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# Global Community Perceptions on Handling and Prevention COVID-19 on Decisions for Tourism Travel Visits to Indonesia

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## *Abstract*

*This paper is the result of research that aims to describe the global community's perception of the handling and prevention of Covid-19 in Indonesia regarding their plans and decisions to travel and visit Indonesia. Using a qualitative descriptive method approach, data were collected using a questionnaire on the Google Form® platform, distributed to informants in various countries using social media. After WHO (March 2020) declared a pandemic, it also had a tremendous impact on the tourism sector due to travel restrictions between countries and regions. The results of the study show that information from various sources shapes the perception of the global community about the handling and prevention of Covid-19 in Indonesia is bad. This affects the decision to travel and visit tourism to Indonesia. Informants are more concerned with physical comfort and health, related to these decisions during the pandemic. In conclusion, information from trusted sources or hoaxes will affect the global community's perception of the handling and prevention of Covid-19 in Indonesia, as well as interest and decisions to travel and visit Indonesia.*

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**INTRODUCTION**

After being declared a pandemic by the WHO in March 2020, COVID-19 has had a tremendous impact. COVID-19 as a pandemic causes shock in various sectors (fields) for the global community. If we look at the spread of COVID-19 until May 8, 2020, there are 3,932,626 cases of corona (Covid.go.id) that have occurred in 212 countries in the world. At that time, it was also seen that in less than 2 months the infected victims had increased to 3,300%. This is because many countries in the world face many problems in various sectors (fields). Pandemics not only cause problems in the health sector (sector), but in fact also cause serious problems in the economic and social sectors of the global community. Especially in the economic sector (sector), quite a number of countries are currently experiencing an economic crisis, after various industrial and service sectors (fields) in a country were paralyzed after being attacked by COVID-19.



Gambar 1. Update data kasus COVID-19 di Indonesia per 15 Desember 2020
Sumber: https://covid19.go.id

The impact of the pandemic has also hit Indonesia with paralysis in various sectors (fields) of people's lives. The latest data until November 16, 2020, recorded 470,648 cases that occurred in 34 provinces in Indonesia, with a death toll of 15,296 cases. Even though the cure rate to date is recorded at 395,443 cases, this situation has had a negative impact on the stability of national health and socio-economic conditions. As the statement released from the official website of the Ministry of Economy of the Republic of Indonesia on June 11, 2020, that: Indonesia's economic growth was only able to touch 2.97% in Q1-2020, from 4.97% in Q4-2019, due to the Covid-pandemic. 19 which halted most of the economic activity. It was also noted that several key indicators were also under pressure, such as the Consumer Confidence Index (IKK) and retail sales. (https://www.ekon.go.id/publikasi/detail /325/pemerintah-dorong-skenario-new-normal-untuk-cipta- conditions-safe-and-productive-society-covid-19). This illustra-tes how the impact of the pandemic on the economic sector in general has also touched people at all levels, and of course has a very bad impact on the lower classes.

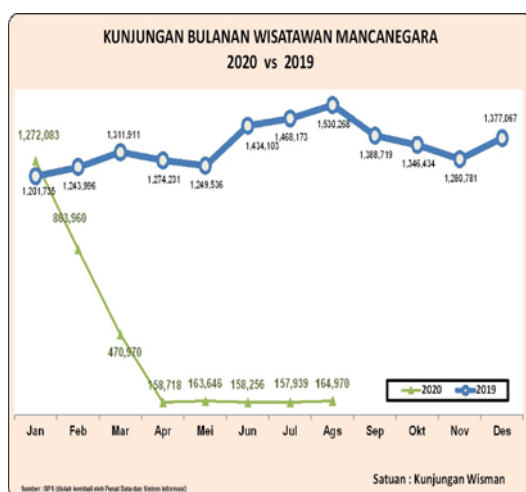Likewise, the tourism sector as a sub-sector of industry and services is

closely related to the Indonesian economic sector. As we all know that the tourism sector is currently the sector most vulnerable to being affected. Especially in Indonesia, the tourism sector is the most dominant sector that supports the country's foreign exchange. In fact, the impact of the COVID-19 pandemic on Indonesia's tourism sector has not only caused Indonesia's economic growth rate to drop dramatically but also has an impact on local communities. As seen in the following figure, it shows a drastic decrease in the number of tourist arrivals to Indonesia from various entrances from January 2020 to August 2020.



Gambar 2. Grafik Perbandingan Kunjungan Wisatawan Mancanegara 2019-2020
Sumber: https://www.kemenparekraf.go.id/

This image was obtained from the official website of the Indonesian Ministry of Tourism and Creative Economy. The figure shows a graph of the number of foreign tourist visits to Indonesia from all entrances during 2019 compared to the number of visits in 2020 (in the period January-August 2020). This graph describes the drop in the number of tourists visiting Indonesia through all entrances in August 2020 as many as 164,970 visits, which then dropped drastically by -89.22% when compared to the number of visits in August 2019 which amounted to 1,530,268 visits. (https://www.kemenparekraf.go.id/post/ data-kunjungan-wisatawan-mancanegara- bulanan-tahun-2020). So, this is the reason for us to research and analyze how the global community's perceptions of the handling, prevention and spread of Covid-19 in Indonesia affect decisions to travel and visit tourism to Indonesia.

**RESEARCH METHODS**

It should be noted that this paper is the result of using a qualitative descriptive approach as a method. Quantitative data in the form of numbers and percentages are obtained only to assist in analyzing and providing an overview of the trends in conditions that are relevant to research interests. All primary data were obtained from online questionnaires using the Google Form® facility platform. The online questionnaire was distributed to various countries through social media and personal contacts. The questionnaire uses closed questions with several questions as semi-closed questions which

give respondents the flexibility to explain more reasons from their respective points of view.

**RESULTS AND DISCUSSION**

In accordance with the focus of the discussion of this paper, the data obtained from the online questionnaire refers to information related to how the global community's perceptions of the handling, prevention and spread of Covid-19 in Indonesia affect decisions to travel and visit tourism to Indonesia. In this case the global community is represented by 43 informants who come from several countries in Europe and America such as Germany, Austria, Switzerland, the United States, Brazil, Hungary, the Netherlands, the United Kingdom as well as countries in Asia such as Nepal and Malaysia. As previously known, online questionnaires are distributed continuously to informants based on personal relationships using the Google Form® facility platform.

For research purposes, the selected informants are not of Indonesian nationality and live in another country and have had experience of traveling and visiting Indonesia for both tourism and other purposes. As seen in the following image from:

Tabel 1. Distribution Data of the Informant's Country of Origin (Domicile)

| No. | Country of Origin (Domicile) | Amount | Persentage (%) |
|-----|------------------------------|--------|----------------|
| 1 | Jerman | 14 | 32,6 |
| 2 | Malaysia | 5 | 11,6 |
| 3 | Indonesia | 5 | 11,6 |
| 4 | Austria | 4 | 9,3 |
| 5 | Swiss | 4 | 9,3 |
| 6 | Hungaria | 2 | 4,7 |
| 7 | Selandia Baru | 2 | 4,7 |
| 8 | Amerika Serikat | 2 | 4,7 |
| 9 | Nepal | 2 | 4,7 |
| 10 | Inggris | 1 | 2,3 |
| 11 | Belanda | 1 | 2,3 |
| 12 | Brasil | 1 | 2,3 |
| | TOTAL AMOUNT | 43 | 100 |

Source: Primary Data October 2020

Tabel 2. Informant's Nationality Distribution Data

| No. | Nationality | Amount | Persentage (%) |
|-----|-------------|--------|----------------|
| 1 | Jerman | 13 | 30,2 |
| 2 | Indonesia | 10 | 23,3 |
| 3 | Malaysia | 4 | 9,3 |
| 4 | Nepal | 3 | 7 |
| 5 | Swiss | 3 | 7 |
| 6 | Austria | 3 | 7 |
| 7 | Hugaria | 2 | 4,7 |
| 8 | Selandia | 2 | 4,7 |
| 9 | Argentina | 1 | 2,3 |
| 10 | Brasil | 1 | 2,3 |
| 11 | Belanda | 1 | 2,3 |
| | Total Amaount | 43 | 100 |

Source: Primary Data October 2020

Then to see the relevance between experience and the desire to visit or travel to Indonesia, this study also takes data about the fields or jobs that the informants are engaged in as well as the experience of traveling and visiting Indonesia for both tourism and other purposes, as shown in Table 3. and Table 4. The relevance is given that there is a tendency to travel when visiting for purposes other than tourist destinations, for example visits related to assignments (services), research, treatment (care) and family visit.

Tabel 3 Distribution Data of Occupational Background

| No. | Type of Occupational Background | Amount | Persentage (%) |
|---|---|---|---|
| 1 | Education and Training | 17 | 39,5 |
| 2 | Science, Technology, Engineering and Mathematics | 9 | 20,9 |
| 3 | Government and Public Administration | 5 | 11,6 |
| 4 | Information Technology | 4 | 9,3 |
| 5 | Agriculture, Food and Natural Resources. Architecture and Construction | 4 | 9,3 |
| 6 | Arts, Audio/Video and Communication Technology | 2 | 4,7 |
| 7 | Hospitality and Tourism | 2 | 4,7 |
| | TOTAL AMOUNT | 43 | 100 |

Source: Primary Data October 2020

Tabel 4. Distribution Data of Visiting Experiences to Indonesia

| No. | Experience of Visiting Indonesia | Amount | Persentage (%) |
|---|---|---|---|
| 1 | Have Visited Indonesia Once | 8 | 18,6 |
| 2 | Multiple Visits (More Than 1 Time) | 28 | 65,1 |
| 3 | Haven't Been, But Have Plans to Visit | 3 | 7 |
| 4 | Haven't Been and Haven't Planned a Visit yet, But Might Visit in the Future | 9 | 20,4 |
| 5 | Haven't Been and Have No Plans to Visit | 4 | 9,3 |
| | TOTAL AMOUNT | 43 | 100 |

Source: Primary Data October 2020

Furthermore, the data shown in Table 5 shows data on the status of information related to the COVID-19 pandemic situation in Indonesia. The data shows a balanced percentage between the number of informants who stated that they were well informed to moderately informed and the number of informants who stated that they received information that was not clear until they were not informed at all.

Tabel 5. Distribution Data Clarity Information to the COVID-19 Pandemic Situation in Indonesia

| No. | Information Status | Amount | Persentage (%) |
|---|---|---|---|
| 1 | Well Informed | 15 | 34,9 |
| 2 | Good Enough to Get Information | 7 | 16,3 |
| 3 | Getting Unclear Information | 18 | 1,9 |
| 4 | Not Getting Any Information at All | 3 | 7 |
| | TOTAL AMOUNT | 43 | 100 |

Source: Primary Data October 2020

Based on this data (table 5), most of the informants stated that they were well informed and sufficiently informed about the situation for handling, preventing, and spreading COVID-19 in Indonesia.

The results of the study also show that most of the informants get information about the current conditions in Indonesia (especially related to handling the spread of COVID-19) from social media and also from colleagues in Indonesia, as can be seen in Table 6.

Tabel 6. Distribution Data About Sources of Information Acquisition

| No. | Information Sources | Amount | Persentage (%) |
|---|---|---|---|
| 1 | Friends / Colleagues in Indonesia | 15 | 34,9 |
| 2 | Newspaper (Reputed/Famous) | 14 | 32,6 |
| 3 | Social Meda | 27 | 62,8 |
| 4 | Indonesian Embassy in the Informant's Country of Origin (Domicile) | 3 | 7 |
| 5 | Embassy of the Informant's Country of Origin (Domicile) in Indonesia | 2 | 4,7 |
| | TOTAL AMOUNT | 43 | 100 |

Source: Primary Data October 2020

The result of data is relevant because the informants are basically selected based on personal relationships so that it can be ensured that the informants have a certain relationship with Indonesia. At least the informants have sufficient access to receive information about the situation and conditions in Indonesia during the pandemic.

The data shows that most of the informants are a total of 27 (twenty-seven) people stated that they received related information from social media. While others stated that they received information from well-known mass media (newspapers, television, etc.) and also from their friends or colleagues in Indonesia. The sources of information received by the informant have contributed and influenced the global community's perception of handling the spread of COVID-19 in Indonesia.The data also shows that most informants stated that they were well informed about the handling, prevention and spread of COVID-19 in Indonesia. Because the informants are selected based on personal relationships, it can be ascertained that the informants have a certain relationship with Indonesia. At least the relevance in terms of receiving information about the situation and conditions in Indonesia.The results also show that most informants get information about the latest conditions in Indonesia (particularly related to the spread of COVID-19) from social media and also from colleagues in Indonesia.

For certain reasons related to the purpose of the study, we did not collect data related to the clarity and accuracy of the news sources (information) received by informants. This is because the aim of the research is to describe how the perception of the global community in handling, preventing and spreading COVID-19 in Indonesia is formed from all the information received and then influences the decision to travel and visit tourism to Indonesia.

Furthermore, the results of the data show that most of the global community, represented by informants, referring to the news or information they receive, think that the handling, prevention and spread of COVID-19 in Indonesia is bad. Even so, the facts from the data show that there is a balance of data between those who chose to go and those who chose not to go on trips and visits to Indonesia.

Then, as in the data shown in Table 7, it shows that a global community perception has been formed which is represented by the informant. The perception referred to refers to the news (information) they receive, regarding the handling, prevention, and spread of

COVID-19 in Indonesia. Most of the informants stated that the handling, prevention, and perception of COVID-19 was bad or even very bad.

Tabel 7. Distribution Data on Informants' Perceptions of Handling Covid-19 in Indonesia

| No. | Peception | Amount | Persentage (%) |
|---|---|---|---|
| 1 | Too Bad | 5 | 11,6 |
| 2 | Bad | 17 | 39,5 |
| 3 | Enough / Ordinary | 17 | 39,5 |
| 4 | Good | 3 | 7 |
| 5 | Very Good | 1 | 2,3 |
| | TOTAL AMOUNT | 43 | 100 |

Source: Primary Data October 2020

This perception is, of course, formed from information received by informants from various sources. Related to the previous data, for example: the country of origin of the informant, there is a tendency to relate the information received by the informant. For example, certain countries implement policies or systems that can filter the flow and content of information received by their citizens from various sources. However, this is not part of the research objectives and the focus of this paper.

Fortunately, although there are informants who state that the handling, prevention, and spread of COVID-19 in Indonesia is quite poor, the following data shows that there is a balance of data between those who choose to visit Indonesia and those who choose not not to visit Indonesia on the time of the COVID-19 Pandemic. The fact is that the global

community still has the desire to even decide to visit Indonesia during the COVID-19 pandemic, although with the option of making a visit depending on certain situations.

Tabel 8. Distribution Data Regarding Opnion the Decision to Visit Indonesia for Tourism Purposes During the COVID-19 Pandemic

| No | Informants Opinion | Amount | Persentage (%) |
|---|---|---|---|
| 1 | Yes (Will Visit) | 10 | 23,2 |
| 2 | No (Will Not Visit) | 22 | 51,1 |
| 3 | Maybe (Will Visit but Depends on Specific Situation) | 11 | 25,6 |
| | TOTAL AMOUNT | 43 | 100 |

Source: Primary Data October 2020

Regarding the experience of visiting Indonesia, information received by informants who have visited Indonesia will give a different perception from information received by informants who have never or will not even plan to visit Indonesia. This relates to the formation of perceptions from external factors that affect the process of forming perceptions, namely: if the object of perception is a situation or condition, then the phenomena associated with the situation or condition will provide a stimulus for the formation of perception (https://www.gurupendidikan.co.id/ pengertian-persepsi/). The COVID-19 pandemic and how it is handled in Indonesia is a phenomenon that is part of the information received by the global community.

The perception of the global community about plans to visit or decide to visit Indonesia for tourism purposes is also based on certain reasons or considerations which are presented in Table 9 below.

Tabel 9. Distribution Data Regarding Reasons/Considerations for Decisions to Visit Indonesia During the COVID-19 Pandemic for Tourism Purposes

| No. | Informant's Decision | Amount | Persentage (%) |
|---|---|---|---|
| 1 | Keep traveling because you have booked and paid for all travel expenses | 3 | 7 |
| 2 | Not visiting for tourism even though you have booked and paid for all travel expenses, because that is too risky | 1 | 2,3 |
| 3 | Will visit for tourism to Indonesia because the condition of the COVID-19 pandemic in Indonesia is acceptable | 7 | 16,3 |
| 4 | Will visit for tourism to Indonesia because they assume it is safe if they can strictly comply with health protocols | 11 | 25,6 |
| 5 | Will not visit for tourism to Indonesia because it has not yet paid for travel expenses and thinks that it is too dangerous | 9 | 20,9 |
| 6 | Will not visit for tourism to Indonesia because it is very inconvenient | 3 | 7 |
| 7 | Will not visit for tourism to Indonesia because of the policy of prohibiting travel from the country of origin (domicile) | 8 | 18,6 |

| OTHERS | | | |
|---|---|---|---|
| 8 | The risks to be faced are greater than the benefits | 1 | 2,3 |
| 9 | The risk of the next Lock Down policy and prevention of re-entry to the country of origin (domicile) | 1 | 2,3 |
| 10 | Would like to visit for tourism to Indonesia again, but will probably wait a few more months | 1 | 2,3 |
| 11 | Not the right time | 1 | 2,3 |
| 12 | Long flights related to pandemic policies will be my main reason not to visit for tourism to Indonesia (or any other country where I have to get on a plane) | 1 | 2,3 |
| | TOTAL AMOUNT | 43 | 100 |

Source: Primary Data October 2020

The data shows that the reasons or considerations that most influence the global community regarding the decision to visit for tourism or planning to visit for tourism to Indonesia are the 4th choice in the table. 9: "will make a tourist visit to Indonesia because he assumes it is safe if he strictly adheres to the health protocol". The reasons/considerations that influence the informant's decision to visit Indonesia at least represent the global community's perception of the situation of handling and preventing COVID-19 in Indonesia which influences their decision to visit for tourism to Indonesia. It also represents a condition that is relevant to the conditions they face related to it.

The choice of reasons or considerations for making a tourism visit to Indonesia is based on the assumption that it is safe if strictly adhere to health protocols, is closely related to previous experiences of tourism visits to Indonesia and the existence of scheduled visits for tourism. This is also related to data showing that a number of informants also chose the 3rd reason or consideration in Table 9, namely: going to make a tourist visit to Indonesia because the conditions of the COVID-19 pandemic in Indonesia were acceptable. On the other hand, the data also shows that the global community decides not to conduct or plan tourism visits to Indonesia during the COVID-19 pandemic for various reasons and considerations that are closely related to conditions or personal factors and even policy factors during the COVID-19 pandemic.

Another phenomenon that has emerged related to the discussion above is that during the current COVID-19 pandemic, it can be said that at first the global community was in a state of fear and anxiety. However, it is very possible that after the pandemic subsides or ends, the tourism sector will become the main choice for the global community to escape from boredom during the pandemic situation. This is in line with the driving factors that cause a person to want to travel in (Ryan 1991 in Pitana, 2005), namely Escape (want to escape from an environment that is felt boring or boredom from daily work), Relaxation (desire for refreshment which also related to the motivation to escape) and Play (wanting to have fun, through various games which are a reemergence of childishness and escape for a moment from serious affairs.

**CONCLUSION**

Based on the data that has been obtained by the research team from distributing digital questionnaires/questionnaires on the Google Form® platform, the following conclusions can be drawn: public perceptions about the handling, prevention and spread of COVID-19 in Indonesia, especially in the context of travel or tourism visits to Indonesia tends to be bad. This perception is formed from information received by the public from various sources. The formation of global public perception in this regard, regardless of whether the information received is appropriate or not in terms of content and source.

Furthermore, although the global community's perception of the handling of COVID-19 in Indonesia tends to be bad,

but based on the results of research, most of the global community based on choices related to reasons or considerations that influence the decision to visit for tourism to Indonesia they still have a visit plan and decide to visit. for tourism to Indonesia.

The results of the study show that the highest number of informants who choose: will make a tourist visit to Indonesia because they assume it is safe to strictly comply with health protocols, as the first reason or consideration that influences the decision to visit for tourism to Indonesia, is closely related to perceptions formed from information. received by informants from various sources. Even though the global community has a bad perception regarding handling and preventing the spread of COVID-19 in Indonesia, they still have plans to visit and even decide to visit Indonesia for tourism during the pandemic. This is related to the condition that some of the global community have experience visiting Indonesia for tourism or other purposes. Another thing is that the global community has scheduled travel plans and tourism visits to Indonesia and has even paid the entire cost of travel long before the COVID-19 pandemic.

The large number of losses in the tourism sector affects the country's economy. Based on the research results it

seems important to study how dependence on industries related to the tourism sector can lead to recovery in its main sub-sectors after the pandemic subsides. Because in real terms, the indirect impact in this context is the travel and tourism industry which cannot be measured easily. Alternative solutions in the tourism sector need to be done immediately. For example, how is the role of information in influencing choices and decisions to travel and visit tourists to Indonesia, then the act of spreading positive news through news channels and social media platforms by all elements (society and government) is very important and must be done during a pandemic. This is also closely related to the stability of the number of potential tourist visits to Indonesia.

Designing campaigns and advertisements that are relevant to the prevention and handling of the spread of COVID-19 to promote the Indonesian tourism industry program that was packaged during the pandemic is also an alternative to overcome this impact. This is certainly very relevant to the government's efforts to rise from adversity and preparations for implementing the tourism scheme in the new normal phase in June 2021. Although up to now, this step has not yet had a

significant impact on the recovery of the national tourism industry. Or in other words, the future of the tourism sector still requires the most conducive efforts and strategies to coexist with the pandemic. (https://katadata.co.id/muhammadridhoi/indepth/5f115247a92b6/rumitnya-menyambung-napas-industri-pariwisata-saat-pandemic).

In addition, there is a need for a tourism strategy in the new normal phase. According to UNWTO guidelines, countries that have been depending on their income through the tourism sector must begin to develop a vision for sustainable tourism that is ready to anticipate a pandemic. This is important because tourist destinations that are able to develop this vision are considered to be able to survive despite challenges, including during a pandemic. According to the UNWTO, sustainable tourism is tourism that takes into account current and future economic, social and environmental impacts, meeting the needs of visitors, industry, the environment and local communities. UNWTO also recommends countries at this time to focus on improving local tourism markets that are safe during the pandemic but still friendly. So that in time each tourist destination is ready to be fully opened to a larger market, namely foreign tourists.

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