p-ISSN : 2685-9106
e-ISSN : 2686-0384
ADI International Conference Series

# The Relationship of Risk Perceptions and Visit Intentions on Jakarta Tourist's Behaviour (Case Study of Bali During 2nd Phase of Covid-19)

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**To cite this document :**

Serlinda, N. ., & La Are, R. . (2021). The Relationship of Risk Perceptions and Visit Intentions on Jakarta Tourist's Behaviour (Case Study of Bali During 2nd Phase of Covid-19). *Conference Series*, *3*(2), 363–381. https://doi.org/10.34306/conferenceseries.v3i2.602

**ABSTRACT**

*In the beginning of 2020, a highly infectious virus called Coronavirus that started in Wuhan, China hit various parts of the world including Indonesia especially, Jakarta as Jakarta has the highest number of active Coronavirus cases in Indonesia. Unfortunately, the tourism industry became one of the most severely affected sectors. This year, which is 2021, the world has entered the 2nd year of the pandemic Covid-19. However, even though Covid-19 has caused numerous negative impacts for Jakarta citizens, the number of domestic tourist in Bali was starting to increase in the first quarter of this year. Therefore, it raised a question whether is there any relationship between risk perceptions and visit intention towards Jakarta tourist's behaviour during the 2nd year of pandemic. Quantitative research method with online questionnaire as the research instrument was conducted and 380 respondents were participated in this research. Thereafter, the data was analysed using SPSS and the results found that there is a strong negative relationship between risk perceptions and tourist behaviour. Besides, this study also found out that there is strong positive relationship between visit intentions and tourist behaviour.*

*Keyword: Tourist Behaviour, Risk Perceptions, Visit Intentions, Covid-19, Tourism Industry1. Introduction*

Since the beginning of 2020, the number of foreign and domestic tourist arrivals in Bali dropped compared to the last few year's (Hirschmann, 2021; Badan Pusat Statistik Provinsi Bali, 2021). This critical condition happened mainly due to the outbreak of the coronavirus (COVID-19) that became an epidemic in Wuhan, China and eventually became a pandemic as it spread to various parts of the world. Unfortunately, Indonesia also became one of the most severely affected countries in no time (rank 18 out of 223 countries) as the virus has spread since March 2020 and this situation is unstoppable until right now (Worldometer, 2021).

According to the World Health Organization (2021), Coronavirus disease (Covid-19) is an infectious disease caused by a newly discovered coronavirus that attacks the respiratory system and has caused a total of 2,531,542 deaths and infected 223 countries. Meanwhile in Indonesia, as of 2nd March 2021, 1,347,026 people had been infected and 36,518 died due to this outbreak (KPCPEN, 2021). Therefore, the tourism industry has been experiencing several significant impacts due to this virus. Besides the drop in the number of tourists (Figure 1.3 and Figure 1.4), the country is suffering a great loss in the tourism sector as a result of Covid-19. Therefore, Bali, which receives most of their income through tourism, has significantly lost around IDR 138T ever since March 2020 due to this pandemic (CNN Indonesia, 2020). The beginning of the Pandemic in Indonesia really shocked everyone as it happened really sudden without any notice. The fear of being infected greatly affected every activity of human beings. Everybody would rather stay at home during the beginning of the pandemic especially for Jakarta citizens, as Jakarta is the most populated city in Indonesia. Hence, some new rules and regulations were urgently being planned and established in order to respond to the spread of the Coronavirus.

Furthermore, great news has arrived for Indonesia in the beginning of 2021 as vaccination has been conducted and will be ready to be distributed to the local citizens of Indonesia, soon. In addition, the President of Indonesia Ir. Joko Widodo has set a target that the vaccination will be done by the end of the year (Mashabi, 2021). Therefore, the strict rules that were being applied in the beginning of the pandemic are being loosened up for a little bit in the 2nd year of Covid-19 which is in 2021. The loosening of some measures could be seen from the end of PSBB period in Jakarta on the 22nd March 2021 (Susanto, 2021). Hence, some actions could be seen from the preparation of schools to conduct physical classes, the extension of malls and restaurants operation hours, etc.

However, even though those set of new measurements and actions have been done to prevent and stabilize the condition of this pandemic, this situation still has a high chance in bringing new set of problems and eventually can cause a threat and risk for tourism industry towards tourist behaviour (Yeoman et al., 2006; Kuo et al., 2008; Jamal & Budke, 2020). Some studies found out that hospitality and tourism will probably be the first industry that get infected and the last to recover (Ulak, 2020; Wachyuni & Kusumaningrum, 2020; Mackenzie & Goodnow, 2020). Thus, as tourists are extremely responsive towards crises, an increase in fear, tension, and confusion usually happens after each crisis (Bodosca et l., 2014).

According to Henderson (2007), the behaviour of travellers in decision making processes of a destination will always be related with travel risks. Hence, as Covid-19 recorded to be the worst crisis ever by experts (Ulak, 2020), the fear caused by the crisis (Covid-19) can create some challenges in terms of perception, behaviour, and confidence of people. However, despite the probability of the changing in Jakarta's tourist behaviour and their perceptions towards risk is high, as Jakarta was recorded to has the highest number of Covid-19 cases (Rizal, 2020), the number of domestic

travellers to Bali surprisingly started to increase gradually since the beginning of this year (Rosidin, 2021).

Moreover, according to Kim et al. (2017) and Cahyanto et al. (2016), it has been proven that fear of infection and perceived risk significantly influence travel behaviours and the influence could be varied depending on the infected area and demographic characteristics of people. Besides, aware of the fact that Pandemic (Covid-19) brought numerous negative impacts towards everyone especially during the first year. Hence, it raised a question whether is there any relationship between risk perceptions and visit intentions towards tourist behaviour. Therefore, a further investigation should be done to occur more specific findings and this thesis will examine the relationship between each variable which is titled as The Relationship of Risk Perceptions and Visit Intentions on Jakarta Tourist's Behaviour (Case Study of Bali During 2nd Phase of Covid-19).

## 2. Literature Review

### *2.1 Tourist Behaviour*

According to Moutinho (1993) as cited in Juvan et al. (2017), purchase in tourism has some special features in relation to other types of purchases. Therefore, some factors that put aside tourism products with a normal product need to be put into a deep consideration (Juvan et al., 2017). Some factors such as, tourism destination, tourist perspective, tourism trend, etc. Woodsie (2005) together with George (2004) defined tourist behaviour as how tourists behave towards a particular product and how can it be a beneficial for them according to their attitudes.

Therefore, tourist behaviour can be classified in the same context of consumer behaviour but need to be adapted according to the current situation. According to Batra and Kazmi (2008) and Kotler et al. (2019), consumer behaviour is a process whereby individuals or groups choose, purchase, use or dispose of products or services, ideas, or experiences to satisfy their needs and wants. In other words, it is also a process where individuals decide on what, when, where, how, and from whom they would like to purchase the goods or services. Besides, consumer behaviour also could be considered as a part of studied marketing that has a main objective of understanding and analysing the way of individuals, groups, or organisations in choosing, buying, using, and disposing goods and services together with the factors that motivates such behaviour (Kotler & Keller, 2012).

Furthermore, based on the statement from Kotler et al. (1999) as cited by Nashoha (2019), cultural, social, personal, and psychological factors influenced consumers during the purchasing, consuming, and disposing process. Moreover, Kotler and Armstrong (2018) also suggest the same theory.

### *2.2 Visit Intentions*

According to Gaur (2009), purpose or desire that has a result and certain consequences following it is called intentions. In other words, Intentions are relatively close to the concept of goal as it is activating and influences a behavioural goal (Granhag et al., 2015). Besides, it mostly happened due to a particular situation (Norcross & Goldfried, 2019). Therefore, tourist intentions are essential in the tourist decision making process as theories regarding tourist's visit intention can be categorized in the same classification of purchase intention (Albarq, 2014).

Moreover, visit intentions can be defined as a form or manifestation of behavioural intention. According to Simamora (2002), behavioural intentions are derived from attitude, which is characterized as a possible desire to behave, explaining why the attitude comes before the action. To be specific, purchase or visit intention is differ from the actual visit and purchasing. Visit intention refers to the tendency of respondents to act before the decision to buy is really executed (Satyarini et al., 2017). Furthermore, Ariana and Sudiarta (2006) identified 3 factors that affecting tourist intention to visit a destination which are:

1. Information obtained from the mass media
2. Feedback or word of mouth from close relatives and family
3. Curiosity

Morever, Ajzen (1991) as cited in Tsai (2010), argues that 3 factors that influence behavioural intention are attitude, subjective norm, and behavioural control. Additionally, it has been proven that visit intentions have a coloration with tourist behaviour, perception, and value as well (Zeithaml, 1988 as cited in Yacob et al., 2019; Oliver, 1997 as cited in Yacob et al., 2019). Besides, Caldito et al. (2015) also stated that tourist behaviour in visiting a destination consists of a combination of the interactions that happened between internal and external factors such as motivation, belief, attitudes, etc.

***2.3 Risk Perceptions***

Bauer (1960) as cited in Cui et al., (2016) was the first person who introduced the concept of risk perceptions. According to Bauer (1960) as cited in Cui et al., (2016), risk perceptions is a part of consumer behaviour in a context whereby individual see and feels that there must be some consequences after any actions that were being done and they cannot predict or anticipates whether it is a negative or positive consequences. Hence, the study of risk perceptions has gained abundant interest in consumer behaviour research (Dolnicar, 2005).

According to Campbell and Goodstein (2001) stated that risk perceptions are usually related with uncertainty and consequences by consumer behaviour researchers. Rohrmann (1998) as cited in Rohrmann (2008) then introduced a framework regarding risk perceptions it shows how the magnitude of risks is rated and to what extent people will be prepared and accept the risk. Besides, it also shows how individual and societal & cultural contexts are affecting the risk perception of

human beings. Additionally, according to Sohn et al. (2016), risk perception can be defined as the uncertainty and the magnitude of consumer behaviour towards the possible adverse consequences. Besides, according to Chang (2013), there is an intrinsic connection between travel and risk which includes the uncertainty of future conditions, risk to travel to an unfamiliar place, or even other possible negative impacts that can occur after travel decisions are being made. Additionally, tourist's perceptions of risk and safety is one of the important factors that determine their travel intention and decision (Gut and Jarrell, 2007; Rittichainuwat and Chakraborty, 2009).

Furthermore, there are numerous available definitions of risk perceptions and each individual has their own belief and point of view towards it (Lam, 2017). According to the first study done by Jacoby and Kaplan (1972) as cited in Park and Tussyadiah (2016), there are five dimensions of risk which consists of psychological risk (when purchasing affect the individual's perceptions towards themselves), social risk (how purchasing affect others perceptions), financial risk (perception of value towards the costs of a product), time risk (opportunity cost), and physical (how purchasing affect individual's well-being, physical, and mental health). Additionally, Roehl and Fesenmaier (1992) as cited in Hasan et al. (2017) proposed three new additional dimensions of risk such as physical and equipment, vacation, and destination risk. Moreover, according to George (2003), tourists can have negative perceptions towards a tourist destination whenever they feel that their safety will be at risk when visiting a destination. Besides, based on the research done by Hole et al. (2020), people usually perceive higher risk during pandemics and it can lead to a change in decision to visit and avoid traveling to places that can be considered to have medium to high risk.

Based on the literature review, following research and hypotheses are developed and tested in this study:

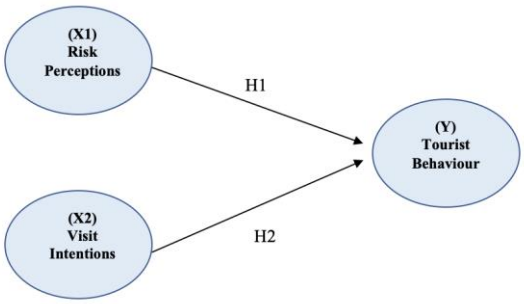


Figure 1. Research Model Proposed by the Author (Source: Author, 2021)

**$H_{1.0}$:** Risk perceptions has no negative relationship on Jakarta tourist behaviour during the 2nd phase of pandemic Covid-19.

**$H_{1.1}$:** Risk perceptions has negative relationship on Jakarta tourist behaviour during the 2nd phase of pandemic Covid-19.

**$H_{2.0}$:** Visit intentions has no positive relationship towards Jakarta tourist behaviour during the 2nd phase of pandemic Covid-19.

**$H_{2.1}$:** Visit intentions has positive relationship towards Jakarta tourist behaviour during the 2nd phase of pandemic Covid-19.

## 3. Research Method

### *3.1 Type of Study*

The aim of this study is to investigate and identify the relationship between risk perceptions and visit intentions on Jakarta tourist's behaviour during the 2nd phase of pandemic Covid-19 with Bali as the case study. Therefore, this study can be classified as a descriptive study that will utilised quantitative approach as the data collection method and online questionnaire as the research instrument.

### *3.2 Population and Sample*

The population of this study is all Jakarta citizens and non-citizens who domicile in Jakarta in the age range of 20 years old and above because the average of working citizens mostly start from 20 years old and they intend to have higher buying power (BPS Provinsi DKI Jakarta, 2021). Moreover, this research is going to utilised simple random sampling as it is gives every single member in the population an equal right to be in the sample. Hence, the sample size of this research is going to be determined by using Slovin Formula (1960) as cited in Tejada and Punzalan (2012) with the confidence level of 95% and 5%. As a result, 400 sample size was determined for this research.

Furthermore, the questionnaires were distributed to 1,247 respondents. However, only 380 respondents were eligible to be used in further data analysis.

### *3.3 Type of Data and Collection Method*

Two types of data which are primary and secondary were used to assembled this research. The primary data was gathered by doing a quantitative research. Besides, a questionnaire or survey as the research instrument was utilised to obtain the data. The questionnaire was designed and developed by using Google Form as it can reach the respondents easily. The questionnaire is going to be using a close-ended question in order to make it easier for the respondents in answering the questionnaire. Likert scale is going to be utilized as a measurement method for the obtained answers. Likert scale consists of 5 classifications (Cooper & Schindler, 2014).

Moreover, the secondary data for this research has been done by the author through critical literature review which presented in the chapter 2 of this thesis. However, Ridley (2012) suggest that writer need to be aware of the reliability issue that might be encountered during the literature reviewing

process. Therefore, resources regarding the theories and models of tourist behaviour, risk perceptions, visit intention, and covid-19 together with crisis have been done to ensure the reliability of each resources. Various peer-reviewed academic journals and numerous academic textbook were used to support the study.

Additionally, reliable online data bases such as Elsevier, Researchgate, Science Direct, etc. were accessed to assemble the data. Moreover, publications from world well known association such as Badan Pusat Statistik, Dinas Pariwisata Kota Bali, World Travel and Tourism Council, World Health Organization, United Nationns World Tourism Organization, etc. were also being accessed in order to get the most updated data regarding tourism.

### *3.4 Data Analysis Technique*

#### *3.4.1 Pre-Test*

Pre-testing process in terms of quantitative research method can be considered as an essential method to evaluate the questionnaire before spreading it to the targeted sample (Ikart, 2019). It is extremely important to do a pre-test as it can assess the effectiveness of the questionnaire based on the evaluation done by the experts in order to improve and point out the questionnaire problem (Yan et al., 2012). Therefore, the questionnaires were distributed to 30 people which includes experts and close relatives.

Afterwards, all the data gathered went through a validity and reliability test in order to make sure that all the data is appropriate for the intended use of the measuring instrument (Whiston, 2012) and free from random error (Cobb et al., 2012). Hence, the validity test was conducted through Statistical Package for the Social Science (SPSS) program. Moreover, Pearson's Correlation was employed in testing the validity of this research. Pearson's Correlation method has been commonly used to verify the intensity of the existing linear association between variables and it can measure the linear associations between each quantitative variable (Paranhos et al., 2014). This study is going to be tested by comparing the r value and r table. When r value > r table, it means that the research instrument (questionnaire) is valid. However, when r value < r table, the research instrument (questionnaire) is considered to be not valid. The detailed interpretation of the Pearson's Correlation method is necessary:

- r = ± 1: perfect linear and monotone correlation. The closer r is to 1 or –1, the stronger the correlation is
- r = 0: monotone correlation
- r < 0: negative, inverse correlation (high values of one variable tend to occur together with low values of the other variable)
- r > 0: positive correlation (high values of one variable tend to occur together with high values of the other variable)

From the validity test result, it turns out that one question in the tourist behaviour section is invalid and there were 2 invalid questions in the risk perceptions section. Additionally, one question in visit intentions section was also invalid. Therefore, all the invalid questions were going through another investigation process and some changes such as rephrasing, reconstructing, and retranslating were made to make the questions more understandable and suitable according to the research model and hypotheses.

Furthermore, Cronbach's alpha reliability coefficient was utilised in order to check reliability of the data. The criteria of Cronbach's alpha reliability check are:

Table 1. Cronbach's Alpha Reliability Coefficient

| Coefficient of Cronbach's Alpha | Reliability Level |
|---|---|
| $0.90 \leq \alpha$ | Excellent |
| $0.8 \leq \alpha < 0.9$ | Good |
| $0.7 \leq \alpha < 0.8$ | Acceptable |
| $0.6 \leq \alpha < 0.7$ | Questionable |
| $0.6 \leq \alpha < 0.5$ | Poor |
| $0.5 > \alpha$ | Unacceptable |

(Source: George and Mallery (2008) as cited in Arof et al., 2018)

From the result, it turns out that all the Cronbach alpha coefficient of each variable is higher than 0.70 (> 0.70). Therefore, all the questions in the questionnaire can be considered to be reliable and ready to be used in the post-test after being adjusted with the validity test as well.

### *3.4.2 Post-Test*

The Post-test of this research was conducted from 5$^{th}$ May 2021 until 15$^{th}$ May 2021. During that period, the questionnaire was being distributed to the population via Google Form by spreading it through social media platforms and word of mouth with an aim to obtain 400 respondents (sample size). It turns out that, 1,247 respondents were participated in this research. However, only 380

respondents out of 1,247 are qualified to be used for the data analysis of this study while the remaining data from the rest of the respondents cannot be used for further analysis.

Afterwards, all the data went through another set of validity and reliability tests. Moreover, this research is going to utilised Multiple Linear Regression in order to check the relationship of the independent variables towards the dependent variable. Lastly, in order to check the truth or falsity of a hypothesis, F-test and T-test were utilised.

## 4. Result and Discussion

### *4.1 Respondent Profile*

The majority of the respondents were female which is 74.5% (283) and the remaining respondents were male with 25.5% (97). Additionally, more than 90% of the respondents were in the age range of 20-30 years old (341, 89.7%) and most of the them were university students (209, 55%) with an average income Rp 4.500.000,00 monthly (181, 47.6%). Besides, they are mostly domiciled in West Jakarta with 133 respondents (35%).

### *4.2 Validity and Reliability test*

Following the two-tailed significance of 378 (df = 380-2) respondents can determine the value of $R_{Table}$ which is 0.101 with 0.05 margin of error. Therefore, all the $R_{Value}$ of the questionnaire needs to be bigger than 0.101. Accordingly, Table 4.4, 4.5, and 4.6 shows that each question in the questionnaire can be considered to be valid as all the $R_{Value}$ is higher than 0.101. Besides, all negative values in risk perceptions variable indicate a negative correlation.

Table 2. Tourist Behaviour Validity Post-test Result

| Items | $R_{Value}$ | $R_{Table}$ | Results |
|---|---|---|---|
| TB1 | 0.101 | 0.526 | Valid |
| TB2 | 0.101 | 0.584 | Valid |
| TB3 | 0.101 | 0.556 | Valid |
| TB4 | 0.101 | 0.630 | Valid |
| TB5 | 0.101 | 0.672 | Valid |
| TB6 | 0.101 | 0.498 | Valid |
| TB7 | 0.101 | 0.717 | Valid |

(Source: SPSS, 2021)

Table 3. Risk Perceptions Validity Post-test Result

| Items | $R_{Value}$ | $R_{Table}$ | Results |
|---|---|---|---|
| RP1 | - 0.101 | - 0.603 | Valid |
| RP2 | - 0.101 | - 0.610 | Valid |
| RP3 | - 0.101 | - 0.694 | Valid |

| | | | |
|---|---|---|---|
| RP4 | - 0.101 | - 0.752 | Valid |
| RP5 | - 0.101 | - 0.740 | Valid |
| RP6 | - 0.101 | - 0.711 | Valid |
| RP7 | - 0.101 | - 0.763 | Valid |
| RP8 | - 0.101 | - 0.665 | Valid |
| RP9 | - 0.101 | - 0.488 | Valid |
| RP10 | - 0.101 | - 0.410 | Valid |
| RP11 | - 0.101 | - 0.574 | Valid |
| RP12 | - 0.101 | - 0.598 | Valid |
| RP13 | - 0.101 | - 0.636 | Valid |
| RP14 | - 0.101 | - 0.655 | Valid |
| RP15 | - 0.101 | - 0.331 | Valid |
| RP16 | - 0.101 | - 0.560 | Valid |
| RP17 | - 0.101 | - 0.206 | Valid |
| RP18 | - 0.101 | - 0.487 | Valid |
| RP19 | - 0.101 | - 0.351 | Valid |
| RP20 | - 0.101 | - 0.440 | Valid |

(Source: SPSS, 2021)

Table 4. Tourist Behaviour Validity Post-test Result

| Items | $R_{Value}$ | $R_{Table}$ | Results |
|---|---|---|---|
| VI1 | 0.101 | 0.565 | Valid |
| VI2 | 0.101 | 0.623 | Valid |
| VI3 | 0.101 | 0.548 | Valid |
| VI4 | 0.101 | 0.649 | Valid |
| VI5 | 0.101 | 0.552 | Valid |
| VI6 | 0.101 | 0.614 | Valid |
| VI7 | 0.101 | 0.620 | Valid |
| VI8 | 0.101 | 0.640 | Valid |
| VI9 | 0.101 | 0.691 | Valid |

(Source: SPSS, 2021)

Based on Table 4, it shows that all the questions in every section are reliable as all the Cronbach's Alpha value are higher than 0.70.

Table 5. Cronbach's Alpha Reliability Test Result

| Items | Cronbach's Alpha | N | Decision |
|---|---|---|---|
| Tourist Behaviour | 0.703 | 7 | Acceptable |
| Risk Perceptions | 0.885 | 20 | Good |
| Visit Intentions | 0.787 | 9 | Acceptable |

(Source: SPSS, 2021)

### *4.4 Multiple Regression Linear*

Table 6. Model Summary

**Model Summary**

| Model | R | R Square | Adjusted R Square | Std. Error of the Estimate |
|---|---|---|---|---|
| 1 | .668[a] | .446 | .442 | 3.410 |

a. Predictors: (Constant), Visit Intentions, Risk Perceptions

(Source: SPSS, 2021)

Therefore, based on Table 6, it shows that the R value is 0.668. This means that there is a strong relationship between the independent variables and dependent variable. Moreover, the value of Adjusted R Square is 0.442, this means that the independent variables of visit intentions and risk perceptions have a positive relationship on tourist behaviour by 44.2% and the remaining 55.8% are from other variables.

Table 7. Multiple Regression Linear

**Coefficients[a]**

| Model | | Unstandardized Coefficients B | Unstandardized Coefficients Std. Error | Standardized Coefficients Beta | t | Sig. |
|---|---|---|---|---|---|---|
| 1 | (Constant) | 20.688 | 2.128 | | 9.722 | .000 |
| | Risk Perceptions | -.146 | .021 | -.366 | -6.839 | .000 |
| | Visit Intentions | .315 | .045 | .377 | 7.055 | .000 |

a. Dependent Variable: Tourist Behaviour

(Source: SPSS, 2021)

From the Table 4.14 above, the multiple regression equation is below:

Y = 20.668 – 0.146 (Risk Perceptions) + 0.315 (Visit Intentions)

From the equation above, it can be seen that all the Sig values are below 0.05 (0.000 and 0.000) which means there is a strong relationship between risk perceptions and visit intentions towards tourist behaviour.

### *4.5 Hypothesis Test*

#### *4.5.1 F-Test*

According to Singh (2020), F-test is used to determine whether is there any relationship between the independent variables and the dependent variable. After the relationship is being determined, it can be used to determine the result of hypothesis. The F-test was conducted by using ANOVA test. As it is mentioned in the methodology chapter, if F value > F table and the Sig is smaller than 0.05 then $H_0$ rejected and $H_1$ is accepted. However, if F value < F table and the Sig is higher than 0.05 $H_0$ is accepted (Levine and Stephan, 2015).

Table 8. F-test Result

**ANOVA[a]**

| Model | | Sum of Squares | df | Mean Square | F | Sig. |
|---|---|---|---|---|---|---|
| 1 | Regression | 2918.520 | 2 | 1459.260 | 125.512 | .000[b] |
| | Residual | 3627.468 | 312 | 11.626 | | |
| | Total | 6545.987 | 314 | | | |

a. Dependent Variable: Tourist Behaviour
b. Predictors: (Constant), Visit Intentions, Risk Perceptions

(Source: SPSS, 2021)

Based on the Table 4.15, the F value of this research is 125.512 and the Sig is 0.000. It can be seen that the F value > F table with 125.512 > 3.0196 and the Sig is 0.000 < 0.05 which is lower than 0.05. Hence, the null hypothesis is rejected and $H_{1.1}$ and $H_{2.1}$ are accepted.

### *4.5.2 T-Test*

According to Ghozali (2016), it can also determine how far is the influence of the independent variable towards the dependent variable. The criteria of T-test are, if T value > T table, it means that $H_0$ rejected and $H_1$ is accepted. On the other hand, when T value < T table, it means that $H_0$ is accepted. Moreover, Sig < 0.05 means that $H_0$ rejected and $H_1$ is accepted and the other way around if Sig > 0.05 it means that $H_0$ is accepted. Furthermore, the formula to determine the relationship is:

T table = (a/2 ; N-K-1)

a = Margin of error

N = Sample size

K = Independent variables

If we insert the number into the formula, the equation will be:

(0.05/2 ; 380-3-1)

(0.025 ; 376)

Table 9. T-test Result

**Coefficients[a]**

| Model | | Unstandardized Coefficients B | Unstandardized Coefficients Std. Error | Standardized Coefficients Beta | t | Sig. |
|---|---|---|---|---|---|---|
| 1 | (Constant) | 20.688 | 2.128 | | 9.722 | .000 |
| | Risk Perceptions | -.146 | .021 | -.366 | -6.839 | .000 |
| | Visit Intentions | .315 | .045 | .377 | 7.055 | .000 |

a. Dependent Variable: Tourist Behaviour

(Source: SPSS, 2021)

Hence, the T table for this research is 2.252 and Based on Table 4.18, it is shown that the T value of risk perceptions is -6.8339 with Sig 0.000 and visit intentions is 7.055 with Sig 0.000. Therefore, there is a strong negative relationship between risk perceptions and tourist behaviour by –68.39% and a strong positive relationship between visit intentions on tourist behaviour by 70.5%. Besides, all the T value are bigger than T table (-6.8339 > 2.252 for risk perceptions and 7.055> 2.252 for risk visit intentions). Moreover, the Sig of consumer behaviour and risk perceptions are smaller than 0.005 with 0.000 < 0.005. Therefore, it can be assumed that the null hypotheses are rejected and $H_1$ and $H_2$ are accepted. To conclude, there is a negative relationship between risk perceptions and tourist behaviour and a positive relationship between visit intention on tourist behaviour.

### *4.5 Discussion*

#### *4.5.1 Hypothesis 1*

**$H_{1.1}$ :** Risk perceptions has negative relationship on Jakarta tourist behaviour during the 2nd phase of pandemic Covid-19.

Based on the F test result that shown in the Table 8, it shown that the F value is bigger than the F table with 125.512 > 3.0196 and the Sig is 0.000 < 0.05 which is lower than 0.05. Additionally, the T-test result for tourist behaviour indicates a T value that bigger than the T table with 9.912 > 2.252 and Sig which is smaller than 0.05. Besides, there is a negative relationship between risk perceptions and tourist behaviour by 68.39%. Therefore, it can be assumed that, $H_{1.1}$ is accepted and it means that there is a strong negative relationships of risk perceptions on Jakarta tourist behaviour. This result is in a parallel line by the theory from Chang (2013) that stated that there is an intrinsic connection or relation in terms of travel and risk.

#### *4.5.2 Hypothesis 2*

**$H_{2.1}$:** Visit intentions has positive relationship towards Jakarta tourist behaviour during the 2nd phase of pandemic Covid-19.

Based on the F-test and T-test for visit intentions that have been conducted and displayed in the Table 4.15 and Table 4.16, null hypothesis is rejected and $H_{2.1}$ is accepted as the F value > F table and the T value > T table with 7.055> 2.252 for visit intentions and Sig > 0.05. Therefore, it can be assumed that there is a strong positive relationship between visit intentions and tourist behaviour by 70.55%. Zeithaml (1988) as cited in Yacob, Johannes, and Qomariyaah (2019) and Oliver (1997) as cited in Yacob et al., (2019) which states that visit intentions influence tourist behaviour and the other way around.

## 5. Recommendation

### *5.1Governmental Bodies and Organisations*

Restoring and maintaining tourists' confidence and mitigate travel risks are some important keys to recover the tourism situation in Indonesia especially, in Bali. According to the data from the primary research of this study several recommendations are suggested by the author.

First of all, as the Tourism Minister of Indonesia has launched the CHSE (Cleanliness, Health, Safety, and Environmental Sustainability) certification and a lot of tourism related businesses have received the “I Do Care" sticker, monitoring and evaluation needs to be conducted periodically (once every 3 months). Besides, it should be mentioned openly, so the public is aware and they will feel safer to travel. Besides, a hotline number can be used as well. So, it will include public participation where everyone can help the government to monitor if a destination does not follow the CHSE regulations and report it through the hotline number. Besides, a strict CHSE implementation for every transportation business needs to be strictly conducted. As now the government is prioritizing the aviation industry, it is extremely important for water (e.g. ferry) and land (e.g. bus, train, etc.) transportation to implement the CHSE protocols as well.

Furthermore, doing a campaign about travel safe and domestic tourism from social medias, billboard, medias, etc. can be conducted in order to increase public’s awareness. In addition, establish a personal QR Code for contact tracing should be implemented as well. Therefore, if someone got infected by the Coronavirus, it would be easier to track the places that the individual went before and people who had physical contact with him/her as well.

### *5.2 Bali’s Destination Marketing Organisations (DMOs) and Destination Management Organisations*

After law and regulations are being handled by the government, it is time for Destination Marketing Organisations and Destination Management Organisations to develop a strategy to promote Bali’s tourism. As tourists needs to feel safe and secure when deciding where to go during 2$^{nd}$ phase of Covid-19, they might not 100% sure whether the CHSE certification can ensure their safety and deal with their anxiety to not get infected by the Coronavirus during their visit to a tourism destination. Therefore, proof must be used to ensure their safety and secureness. Utilising digital media could help DMOs to revitalise Bali’s tourism and attract Jakarta and the other domestic tourists to visit Bali again. Communicating with the tourist through social media can be one of the method to shows the proof regarding how tourism industry in Bali applying strict regulations following the CHSE.

Another alternative is to update the number of people or tourism workers that got vaccinated in Bali and publish it through social media or other platforms might help the tourist to feel safe when deciding to travel to Bali during the 2$^{nd}$ phase of Covid-19 in order to build people’s confidence to travel. Afterwards, after promoting Bali to the tourist, the Destination Management Organization needs to conduct a carrying capacity management or visitors’ management. This can be conducted by limiting the number of tourists in a destination. As based on the result from the primary research, it is shown

that Jakarta tourists are most likely travel to a well-known tourism destination in Bali for the next 12 months, this method can be used to attract tourist to a certain destination as well.

Additionally, promotes MICE tourism might be a perfect fit in order to gain more tourists. As work is something that cannot be postponed or avoided, MICE can be one of a tool to attract tourists during the pandemic. Most of the activities will be conducted indoors and people can work while releasing their stress after staying at home for a long time by enjoying the view of the land of gods. Hence, hotels and convention halls can create various packages and promote it together with Bali's DMO's. Besides, sustainable tourism and adventure tourism can be a tool to promote Bali's tourism as well. As we aware that, Indonesian people are not really familiar and aware of sustainable and adventure tourism, DMO's needs to build people awareness and the easiest way to do it is through social media platforms such as Instagram posts or YouTube videos. This type of tourism will be beneficial for tourists and local economic, social, and environment as well. This type of tourism also can be used to promote Bali's hidden gems, activities such as cycle around the wonderful surroundings in Ubud, Subak tourism, Hiking, etc.

Morerover, wellness tourism could be another alternative to attract travellers in visiting Bali. Facilities such as spa, traditional massage, yoga tourism, religious tourism, sport tourism, etc. can probably attract visitors as now well-being is considered to be the most important factor of human being. Hence, promoting Bali's wellness tourism and educate while build public's awareness towards wellness are some actions that can be done by Bali's DMO's.

### *5.3 Future Research*

For researchers who wants to conduct a further research regarding this topic, there some suggestions that need to be put into consideration. The primary research of this study was conducted by using the quantitative data collection method. Therefore, to receive a more thorough result, a qualitative research method in a form of interview can be conducted. The interview can be done by interviewing tourism experts in order to receive a different point of view. Besides, conducting a focus group with Jakarta's tourists can be done to obtain more in depth information regarding their perceptions towards risk and visit intention to Bali towards Jakarta tourist's behaviour during the 2$^{nd}$ year of Covid-19.

Furthermore, as this research is analysing Bali's as a tourism destination, selecting one business related tourism such as lodging, food and beverage, or others can be done to gain more detailed results. Moreover, selecting a different tourism destination and tourist's origin with a different Covid-19 situation might give a different point of view and results. As every person in every location perceived a different value towards risk and crisis, it can give a new finding.

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