

CHAPTER V CONCLUSION AND RECOMMENDATION

5.1 Conclusion of Research

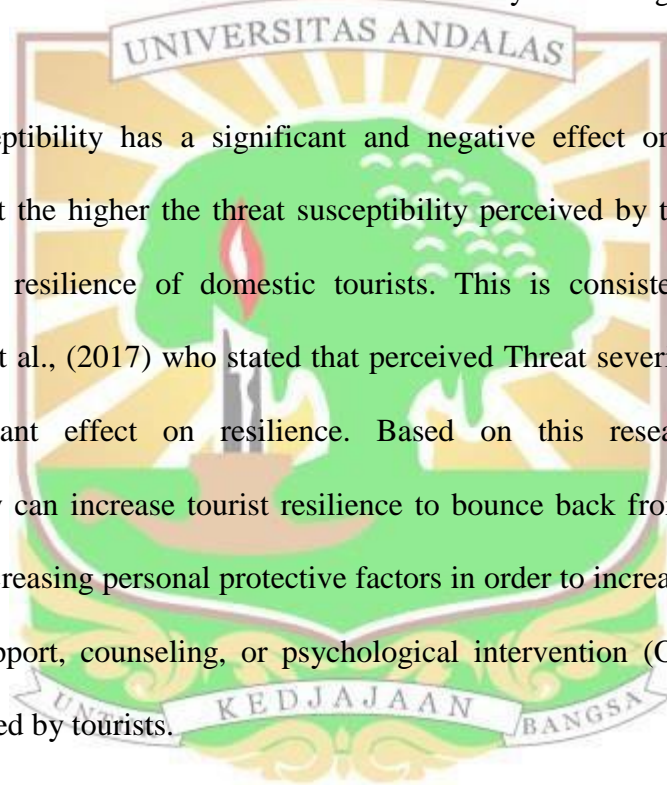
The purpose of this study was to examine the effect of threat severity, threat susceptibility, and pandemic travel fear could affect the resilience of Indonesian tourists during the COVID-19 pandemic. This research was conducted using a quantitative approach which included primary data collection, obtained from Indonesian residents who were domiciled in Indonesia during the COVID-19 pandemic, planned to travel within the next 1 year and had a history of travel in the last 2 years. Questionnaires were distributed through social media using Google Form media. There are 350 respondents from various provinces in Indonesia. In the 7 research hypothesis formulations, various tests such as descriptive analysis, evaluation of measurement models (convergent validity, discriminant validity, and reliability tests), evaluation of structural models (R-Square) and hypothesis testing were carried out using SmartPLS 3.3.6. After all data has been collected and processed using SmartPLS 3.3.6 and Microsoft Excel, the following is an analysis of the research results obtained:

1. Threat severity has a negative and insignificant effect on Resilience. This indicates that the threat severity of Indonesian tourists during COVID-19 does not have a direct influence on the resilience of Indonesian tourists during COVID-19. This is because there are other factors that cause the threat severity so that it cannot

increase Resilience. The occurrence of increased resilience can be influenced by several individual-based factors including emotional, physical and spiritual well-being, as well as cognitive and behavioral competencies as well as strengthening the resilience of tourists for tourism as a whole (Sheppard & Williams, 2016). The high is not always caused by a high Threat Severity, but there are other influences that can affect the Resilience so that Threat Severity has no significant effect on Resilience.

2. Threat susceptibility has a significant and negative effect on resilience. This indicates that the higher the threat susceptibility perceived by tourists, the lower the level of resilience of domestic tourists. This is consistent with research (Blackmon et al., (2017) who stated that perceived Threat severity had a negative and significant effect on resilience. Based on this research, low threat susceptibility can increase tourist resilience to bounce back from the COVID-19 period by increasing personal protective factors in order to increase resilience such as social support, counseling, or psychological intervention (Ortiz-Calvo et al., (2022) needed by tourists.

3. Threat severity has a positive and significant effect on pandemic Travel fear. This shows that the higher a person's Threat Severity, the higher the travel fear of tourists during COVID-19. This means that the high or low Threat severity is influenced by Travel fear. So, the higher the threat severity, the higher tourists can make experienced Travel Fear during COVID-19 significantly.



4. Threat susceptibility has a positive and significant effect on Travel fear. This shows that the higher a person's Threat susceptibility, the higher the travel fear of tourists during COVID-19. This means that the high or low Threat susceptibility is influenced by Travel fear. So, with the higher threat susceptibility, the higher tourists can be experienced Travel Fear during COVID-19 significantly. People who feel more threat susceptibility are more concerned about the spread of COVID-19, have more fear, anxiety, stress, and depression and have greater symptoms of obsessive compulsive disorder. So the higher the threat susceptibility they feel and the higher the travel fear and the worse their subjective health status.
5. Travel fear has a positive and significant effect on resilience. This shows that the higher the travel fear of Indonesian tourists, the higher the resilience and vice versa, the lower the travel fear of Indonesian tourists, the lower the resilience of Indonesian tourists to travel. Resilience can increase due to the self-protection behavior of the community which is already quite good. Thus, even though there is an increase in travel fear, tourists can still increase resilience because women are good enough to protect themselves because female tourists have done a lot of vaccines by 59.43%, female tourists who do not lower their masks when speaking are 79% and female tourists who use a double layer mask is 52%.
6. Travel fear plays a full mediating role and has a negative and significant mediating effect between threat severity and resilience. Travel fear is able to mediate the relationship between threat severity and tourist resilience during COVID-19. This shows that Threat severity is able to increase resilience through travel fear felt by

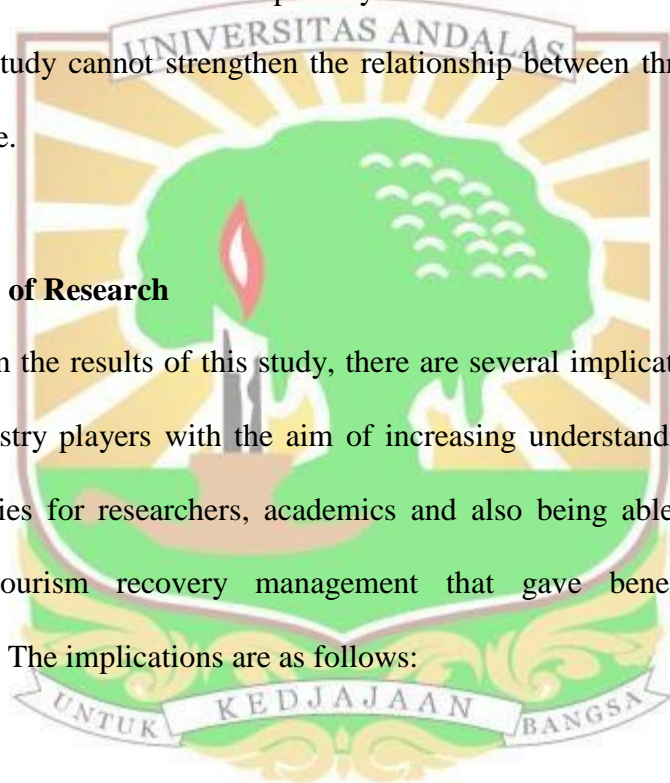
tourists. This finding means that tourists who perceive their perceived travel fear, perceived threat severity can lead tourists to tourist resilience during COVID-19.

7. There is no correlation between threat susceptibility and resilience mediated by travel fear. This indicates that travel fear is unable to mediate in the indirect relationship between threat susceptibility and resilience. This means that travel fear in this study cannot strengthen the relationship between threat susceptibility and resilience.

5.2 Implication of Research

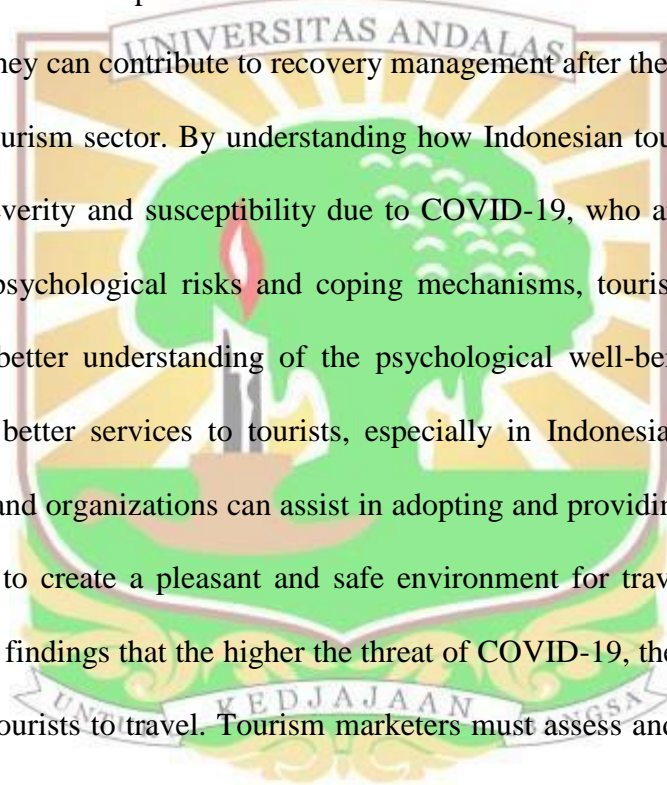
Based on the results of this study, there are several implications obtained for tourism industry players with the aim of increasing understanding of behavioral tourism studies for researchers, academics and also being able to contribute to post-crisis tourism recovery management that gave benefit tourism and stakeholders. The implications are as follows:

1. For further theoretical research and academic purposes, this research is expected to be a theoretical reference or study and input for further research related to the scope of Tourism Crisis and Disaster Management. In the COVID-19 pandemic situation, this study can explore the implications of perceived threats on behavioral responses (travel attitudes). This study focuses



on the effect of Threat severity, Threat susceptibility, and Pandemic Travel Fear Could Affect Resilience during COVID-19 PANDEMIC. This research is expected to be able to increase and expand knowledge to improve a better understanding of threat severity, threat susceptibility, travel fear, on the resilience of tourists during COVID-19.

2. This research is expected to be useful for tourism marketers and stakeholders so that they can contribute to recovery management after the COVID-19 crisis in the tourism sector. By understanding how Indonesian tourists perceive the threat severity and susceptibility due to COVID-19, who are responsible for health, psychological risks and coping mechanisms, tourism marketing can have a better understanding of the psychological well-being of tourists to provide better services to tourists, especially in Indonesia. Tourism policy makers and organizations can assist in adopting and providing better solutions on how to create a pleasant and safe environment for travelers. Relative to research findings that the higher the threat of COVID-19, the higher the travel fear of tourists to travel. Tourism marketers must assess and adhere to health protocols and ensure the cleanliness of their tourist sites. Tourism marketers need to consider the risk of threat severity, threat susceptibility by making better plans for tourism development, such as providing a safety environment for tourists that can assist them in reducing perceived risks. Because with threat severity and threat susceptibility, travel fear of tourists led them to better tourist resilience during COVID-19. Therefore, this research can be a



basis of knowledge and reference for tourism stakeholders to better understand the behavioral factors of travelers in the post-crisis stage of the COVID-19 pandemic.

5.3 Research Limitation

Based on the research that has been done, the results of this study still have many shortcomings and have limitations that might affect the desired results, therefore these limitations are expected to be paid more attention to future researchers, where the weaknesses that researchers encountered include:

1. In this study which targets domestic tourists as the sample population, the data that can be processed in this study are limited. Where only 350 respondents were able to analyze the lack of capabilities and tools to process very large data. Therefore, it may not be representative of the entire population. So that this study has not been able to get all members of the population to be used as research samples. Limitations in the form of time, cost and effort in reaching all members of the population are limitations of the researcher.
2. This research is set in Indonesia during the post-COVID-19 pandemic. The research only focuses on the post-pandemic situation, so that the psychology of the respondents is not completely intact during the research. These findings may change if the research situation used is different.

3. This study collects responses from various provinces in Indonesia during the COVID-19 pandemic. The conditions and government policies in each province may be different, so that it can lead to different perceptions and responses from each individual and each region.
4. There are only two independent variables used in this study, namely threat severity and threat susceptibility and using a mediating variable, namely travel fear. So it can't be known as a whole what affects the dependent / dependent variable used, namely resilience.
5. Data was collected using an online questionnaire intended only for people with Internet access. This can distort research results. In addition, the distribution of questionnaires online or via the Internet cannot guarantee that respondents can answer with original answers.

5.4 Research Recommendation

Based on the results of the research and the description of the conclusions above, the authors provide several suggestions that may be useful for academics or any related parties to research topics regarding the influence of threat severity and threat susceptibility mediated by travel fear on resilience. As for some suggestions and suggestions that researchers can give, among others:

1. Further research can make a comprehensive questionnaire, but it is still understandable and interesting so that respondents can easily understand and are willing to fill out the questionnaire properly and correctly.
2. For further research, it is recommended to increase the research sample and be able to collect respondents spread across all provinces in Indonesia, so that the sample used is more representative of the selected population.
3. Further research can add other relevant and up-to-date variables, outside the variables that already exist in this study, especially variables related to and affecting the resilience of tourists during COVID-19.
4. Policy makers and practitioners need to find more specific, appropriate and practical strategies because tourists still feel travel fear during COVID-19, so tourism managers and the government must convey a sense of security and good quality of the tourism environment, to reduce tourist risk perceptions and remain Prioritize health protocols.
5. It is hoped that this research can be a reference for further researchers as a literature review and as a reference source for researchers who will conduct research on threat severity, threat susceptibility, pandemic travel fear and resilience.

