

THE RELATIONSHIP MODEL OF FEAR OF COVID-19, TRAVEL ANXIETY, AND RISK ATTITUDE TOWARD TRAVEL INTENTION IN THE NEW NORMAL ERA: A STUDY OF MARINE TOURISM IN THE EASTERN SALIENT OF JAVA, INDONESIA

Verinita

Andalas University, Indonesia

Ika Barokah Suryaningsih*, Mohamad Dito Pratama, & Arnis Budi Susanto

Jember University, Indonesia

ABSTRACT

The COVID-19 pandemic had influenced the global economy, including Indonesia's tourism industry. The inability to mitigate these challenges had substantially jeopardized the sustainability of tourism, with social and economic consequences. This present study examines a case study of marine tourism in the eastern salient of Java, one of the most popular places in Java Island, to determine the relationship between fear of COVID-19, travel anxiety, and risk attitude toward travel intention. This study employed a quantitative method. The data was collected through surveys distributed online via google form and was analyzed using structural equation modeling – partial least square (SEM-PLS) in SmartPLS 3.0. The results show that the fear of COVID-19 has a positive impact on the travel anxiety, but not on the risk attitude; the travel anxiety has a positive impact on both the risk attitude and travel intention; the risk attitude has a positive impact on the travel intention, but the fear of COVID-19 does not. The travel anxiety has a significant impact on the risk attitude and travel intention, while the risk attitude has no significant impact on the risk attitude and travel intention. These findings suggest the Ministry of Tourism and Creative Economy of the Republic of Indonesia need to evaluate and monitor the operation of tourism destinations, as well as continuing to disseminate information about safe travel during the new normal era.

JEL: Z33, M31.

Keywords: *fear of COVID-19, risk attitude, travel anxiety, travel intention.*

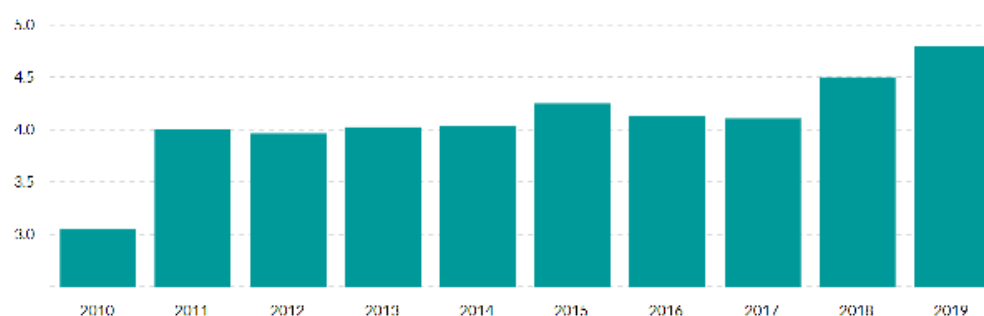
1. INTRODUCTION

One of the key pillars of the Indonesian economy is the tourism industry. In recent years, its contribution has grown dramatically. It is a leading industry with rapid economic growth and outstanding job creation potential (Aryawiguna, 2021; Murniati, Maski, Noor, & Ekawaty, 2021; Suryaningsih, Wulandari, Nugraha, Paramita, & Yuri, 2020). Its direct contribution to the gross domestic product (GDP) in 2019 was 4.8% (see Figure 1), as evidenced by its strong growth from 10% in 2005 to 17% in 2012. The increase in contribution was caused by an increase in both foreign and local tourists, as well as increased investments in the Indonesia's tourism industry.

* Corresponding Author: barokah.feb@unej.ac.id

Received: 13-07-2023, Accepted: 14-03-2024, Published: 14-03-2024

P-ISSN : 2087-9954, E-ISSN: 2550-0066. DOI: <http://dx.doi.org/10.26418/jebik.v12i3.67536>



Source: Ministry of Tourism and Creative Economy, 2020

Figure 1. Tourism Contribution to GDP in 2010-2019

In early 2020, the COVID-19 pandemic was wreaking havoc on every aspect of life on a global scale, and the tourism industry has been affected severely by national border closures and travel restrictions, especially in Indonesia. The COVID-19 pandemic came as a surprise owing to the extensive closure of tourism destinations, flights, shopping centers, and inter-city transportation. According to Škare, Soriano, & Porada-Rochoń (2021), the COVID-19 pandemic had primarily impacted the tourism industry. Failure to adopt prevention or mitigation actions against these threats has a significant impact on the sustainability of tourism. From an economic perspective, this sector employed at least 11.83% of all domestic workers. In 2020, the Ministry of Tourism and Creative Economy (*Kementrian Pariwisata dan Ekonomi Kreatif*, hereafter referred to as *Kemendparekraf*) noted that 92% of all 5,242 tourism workers had lost their jobs. Most of them worked in hospitality businesses (87.3%), followed by transportation companies (9.4%), restaurants (2.4%), and other businesses such as selling jewelry or providing tourism services (such as spas and tours) (0.97%). The foreign exchange gains from tourism in 2020 was expected to be between USD 4-7 billion, yet prior to the COVID-19 pandemic, the Indonesia's tourism industry earned foreign currency of USD 19-21 billion in 2020. The tourism industry's foreign exchange revenues in 2018 nearly reached USD 20 billion, which resulted in a large reduction when compared to 2019.

The tourism conditions in the eastern salient of Java have also deteriorated as a result of the COVID-19 pandemic. This is reflected in several existing data, showing a decline in tourist visits in several regions of the Horseshoe (*Tapal Kuda*) area. The eastern salient of Java is located on the eastern side of the island of East Java. This area is known as the eastern salient of Java because it resembles a horseshoe on a map. The eastern salient of Java includes Probolinggo, Pasuruan (the eastern half), Jember, Lumajang, Situbondo, Bondowoso, and Banyuwangi. Marine tourism is a popular activity among the tourists to the eastern salient of Java. It offers a variety of beach tourism options that are very popular for both domestic and foreign tourists. This present study specifically selected four marine tourism destinations in the eastern salient of Java, including Bee Jay Bakau Resort in Probolinggo Regency, Pulau Merah Beach in Banyuwangi Regency, Payangan Beach in Jember Regency, and Pasir Putih Beach in Situbondo Regency.

Although several tourism destinations in the eastern salient of Java have been granted concessions, this has not increased the tourist interest. In the tourism sector, the interest in tourist visits has not recovered. The rapid spread of COVID-19 had caused anxiety, fear, and worry, which remain prevalent among the community – referring to the fear of COVID-19. The fear of COVID-19 is reflected in the fear of being infected while engaging in tourism activities, such as the in-out

transfer process when going to and from the destinations. The anxiety is an essential determinant of behavior. When someone experiences the fear of COVID-19, psychologically, they become more anxious about the condition of COVID-19 pandemic and try to maintain hygiene, social distancing, and etc.

Luo & Lam (2020) concluded that the fear of COVID-19 had a direct effect on travel anxiety. This is proven as there have been changes in consumer behavior patterns due to the fear of COVID-19. Many people have experienced anxiety when they are travelling. This travel anxiety can be caused by several factors, including the type of tourism, contextual circumstances, or individual tourist traits (Fennell, 2017). A factor contributing to the travel anxiety includes the tourist's sense of insecurity (Ozascilar, Mawby, & Ziyalar, 2019). Prudence is a key attribute that underpins risk propensity and risk aversion (Suryaningsih *et al.*, 2020). Risk-taking mentality and its changes among the community require considerations and approaches on the larger social contexts, as well as individual risk practices in everyday life. When people take risks, they have already projected the benefits and costs (Zinn, 2019). As a result, they develop perceptions of anxiety and fear of COVID-19 when travelling.

The travel intention, on the other hand, emphasizes a person's decision or commitment to travel. The tourists' perceptions of risks and safety influence their decision to travel. Potential tourists may feel concerned about what will happen to them while traveling due to the risk factors. This travel catastrophe caused by the COVID-19 pandemic requires a solution from the tourism industry authorities. The impact on the tourism industry has been unprecedented. For these reasons, this present study is essential to provide insights and advices for the tourism stakeholders on how to adapt to these changing conditions by identifying the changes in the consumer behavior patterns. This study examines the relationship between the fear of COVID-19, travel anxiety, and risk attitude toward the travel intention in the new normal era through a case study of marine tourism in the eastern salient of Java, given that previous researches on the same topic frequently yield conflicting results, and many of them were conducted prior the COVID-19 pandemic.

2. THEORETICAL FRAMEWORK AND EMPIRICAL STUDIES

2.1. Tourism Marketing

Tourism marketing is about discovering more effective ways to communicate in order to influence the tourists' behavior regarding their participation in the tourism sustainability (Hysa, Karasek, & Zdonek, 2021). According to Suryaningsih *et al.* (2020), identifying the tourists' needs and satisfaction through the present and potential provision of tourism destinations and other services helps the tourism organizations and commercial entities involved in the tourism industry to better understand the market, and simultaneously develop and modify tourism products to meet the tourists' needs, inspire and attract them in. The tourism marketing aims to determine a tourism destination's potential and then develop it accordingly to attract the tourists. It is inextricably linked to the tourists' understanding. The tourism service providers must comprehend numerous reasons why they travel. The tourism marketing should also focus on the tourists, as they are the ones who benefit from sustainable development. Subsequently, commercials targeted at this specific tourist group typically highlight the biospheric-altruistic elements. Tsaur, Liao, & Tsai (2020) found that a hotel's sustainability performance can influence the customers who are very interested in the sustainability, while also improving social and environmental well-being. On the

other hand, the customers who are less interested in the sustainability benefit from self-referential emotional communication, which also improves their emotional well-being. The tourism marketing also helps the tourists aware that there are countless competitive tourism destinations to select from. The tourism destinations can elicit powerful emotional relationships, whether positive or negative, because they are not only geographical but also metaphysical places with subjective and intangible characteristics (Cavalcante, Coelho, & Bairrada, 2021).

2.2. Marine Tourism

Several definitions of marine tourism include a transitional location, a meeting point, and the presence of interrelationships between land and sea. Vázquez, García, & Valenciano (2021) defined the marine tourism as activities related to the sea and boating, including recreational, aquatic, nautical, and other maritime activities. According to Fahlevi (2023), the marine tourism, broadly interpreted, includes a variety of activities in which the tourists travel beyond their typical home, leading the tourists to be associated with the marine and coastal environments for recreational purposes. In addition, Sumantri & Rahmat (2023) described the marine tourism as a subset of tourism activities that capitalizes on the potential of marine environments to attract the tourists and provide an environment for additional tourism-related activities conducted above the sea's surface, as well as being inextricably linked to the ecosystem's diverse marine biodiversity. Thus, the marine tourism encompasses more than just tourism-related water activities (both on and in the water). This term also applies to all land-based tourism activities, as long as the marine environment continues to affect them.

2.3. New Normal Era

The word "new" is used in a variety of contexts to describe differences that were previously considered unique or abnormal. The new normal era following the COVID-19 pandemic offers opportunities to restructure the tourism industry, making it more inclusive, sustainable, and accommodating to a wide range of tourism stakeholders (Persson-Fischer & Liu, 2021). As a result of the new normal era, people are developing new ways of understanding, doing, and existing in the world (Ateljevic, 2020). These include becoming responsible citizens, consumers, producers, tourists, business owners, and community leaders. However, establishing human prosperity necessitates a more comprehensive set of tools for measuring the impact of tourism on the local community. In the new normal era, the community members must be prepared to adapt to the changes in the behavioral patterns, while still adhering to the health guidelines. In this case, the government has employed more inventive approaches to prepare for the new normal era, as the community requires solutions and quantifiable gains from the government initiatives to combat the COVID-19 pandemic. The government is committed to building constructive interactions with the public; nevertheless, the tourism activities must be regulated to prevent the spread of COVID-19.

2.4. Fear of COVID-19

According to Luo & Lam (2020), the fear of COVID-19 is a fear caused by the COVID-19 pandemic. The fear refers to an emotion as a response to prospective threats (Mertens, Gerritsen, Duijndam, Saleminck, & Engelhard, 2020). It leads to excessive emotional avoidance (Yıldırım, Arslan, & Özasan, 2022). A study examining the factors associated with the fear of COVID-19 found that the most important factors related with the fear of COVID-19 include infection, isolation, lack of medical care, loss of life, and infecting family members. People had been

increasingly afraid of the COVID-19 since the pandemic began. According to theory, fear is the most common emotion experienced by all people, regardless of age, race, or culture. The fear stems from being aware of the risks. When someone is worried, anxiety emerges as a negative emotion and physical reaction (Luo & Lam, 2020). Several studies have reported that the increasing number of COVID-19 cases and deaths, as well as measures such as social distancing and quarantine, had led to higher rates of depression, anxiety, post-traumatic stress disorder, fear, and insomnia (Caycho-Rodríguez, Tomás, Vilca, Carbajal-León, Cervigni, Gallegos, Martino, Barés, Calandra, Anacona, López-Calle, Moreta-Herrera, Chacón-Andrade, Lobos-Rivera, Del Carpio, Quintero, Robles, Lombardo, Recalde, Figares, White, & Videla, 2021; Hossain, Tasnim, Sultana, Faizah, Mazumder, Zou, McKyer, Ahmed, & Ma, 2020; Kontoangelos, Economou, & Papageorgiou, 2020; Junior, Sales, Monteiro, Costa, Campos, Miranda, Monteiro, Lima, & Lopes-Junior, 2020; Vindegaard & Benros, 2020; Xiong, Lipsitz, Nasri, Lui, Gill, Phan, Chen-Li, Iacobucci, Ho, Majeed, & McIntyre, 2020). Since the COVID-19 had infected millions of individuals globally, people had become fearful, nervous, and worried. It was believed that people would become anxious when a large amount of unsubstantiated, erroneous, or exaggerated information was posted online. Therefore, hypotheses that can be proposed are as follow:

H1: The fear of COVID-19 has a positive impact on travel anxiety in the new normal era of the marine tourism in the eastern salient of Java.

H2: The fear of COVID-19 has a positive impact on risk attitude in the new normal era of the marine tourism in the eastern salient of Java.

2.5. Travel Anxiety

According to Stein & Sareen (2015), the anxiety is a persistent mental pattern that causes a person to be concerned about potential risks or conditions. It is loosely defined as an emotional reaction to stresses or risks (Luo & Lam, 2020). It is the fear of unfavorable consequences. When people engage in risk behaviors, they become anxious about the possible consequences, including uneasiness, concern, stress, vulnerability, discomfort, agitation, fear, or panic. Since the COVID-19 pandemic, everyone has been experiencing anxiety as a result of the increasing number of people infected by the COVID-19, fatalities, and restrictions. Many people endure psychological consequences, such as the fear and worry, as a result of anything associated with the COVID-19 pandemic. Furthermore, the anxiety can be defined as personal emotions, such as tension and panic triggered by the risk of an event occurring. It describes the anxiety as feeling frustrated. It affects everyone and cannot be avoided (Joo, Maskery, Berro, Rotz, Lee, & Brown, 2019). The tourists evaluate purchasing risks and decide to minimize the risks appeared. It is done to prevent the anxiety and other harmful risks. They assess the risks associated with the purchase at different levels (product attributes / objectives, incorrect purchase, requirements, values, and status). Therefore, a hypothesis that can be proposed is as follows:

H3: The travel anxiety has a positive impact on risk attitude in the new normal era of the marine tourism in the eastern salient of Java.

2.6. Risk Attitude

Risk attitude defined as a response to an uncertainty influenced by perceptions, which includes avoiding danger, accepting it, tolerating it, and maintaining a neutral attitude toward it. It is a behavior that takes into account unpredictability and can have an impact on the goals, either

positively or negatively (Luo & Lam, 2020). Individuals or groups adopt the risk attitude when confronted with risk situations caused by a variety of reasons. Several factors influencing the perception and attitude toward risk, include:

1. Awareness – referring to a factor based on observable and measurable qualities of the circumstances in which decisions are made. It includes reasonable judgment depending on the circumstances.
2. Subconscious mind – containing mental shortcuts aimed at facilitating decision-making and other biases. It includes heuristics which form mechanisms that allow dangerous situations to be isolated and tolerated.
3. Emotions – referring to reactions to instinctive feelings and emotions.

These three factors play an important role in influencing the perceptions, which lead to the risk attitude and determine the quality of decision-making in uncertain situations. The risk attitude is can be considered as a conscious response to uncertainty about prospective consequences. The outcome, whether favorable or unfavorable, has an impact on the objectives to be met. This kind of thinking is relevant to taking chances in a hazy environment. The risk management process is influenced by the risk attitude, as understanding one's risk attitude is required to become an expert in the personal risk management. Individuals must make their own decisions and judgments in order to control the risks.

2.7. Travel Intention

Zhu & Deng (2020) defined the travel intention as a person's desire to travel. This desire may stem from confidentiality and information (Luo & Lam, 2020). In addition to the confidentiality and information, the risks and safety are also major factors in determining the travel intention. The risks associated involve the fear of what might happen while traveling, for example the likelihood of a terrorist attack at the tourism destination, which typically determines threat perception. In such cases, the tourists can therefore take a number of precautions to minimize these risks, such as extending their schedule, changing destinations, or gathering more information about the areas they visit. However, the tourists might prefer low-risk tourism destinations (Zhu & Deng, 2020). When a tourism destination is deemed unsafe, people may develop negative perceptions about it (Luo & Lam, 2020). The travel intention stems from personal perceptual processes that drive motivation and be translated into actions (Karagöz, Işık, Dogru, & Zhang, 2021). A tourist's confidence in their desired tourism destinations and the challenges they may encounter can affect their reaction and travel intention. Therefore, hypotheses that can be proposed are as follow:

- H4:** The travel anxiety has a positive impact on travel intention in the new normal era of the marine tourism in the eastern salient of Java.
- H5:** The risk attitude has a positive impact on travel intention in the new normal era of the marine tourism in the eastern salient of Java.
- H6:** The fear of COVID-19 has a positive impact on travel intention in the new normal era of the marine tourism in the eastern salient of Java.

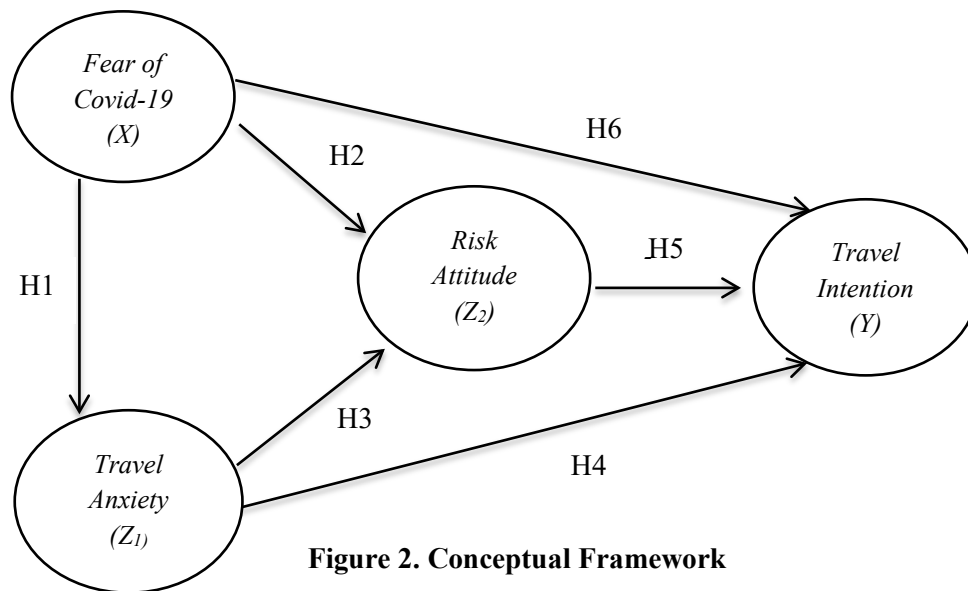


Figure 2. Conceptual Framework

3. RESEARCH METHODS

This study aims to address problems based on the phenomenon of interest. This exploratory study employed a quantitative-descriptive method based on relational patterns, describing causal relationships between variables. The fear of COVID-19 serves as an independent variable, travel anxiety and risk attitude serve as intervening variables, and travel intention serves as a dependent variable. The population of this study consisted of all tourists who were knowledgeable about marine tourism destinations in the eastern salient of Java. The sampling method employed was the non-probability sampling with purposive sampling. Respondents participated in this study were tourists aged 17 years old and older, had sufficient knowledge about the marine tourism destinations, and had visited the tourism destinations in the Horseshoe area. According to Hair, Ringle, & Sarstedt (2011), the total sample must meet the suggested minimum sample size standards, and this study involved a total of 324 respondents. The data was obtained through surveys distributed online using Google Forms, measured using a five-point Likert scale – with 1 being ‘Strongly Disagree’ and 5 being ‘Strongly Agree’. The data was analyzed using structural equation modeling (SEM) in SmartPLS 3.0. The hypotheses were examined based on their p-value and t-statistic, where according to Hair *et al.* (2011), a hypothesis could be supported empirically if the p-value was less than 0.05 and the t-statistic was higher than 1.96.

4. DATA ANALYSIS AND DISCUSSIONS

4.1. Respondent Profile

Most of the respondents were female (69%) and aged between 17-25 years old (97%). They were high school / vocational school graduates (78%), and still students (96%). They were domestic tourists who also lived in the nearby neighborhood in the eastern salient of Java (88%).

4.2. Validity Test

A validity test was performed to measure how accurately a method measures something. If a method measures what it claims to measure, and the results closely correspond to real-world values, then it can be considered valid.

Table 1. Results of Validity Test

Variable	Item	R-statistic	R-table	Significance	Conclusion
Fear of COVID-19 (X)	X.1	0.648	0.113	0.000	Valid
	X.2	0.697	0.113	0.000	Valid
	X.3	0.671	0.113	0.000	Valid
	X.4	0.689	0.113	0.000	Valid
	X.5	0.822	0.113	0.000	Valid
	X.6	0.800	0.113	0.000	Valid
	X.7	0.844	0.113	0.000	Valid
	X.8	0.773	0.113	0.000	Valid
	X.9	0.786	0.113	0.000	Valid
Travel Anxiety (Z₁)	Z1.1	0.750	0.113	0.000	Valid
	Z1.2	0.798	0.113	0.000	Valid
	Z1.3	0.797	0.113	0.000	Valid
	Z1.4	0.856	0.113	0.000	Valid
	Z1.5	0.837	0.113	0.000	Valid
	Z1.6	0.729	0.113	0.000	Valid
Risk Attitude (Z₂)	Z2.1	0.880	0.113	0.000	Valid
	Z2.2	0.876	0.113	0.000	Valid
	Z2.3	0.757	0.113	0.000	Valid
Travel Intention (Y)	Y.1	0.864	0.113	0.000	Valid
	Y.2	0.863	0.113	0.000	Valid
	Y.3	0.841	0.113	0.000	Valid
	Y.4	0.905	0.113	0.000	Valid
	Y.5	0.853	0.113	0.000	Valid

Source: Processed data (2021)

Based on Table 1 above, all variables have higher r-statistics than the r-table values could be considered valid. This finding indicates that there is a significant correlation and the items could be used for further analysis purposes.

4.3. Reliability Test

A reliability test was performed to measure whether the variables were reliable for analysis. A variable could be considered reliable if its Cronbach's alpha value is higher than 0.60. The results can be seen in the following Table 2:

Table 2. Results of Reliability Test

Variable	Cronbach's Alpha	Standard Reliability	Conclusion
Fear of COVID-19 (X)	0.902	0.60	Reliable
Travel Anxiety (Z ₁)	0.883	0.60	Reliable
Risk Attitude (Z ₂)	0.788	0.60	Reliable
Travel Intention (Y)	0.916	0.60	Reliable

Source: Processed data (2021)

The fear of COVID-19, travel anxiety, risk attitude, and travel intention have a Cronbach’s alpha value of 0.902, 0.883, 0.788, and 0.916, respectively. The results confirm that all variables are reliable and could be used for further analysis purposes.

4.4. Analysis of Partial Least Square

Social science models and methods were developed and used using a predictive approach in the PLS, determining the complexity of relationships between one variable and another, and between variables and their indicators. A path diagram was developed based on a combination of internal and external models in SmartPLS software. A loading factor value of 0.50 or higher was considered valid and had met the criteria for a construct indicator (Hair *et al.*, 2011).

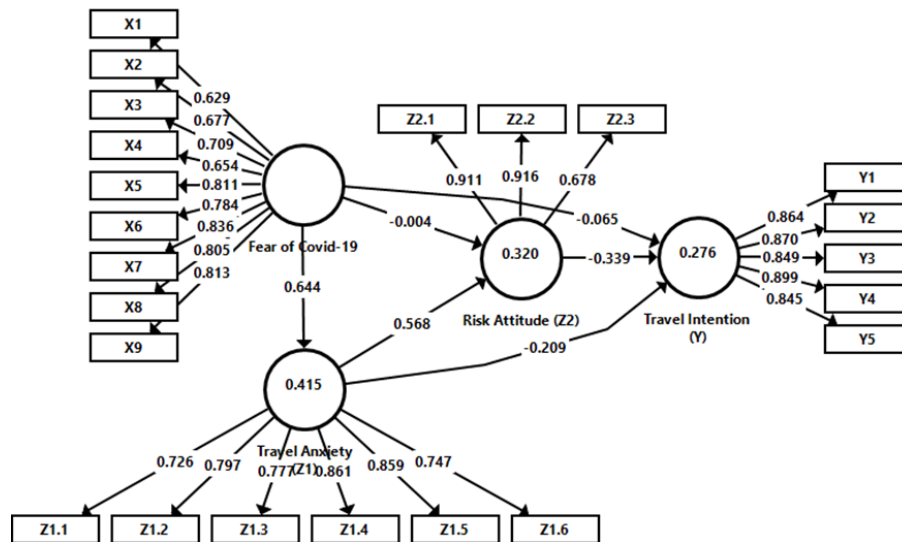


Figure 3. Path Diagram

4.5. Hypothesis Testing

This study employed a bootstrapping technique to test the hypotheses. A hypothesis could be supported empirically if its t-statistic value is higher than 1.64 (for single-tile data) or 1.96 (for two-tile data) and the p-value is less than 0.05. The results can be seen in the following Table 3:

Table 3. Path Coefficient and Results of Hypothesis Testing

Hypothesis	Original Sample (O)	Sample Mean (M)	Standard Deviation (STDEV)	T-Statistics (O/STDEV)	P-Value	Conclusion
H ₁ = Fear of COVID-19 (X) → Travel Anxiety (Z ₁)	0.644	0.646	0.037	17.561	0.000	Supported
H ₂ = Fear of COVID-19 (X) → Risk Attitude (Z ₂)	-0.004	-0.004	0.063	0.068	0.946	Not Supported
H ₃ = Travel Anxiety (Z ₁) → Risk Attitude (Z ₂)	0.568	0.569	0.060	9.459	0.000	Supported
H ₄ = Travel Anxiety (Z ₁) → Travel Intention (Y)	-0.209	0.208	0.085	2.467	0.014	Supported
H ₅ = Risk Attitude (Z ₂) → Travel Intention (Y)	-0.339	0.337	0.068	4.968	0.000	Supported
H ₆ = Fear of COVID-19 (X) → Travel Intention (Y)	-0.065	-0.068	0.061	0.072	0.284	Not Supported

Source: Processed data (2021)

Based on the results of hypothesis testing, it can be concluded that:

a. Fear of COVID-19 on Travel Anxiety (H1)

The first hypothesis proposes that the fear of COVID-19 has a positive impact on travel anxiety in the new normal era of the marine tourism in the eastern salient of Java. The results show that it has a t-statistic of 17.561 (> 1.96), and a p-value of 0.000 (< 0.05), supporting the first hypothesis empirically. This finding indicated that the fear of COVID-19 pandemic affected the travel anxiety of tourists visiting the marine tourism destinations in the eastern salient of Java.

b. Fear of COVID-19 on Risk Attitude (H2)

The second hypothesis proposes that the fear of COVID-19 has a positive impact on risk attitude in the new normal era of the marine tourism in the eastern salient of Java. The results show that it has a t-statistic of 0.068 (< 1.96) and a p-value of 0.946 (> 0.05), not supporting the second hypothesis empirically. This finding indicated that the fear of COVID-19 had a negative impact on the risk attitude of tourists visiting the marine tourism destinations in the eastern salient of Java.

c. Travel Anxiety on Risk Attitude (H3)

The third hypothesis proposes that the travel anxiety has a positive impact on risk attitude in the new normal era of the marine tourism in the eastern salient of Java. The results show that it has a t-statistic of 9.459 (> 1.96), and a p-value of 0.000 (< 0.05), supporting the third hypothesis empirically. This finding indicated that the travel anxiety affected the risk attitude of tourists visiting the marine tourism destinations in the eastern salient of Java.

d. Travel Anxiety on Travel Intention (H4)

The fourth hypothesis proposes that the travel anxiety has a positive impact on travel intention in the new normal era of the marine tourism in the eastern salient of Java. The results show that it has a t-statistic of 2.467 (> 1.96), and a p-value of 0.014 (< 0.05), supporting the fourth hypothesis empirically. This finding indicated that the travel anxiety affected the travel intention of tourists visiting the marine tourism destinations in the eastern salient of Java.

e. Risk Attitude on Travel Intention (H5)

The fifth hypothesis proposes that the risk attitude has a positive impact on travel intention in the new normal era of the marine tourism in the eastern salient of Java. The results show that it has a t-statistic of 4.968 (> 1.96) and a p-value of 0.000 (< 0.05), supporting the fifth hypothesis empirically. This finding indicated that the risk attitude affected the travel intention of tourists visiting the marine tourism destinations in the eastern salient of Java.

f. Fear of COVID-19 on Travel Intention (H6)

The sixth hypothesis proposes that the fear of COVID-19 has a positive impact on travel intention in the new normal era of the marine tourism in the eastern salient of Java. The results show that it has a t-statistic of 1.072 (< 1.96) and a p-value of 0.284 (> 0.05), not supporting the sixth hypothesis empirically. This finding indicated that the fear of COVID-19 had a negative impact on the travel intention of tourists visiting the marine tourism destinations in the eastern salient of Java.

4.6. Discussion

This study confirms that the fear of COVID-19 has a positive impact on the travel anxiety. It is in line with Luo & Lam (2020) who concluded that an individual's fear of catching the

COVID-19 would cause them anxious while traveling, making them feel uncomfortable and unable to sleep due to the high anxiety. Further, this study also finds that the fear of COVID-19 has a negative impact on the risk attitude. However, it is contradictory to the one found by Luo & Lam (2020) which revealed that the fear of contracting the COVID-19 affected the tourists' ability to face the risks that might ensue. It is in line with Zenker, Braun, & Gyimóthy (2021) who found similar results, showing that when the tourists experienced a fear, it affected their attitude in dealing with the risks that would occur while traveling. Furthermore, this study also supports that the travel anxiety has a positive impact on the risk attitude. Similarly, Luo & Lam (2020) found that the anxiety emerged during a tour affected the tourists' attitudes toward the possible adverse risks due to the spread of the COVID-19. The tourists evaluate purchasing risks and decide to minimize the risks appeared. Additionally, this study proves that the travel anxiety also has a positive impact on the travel intention. According to Zenker *et al.* (2021), the tourists' travel intention was influenced by their worries about traveling during the COVID-19 pandemic era. Meanwhile, this study demonstrates that the risk attitude has a positive impact on the travel intention. Zenker *et al.* (2021) added that the tourists' perceptions of the risks of being affected by COVID-19 had both direct and indirect impacts on their intention to visit the tourism destinations in the future. However, the tourists might prefer low-risk tourism destinations (Zhu & Deng, 2020). When a tourism destination is deemed unsafe, people may develop negative perceptions about it (Luo & Lam, 2020). However, this study does not find that the fear of COVID-19 has a positive impact on the travel intention. Instead, the fear of COVID-19 has a negative impact on the travel intention. This finding is supported by Zenker *et al.* (2021), that the tourists' concerns as a result of traveling during the COVID-19 pandemic affected their travel intention in the future as a result of the COVID-19 exposure. Since the COVID-19 had infected millions of individuals globally, people had become fearful, nervous, and worried to travel.

5. CONCLUSIONS, SUGGESTIONS, AND LIMITATIONS

There are six major conclusions that can be made based on the results of this study. First, the fear of COVID-19 has a positive impact on the travel anxiety, confirming that the COVID-19 pandemic could trigger the fear of being affected, making the tourists anxious while visiting the marine tourism destinations in the eastern salient of Java. Second, the fear of COVID-19 has a negative impact on the risk attitude, proof that the fear of COVID-19 did not affect the tourists' risk attitude. Third, the travel anxiety has a positive impact on the risk attitude, proving that the COVID-19 pandemic, which created the tourists' travel anxiety while visiting the eastern salient of Java, affected the tourists' risk attitude. Fourth, the travel anxiety has a positive impact on the travel intention, explaining that the travel anxiety affected the tourists' travel intention to visit the marine tourism destinations in the eastern salient of Java. Fifth, the risk attitude has a positive impact on the travel intention, revealing that the risk attitude triggered the travel intention to visit the marine tourism destinations in the eastern salient of Java. The tourists might evaluate the purchasing risks and decide to minimize the risks appeared while they are travelling. Finally, the fear of COVID-19 has a negative impact on the travel intention, indicating that the fear of COVID-19 did not affect the tourists' travel intention. This could be occurred because the tourist already has a concern and knowing the risk of travelling in pandemic era.

Furthermore, the findings of this study imply several suggestions for the Ministry of Tourism and Creative Economy of Republic of Indonesia, regional government, and tourism

destination managers to continue to monitor and take strict actions against the tourism managers who violate the travel health protocols in the new normal era. Considering that the travel anxiety and risk attitude can significantly affect the travel intention, the Ministry of Tourism and Creative Economy of Republic of Indonesia must conduct evaluations and supervise the tourism destination operations in the new normal era. The ministry can continue to collaborate with all parties synergistically and collaboratively to monitor and disseminate safe travel information during the COVID-19 pandemic. The tourism destination managers must provide good health protocol facilities to make the tourists feel safe and comfortable in the new normal era, such as providing handwashing facilities, limiting the number of tourist visits, and providing a first-aid kit. This can be done to increase the tourists' travel intention. In post-pandemic conditions, the facilities provided must be maintained properly. The public is still required to maintain cleanliness to anticipate various possible outbreaks that could occur.

However, this study has faced two major limitations. This study only examined the marine tourism in the eastern salient of Java as the research object, which makes the research results cannot be generalized to other contexts. Therefore, future researches are suggested to examine more research objects, and add more significant number of samples to obtain more accurate results. Further, this study did not examine other factors not included in the research framework, which in fact had the potential to influence the research variables. Therefore, future researches are suggested to include and analyze more variables and their relationships constructively to improve the existing research results, as well as investigating the impact of tourism behavior in the new normal era. The potential variables may include financial risk, time risk, social-psychological, and health risks.

REFERENCES

- Aryawiguna, I. N. G. K. (2021). Indonesia Tourism Recovery in Collaboration with China as a Powerful Country in Travel. *International Journal of Glocal Tourism*, 2(1), 1–12. <https://doi.org/10.58982/injogt.v2i1.36>
- Ateljevic, I. (2020). Transforming the (tourism) world for good and (re)generating the potential 'new normal.' *Tourism Geographies*, 22(3), 467–475. <https://doi.org/10.1080/14616688.2020.1759134>
- Cavalcante, W. Q. de F., Coelho, A., & Bairrada, C. M. (2021). Sustainability and Tourism Marketing: A Bibliometric Analysis of Publications between 1997 and 2020 Using VOSviewer Software. *Sustainability*, 13(9), 4987. <https://doi.org/10.3390/su13094987>
- Caycho-Rodríguez, T., Tomás, J. M., Vilca, L. W., Carbajal-León, C., Cervigni, M., Gallegos, M., Martino, P., Barés, I., Calandra, M., Anaconda, C. A. R., López-Calle, C., Moreta-Herrera, R., Chacón-Andrade, E. R., Lobos-Rivera, M. E., del Carpio, P., Quintero, Y., Robles, E., Lombardo, M. P., Recalde, O. G., Figares, A. B., White, M., & Videla, C. B. (2021). Socio-Demographic Variables, Fear of COVID-19, Anxiety, and Depression: Prevalence, Relationships and Explanatory Model in the General Population of Seven Latin American Countries. *Frontiers in Psychology*, 12. <https://doi.org/10.3389/fpsyg.2021.695989>
- Fahlevi, M. (2023). A Systematic Literature Review on Marine Tourism in Business Management: State of the Art and Future Research Agenda. *Journal of Tourism and Services*, 14(27), 299–321. <https://doi.org/10.29036/jots.v14i27.549>
- Fennell, D. A. (2017). Towards a Model of Travel Fear. *Annals of Tourism Research*, 66, 140–150. <https://doi.org/10.1016/j.annals.2017.07.015>

- Hair, J. F., Ringle, C. M., & Sarstedt, M. (2011). PLS-SEM: Indeed a Silver Bullet. *Journal of Marketing Theory and Practice, 19*(2), 139–152. <https://doi.org/10.2753/MTP1069-6679190202>
- Hossain, M. M., Tasnim, S., Sultana, A., Faizah, F., Mazumder, H., Zou, L., McKyer, E. L. J., Ahmed, H. U., & Ma, P. (2020). Epidemiology of mental health problems in COVID-19: a review. *F1000Research, 9*, 636. <https://doi.org/10.12688/f1000research.24457.1>
- Hysa, B., Karasek, A., & Zdonek, I. (2021). Social Media Usage by Different Generations as a Tool for Sustainable Tourism Marketing in Society 5.0 Idea. *Sustainability, 13*(3), 1018. <https://doi.org/10.3390/su13031018>
- Joo, H., Maskery, B. A., Berro, A. D., Rotz, L. D., Lee, Y.-K., & Brown, C. M. (2019). Economic Impact of the 2015 MERS Outbreak on the Republic of Korea's Tourism-Related Industries. *Health Security, 17*(2), 100–108. <https://doi.org/10.1089/hs.2018.0115>
- Junior, F. J. G. da S., Sales, J. C. e S., Monteiro, C. F. de S., Costa, A. P. C., Campos, L. R. B., Miranda, P. I. G., Monteiro, T. A. de S., Lima, R. A. G., & Lopes-Junior, L. C. (2020). Impact of COVID-19 pandemic on mental health of young people and adults: a systematic review protocol of observational studies. *BMJ Open, 10*(7), e039426. <https://doi.org/10.1136/bmjopen-2020-039426>
- Karagöz, D., Işık, C., Dogru, T., & Zhang, L. (2021). Solo female travel risks, anxiety and travel intentions: examining the moderating role of online psychological-social support. *Current Issues in Tourism, 24*(11), 1595–1612. <https://doi.org/10.1080/13683500.2020.1816929>
- Kontoangelos, K., Economou, M., & Papageorgiou, C. (2020). Mental Health Effects of COVID-19 Pandemia: A Review of Clinical and Psychological Traits. *Psychiatry Investigation, 17*(6), 491–505. <https://doi.org/10.30773/pi.2020.0161>
- Luo, J. M., & Lam, C. F. (2020). Travel Anxiety, Risk Attitude and Travel Intentions towards “Travel Bubble” Destinations in Hong Kong: Effect of the Fear of COVID-19. *International Journal of Environmental Research and Public Health, 17*(21), 7859. <https://doi.org/10.3390/ijerph17217859>
- Mertens, G., Gerritsen, L., Duijndam, S., Saleminck, E., & Engelhard, I. M. (2020). Fear of the coronavirus (COVID-19): Predictors in an online study conducted in March 2020. *Journal of Anxiety Disorders, 74*, 102258. <https://doi.org/10.1016/j.janxdis.2020.102258>
- Murniati, M., Maski, G., Noor, I., & Ekawaty, M. (2021). *Entrepreneurship in the Tourism Industry: Implication on Sustainable Economic Development* (pp. 137–156). <https://doi.org/10.1108/S1571-03862021000029B030>
- Ozascilar, M., Mawby, R. I., & Ziyalar, N. (2019). Perceptions of risk on vacation among visitors to Istanbul. *Safer Communities, 18*(1), 16–29. <https://doi.org/10.1108/SC-06-2018-0017>
- Persson-Fischer, U., & Liu, S. (2021). The Impact of a Global Crisis on Areas and Topics of Tourism Research. *Sustainability, 13*(2), 906. <https://doi.org/10.3390/su13020906>
- Škare, M., Soriano, D. R., & Porada-Rochoń, M. (2021). Impact of COVID-19 on the travel and tourism industry. *Technological Forecasting and Social Change, 163*, 120469. <https://doi.org/10.1016/j.techfore.2020.120469>
- Stein, M. B., & Sareen, J. (2015). Generalized Anxiety Disorder. *New England Journal of Medicine, 373*(21), 2059–2068. <https://doi.org/10.1056/NEJMcp1502514>

- Sumantri, D., & Rahmat, T. (2023). Increasing Tourist Intention To Visit Of Coastal And Marine Tourism Visits Through Digital Marketing. *Jurnal Manajerial*, 10(01), 81. <https://doi.org/10.30587/jurnalmanajerial.v10i01.4651>
- Suryaningsih, I. B., Wulandari, G. A., Nugraha, K. S. W., Paramita, C., & Yuri, Q. I. B. (2020). Digital Marketing Tools or e-WOM? Tourists Motivation to Enjoy the Charm of Blue Fire on Ijen Crater Ecotourism. *Journal of Environmental Management and Tourism*, 11(4), 802. [https://doi.org/10.14505/jemt.v11.4\(44\).03](https://doi.org/10.14505/jemt.v11.4(44).03)
- Tsaur, S.-H., Liao, Y.-L., & Tsai, C.-F. (2020). Analyzing the important implications of tourism marketing slogans and logos in Asia Pacific nations. *Asia Pacific Journal of Tourism Research*, 25(4), 355–368. <https://doi.org/10.1080/10941665.2019.1710223>
- Vázquez, R. M. M., García, J. M., & Valenciano, J. D. P. (2021). Analysis and Trends of Global Research on Nautical, Maritime and Marine Tourism. *Journal of Marine Science and Engineering*, 9(1), 93. <https://doi.org/10.3390/jmse9010093>
- Vindegaard, N., & Benros, M. E. (2020). COVID-19 pandemic and mental health consequences: Systematic review of the current evidence. *Brain, Behavior, and Immunity*, 89, 531–542. <https://doi.org/10.1016/j.bbi.2020.05.048>
- Xiong, J., Lipsitz, O., Nasri, F., Lui, L. M. W., Gill, H., Phan, L., Chen-Li, D., Iacobucci, M., Ho, R., Majeed, A., & McIntyre, R. S. (2020). Impact of COVID-19 pandemic on mental health in the general population: A systematic review. *Journal of Affective Disorders*, 277, 55–64. <https://doi.org/10.1016/j.jad.2020.08.001>
- Yıldırım, M., Arslan, G., & Özaslan, A. (2022). Perceived Risk and Mental Health Problems among Healthcare Professionals during COVID-19 Pandemic: Exploring the Mediating Effects of Resilience and Coronavirus Fear. *International Journal of Mental Health and Addiction*, 20(2), 1035–1045. <https://doi.org/10.1007/s11469-020-00424-8>
- Zenker, S., Braun, E., & Gyimóthy, S. (2021). Too afraid to Travel? Development of a Pandemic (COVID-19) Anxiety Travel Scale (PATs). *Tourism Management*, 84, 104286. <https://doi.org/10.1016/j.tourman.2021.104286>
- Zhu, H., & Deng, F. (2020). How to Influence Rural Tourism Intention by Risk Knowledge during COVID-19 Containment in China: Mediating Role of Risk Perception and Attitude. *International Journal of Environmental Research and Public Health*, 17(10), 3514. <https://doi.org/10.3390/ijerph17103514>
- Zinn, J. O. (2019). The meaning of risk-taking – key concepts and dimensions. *Journal of Risk Research*, 22(1), 1–15. <https://doi.org/10.1080/13669877.2017.1351465>