	2	6
4.	Quality of water management	3	3	9
5.	Safety and security management	3	2	6
6.	Separation of suitable area for ecotourism (Zoning)	3	3	9
7.	Carrying Capacity	3	2	6

8. Monitoring and protection of the environment and culture	3	3	9
9. Master plan/ ecotourism management plan implementation	3	3	9
10. Quality of tourism services			
Total Score ($\sum W, \sum F, \sum(R \times W)$)	30	90	72
Average Score # 2 ($\sum(R \times W) / \sum F$)	72 / 90 = 0.80		

Table 2: The Potential of Management Indicators

2.1 The harmony and appropriateness of facilities and environment - the basic facilities are sufficient to accommodate visitors/tourists. Facilities are well planned and designed to blend with the environment which can enhance value of tourism destination. This can help prevent the degradation of the resource and environment caused by tourism.

2.2 The waste management – the community has garbage and sewage management system, but rubbish still can be seen along the way in the community. The waste container is not designed in harmony with the environment.

2.3 The quality of noise management – there is a reasonable level of noise prevention from boat, but there is no clear plan for noise control in tourism sites. This can cause the environmental impacts. Volume level is at 55 - 70 Db.

2.4 Water Quality Management – there is an effective measure of water quality and wastewater management and the quality of water is in good condition with little sediment. Also, there is a measure to control chemicals or substances before releasing into natural water sources.

2.5 The safety and security management – there is a very good safety and security management. Action plan are implemented and the equipment for safety and security are provided. The community has been trained for safety and security. Tourists who come to visit and stay in the community have to register for security reason. Warning signs have been installed. Therefore, tourists are confident while travelling in the community.

2.6 Separation of suitable area for ecotourism (Zoning) – there is fairly clear zoning in the community. The ecosystem is importance and there are acceptable activities consistent with the use of resources and space. The negative impacts that may occur on the area can moderately be controlled.

2.7 Carrying Capacity – there is a strong measure to specify the number of tourists and activities which is suitable for community's carrying capacity. As a result, the potential negative impact on the area can be more efficiently controlled.

2.8 Monitoring and protection of the environment and culture - monitoring and protection of the environment impacts and tourism resources plan is developed and implemented. Community also records list of species and populations of those resources.

2.9 The master plan/ecotourism management plan implementation – the master plan for future expansion of ecotourism is developed and used as a guideline for sustainable development.

2.10 Quality of tourism services – tourist facilities and services are provided to impress them. There is a clear responsibility and good coordination within community. Also, local residents has positive attitude towards tourists and tourism.

3. Environmental Study Learning Activities

The average score of 0.93 indicates that the potential of 'Environmental Study Learning Activities' is very high especially in 'Benefits and value of learning,' 'Variety of eco-activities,'

‘Appropriate activity for tourists’ conscious,’ and ‘Supporting activities to strengthen the community’ (Table 3). The ‘Format, content, knowledge and the appropriate interpretation method’ is at medium level.

Environmental Learning Activity Indicators	W	R	W x R
1. Benefits and value of learning	3	3	9
2. Format, content, knowledge and the appropriate interpretation method	3	2	6
3. Variety of eco-activities	3	3	9
4. Appropriate activity for tourists’ conscious	3	3	9
5. Supporting activities to strengthen the community	2	3	6
Total Score ($\sum W$, $\sum F$, $\sum (R \times W)$)	14	42	39
Average Score # 3 ($\sum (R \times W) / \sum F$)	39 / 42 = 0.93		

Table 3: Environment Activity Indicators

3.1 Benefits and value of learning – Leeled’s ecotourism activities are able to satisfy tourists in both tourism and academic value and fulfill the basic requirements of eco-tourists.

3.2 Format, content, knowledge and the appropriate interpretation method – there is interpretation system through both local residents and media including tourist handbook, tourist orientation, signs, and local guides. This leads to tourist learning experience and satisfaction.

3.3 The variety of eco-activities – there are variety of eco-activities provided by the community for tourists to choose such as nature trail walking, bird watching, mangrove plants learning, community’s way of life learning, and various occupation groups.

3.4 The appropriate activities for tourists’ conscious – eco-activities are appropriate and encourage tourists’ awareness of environmental preservation.

3.5 Supporting activities to strengthen the community – Eco-activities encourage the local residents to develop their idea and knowledge and willing to participate in community strengthening process.

4. The Participation of Community, Organizations, and Tourists

The average score of 1.00 indicates that the potential of ‘The Participation of Community, Organizations, and Tourists’ is at the highest level in every aspect (Table 4).

Participation Indicators	W	R	W x R
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1. Environmental and cultural resource preservation benefits	3	3	9
2. Economic and distribution of income benefits	3	3	9
3. Opportunities for development and participation from public sectors	3	3	9
4. The strength and participation of local community	3	3	9
5. Recognizing the environmental impacts of businesses / community / local organizations / tourists	3	3	9
Total Score ($\sum W, \sum F, \sum(R \times W)$)	15	45	45
Average Score # 4 ($\sum(R \times W) / \sum F$)	45 / 45 = 1.00		

Table 4: Participation Indicators

4.1 Environmental and cultural resource preservation benefits – Leeled is benefited from using tourism as a tool to preserve the environmental and cultural resources, which contributes to enhance the ability to control and prevent the negative impacts or degradation of the tourism resources in the community. It also helps promote environmental resources, ecosystems, local livelihoods, culture, and local wisdom to be inherited and preserved to maintain their uniqueness and value.

4.2 Economic and the distribution of income benefits - Local economy benefits from tourism development and promotion. The local people have a career opportunity or earn money from the tourism both directly and indirectly including the infrastructure in the community. Because of these, Leeled is strengthen and self-sufficiency.

4.3 Opportunities for development and participation from the public sectors – Leeled is a strengthening self-reliance community. It also has its own budget for tourism development and promotion and fully supporting from other organizations both public and private.

4.4 The strength and participation of local community - The acceptance of the community or enthusiastic of the community to provide the tourism in order to service the tourist to visit and learn the tradition though the life culture of the community. For these reasons, local residents are willing to involve in decision-making, policy-making, and master-planning process for tourism development in the future.

4.5 Recognizing the environmental impacts of businesses / community / local organizations / tourists - All parties involved with the community are aware and understanding their roles, responsibilities and impacts that caused by their action both intentionally and unintentionally to the environment and culture.

IMPLICATIONS OR CONCLUSION

Leeled community has the potential of community-based ecotourism in 4 aspects, which are the tourist destination areas, sustainable environmental resource management, environmental learning activities, and the involvement of community, organizations, and tourists, in high level. Although, its ecological system is sensitive to changes in the development and various activities that occurred in the community. These also have an impact on community's environment and culture, however; with a good management practice, they can be revived back to its natural state if they have a suitable settle down period.

Leeled is a good example of a community that recognizes the importance of participation of local residents. The community has managed to conserve natural resources in parallel with the

ecotourism management and promotion. It also points out the relationship of the two components that affect the livelihoods of fishermen and farmers who benefit both directly and indirectly from participating in community's natural resource conservation and management.

The result of the potential of ecotourism management study reflects that the tourism community should always have self-revising process to be able to establish their own development guideline or to prevent or resolve problems that may effect from tourism. This is consistent with the idea of Shirley Eber (1998 cited in Thailand Institute of Scientific and Technological Research, 1998) who has proposed the principle of sustainable tourism. Sustainable tourism should have a process of evaluation, monitoring, and undertaking research regularly, which are necessary for problem solving, value increasing, and tourist destination quality enhancing. Therefore, community should examine the impacts and undertaking a research including study about tourist behavior and market trends on a regular basis to adjust their tourism management plan efficiency.

Community should train a new generation to understand the tourism activity management process that affects the resources of the community, and create awareness of maintaining the standard indicator of the potential eco-tourism management. Consequently, tourism could benefit the community rather than causing a problem. Pra Dhamma Pidok (2006: 242-248) agrees that a human being should be top priority and be educated to enhance their capacity. Human development is the important factor that will allow the holistic system to achieve the goal of sustainable development. Human resources are the capital or a factor in the economic and social development. They should be developed to be quality resources with healthy, hardworking, patient, responsibility, skill, and knowledgeable.

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