

MODEL OF THE RELATIONSHIP BETWEEN FEAR OF COVID-19, TRAVEL ANXIETY, AND TRAVEL INTENTION WITH THE RISK ATTITUDE VARIABLES AS AN INTERVENING VARIABLE IN ERA NEW NORMAL

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Article Info

Article History:

Received 2 Jan, 2022

Accepted 28 May, 2022

Keywords:

New normal

Fear of COVID-19

Travel anxiety

Risk attitude

Travel intention

ABSTRACT

The tourism sector plays an essential role as one of the sources of state income that can encourage national economic growth. The advent of COVID-19 resulted in the collapse of tourism in other sectors. COVID-19 has harmed the tourism industry both in terms of domestic and foreign tourist visits. This forced a change in conditions from the normal era to the new normal era, which of course will cause changes in people's behavior when traveling. This study aims to identify the behavior of tourists towards the intention to visit tourist destinations through the fear of covid 19 variable, travel anxiety with the risk attitude variable as an intervening variable. Respondent data was obtained through a questionnaire distributed online to 210 respondents domiciled in the five regencies/cities with the highest tourist visits in West Sumatra Province. The data was processed quantitatively using SMART-PLS 3.0. In this study, the results were obtained that people's fear of traveling in the new normal era is not as great as when the Covid-19 pandemic was high. This is proven that in the new normal era, people still have the intention (revisit intention) to travel even though they have anxiety (fear of covid 19) and attitude towards the risk (risk attitude) will contract COVID-19. Respondents' fear of contracting covid 19 (fear anxiety) is accompanied by still paying attention to the concept of CHSE (Cleanliness, Health, Safety, and Environment).

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INTRODUCTION

In 2020 the world was shocked by the outbreak of a new type of virus, namely Coronavirus, which caused Coronavirus Disease 2019 (covid-19). It is known that this

virus appeared at the end of 2019 and is suspected of having originated in Wuhan, China. It did not take long, from the time span of January to June 2020 this virus has spread almost all over the world. So that in mid-March 2020 World Health Organization (WHO) states that this disease is a pandemic.

As a result of the large number of people exposed to the virus that causes covid-19, various countries in the world have begun to rack their brains to stop the spread of this virus. For the first time, several countries have begun to impose lockdowns, both between countries and between cities or regions in the country. As a result of this, the whole means existing transportation was banned from operating, social movements began to be restricted, people began to be advised to work, worship, school, and do other work from home. In addition, this virus has also caused the cancellation of concerts, events, the closure of entertainment venues and even the closure of tourist destinations. Due to the lockdown, it will affect the performance of several sectors, such as the tourism sector, manufacturing, economy, transportation, social and food.

In the tourism sector, this pandemic has resulted in a decrease in the number of tourist visits both in Indonesia and at the provincial level. UNWTO (2020) estimates that the number of declines in international or foreign tourists in 2021 will decrease between 850 million people to 1.1 billion people, this results in losses estimated at between US\$ 910 billion up to US\$1.2 trillion.

Not much different from the pandemic conditions in the world, until on September 14, 2021, Indonesia has reached 4.17 million cases, this puts Indonesia in the 17th rank of countries with the most Covid-19 cases in the world and is the country ranked 4th highest number of cases in Asia (Woldometers, 2021). To reduce the number of cases, the Indonesian government has previously made various efforts to reduce the transmission of this outbreak. Among them are the implementation of Large-Scale Social Restrictions (PSBB), lock down areas, and the Implementation of Community Activity Restrictions (PPKM). Due to the establishment of Large-Scale Social Restrictions (PSBB), lockdowns, and the Implementation of Community Activity Restrictions (PPKM) caused a decrease in community activities globally, including tourist activities.

In a survey conducted by the Ministry of Tourism and Creative Economy (Kemenriaan Pariwisata dan Ekonomi Kreatif) in 2020, it was stated that this pandemic resulted in more than 92% of the 5,242 people who had jobs in the tourism sector lost their job. The Ministry of Tourism and Creative Economy also said that the business sectors most affected when this pandemic broke out were 87.3% of the accommodation, 9.4% of transportation, 2.4% of restaurants, and as many as 0.97% of other types or fields of business such as souvenir shops, spas, and other tourism services.

In Indonesia, the government has imposed a new life or better known as the new normal era since May 29, 2020. The application of this new normal rule is regulated in the Decree of the Minister of Health Number HK.01.07/ MENKES/ 328/2020 concerning Guidelines for Prevention and Control of COVID-19 in Office Workplaces and Business Industries. which is characterized by an easing of social activities of society. The easing of community activities must remain by implementing health protocols, such as: keeping a distance from each other at least one meter, wearing masks and avoiding crowds. Because the number of cases exposed to the corona virus is still ongoing, this

policy is straightened out as "Adaptation to New Habits" (New Normal Era) amid the COVID-19 pandemic (Ministry of Health RI, 2020)

New normal is a change in behavior in order to continue normal activities and is added with the implementation of health protocols to prevent the transmission of the covid-19 outbreak (Compas.com, 2020). For more details, the new normal is an activity / attitude of continuing the habits that have been carried out but increasing it by implementing health protocols. The new normal era will bring about changes to the interest of tourists. Of course, later tourists will prioritize safety and health aspects for each tourist trip. This change in behavior in travel must be anticipated by all stakeholders by creating innovations and increasing competitiveness in response to changes in the new normal era (Nasution, 2020).

In this new normal era, there will be a fundamental change in the behavior of tourists. Later tourists will prioritize hygiene, health and safety and security factors or Cleanlines, Health, Safety, and Environmental Sustainability (CHSE) so that the tourism industry must be able to convince tourists that their facilities can meet the standards that tourists want, especially health and safety standards.

Based on research conducted by Lee et al., (2020) that the tourism sector in Malaysia has a significant impact on the Covid-19 pandemic, in May 2020 alone, there were around 170,085 hotel rooms canceled by prospective tourists of this country. This resulted in losses in the field of tourism in Malaysia. In addition, based on research conducted by Chebli (2020) regarding changes in tourist behavior during the covid19-pandemic.

It was concluded that the covid-19 outbreak had a significant effect on changes in tourist behavior, where they preferred to travel to closer and less well-known areas. So it will reduce the potential of contracting covid-19. From this it can also be seen that they prioritize the health and quality of the cleanliness of the tourist destination itself, avoiding crowds or crowds and of course prioritize travel insurance.

Similar to the conditions that occur globally and in the archipelago in West Sumatra Province itself, the number of foreign tourists has also decreased significantly. The following is presented a table that shows the decrease in foreign tourist visits to West Sumatra Province in 2019-2020.

Table 1. Foreign Tourists to West Sumatra Through BIM 2019-2020

Nationality	2019	2020
Malaysia	46.73	8,831
Australia	3.069	296
Singapura	598	88
Perancis	670	137
Amerika Serikat	707	86
Inggris	436	45
Tiongkok	416	255
Jerman	310	54
Jepang	290	60
India	176	19
Lain-lain	7.729	1.004
Jumlah/Total	61.131	10.875

Source: BPS 2020

It can be seen in Table 1 that the number of visits in 2019 was 61,131 foreign tourist visits, but in 2020 it decreased drastically to 10,875. From the data above, it can be seen that there is a decrease in the number of foreign tourists by 50,256 people visited West Sumatra during this pandemic.

Table 2. Five Highest Tourist Visits of the Archipelago to Five Regencies/ Cities in West Sumatra

City/Regency	2018	2019	2020
1. Padang City	1,877,313	843.296	2.621.929
2. Bukittinggi City	547.976	933.609	1,471,542
3. Solok Regency	228.572	120.411	734.45
4. Agam Regency	338.547	756.75	664,318
5. Lima Puluh Kota Regency	251.053	639.84	654.334
Total	3.243.461	3.293.906	5,546,573

Source: BPS 2020

In contrast to foreign tourist visits, domestic tourist visits to several cities / regencies in the province of West Sumatra have increased from 2018 to 2020. Seen in 2020 the visit of domestic tourists to the city of Padang experienced an increase of 2,621,929, to Bukit Tinggi City by 1,471,542, to Solok Regency by 734,450, and to Fifty Cities by 654,334. Although in Agam Regency, it has decreased slightly but it has not dampened the enthusiasm of other domestic tourists to visit Agam Regency. Although it is different from the other four regencies and cities with the highest archipelago tourism visits in West Sumatra. From the data and description above, it can be seen that such people do not have fear, anxiety and are not afraid of the risks of covid-19. They continue to travel even though they are in the new normal phase. This is in line with research conducted by Luo and Lam (2020) which shows that fear of covid-19, travel anxiety, and risk attitudes negatively affect travel intentions. This means that despite being in a pandemic situation, people do not have fears, anxieties and attitudes towards the risk of contracting covid 19 towards their intention to travel. Therefore, this study is urgently carried out to understand the travel behavior of people in West Sumatra in the new normal era through the variables of fear of covid 19, travel anxiety, risk attitude and revisit intention.

The objectives of this study are: to analyze the influence of fear of covid 19 on travel anxiety, analyze the influence of fear of covid 19 on risk attitude, analyze the influence of travel anxiety on risk attitude, analyzing the effect of travel anxiety on travel intention, analyzing the influence of risk attitude on travel intention, analyzing the influence of fear of covid 19 on travel intention, analyzing the influence of fear of covid 19 on travel intention through risk attitude and analyzing the influence of travel anxiety on travel intention through risk attitude in the new normal era in West Sumatra province.

LITERATURE REVIEW

Due to the Covid-19 pandemic, it has resulted in changes in tourism purchase behavior in the world and in Indonesia itself. Safety and health issues affect the purchasing behavior of tourists which will later affect the decision to visit a tourist destination. Tourists will choose a destination that can meet their expectations, of course, a more helpful option for them. These benefits can come from the safety of their travel, the low

risk of exposure to covid-19 and of course the low risk of costs as well. This is in accordance with research conducted by Seabra, Dolnicar, Abrantes, & Kastenholtz, (2013) which states that if a tourist does not feel safe in their destination, it will give a negative travel impression for them. Due to the unique nature and characteristics of tourists, tourists are more susceptible to risk perception than to other products. Risks related to tourism are the risks felt during the tourist buying process in terms of the destination and travel process. The perceived risks impact travellers' purchasing decisions towards tourist destinations and their intention to revisit.

Luo & Lam (2020) argues that emotional states also affect the behavior and decision of tourists to travel in the new normal era. This emotional state is like a taste fear of covid-19 (fear of covid 19), travel anxiety, attitudes that are at risk of contracting that will arise (risk attitude) and intention/ desire to travel (travel intention).

Kellerman et al., (2013) posit that fear is one of the emotions that involves subjective feelings, expressive motoric behavior, physiological arousal and tendency of behavior. They also suggest that emotions are not a simple phenomenon. In addition to fear other emotions can be joy, acceptance, surprise, anger, displeasure and hope. According to Hoog (2008) in general fear means an emotion triggered by danger and pain. Fear of the coronavirus means a subjective emotion triggered by a person's insecurities or awareness of the dangers of the coronavirus itself. This can happen because of seeing people around them who are exposed to the virus in pain and even death.

According to Dowling & Staelin (1994) anxiety is a fear or a negative consequence. When someone is about to make an action/make a risky purchase, the consumer will accept the consequences for their behavioral decisions, these unknown consequences will create anxiety for them. More broadly, anxiety is a feeling of nervousness, worry, stress, fear, panic, frustration and awkwardness that a person suffers before certainty comes. As a result of this uncertainty they have to evaluate various factors. Some people can assume their decisions will result in fun things happening, or will cause bad things to happen. It is because of the possibility of uncertainty that this is the anxiety it happens. Anxiety is a disorder that requires long-term follow-up at least one month after covid-19 (Uzunova et al., 2021).

According to Hillson (2007) risk attitudes are a mindset on behaviors in risk-taking behaviors under uncertain environments (risky environments). According to research conducted by Zenker & Gyimóthy (2021) they say that risk attitude influences on the anxiety travel scale, namely tourists will be motivated to avoid threats and save himself to avoid the risks that occur during the tour.

According to Kim & Go (2008) intention is something that involves human behavior that underlies a person to carry out an activity. Intention also depends on how willing someone is to do something they have planned. Intention is a willingness of tourists when visiting a tourist destination. According to him, the intention is also to have the same understanding as a purchase and attitude towards a product. So intention is an attitude that underlies a person to do a goal. According to Jang et al., (2009) the intention of traveling is an opportunity that tourists have that can be arbitrary or not absolute so that it can affect the actions and final resolutions of these tourists.

Based on the previous section, eight hypotheses can be derived, namely:

H1: There is an Influence of Fear of Covid 19 on Travel anxiety in the new normal era of West Sumatra Province

- H2: It is suspected that the Fear of Covid 19 affects the risk attitude in the new normal era of West Sumatra Province
- H3: It is suspected that Travel anxiety affects risk attitude in the new normal era of West Sumatra Province
- H4: It is suspected that Travel anxiety affects Travel intention in the new normal era of West Sumatra Province
- H5: It is suspected that risk attitude affects Travel intention in the new normal era in West Sumatra Province
- H6: It is suspected that the Fear of Covid 19 affects Travel intention in the new normal era in West Sumatra Province
- H7: It is suspected that the Fear of Covid 19 affects Travel intention through risk attitude in the new normal era in West Sumatra Province
- H8: It is suspected that Travel anxiety affects Travel intention through risk attitude in the new normal era in West Sumatra Province

Based on the hypothesis above, the research model can be described as follows.

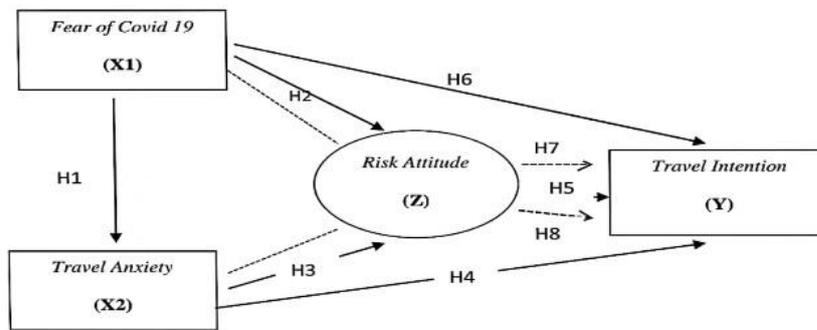


Figure 1. Research Model

RESEARCH METHODS

This type of research is explanatory research using quantitative methods where data accumulation techniques, data analysis and interpretation use numbers. The type of research is causality with the unit of analysis being tourists domiciled in five cities or regencies that have the highest tourist visit rate in West Sumatra Data is primary data obtained directly through questionnaires distributed online to 210 people The sampling technique, namely Purposive Sampling, is a sampling technique based on criteria of at least 17 years old and choosing five cities or regencies with the highest tourist visits in West Sumatra.

RESULTS AND DISCUSSION

In this study, from 210 respondents were grouped into 12 characteristics that resulted in varying answers. Of the 210 respondents whose gender-based characteristics were dominated by women at 61.9%, the age was dominated by respondents aged 17-25 years with a percentage of 76.7%, marital status dominated by unmarried respondents with a percentage of 81.9%, with the last level of education dominated by high school graduates with a percentage of 46.2%. The type of work is dominated by students by 59%.

The dominant source of information comes from friends / family with a percentage of 32.9%, dominated by respondents who live in the city of Padang with a percentage of

70%, the area of origin is dominated by respondents who come from the city of Padang with a percentage of 53.4%, partners when traveling are dominated will travel with family with a percentage of 50%, destinations that will visited after the pandemic ended dominated by the cities of Yogyakarta and Bali with a percentage of 10%, and the types of tours to be visited were dominated by natural tourism (mountains, forests, waterfalls) with a percentage of 50.5%.

Table 3. Characteristics of Respondents

Characteristics	Information	Percentage (%)
Gender	Female	61
Age	17-25 years-old	76
Status	Single	81
Last Education	High School Graduate	46
Occupancy	Student	59
Monthly Income	1.000.000	55
Source of Information	Friends/Relatives	32.9
Residence	Padang	70
Area of Origin	Padang	54.3
Touring Partner	Family	50
Area of Destination	Bali and Yogyakarta	20
Tourism Destination	Nature Tourism (Mountain, Forest, Waterfall)	50.5

Source: BPS 2020

In this study, the measurement used was SEM-PLS data obtained and then processed using the Smart-PLS 3.0 application. Testing each hypothesis is carried out with a bootstrapping analysis that can be seen in the results of path coefficients. Using a confidence level of 95% ($\alpha = 5\%$). So that the following results are obtained:

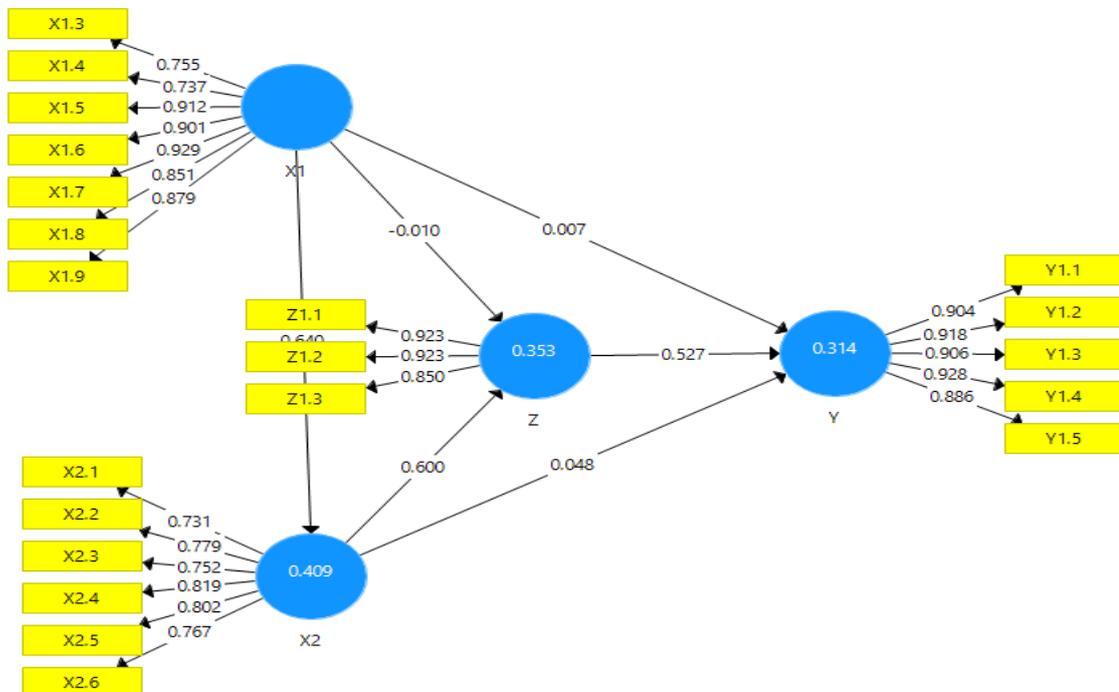


Figure 2. Final Measurement Model

The path coefficient test results can be seen in the table below:

Table 4. Path Coefficient Test Results No Mediation

Information	T Statistics (O/STDE)	T Tabel (Significancy Level)	Information
Fear of Covid19 ->Travel Anxiety	13.685	1.659	Accepted
Fear of Covid19->Risk Attitude	0.104	1.659	Rejected
Travel Anxiety -> Risk Attitude	7.475	1.659	Accepted
Travel Anxiety-> Travel Intention	0.512	1.659	Rejected
Risk Attitude -> Travel Intention	7,190	1.659	Accepted
Fear of Covid19 ->Travel Intention	0.078	1.659	Rejected

In the table above, the test results can be seen to see the direct influence or influence without mediation between the variables in the study. The relationship of variables can be significant when the value of t Statistics > t Table. The t-value of the table in this study was 1,659. The results of H1, H3, and H5 were significant with values (13,685>1,659), (7,475>1,659) and (7,190>1,659). However, for H2, H4 and (H6 are insignificant with values (0.104<1.659), (0.512<1.659) and (0.078<1.659).

It is planned that this study uses mediation variables, so it is necessary to look at the results of the study to see the influence of variable mediation (indirect influence) can be seen as follows:

Table 5. Path Coeffisient Test Result with Mediation

Information	T Statistics (O/STDEV)	T Tabel (Significancy Level)	Information
Fear of Covid-19 > Risk Attitude > Travel Intention	0.104	1.659	Rejected
Travel Anxiety > Risk Attitude > Travel Intention	4.629	1.659	Accepted

This study also tested the mediation effect of risk attitude variables concerning fear of covid-19, travel anxiety, and. The hypothesis results from mediation can be seen in table 5, which shows that hypothesis 7 is not significant or processed, because, it has a small statistical T value from the table T (0.104 < 1.659). So from the results of the indirect influence test, it can be concluded that the risk attitude does not moderate or does not influence the fear of covid-19 on travel intention. Whereas on the hypothesis eight, variabel rist attitude affects the value of travel anxiety towards travel intention. It can be seen that the statistical T value > T Table, which is 4,629 > 1,659, so the hypothesis is accepted. And the risk attitude variable moderates the travel anxiety variable to travel intention. To see how much influence the mediation variable can be using the formula:

To determine the value of VAF can be obtained using the formula:

$$VAF = \frac{\text{Pengaruh tidak langsung}}{\text{pengaruh langsung} + \text{Pengaruh tidak Langsung}}$$

Measured eight accepted hypotheses, such as:

$$VAF = \frac{4.629}{0.512+4.629} = 0.90 = 90\% \quad (\text{full mediation})$$

Which means the risk attitude variable an effect of 90% as a mediation between travel anxiety variables in travel intention. This is complete mediation.

CONCLUSION

Based on the results of research and discussions that have been explained, it can be concluded that the fear of Covid-19 shows a positive influence on travel anxiety in the new normal era. The higher the fear of domestic tourists towards COVID-19, the higher their anxiety will be to intend to travel in the new normal era in the province of West Sumatra.

The results of the study on the fear of covid-19 variable showed a negative influence on the risk attitude variable in the new normal era. This indicates that the fear of Indonesian tourists towards covid-19 does not affect their attitude towards the risk of contracting covid-19 in intending to travel in the new normal era in the province of West Sumatra.

The results showed that the travel anxiety variable had a positive effect on risk attitude in the new normal era. This means that the higher the anxiety of tourists to travel, the higher the attitude of risk of contracting covid 19 felt by domestic tourists.

Variable travel anxiety shows a negative influence on travel intention in the new normal era. This indicates that the anxiety that tourists feel about covid 19 does not affect their intention to traveled in the new normal era in the province of West Sumatra. It indicates that a large part of it. Domestic tourists who are at the age of 17-25 years are categorized as very young and have relatively good physical conditions so that they do not have a fear of traveling in the new normal era

The risk attitude variable shows a positive influence on travel intention in the new normal era. The higher the risk attitude felt by the respondents, the higher the intention to travel in the new normal era in west Sumatra province.

The fear of covid-19 variable shows a negative influence on travel intention in the new normal era. This means that the fear of covid-19 (fear of covid-19) does not affect their intention to travel to tourist destinations in the new normal era in the province of West Sumatra.

The intervening variable, namely risk attitude, does not mediate the variable fear of covid-19 towards travel intention in the new normal era in West Sumatra province. This means that respondents' attitude towards the risk of contracting covid-19 does not have an indirect influence on the variable fear of covid-19 on travel intention.

The intervening risk attitude variable does not mediate the travel anxiety variable against travel intention in the new normal era in West Sumatra province. This means that the respondent's attitude towards the risk of contracting covid 19 has an indirect influence on the variables of Fear of Covid-19 against Travel intention.

In the relationship of the fear of covid-19 variable to travel intention, the risk attitude variable acts as partial mediation. Meanwhile, in the travel anxiety variable to travel intention, the risk attitude variable acts as complete mediation.

Respondents' fears when going to travel in the new normal era are not as big as when the Covid-19 pandemic was still very high, this is because in the new normal era respondents feel calmer because they comply with health protocols and are also guided by CHSE (Cleanliness, Health, Safety, and Environment) travel concept. Respondents' fears were also reduced after they were vaccinated so that fear, anxiety, and risks were reduced.

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