

## **Tourism Industry Crisis and its Impacts: Investigating the Indonesian Tourism Employees Perspectives' in the Pandemic of COVID-19**

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### **Abstract**

The recent outbreak of Novel Coronavirus COVID-19 caused a worldwide paranoia due to its fatal nature. The pandemic of COVID-19 affects globally and also in Indonesia itself, wherein Indonesia, one of the affected, is the tourism sector. Indonesia is currently conscious of this pandemic infection, and harms the company, someone's job career, especially since this pandemic disease is getting worse, it also has an impact on the tourism and hospitality sectors. This study is to investigate the Indonesian tourism employee's perspectives' who are working in the realm of tourism and hospitality industry, to see the impact of their jobs career. The researcher will use a qualitative study for this research. The study's data is collected from tourism employees in Indonesia, and twelve questions have given to the employees. There are fifty-two tourism employees from a different company in Indonesia have participated in filling the questionnaires. Moreover, results are also generally highlighted in Indonesia about negatively impact the Indonesian to negatively impact the Indonesian tourism and the hospitality industry as a consequence of a significant pandemic of disease spreading throughout the world. Some positive and negative perspectives that are also apparent in the result of questionnaires. The conclusion, the aim of the study will further help the authority to take precautions and relevant policies also to be incorporated in the future. Also, it is to investigate the tourism employees from a different company in Indonesia's beliefs and perspectives toward the impact of their jobs career in the pandemic COVID-19 have a good impact or not for jobs career.

**Keywords:** COVID-19; Indonesian tourism employees; tourism; career; hospitality.

### **A. INTRODUCTION**

Numerous books and journal studies on the tourism and hospitality industry have written. However, little work has been conducted to identify business opinions on the attitudes of tourism employees are in the field. It is obvious that views of tourism will be discussed authoritatively and officially from the viewpoint of employees. Nevertheless, the drawbacks of this analysis allowed the critical emphasis to be on the viewpoint of employees. This study could be argued that there is indeed a detrimental effect on self-perception and perspectives during the COVID-19 global pandemic. The global pandemic of the novel Coronavirus has indeed destroyed the entire socio-economic structure to a massive disadvantage. Therefore, it has also pursued globalization and global business operations. Counterintuitively, future effects and possible consequences are still unpredictable. Paradoxically, for a quick turnaround and stabilization of the market, jobs and company operations, a permanent and fresh start is required in most of the deteriorated sectors in the realm of economy. Broadly, a virus tended to target disadvantaged populations with food, health care poverty in their diets, and typically considered weak in social environment and life. Ironically, the novel Coronavirus first struck overseas tourists, and the pandemic was triggered by flight, thereby targeting the wealthy social hierarchy worldwide. Because tourism is one of the biggest and fastest-growing industries globally, it is pivotal to play a significant role in reinstating socio-economic wealth following the COVID-19 pandemic. It is indeed a significant contributing factor to the economic factor and one of the most profitable industries that produce well-

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Received: May 2, 2020; Revised: June 6, 2020; Accepted: June 7, 2020

needed foreign currency in Indonesia 's economy. The island 's long-suffering tourism industry was the last hit hard by the Easter bomb blasts at several locations, including luxury hotels in the country.

The Indonesian government has objectively evaluated the epidemic of COVID-19 in Indonesia (Brahma, 2020; Djalante et al., 2020), while the World Health Organization has laid forth the protocol to be pursued in order to avoid widespread dissemination (World Health Organization, 2020). Indonesia's tourism industry is growing by supplying its tourists with enormous infrastructure and facilities. One of several reasons for choosing Indonesia as something of a destination for international visitors is their warm hospitality and communication system. The outbreak of COVID-19 had a catastrophic impact on the Indonesia economy (McKibbin & Fernando, 2020), in terms of context the travel and tourism industry. Among most significant impact of the outbreak is the downward trend of inbound international visitors towards the most frequented destinations, the restriction of individuals using transport to travel abroad or domestically, and the government of Indonesia have also introduced new regulations to prevent and close transport in Indonesia for a while. Based on the above topic, investigate the movement management order for the outbreak of COVID-19. The following parts illustrate Indonesia's tourist, tourist arrivals by country of origin, the effect of COVID-19 on the hotel, airport, restaurant and airline sector, methods and, ultimately, conclusions, implications, repercussions, and ramifications.

### **Global Pandemic of Novel Corona Virus (COVID-19)**

Tourism is the justification for the bulk of human migration in the western world (Price et al., 1997). According to the United Nations World Tourism Organization (2020) foreign tourism has seen sustained progress for the tenth straight year, with a projected 1.5 billion international tourist arrivals in 2019 and an anticipated 1.8 billion international tourist arrivals by 2030 predicted (United Nations World Tourism Organization, 2020). Reporting of something like the epidemic of COVID-19 or Corona from Hubei Province, Wuhan City in China in November 2019 (Daga et al., 2019; Darmawan et al., 2020; Muhyidin et al., 2020; Woznitza et al., 2019) and spread throughout the world by March 2020 has indeed been unprecedented in global history as that of the world's most significant catastrophe (Darsono et al., 2020) after decades could have been World War II. Massive disturbances to the global financial system triggered by the transmission of this virus, in particular to the retail industry, Food, household products, health care supply and the possible reduction in travel and tourism as significant drivers of the most of the countries in the world is in immeasurable and severe than expected by many. The situation should be strategically addressed with suitable proactive and reactive measures considering the current situation and to overcome future threats to ensure the socio-economic wellbeing of all humans keeping space for increased travel and tourism.

However, the decisions on limiting the movements of people and commodity mainly affected to the industries like tourism and hospitality, because, tourism include hotelier, restaurant, travel agency such as; air transportation, sea transportation, food handling, accommodation sector, entertainment and recreation and so on. Considering the impact of COVID-19 pandemic on Indonesia tourism industry, it can be noticed that Indonesia earns a quite good reputation than the other countries in the world in controlling in the pandemic of COVID-19. Those are the arrangement of quarantine facilities and medical facilities even for foreigners while other developed countries declare that non-citizens are fleeing the country, utilizing personal protective equipment for managing airline or sea line passengers at their access points, the continuation of supply of basic human needs, the extension of visas for foreigners securing them with available facilities and so on. Hence, this situation would be favorable in flourishing Indonesia Tourism industry in the future even though it earns losses today. Being a country with very fewer experiences on

global health epidemics during the last few decades, Indonesia did not have a clear, predetermined technical agenda for such a worse tragedy. This is the table apparent of the total COVID-19 infections on the 28<sup>th</sup> of May 2020.

**Table 1 Total COVID 19 Infections on 28/05/2020**

Total Cases Reported	Indonesia	World
Total Infection	23,851	5,792,264
Total Deaths	1,473	357,467
Total Recovers	6,057	2,498,744
Active Cases	16,321	2,936,053

Source: worldometers.info & Ministry of Health, Indonesia on 28/05/2020

Based on the table above, table 1 has identified about the total COVID-19 infections on the 28<sup>th</sup> May 2020, it shows that there are plenty of people have infected by the coronavirus, the total cases reported by (Worldometer, 2020a) which it is the ministry of health. The table above have shown, the data of total infection in the world standardization is 5.7 million infections collaborated with the data of total deaths in the world standardization is over 357,467 deaths. Also, the table above shows that the data of total recovers in the world is over 2.4 million have recovered. Correspondingly, another data on the table above also shows the total cases in Indonesia. According to Worldometer (2020b) the table above have shown, the data of total infection in Indonesia is over 23,851 people get infected with collaborated with the data of total deaths in Indonesia is over 1,473 deaths. Besides, the table above shows that the data of recovers in Indonesia is over 6,057 people have recovered. In the current situation, in the worldwide have more than 2.9 million active cases collaborated with Indonesia which also have 16,321 active cases.

### **Impacts on Tourism and Hospitality Industry**

The impact of this deadly virus is severe than estimated by specialists and the newest pandemic in the recent history which has more severe taken down 215 countries around the world with more than 5.7 million infections and over 357,467 deaths on the 28<sup>th</sup> of May 2020 by (Worldometer, 2020a). Indonesia being a country with a lack of resources, it is crucial to incorporate strategic approaches to minimize economic recession. In this context, both tourism and hospitality as the third-largest market in the world beneficiary and source of income in the world may well have fully deteriorated with the apprehension of travel as well as the need preserve physical distancing. Restriction on visa issuing and closing down the international airport, curfew and, applying the PSBB (Pembatasan Sosial Berskala Besar) or in English, it is called as Large-scale social restrictions. The condition becomes terrible, disastrous, and devastating at a time when the entire world becomes lock-down or under social pressure, people are frightened to book something before the pain of this illness and the virus fades are brought under control in the world. From this huge phenomenon, it causes some impacts in the realm of tourism and hospitality.

Accordingly, the tourism sector is indeed an awning industry related to many of the other sectors of the economy including hotel, restaurant, resort, travel agency, Local level activities, employment, banking, forestry, medical, travel and transportation, construction, real estate, retail, and vice versa. Due to the result of the devastating impact of tourism in the country's economy, it is crucial to research how the industry 's dependency might influence the reconstruction of its critical sub-sectors once all the pandemic has subsided. The indirect impact in this context on the travel and tourism industry cannot

measure easily and definitely, is a significant loss in the short term as well as long term. Since Indonesia is a country that heavily depending on the service sector, the tourism industry plays a significant role in the countries development. In the last couple of months, the Novel Corona Virus has spread around the world, especially in Indonesia, and it makes the tourism industry decrease the sector and also the economic problem. It causes bunches of the worker being fired or the termination of employment has been increasing significantly.

Consequently, the tourism and hospitality sector around the world specifically in Indonesia. It has been faced with task of recruiting and maintaining high-quality employees, which contributed to a scarcity of qualified workers collaboratively with an ever-increasing number of tourism and hospitality companies. This problem is involved with many different contributing factors. There are bunches of tourism employee who works in the realm of tourism and hospitality has fired from the job. According to the World Travel & Tourism Council (2020) stated that around 50 million people would lose their jobs in the tourism sector alone due to the novel coronavirus pandemic. WTTC Director Gloria Guevara said the outbreak "presents a serious threat to the tourism industry". The tourism industry has suffered a significant blow, as many countries have made travel restrictions to avoid the transmission of COVID-19. In a nutshell, the intention of the researcher make this research is to investigate the Indonesian tourism employee's perspectives of the tourism industry and also their jobs in the middle of the pandemic of COVID-19.

## **B. RESEARCH METHOD**

Qualitative research is used in this research. Patton & Cochran (2007) Demonstrating that qualitative research is distinguished by its goals of recognizing other facets of social existence, and by its techniques of producing terms rather than statistics, as evidence for examination. Qualitative research is Fully understanding the social trend on the grounds of the participant's point of view. The data are collected by giving questionnaires to participants who are the tourism employees in Indonesia. The data collection procedures of this study were started by giving the questionnaire, asking the participants to fill in the questionnaire and finally, the researcher compiled the questionnaire that had been answered. This method is influenced by (Cam & Tran, 2017). After the data have collected, it will be analyzed and recognized. Like what Cam & Tran (2017) stated that the questionnaire is a quite useful collection method because researchers can reach many participants, and respondents in a short time and it does not need cost so much.

The questionnaire was chosen by adopting the research from Scott Richardson, which conducted research entitle undergraduates' perceptions of tourism and hospitality as a career choice; a structured questionnaire was given to the participants. As the aim of this study was to scrutinize or investigate Indonesian tourism employee's perspectives, twelve questions were prepared and asked each research group in detail. In tourism employee's perspectives were;

1. Do you think the government does an excellent job of supporting employees in tourism and hospitality?
2. Is the operational system in your workplace still operating as usual? What is the condition of your workplace?
3. If the company's operating system is still running as usual, is there a program or procedure carried out by the company in protecting visitors who are still coming?
4. The spread of the coronavirus makes the company need to make some adjustments with the main focus on protecting employees. Has your company or workplace issued a specialized policy to deal with the coronavirus?
5. If yes, then what are the specific policies that have been implemented in your workplace?

6. Do older employees in your industry (workplace) feel more concerned than younger employees?
7. Are you laid off at home or keep working at the office?
8. The company's financial performance is currently experiencing many challenges in dealing with the coronavirus. Are the wages or salaries you received during this pandemic stable?
9. Are there any employees in the company affected by layoffs or get fired because of the COVID-19 pandemic?
10. Has the workplace and you individually experienced a significant impact in this COVID-19 pandemic situations?

Also, those questions were prepared and asked the fifty-two Indonesian tourism employees are the participants of this study. In order to investigate the Indonesian tourism employees, in order to achieve the goals and objectives of the study. As for this research method, the authors carried out the following steps:

The arrangement of this study consists of:

1. Research Subject  
The research subjects were Indonesian tourism employees, in Indonesia with fifty-two people.
2. Research Place  
The study was conducted in Indonesia.
3. Research Time  
This research was conducted in the 2019/2020 year.

Besides that, the questions which given are in the English language, although some reason that respondents answered are in Indonesian. Even though it does not impact the research. Besides, they could express their feeling easily and free. Not only that the questionnaire does not let the respondents write their real name. They could write the gender. Then the researcher will name them as respondent one, two, and so on and it does not impact the data that have collected.

### C. RESULTS AND ANALYSIS

**Table 2 Gender and Industry of Respondents**

Variable	Gender	Sample %
Gender	Male	40.4%
	Female	59.6%
Company/Industry	Hospitality	23.1%
	Restaurant	34.6%
	Travel Agency	30.8%
	Cruise	1.9%
	Meeting Planners' Convention Bureau	3.8%
	Wedding Consultant	3.8%
	Medical Evacuation	1.9%

Based on the table above, table 2 has identified about the total of gender and the type of industries of respondents, it shows that there are plenty of people have filled the questionnaires. It clearly shows on the table that male gender is over 40.4% or 21 people, and the female gender who have filled the questionnaires are over 59.6% or 31. It explicitly shows that the female gender has higher frequency by filling the questionnaires rather than the male one. Female enrolled the largest number of respondents. Besides, the most significant number of respondents was enrolled at Restaurant Industry (34.6%), followed by Travel Agency Industry (30.8%), Hospitality Industry (23.1%), Meeting Planners' Convention Bureau and Wedding Consultant have the same percentage which is (3.8%). Lastly, Medical Evacuation and Cruise have the same percentage as well, which are (1.9%). Table 2 shows that the highest gender who filled the questionnaire is female, and the most significant respondent who fulfilled the questionnaire is from the restaurant industry.

**Table 3 Percentage of Tourism Industry Crisis and Its Impacts of Indonesian Tourism Employees' Perspectives in The Pandemic of COVID-19**

Questions	Indonesian Tourism Employee's Answers (%)	
	Yes	No
1. Do you think the government does an excellent job of supporting employees in tourism and hospitality?	65.4%	34.6%
2. Is the operational system in your workplace still operating as usual?	48.1%	51.9%
3. If so, what is the condition of your workplace?	Brief Answers	Brief Answers
4. If the company's operating system is still running as usual, is there any program or procedure carried out by the company in protecting visitors who are still coming?	Brief Answers	Brief Answers
5. The spread of the coronavirus makes the company need to make some adjustments with the main focus on protecting employees. Has your company or workplace issued a specialized policy to deal with the coronavirus?	76.9%	23.1%
6. If yes, then what are the specific policies that have been implemented in your workplace?	Brief Answers	Brief Answers
7. Do older employees in your industry (workplace) feel more concerned than younger employees?	61.5%	38.5%
8. Do you work from home or not?	50%	50%
9. The company's financial performance is currently experiencing many challenges in dealing with the coronavirus. Are the wages or salaries you received during this pandemic stable?	25%	75%
10. Are there any employees in the company affected by layoffs or fired because of the COVID-19 pandemic?	46.2%	53.8%
11. Has the workplace and you individually experienced a significant impact in this COVID-19 pandemic situations?	96.2%	3.8%

If yes, then what were the impacts on you and what happened in your workplace in this COVID-19 pandemic situation?	Brief Answers	Brief Answers
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Based on the table 3 has identified about Percentage of Tourism Industry Crisis and Its Impacts of Indonesian tourism employees' perspectives in the pandemic of COVID-19. The researcher has spread twelve questions for being filled by the respondents. First, the question is whether the government does an excellent job of supporting employees in tourism and hospitality or not. Second, the question is whether the operational system in your workplace still operating as usual or not. Third, the question is actually asking them to give brief answer the question is "if so, what is the condition of your workplace". Therefore, each respondent need to elaborate their answer in brief about the condition of their workplace if they are still working in the office. Fourth, the question is whether the company's operating system is still running as usual, is there any program or procedure carried out by the company in protecting visitors who are still coming. Fifth, the question is about the spread of the coronavirus makes the company need to make some adjustments with the main focus on protecting employees. Has the company or workplace issued a specialized policy to deal with the coronavirus or not.

Subsequently, the next question is only supporting the previous question. Sixth, the respondent need to elaborate their answer in brief "If yes, then what are the specific policies that have been implemented in your workplace?" the respondent can elaborate the answer briefly. Seventh, the question is whether the older employees in the industry (workplace) feel more concerned than younger employees or not. Eighth, the question is whether the employees work from home or not. Ninth, the question is "Are there any employees in the company affected by layoffs or fired because of the COVID-19 pandemic?". Next, the question is "Has the workplace and you individually experienced a significant impact in this COVID-19 pandemic situations?". Last, the question is literally only supporting the previous question which the respondent can elaborate their answer in brief, elaborate the answer about the impacts on the worker itself, and what happened in the workplace in this COVID-19 pandemic situation.

This part consists of the research results and how they are discussed. The results obtained from the research have to be supported by sufficient data above. The table 3 shows that twelve questions being shared to the respondents to be fulfilled. Firstly, when the respondents were asked whether the government does an excellent job of supporting employees in tourism and hospitality or not, the diagram shows that 65.4% or 34 respondents were agreed with this because the government does an excellent job of supporting employees in tourism and hospitality. Besides it, there are a few respondents do not agree; the diagram shows that 34.6% or 18 respondents did not agree with this. It clearly shows that we can see there are some tourism and hospitality industry is not being supported really well by the government yet. Secondly, when the respondents were asked whether the operating system in the workplace still operating as usual or not, the diagram shows that 48.1% or 25 respondents agreed with this.

Moreover, there are few respondents do not agree; the diagram shows that 51.9% or 27 respondents did not agree with this. We can see it clearly that the most significant number of the respondents for this second question, most of them do not agree. However, there are few respondents agree and disagree which they were argued about the questions and have variants views. Respondent 39 says "No, it is not operating, me as a wedding consultant feel lonely about work, because after the emergence of coronavirus in the world, especially in Indonesia, especially at this time Indonesia experienced a very significant increase, so it is rare for people who carry out marriages and hold weddings, especially since at the application of physical distancing and PSBB (Pembatasan Sosial Berskala Besar) or in English it is called as Large-scale social restrictions." Whether respondent 11 says "not operating at this

time, especially the total corona cases soaring to nearly 20,000 people, and PSBB (Pembatasan Sosial Berskala Besar) or in English it is called as Large-scale social restrictions will also be extended, so the workplace is not operating.”

Furthermore, in the fourth question that has been spread to the respondents, which asked if the company's operating system is still running, as usual, is there a program or procedure carried out by the company in protecting visitors who are still coming. Eventually, most of the respondents have the similar responses such as the respondent 13 says “yes there is, one of them is given a caution in the form of posters or pamphlets at some point in the form of information about prevention of COVID-19 and clean living behavior, then hand sanitizers are provided, disinfectants and built several extra sinks in several places”. Moreover, respondent 30 says “Providing hand sanitizers, before entering a restaurant, you must check your body temperature and must wear a mask and apply physical distancing”. Most of the respondents are agree with the question and have similar responses and perspectives.

Thus, the fifth question asked about the spread of the coronavirus makes the company need to make some adjustments with the main focus on protecting employees. Has the company or workplace issued have a specialised policy to deal with the coronavirus or not. The diagram shows that 76.9% or 40 respondents agreed with this, and 23.1% or 12 respondents disagree with this one. Some respondents agree about this, the respondent 24 says “employees work from home, we occasionally come to work to do picket but still apply physical distancing and maintain cleanliness”, and the respondent 40 says “With the increase in coronavirus cases in Indonesia, the company asked employees to wait and be sent home until the coronavirus and the pandemic situation improve”.

Afterward, the seventh question asked about whether the older employees in your industry (workplace) feel more concerned than younger employees or not. The diagram shows that 61.5% or 32 respondents agreed with this, and 38.5% or 20 respondents disagree with this one. Then, the question eight were asked about whether the employee's work from home or not. The diagram shows that 50% or 26 respondents do work from home, and 50% or 26 respondents are still working at the workplace or office. Aside from, the ninth question was asked about the company's financial performance is currently experiencing many challenges in dealing with the coronavirus. The wages or salaries of employees received during this pandemic is stable or not. The diagram shows that 25% or 13 respondents say yes about this, and 75% or 39 respondents say no. It clearly shows that most of the Indonesian tourism employees are not stable in receiving wages or salaries.

Then, in this pandemic of COVID-19, there are plenty issues which are happening like termination of employment, like Indonesian employees get fired from the job. It related to one of the question given to the respondents by the researcher. The question ten was asked about there are any employees in the company affected by layoffs or fired because of the COVID-19 pandemic or not. The diagram shows that 46.2% or 24 respondents say yes about this and 53.8% or 28 respondents say no, which means it clearly stated that most of the employees still working and have not to get fired. Despite, there is a respondent delivered the answer among this question, respondent 14 says “the number of hotel employees laid off or get fired, such as office boy or cleaner, the company fired the employees because there is no income to pay employees, on the other hand, the company is also required to pay taxes. The company's income dropped dramatically from before the PSBB (Pembatasan Sosial Berskala Besar) or in English it is called as Large-scale social restrictions policy was implemented in Indonesia. If the PSBB (Pembatasan Sosial Berskala Besar) is still implemented, the company (hotel) will certainly experience bankruptcy / out of business like other hotels”, the respondent 47 have different perspectives of the answer, respondent 47 says “decreasing income for the employees and companies, there are some who are laid off or get fired such as casual employees, so those who are still working are permanent employees”. It has been greatest issues

these days while pandemic of COVID-19 which there are significant numbers of employees get fired from the industry. Aside from, the result of the respondent shows 46.2% or 24 the Indonesian tourism employees get fired from the industry, and the rest do not get fired from the industry.

Last but not least, the last question that given to the respondents about the workplace and the employee individually experienced a significant impact in this COVID-19 pandemic situations or not. The diagram shows that 96.2% or 50 respondents say yes about this and 3.8% or only two respondents say no, which means it clearly stated that most of the employees experienced a significant impact in this pandemic of COVID-19 situations. The brief answer has written by respondent 33 is one of Manohara Resort Hotel employee stated "The number of hotel guests is very deserted especially because Borobudur is closed, for 2 months no more than fifteen rooms were sold. This is also results in a reduction in the number of employees per shift so that employees must be able to handle all departments without exception, a reduction in the number of employees makes each employee only go in for ten days each month so that the salary of employees can be counted for only ten days of work. When Eid Fitr days like this, usually the hotel area is already crowded, it usually crowded start ten days before Eid Fitr day, in the current condition is very deserted and rarely of people stay at the hotel. Employee religious holiday allowance can be very minimal". Meanwhile, respondent 17 is one of a restaurant employee who is in the realm of tourism stated that "The visitors desert the restaurant, it does not usually like this before the COVID-19 exist. Moreover, restaurant visitors are more to foreign tourists. Surely, the daily and monthly turnover is very drastic, so the policy to lay off or fired the employees is one way to keep the restaurant far from going bankrupt".

This analysis indicates that each industry has it owns perspectives of their problem and how to handle their industry and employees, and presumably their opinion on how well the industry keep the industry going and also the employees. Subsequently, from the explanation and table above the role of Indonesian government does an excellent job of supporting employees in the realm of tourism and hospitality.

#### **D. CONCLUSION**

Overall, the current study investigated the Indonesian tourism and hospitality employee's perspectives in the pandemic of COVID-19. This research shed further insight on the tourism sector, or industry in Indonesia, which recently experienced a disastrous condition as Tourism and Hospitality Business suspended all their operational activities from and to Indonesia due to the outbreak of COVID-19. Consequently, Travel, Restaurant, Resort, Hotel, Wedding Consultant, Medical Evacuation in the transportation industry also going through a challenging and tough time as all of the respondents are imposed and delivered their perspectives. This paper also highlighted the virus outbreak and its impact on the tourism and hospitality industry. Presently, this unprecedented tourism crisis and its impacts have been a devastating economic disaster for the planet as a whole and, as a result, tourism hospitality and also the event sector. The rehabilitation must be phased in parallel with the recovery of other sectors, the fight against the epidemic and the rehabilitation of economic performance. The necessary steps are to be introduced exponentially in reaction to the evolving conditions. Therefore, ensuring the safety of the guests and the staff have become a top concern of the tourism and hospitality industry stakeholders. At the same time, in order to restore business losses and to rebuild a favorable picture in the eyes of the customers, it is necessary that good marketing is undertaken, and promotional campaigns both locally and internationally.

In a nutshell, the findings of this current study come up with Indonesian tourism and hospitality employee's perspectives for the Indonesian tourism industry and their companies. Firstly, the results are indeed highlighted in this research is to investigate the Indonesian tourism employees in the pandemic of COVID-19 and it will help the authority allow the tourism industry to achieve a deeper understanding of the right strategies to be followed in the area of tourism activities. Also, the study could have helped travel agencies, hospitality, restaurant, and more industry in the realm of tourism to provide suitable policy and responsibility to leverage the tourism industry in Indonesia. As both the tourism and hospitality sectors have also been adversely affected by this coronavirus outbreak, this is further strongly suggested that all those service providers implicated in this sector encourage customers to take precautions to keep themselves safe. While tourism and its lodging are considered to be two main elements of the tourism industry, they that make the effort of advising travelers to prevent all non-essential overseas travel. Tourism and hospitality industries may feature the current situation of COVID-19 crisis and its impacts. This is also highlights the necessary proactive measures such as physical distance maintaining, practicing hygiene, wearing a mask, and washing hand as frequently as possible.

### ACKNOWLEDGEMENT

Praise the author pray to Allah SWT because of the grace, the author can complete a research article journal entitled "Tourism Industry Crisis and its Impacts: Investigating The Indonesian Tourism Employees Perspectives' in The Pandemic of COVID-19" on time. I am enormously grateful to my supervisor lecturer Winda Candra Hantari, S.S., M.A. for her continuous encouragement, kindly advices throughout my study and I am thankful to my beloved parents Dalil and Loni Elizabeth for giving me kind advice and help. Also, I am deeply indebted to my friends, Rizki Mardhani, S. Si, Fajria Ulfa S. Pd, and Sarah Shanny Octavina, S.Tr. Kes. for warm support, inspiration, support, and thoughtful guidance. The writer and journal article got a plenty of help, guidance and support from various parties so that with humility the authors express their deepest gratitude to the supervisor lecturer, parents, and friends who have helped the author.

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