A CASE STUDY: TOURISM IMPACT ON THE INHABITANTS OF LAKE SANDOVAL – TAMBOPATA NATIONAL RESERVE – PERU

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ABSTRACT

Purpose: This study analyzes the impact of tourism on the inhabitants of Lake Sandoval in the Tambopata National Reserve – Peru.

Theoretical Background: Developing tourism in Sandoval Lake is framed under the nature-based tourism, ecotourism and Community-based tourism, where the villagers are the main human resource to develop tourism activities, taking advantage of the scenic beauty of Sandoval Lake.

Method: Applying a qualitative case study approach that followed a qualitative route and approach, through judgmental sampling, an in-depth interview was applied to all the entrepreneurs whose business is located around Sandoval Lake.

Results and Conclusion: The villagers have developed businesses that offer tourist services such as lodging, restaurants and rain transportation, considering that they all descend from the same marriage, they perceive tourism as a main economic activity that allows them to improve their quality of life, contribute to the household economy and conserve the area.

Implications of the Research: The study suggests that local managers should have greater communication with the villagers to develop effective management, this relationship will allow opening spaces for research in similar areas.

Originality/Value: This study contributes to the literature on the impact of tourism in natural protected areas, especially in Lake Sandoval, considering that there is scarce literature on the area and even more so, given that the local people perceive tourism as a positive economic alternative in a region where illegal mining is prevalent and destroys the Amazonian forests. The relevance and value of this research is evidenced by the fact that it is the first research that directly investigates the impact of tourism as a main economic activity.

Keywords: Tourism Activities, Contribution, Sandoval Lake, Tourism.

ESTUDO DE CASO: O IMPACTO DO TURISMO NOS HABITANTES DO LAGO SANDOVAL – RESERVA NACIONAL DE TAMBOPATA – PERU

RESUMO

Propósito: O objetivo deste estudo é analisar o impacto do turismo nos habitantes do Lago Sandoval, na Reserva Nacional de Tambopata – Peru.

Enquadramento Teórico: O turismo desenvolvido no Lago Sandoval enquadra-se no âmbito do turismo de natureza, ecoturismo e turismo rural comunitário, onde os habitantes são o principal recurso humano para o desenvolvimento das atividades turísticas, aproveitando a beleza paisagística do Lago Sandoval.

Método: A metodologia adoptada para esta investigação compreende um estudo de caso que seguiu um percurso e uma abordagem qualitativa, recorrendo a uma amostragem criteriosa, tendo sido aplicada uma entrevista em profundidade a todos os empresários cujo negócio se localiza em torno do Lago Sandoval.

Resultados e Conclusão: Os resultados obtidos revelaram que os aldeões desenvolveram empresas que oferecem serviços turísticos como alojamento, restauração e transporte de águas pluviais, considerando que todos descendem
do mesmo casamento, percebem o turismo como uma atividade econômica principal que proporciona uma melhoria na qualidade de vida, contribuição econômica para o agregado familiar e conservação da área.

**Implicações da Pesquisa:** O estudo sugere que os gestores locais precisam de comunicar mais com as populações locais para desenvolverem uma gestão eficaz e que esta relação abrirá oportunidades de investigação em áreas semelhantes.

**Originalidade/Valor:** Este estudo contribui para a literatura sobre o impacto do turismo em áreas naturais protegidas, especialmente no Lago Sandoval, considerando que a literatura sobre a área é escassa e, mais ainda, considerando que a população local percebe o turismo como uma alternativa econômica positiva numa região onde o garimpo ilegal é predominante e destrói as florestas amazônicas. A relevância e o valor desta pesquisa são evidenciados pelo fato de ser a primeira pesquisa que investiga diretamente com os moradores sobre o impacto do turismo como atividade econômica principal.

**Palavras-chave:** Actividades Turísticas, Contribuição, Lago Sandoval, Turismo.

**ESTUDIO DE CASO: IMPACTO TURISTICO EN LOS POBLADORES DEL LAGO SANDOVAL – RESERVA NACIONAL TAMBOPIATA – PERÚ**

**RESUMEN**

**Objetivo:** El objetivo de este estudio es analizar el impacto turístico en los pobladores del Lago Sandoval– en la Reserva Nacional Tambopata -Perú.

**Marco Teórico:** El turismo desarrollado en el Lago Sandoval se enmarca bajo el turismo basado en naturaleza, ecoturismo y turismo rural comunitario, donde los pobladores son el principal recurso humano para desarrollar las actividades turísticas, aprovechando la belleza paisajística que posee el Lago Sandoval.

**Método:** La metodología adoptada para esta investigación comprende estudio de caso que siguió una ruta y un enfoque cualitativo, mediante muestreo por juicio, se aplicó una entrevista a profundidad a todos los emprendedores cuyo negocio se encuentra alrededor del Lago Sandoval.

**Resultados y Conclusión:** Los resultados obtenidos revelaron que los pobladores han desarrollado emprendimientos que ofrecen servicios turísticos como hospedaje, restauración y transporte pluvial, considerando que todos descienden de un mismo matrimonio, perciben al turismo como una actividad principal económica que permite brindar una mejora en la calidad de vida, aporte económico al hogar y conservación de la zona.

**Implicaciones de la Investigación:** El estudio sugiere que los gestores locales deben tener mayor comunicación con los pobladores para desarrollar una gestión efectiva, esta relación permitirá apertura de espacios para investigaciones en zonas similares.

**Originalidad/Valor:** Este estudio contribuye a la literatura al sobre el impacto del turismo en áreas naturales protegidas, en especial del Lago Sandoval, considerando que existe escasa literatura sobre la zona y más aún, dado que los pobladores perciben al turismo como alternativa económica positiva en una región donde la minería ilegal prima y destruye los bosques amazónicos. La relevancia y valor de esta investigación se evidencian en es la primera investigación que indaga directamente con los pobladores sobre el impacto del turismo como actividad principal económica.

**Palabras clave:** Actividades Turísticas, Contribución, Lago Sandoval, Turismo.

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1 INTRODUCTION

Nowadays, protected natural areas represent a great instrument for environmental policy (Liu, 2023), in these areas as an economic activity, tourism is developed, which must be sustainable, properly planned and regulated (Zorlu & Dede, 2023), thus favouring the tourist resource without affecting its natural value (Buongiorno & Intini, 2021). The interest of tourists for the enjoyment of a natural environment and protection of the environment has been increasing, leading to a tendency to carry out nature tourism (Carvache-Franco et al., 2019). Thus, nature is transformed into a visual stage for tourism products, whose intangible components such as sight, smell, sound become vital aspects (Fossgard & Fredman, 2019). The question of economic growth and environmental quality, which are questions that, since the end of the 20th century, were already being discussed (Collins, 1999), also emerged.

Nature offers ecosystem services, allowing to express these benefits in economic terms; tourism provides cultural ecosystem services, which are difficult to quantify, so, the geographical influences in the use of cultural services must be analysed, considering that ecological variables, infrastructure and affordability, are factors that influence the rate of visits to a certain place (Baum et al., 2017) in addition, human-nature interaction makes it complex (Zhang et al., 2022), should seek to mitigate anthropological disturbance to animal species, through habituation (Bateman & Fleming, 2017) or through programmes that minimise the negative impacts of tourism, such as: environmental monitoring maintenance and preservation of the natural landscape, proper disposal of waste, water treatment and the control of pollution and noise, since this will allow to maintain the attributes valued by tourists, impacting on their satisfaction and the management of sustainable tourism must take into account the aspect of the "trip to the destination" (Mancini et al., 2022).

For Mehlomakulu and Buschke (2023) indicate that, the tourism industry is multidimensional and, therefore, the demand for tourism developed in natural areas, is determined by market segmentation (Derek et al., 2019); this segmentation can have reasons of nature, reward – evasion and multiple reasons (Carvache-Franco et al., 2019), for Kalantari et al. (2020) indicate that, there is another factor to consider, variety of experiences, not only to appreciate them, but also as a badge of achievement. For their part Diaz-Christiansen et al. (2016) indicate that, for the decision-making of a tourist, there are two factors: motivation and satisfaction, usually to visit natural areas, the motivation is ecological-hedonic, so priority should be given to sustainable economy initiatives that allow to contribute to the preservation of the natural wealth of this type.
of areas, there are other types of motivation such as: self-development, interpersonal relationships, appreciation of nature and reward (Carvache-Franco et al., 2019).

The use of natural spaces for tourist activities involves carrying out a study, through a holistic approach, that allows evaluating their use and valuation by tourists, to improve proper planning and management of the destination based on natural areas, considering the economic value they give to these spaces (Derek et al., 2019). The increase of tourism activities in protected natural areas is continuous, so it can be considered an ally or a threat to conservation, therefore, it is vital to evaluate and prevent the possible impacts on them, articulating the public use of these for the realisation of sustainable tourism management (Canteiro et al., 2018).

Local communities close to natural areas consider that maintaining local biodiversity and ecological integrity are vital to develop sustainable tourism, so they participate in the conservation of it (Zhang et al., 2024), even more so if these communities develop recreational activities, obtaining benefits that are perceived positively (Stachowiak et al., 2022). Tourism has impacted not only economically, but socially, so it has affected functionally and emotionally, demonstrating that the local communities involved evolve together, considering landscape values and sense of belonging for a better viability of the landscape resource as a long-term tourist asset (Li et al., 2023).

The present study seeks to analyse the tourist impact on the inhabitants of Lake Sandoval, located in the Tambopata National Reserve in Peru, through interviews with the inhabitants of the area, considering that before the creation of the protected area, there was a single family, which, until now, has the possession of their land where they now live and that each of them has developed an enterprise that provides tourist services, allowing to improve the quality of life of the family nucleus involved and bet on the development of tourism as an economic alternative, in a region characterised by illegal mining.

2 THEORETICAL FRAMEWORK

2.1 NATURE-BASED TOURISM

Nature-based tourism offers innate characteristics to this type of environment, therefore, natural resources are important to provide experiences in natural areas, so proper management of these resources is vital (Derek et al., 2019). Since the end of the 20th century, authors sought to define nature-based tourism, for Laarman & Durst (1987) indicate that, it is a type of tourist activity consisting of 3 elements: education, recreation and adventure, so they distinguish two
types of nature tourists: hard and soft, under the level of interest and degree of physical effort employed. Meanwhile, Lindberg (1991), states that there are four types of nature tourists: “hard-core” (scientific researchers), “dedicated” (seeking to understand local history, “mainstream” (seeking unusual trips) and “occasional” (participating in a broader itinerary), being the motivation to visit a destination of nature a basic component of the product (Mehmetoglu, 2007). In addition, Valentine (1992) indicated that, this tourism corresponds to the enjoyment of an unchanged natural environment.

2.2 ECOTOURISM

It is a type of sustainable tourism, where the visitor is responsible for enjoying the natural attractions of the area visited, without disturbing the environment, while promoting conservation, seeking that its activities impact at a low level both in the environmental and cultural field, where local populations are actively involved to receive benefits that this activity provides (Ceballos Lascurán, 1998). For Blamey (2001) ecotourism has three basic characteristics: based on nature, environmental education and sustainable management, being an alternative to mass tourism. Therefore, it represents a work alternative in rural areas, thus contributing to the diversification of the economy of the area and source of income for the inhabitants who participate in a tourist activity (Nicula & Spânu, 2014).

2.3 COMMUNITY RURAL TOURISM

In this type of tourism, it is the local inhabitants who are the main human resource (Rocharungsat, 2008) and they are the ones who take advantage of the existing ecological resources in a community orientated to design routes, service processes and value of these resources to develop tourist activities, promoting a long-term sustainable tourism development (Curcija et al., 2019), whose success of their communities is based on the active participation of their members (Park et al., 2018); therefore, tourism managers must be in constant communication and coordination with these communities to design visits that adapt to the needs of local development (Capriello et al., 2019).
3 METHODOLOGY

This study used a qualitative route based on a case study (Hernández-Sampieri & Mendoza, 2018), carried out on the inhabitants of Lake Sandoval in the Tambopata National Reserve (Peru). The selection of the object of study was based on the fact that Sandoval Lake is one of the most outstanding tourist places in the Madre de Dios region, considering that, in this region, illegal mining is one of the economic activities that has been preying on the Peruvian Amazon (Gutiérrez & Llerena, 2019; Lezama Abanto, 2019) and tourism emerges as an alternative for the development of the local economy. Around Lake Sandoval, there is only the offspring of the couple "Mejía-Sepa", a family that already inhabited the area before it was categorised as a protected natural area, the descendants of this family, have developed enterprises dedicated to providing tourist services, which facilitates tourist services to national and foreign visitors. We worked based on a qualitative approach of in-depth interviews, through a sample by trial, we interviewed all the villagers – entrepreneurs recruiting a total of 9 interviewed in August 2023. The exhibition included all the entrepreneurs who live and develop their business around Lake Sandoval, each interview lasted 45 minutes. The data were analysed using a thematic framework method.

4 RESULTS AND DISCUSSIONS

The Sandoval Lake, belongs to one of the three existing tourist sectors in the Tambopata National Reserve, corresponds to the Sandoval sector, being one of the sectors most visited, since, it has a unique landscape beauty, thanks to the mirror of water that generates the Sandoval Lake, which covers 127 hectares, finding variety of flora and fauna characteristic of the Amazon area (National Service of Natural Areas Protected by the State, 2019). In addition, it is inventoried in the SIGMINCETUR, has category of natural sites and hierarchy 3.

Since the 1990s, prior to the creation of what is now known as the Tambopata National Reserve, there was the “Mejía-Sepa” marriage that inhabited the eastern area of Lake Sandoval, dedicated to agricultural and livestock activity, since that time, tourism was developed but on a smaller scale; currently its 5 descendants with their respective families inhabit the area, each family has formed its entrepreneurship related to the provision of tourist services, becoming tourism its main economic activity.

From the interviews with the 9 entrepreneurs, we obtained:
**Figure 1**

*Interview with the partner of the “Hospedaje Mejía” – Mr. Wildin Mejía*

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**Table 1**

Tourist ventures in Lake Sandoval

<table>
<thead>
<tr>
<th>N</th>
<th>Name of the undertaking</th>
<th>Time on the market</th>
<th>Services offered</th>
<th>Customer Type</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Los Monitos snack</td>
<td>10 years</td>
<td>Sale of drinks, cookies, ice cream and souvenirs: polo shirts, caps, pencil holders</td>
<td>Higher % domestic; international consumers only bottled water</td>
</tr>
<tr>
<td>2</td>
<td>Arapaima S.A.C.</td>
<td>15 years</td>
<td>Rental of rowing boats to the agencies of the boulevard. Emprendimiento has 5 fibreglass boats enabled.</td>
<td>Travel agencies that bring national and international tourists.</td>
</tr>
<tr>
<td>3</td>
<td>Snack crafts Ficus</td>
<td>5 years</td>
<td>Sale of snacks: sealed products: drinks, potato slices, cookies, beer.</td>
<td>Mostly international visitors</td>
</tr>
<tr>
<td>4</td>
<td>Ceiba Sandoval</td>
<td>10 years</td>
<td>Lodging and restaurant to those who stay overnight – they offer walks around the lodging.</td>
<td>International and national</td>
</tr>
<tr>
<td>5</td>
<td>Meal Entrepreneurship</td>
<td>Started April 2023</td>
<td>Beverage and lunch service (typical dishes: Tuscan, calabreza, fried chicken, fried fish; soft drinks: cocona, carambola, purple corn and passion fruit).</td>
<td>Mostly full day of nationals, the international ones also ask for the food (according to what the guide(s) takes there to eat the juanes that the company considers in the full day, some tourist can additionally request lunch)</td>
</tr>
<tr>
<td>6</td>
<td>Hospedaje Mejía</td>
<td>10 years</td>
<td>Food and lodging services – work with the travel agency: La Loutre Expeditions to provide the services</td>
<td>Pre-pandemic: Foreigners (Italian and Spanish); post-pandemic mostly domestic tourists.</td>
</tr>
<tr>
<td>7</td>
<td>Amasisa Lodge</td>
<td>6 years</td>
<td>Accommodation and food – visit around the lake and short trekking around the accommodation</td>
<td>International and national (minimum overnight 3 pax – max 12 pax / 2 nights max)</td>
</tr>
</tbody>
</table>
A Case Study: Tourism Impact on the Inhabitants of Lake Sandoval – Tambopata National Reserve – Peru

Table 1 shows the existence of 9 startups, has been listed in a way how they appear on the route to Lake Sandoval, the first venture "Los Monitos refreshment" is located at the entrance, allowing the visitor to provide all kinds of snacks and drinks; subsequently, 50 minutes approximately walk, you reach the jetty, where two startups are located: again a snack shop "Snack crafts Ficus", and "Arapaima S.A.C." startup that offers storm services, allowing the transfer in fibreglass boats to the other lodging and restoration ventures. Table 1 also shows that, the interviewees indicate that after the pandemic, more internal tourism has emerged, studies at the national level, such as the profile of the post-quarantine national vacationer (Prom Peru, 2021) indicate that in 2020, in the context of the pandemic, 14 4 million Peruvians were mobilised who carried out internal tourism, which would confirm the new trends to carry out mostly internal tourism (Kock et al., 2019), that is, rediscover their country and opt for outdoor destinations (Prom Peru, 2021).

### Table 2

**Economic impact of tourism on Lake Sandoval businesses**

<table>
<thead>
<tr>
<th>N</th>
<th>Name of the undertaking</th>
<th>Entrepreneurship has helped their family economy</th>
<th>How much do you pay your staff?</th>
<th>How much do you consider your overall spending and profit per month/week and earnings by the startup?</th>
<th>Have you made improvements to infrastructure, training, or others to offer your services?</th>
<th>What benefits do you think your entrepreneurship/business has provided?</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Los Monitos refresh-rio</td>
<td>Yes</td>
<td>Not indicated – 24 hrs stays at the post (free 1 Sunday a week)</td>
<td>2000 to 3000 per week in purchase of merchandise – the owner takes care of the purchase / earnings approx. 2000 soles</td>
<td>It is performed depending on the need</td>
<td>To the employee: salary, food, lodging.</td>
</tr>
<tr>
<td>2</td>
<td>Arapaima S.A.C.</td>
<td>No (it's just family support and boat maintenance)</td>
<td>There is no payment to the staff – the income is added monthly and divided among the 3 members.</td>
<td>When visualised you need: Paddles: 80 suns, painting. Your son runs the business accounts. Admission in April of 1000 soles, in high season approx 2500 – 3000 global per month. For the maintenance is spent about 2500 soles, which incurs buckets of paint, labour, arrangement of seats.</td>
<td>In low tourist times, maintenance is done. The aim is to improve the service: paint the boats, buy new oars. The boats are sent to maintenance every 4 months usually in low season.</td>
<td>Economic income: The distribution of the profits is familiar, according to the need of those who need more, likewise, the payment of debts or maintenance of boats is contemplated.</td>
</tr>
<tr>
<td>No.</td>
<td>Business Type</td>
<td>Sustainability</td>
<td>Description</td>
<td>Financial Details</td>
<td>outcome</td>
<td></td>
</tr>
<tr>
<td>-----</td>
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<td>-----------------------------------------------------------------------------</td>
<td>--------------------------------------------------------------------------------------------------------</td>
<td>------------------------------------------------------------------------</td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>Snack artisan-nía Ficus</td>
<td>Yes</td>
<td>She doesn't pay, since the entrepreneur takes care of the attention to the visitors herself.</td>
<td>400 soles of weekly investment. Not since the start of the venture, if the permission has been processed to expand the store.</td>
<td>Promote tourism.</td>
<td></td>
</tr>
<tr>
<td>4</td>
<td>Sando-val Lodge</td>
<td>Yes (before pandemic very well) – post pandemic is again to resume.</td>
<td>He did not indicate (but has already worked 5 years as an administrator)</td>
<td>It is performed when a wear is visualised, it is not expected to be 100% damaged. Post-pandemic – yes, given that the flora around it grew.</td>
<td>Motivation to learn languages: English to communicate with tourists (70%).</td>
<td></td>
</tr>
<tr>
<td>5</td>
<td>Food Entrepreneurship</td>
<td>Just starting out, but yes – the profits are distributed in the family</td>
<td>It has no staff</td>
<td>He did not respond</td>
<td>You need: Purchase of calamines (35.00 per plate), shovels, picks, to implement the restaurant's entrepreneurship, as well as an area of 8 by 4 metres wide (approx. 8000.00 soles to face the winter season) The projects stalled due to the pandemic, and it is expected to improve infrastructure – considering the use of timber from fallen trees in the area, considering the respective permit.</td>
<td></td>
</tr>
<tr>
<td>6</td>
<td>Hospedaje Mejia</td>
<td>Yes – (post-pandemic, it's starting again)</td>
<td>He has no external staff, the family works in the lodging: his son has studied gastronomy and his wife helps.</td>
<td>Pre-pandemic: good economic, social: cultural exchange with tourists. In 2019 the last improvement was made in cabins. Next year it is planned to improve the cabins – the expenditure for each is 25,000 soles.</td>
<td>Tourism is good: economic, social: cultural exchange with tourists.</td>
<td></td>
</tr>
<tr>
<td>7</td>
<td>Amasisa Lodge</td>
<td>Yes</td>
<td>Husband of the owner (Hina Mejía) attends to the undertaking, does not receive salary. Has helpers on a temporary basis – payment is s/. 70.00.</td>
<td>2023 – Change of roof – renewal of leaves – did not indicate amount. Annual change of meshes so that the insects do not enter.</td>
<td>Family</td>
<td></td>
</tr>
<tr>
<td>8</td>
<td>Tocon Homestay</td>
<td>Previously had the support of his son who spoke languages – Not too (currently)</td>
<td>The owner does not receive a salary – it is a family business.</td>
<td>Pre-pandemic: It was not reacted since everything was fine / post-pandemic: they have found the infrastructure in poor condition, since in pandemic they went to live in Porto. Maldonado</td>
<td>AIDER has supported in some spare parts. It has not been trained, but considers it important to train. Pre-pandemic: good things / currently income is just for eating</td>
<td></td>
</tr>
<tr>
<td>9</td>
<td>Sando-val Lake Lodge</td>
<td>Yes</td>
<td>He didn't mention</td>
<td>Not much, since to do anything you need permission from SERNANP They are always training the staff, to provide a quality service.</td>
<td>Realisation of sustainable tourism.</td>
<td></td>
</tr>
</tbody>
</table>

In Table 2 it is shown that the enterprises mostly do not have staff to provide the service, since it is the owners who provide it and that the profits are distributed among the members of the family, likewise in pre-pandemic time the enterprises had higher income and after the pandemic is to start again, where the income only allows to bring the livelihood to the home, considering that tourism has been reactivated in 2023, it is also highlighted that a benefit of the entrepreneurship seeks to develop a sustainable tourism. These results coincide with Zhang et al. (2024) whose research raises questions about the mixed interactions of perceived equity and...
pro-conservation behaviour. Therefore, conservation objectives can be achieved on a larger scale, if the communities involved protect and preserve the natural heritage (Stachowiak et al., 2022), preventing conservation from exceeding the economic priority of their interests (Li et al., 2023) and reinforcing the identity and elements of originality of the area through the diversification of tourist resources (Nicula & Spânu, 2014).

Table 3

<table>
<thead>
<tr>
<th>N</th>
<th>Name of the undertaking</th>
<th>Entrepreneurship has improved the quality of life for her family</th>
<th>Which resources/tourist attractions in the area are used by your business/Business?</th>
<th>Does it consider that tourism activities contribute to the local economy?</th>
<th>What do you think of the development of tourism in the area?</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Los Monitos snack</td>
<td>Yes</td>
<td>Sandoval Lake</td>
<td>Yes</td>
<td>Need to improve: track tabulation (when there are falls, they complain about the company that carries them)</td>
</tr>
<tr>
<td>2</td>
<td>Arapaima S.A.C.</td>
<td>Yes</td>
<td>The artificial jetty – LS</td>
<td>Yes</td>
<td>It can be improved: train them in customer service.</td>
</tr>
<tr>
<td>3</td>
<td>Snack crafts Ficus</td>
<td>Yes</td>
<td>The artificial jetty – LS</td>
<td>Yes</td>
<td>Tourism is pretty good; however, if you consider that guides should be trained more to tell tourists about the management of garbage, that is, if you bring your garbage, you take it.</td>
</tr>
<tr>
<td>4</td>
<td>Ceiba Sandoval</td>
<td>Yes</td>
<td>Flora and fauna around entrepreneurship.</td>
<td>Yes</td>
<td>Development is conservation.</td>
</tr>
<tr>
<td>5</td>
<td>Food Entrepreneurship</td>
<td>A little – since they had another vision - they have not improved their homes yet, they have limitations because they are inside the RNTAM, currently they have authorisations to use the wood of the fallen trees of the area.</td>
<td>The surrounding flora, Lake Sandoval.</td>
<td>Yes</td>
<td>There is an increase in tourism, due to the pandemic, activity is only resumed.</td>
</tr>
<tr>
<td>6</td>
<td>Hospeda-je Mejía</td>
<td>Yes</td>
<td>The flora and fauna, Lake Sandoval.</td>
<td>Yes</td>
<td>Tourism is positive, good.</td>
</tr>
<tr>
<td>7</td>
<td>Amasisa Lodge</td>
<td>About</td>
<td>Fallen trees, to improve parts of the enterprise – Sandoval Lake, flora.</td>
<td>Yes</td>
<td>He believes that more support, more communication with SERNANP is needed – he does not know the head of RNTAM.</td>
</tr>
<tr>
<td>8</td>
<td>Tocon Homestay</td>
<td>Yes</td>
<td>The jungle, the forest and the lake.</td>
<td>Yes</td>
<td>It considers that more facilities should be made available. After the pandemic, tourism is still reactivating.</td>
</tr>
<tr>
<td>9</td>
<td>Sandoval Lake Lodge</td>
<td>Yes</td>
<td>Flora, fauna, the lake.</td>
<td>Yes</td>
<td>Pre-pandemic was very good / post-pandemic: does not perceive the revival in tourism.</td>
</tr>
</tbody>
</table>
In Table 3, entrepreneurs value tourism as a positive thing, so tourism managers must know the local population in depth and support them in the design of visits that suit the needs of local tourism development (Liang et al., 2023), even more so if you want to leave a post-pandemic state, considering that tourism is always threatened, by different factors with variable impacts over time (Gabriel-Campos et al., 2021), so it is essential that these can be resilient (Lee et al., 2021).

It is important to note that the interviews carried out in each of the ventures, were due to the good relationship and trust that exists between the inhabitants of Lake Sandoval and the official rangers of the Tambopata National Reserve, who were the link between the researcher and the entrepreneurs.

**Figure 2**

*Researcher, Park Rangers and volunteers at PVC Sandoval*

Other studies in protected natural areas are feasible, where good communication between residents and public entities exists, allowing to publicise the impact that the development of tourist activities has generated in the local families of these areas and how tourism not only allows to generate economic income, but is a strategy for the conservation and preservation of the environment, especially in the Peruvian Amazon.
In Figure 3, the route made by the researcher to reach each of the ventures is visualised: rainy route, from the jetty and land route, the latter made by a path not enabled for tourists, but if the proper management of it is carried out, it would allow an accessibility to the ventures through the corresponding walk.

5 CONCLUSION

The inhabitants of Lake Sandoval in the Tambopata National Reserve, have developed ventures directly linked to providing tourist services such as lodging, restoration and rainfall transport under an approach of ecotourism and community rural tourism; framed in promoting the enjoyment of nature and contributing to the sustainable tourism development of the area, where the impact of tourism activity has a positive aptitude towards nature-based tourism, which leads to the conservation of it to obtain the ecosystem service framed in the landscape beauty of the area.

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