
Indonesian Uncertainty on Tourism Components in the New Normal Period and the Ability to Travel Soon

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ABSTRACT

When the COVID-19 pandemic hit Indonesia, one of the most-impacted industries was its tourism sector. After the government developed various transmission prevention policies, a press release from the Indonesian president in May 2020 established the new normal terms. These new terms sought to allow Indonesians to return to travel as soon as possible with several protocols in place. However, the post-pandemic situation has made some Indonesians feel an intolerance towards the uncertainty of changes in the tourism component. Through a descriptive quantitative approach using the theory of Intolerance of Uncertainty (IU), this study aimed to determine what Indonesians feel about uncertainty, how they feel about it, and how to reduce these feelings in Camilleri's five components of tourism. The results showed that Indonesians feel uncertainty in every component of tourist destinations, with accommodation being the most significant factor, followed by financial, protocol readiness, and health factors, particularly the threat of contracting the virus and the number of cases. Therefore, appropriate handling to eliminate the number of affected cases and the uncertainty of crowds in the destination can significantly contribute to creating the ideal situation awaited by most Indonesians before they decide to return to travel.

Keywords: *COVID-19; descriptive quantitative; intolerance of uncertainty; new normal; tourism components*

INTRODUCTION

The new normal has recently become a hot topic of discussion in Indonesia after President Joko Widodo first mentioned the term “new normal” in his press release on 15th May 2020 (Widodo, 2020). The new normal scenario appears to adjust to the new situation after the COVID-19 pandemic, with the recovery and control of the situation in several regions in Indonesia. One form of this adjustment is to reopen several previously affected sectors, including the tourism sector, especially domestic tourism.

After entering the new normal period, the government began to undertake policies adapting to the new situation, namely urging the public to continue to pay attention to cleanliness and strictly adhering to health protocols when traveling (Ministry of Health of the

Republic of Indonesia, 2020). In addition, The Ministry of Tourism and Creative Economy, The Republic of Indonesia (MoTCE), has even issued various incentive policies to accelerate domestic tourists movement numbers (Ministry of Tourism and Creative Economy).

For domestic tourists, this means they can go back to traveling again as soon as possible, after-previously, they were forced to remain at home during the new normal period or termed “PSBB (*Pembatasan Sosial Berskala Besar*).” However, it seems that this outbreak turns out to have more psychological effects, primarily on anxiety, than it usually does (Bhat et al., 2020; Gao et al., 2020; González et al., 2020; Torales et al., 2020; Qiu et al., 2020). Naturally, humans always respond to

every new situation that creates uncertainty. This response arises because of feelings of threatening new experiences (Kaplan et al., 2010), and uncertain lousy feeling about the future (Lubis, 2016; Nevid et al., 2014), especially against health threats (Sundari, 2004) such as this current pandemic situation as a trigger for this anxiety (S. A. Lee, 2020; Rajkumar, 2020).

This existence of anxiety ultimately gave birth to the Intolerance of Uncertainty (IU) felt by Indonesians. Anxiety does have a very close relationship with IU's emergence (Zhuo et al., 2021). This concept is commonly used to respond to the causes of anxiety and its effects (Hebert & Dugas, 2019), and since the previous decade, IU has been confirmed as part of the cognitive bias of each individual's clinical anxiety (Behar et al., 2009; Berenbaum et al., 2008; Gentes & Ruscio, 2011; Overholser & Nasser, 2000)

A recent study has also confirmed that the existence of social isolation has become the cause and significantly relates to the emergence of various IUs (Smith et al., 2020), triggered by COVID-19 (Wheaton et al., 2021). Structurally, the IU started the emergence of psychological distress caused by the lockdown policy (Glowacz & Schmits, 2020). However, IU also responded differently to this uncertainty; some people felt vulnerable, and others were more tolerant (Rettie & Daniels, 2020). Therefore the extent of the impacts, causes, and dynamics of IU's reaction due to COVID-19 are essential to monitoring (del Valle et al., 2020), despite the bias of the relationship between IU in predicting the level of resilience (Karataş & Tagay, 2021).

Problems related to this uncertainty also play an essential role in many stages of the travel decision-making process (Quintal et al., 2010). One of the direct impacts of tourists' uncertainty due to changes in the situation is their reduced interest in travel (Bratić et al., 2021). Even if they do travel, they are very picky (Jian et al., 2020). This condition is caused by difficulty in predicting their travel situation (Karl, 2018; Williams & Baláž, 2015). In typical situations, tourists will constantly evaluate destinations that they think have a low level of uncertainty (Karl, 2018; T. H. Lee & Tseng, 2015). However in a pandemic situation, where all the most minor parts of a country are affected, it is challenging to avoid this fact.

In Indonesia, several studies on COVID-19 in the tourism sector (specifically refers to page <http://garuda.ristekbrin.go.id/> during 2019 until 2021) are the impact of the outbreak locally (Masbiran, 2020; Wallakula, 2020), policy responses related to mitigating the effects of the epidemic and its follow-up (Herdiana, 2020; Sugihamretha, 2020), the impact on industry and

tourism destinations (Kusnadi et al., 2020; Soehardi Diah Ayu; Sihite, Janfry, 2020), the effects on the workforce of human resource (Simanjuntak Rina, 2020), and related marketing strategy recommendations (Ni et al., 2020). However, there are still few studies about pandemics and tourism that discuss the urgency of the impact of COVID-19 in the tourism sector through IU's point of view and is juxtaposed with the urgency and relevance above.

This paper uses the IU approach to determine Indonesia's response to the five tourist destinations' components. The concept used to categorize components of tourist destinations is often referred to as "multiple A" (Middleton et al., 2002; Yoety, 2016; Cooper, 1993 on Suwena & Widyatmaja, 2017). Likewise, this paper will refer to the components detailed by Camilleri (2018) in the 5A concept, such as Accessibility, Accommodation, Attractions, Activities, and Amenities.

This approach was chosen because tourists' return to travel in this new normal period is closely related to the uncertainty and response to these components. Thus this study explicitly describes the existence of uncertainty in this pandemic situation, including their belief and behavioral symptoms about the uncertainty itself as mentioned by Hebert & Dugas (2019) in five components of tourism destinations mentioned by Camilleri (2018). Moreover, this study is expected to become the primary basis for tourism sector policymakers to formulate tactical policies in response to the new normal scenario.

METHOD

Research Method and Construct of Variable

This research describes the current pandemic phenomenon wherein tourists will soon be able to travel. Because of that, the author did not limit any travel types or ask as much about tourist activity types, instead asking more about general ordinary tourism trips than tourist activity types. This research takes Dugas' Intolerance of Uncertainty Model (Hebert & Dugas, 2019), using a descriptive quantitative approach to measure five tourism destination components by Camilleri (2018) in a new normal situation. The authors included those two variable components indicated through indicators and sub-indicators. The table 1 simplifies those constructs.

Population and Sample

This survey's data collection process was limited to two months with the accidental sampling technique, from 6th

Table 1. Construct of Variable

Variable	Indicator	Sub-Indicator
Intolerance of Uncertainty	Triggers of Uncertainty	COVID-19
	Beliefs about Uncertainty	Type of Beliefs End of the lockdown period Revoke of national status Found a vaccine/ drug The decreasing number of cases Zero case
	Type of Uncertainty	Type of Uncertainty a. Financial factor b. Health Factor c. Protocol readiness factor d. Number of cases factor
	Behavioral Symptoms due to uncertainty	Future Travel Plan After COVID-19 (New Normal) Next 0 – 3 month Next 4 – 6 month Next 7 – 9 month Next 10 – 12 month > Next 12 month Do Not Know Do Not Want
Tourism Destination Components	Accessibility Accommodation Attraction Activities Amenities	

July 2020 until 6th August 2020 through an online survey. The subjects in this study are Indonesian categorized as netizens who have internet access. During two months, we collected 5,159 questionnaires and used them as the sample.

Validation Method

Validation is divided into several stages. The first stage is checking the respondent’s Internet Protocol (IP) address. This examination is mandatory to identify whether or not the respondent has filled it twice. Suppose the same IP address is found, the authors will compare the demographic data of the respondent. If there are still many similarities from the demographic data, and the time for filling is not much different, the data will not be used because there is an indication that the same person filled in the questionnaire twice. The second stage is to see the respondents’ answers to demographic questions such as age, occupation, and income. If there is any inconsistent data, that respondent’s data will not be used. The third

stage is to check the email address at the end of the survey question. An email address can be used as one of the respondent characteristics that cannot be the same.

Analysis Method

The cross-tabulation method is used to identify and map conditions between two variables descriptively. Then, the authors connect each indicator and find the best findings to include in the findings section indicated by the circle symbols in the table listed below that simplify those cross-tabulation patterns and flows.

Table 2. Cross Tabulation Analysis Table

Indicator	a. Beliefs About Uncertainty	b. Type of Uncertainty	c. Behavioral Symptoms due to uncertainty (Future Travel Plan)
1. Beliefs About Uncertainty	-	-	-
2. Type of Uncertainty	o	-	-
3. Behavioral Symptoms due to uncertainty (Future Travel Plan)	o	o	-
4. Five Tourism Destination Components (Accessibility, Accommodation, Attractions, Activities & Amenities)	o	o	o

FINDINGS AND DISCUSSION

Demographic Respondent

Most of the respondents were Generation Y (1980-1994) at 46.17%, followed by Generation X (1965-1979), Generation Z (1995-2010), and Baby Boomers (before 1965). The gender criteria of respondents did not differ significantly between 49.41% men and 50.59% women. However, more than 50% of respondents have a middle education Diploma/Bachelor’s (57.03%), and the rest have high education (Master/Doctoral) as well as basic education (Elementary/Junior/High School).

Based on income level characteristics, most respondents (40.24%) have middle income or 3-9.6 million rupiah per month. Henceforth, 22.37% of respondents are in the high-income level or earn more than 9.6 million rupiahs per month. The percentages of respondents with low-income and no income are not much different (18%-19%). It can be seen that the majority of respondents are

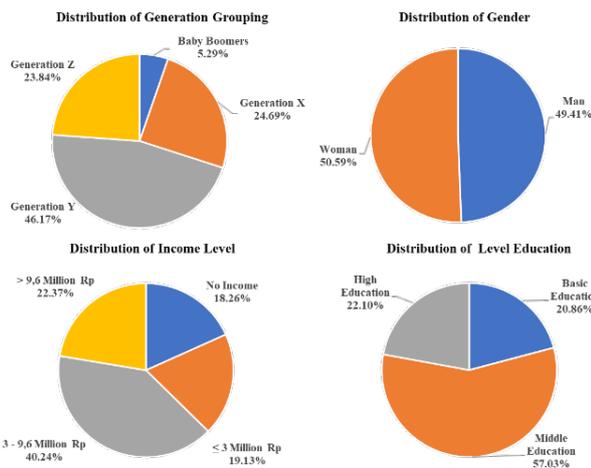


Figure 1. Characteristics of Respondents. Sources: Author, 2021

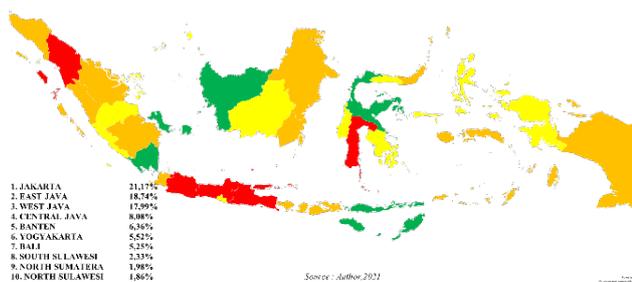


Figure 2. Distribution of Respondent Resident. Sources: Author, 2021

Generation Y who are in middle education and middle-income levels without any significant difference from gender characteristics.

Figure 2 shows the spread of the cumulative active cases distribution map when the survey was conducted. Most of the respondents are in the red zone, meaning more than 2,000 cases of the COVID-19 pandemic have occurred in those areas. They also live in high mobility areas. It indicates that they are sensitive to changes in mobility policies (PSBB). In addition, most of the provinces listed in Figure 2 are the origination provinces of the most significant contributors to domestic tourist travel.

The Most Anxious Tourism Destination Related to Intolerance of Uncertainty (IU) Approach

This research begins by knowing which components of

tourism are the most anxiously perceived by Indonesians when they return to travel again, which are shown as follows.

Table 3. The Most Anxious of Tourism Component Rank

Rank	Tourism Components
1 st	Accommodation
2 nd	Activities
3 rd	Accessibility
4 th	Amenities
5 th	Attractions

As a result, the most anxious tourism components that respondents chose while traveling during the COVID-19 pandemic were accommodation, activities, accessibility, amenities, and attractions. To understand the sequence of anxiety perceived by the Indonesians towards tourist destinations' components, it is crucial to know the cause of the emergence of anxiety using the IU theory approach. It uses the causal closeness between the two, as Zhuo said that anxiety does have a very close relationship with IU's emergence (Zhuo et al., 2021). Therefore, by looking at the causes of anxiety, the typical situation, and their behavioral actions, the phenomenon of uncertainty will be fully known as the cause of anxiety. This concept is also commonly used to respond to the causes of anxiety and its effects (Hebert & Dugas, 2019).

Type of Uncertainty Indonesians Felt related to Tourism Destination Components

First, we use the indicator type of uncertainty to classify what Indonesians felt in this new normal situation. Afterward, we drop down into some classes such as financial factors, health factors, protocol readiness factors, and the number of case factors listed in table 4.

In general, Indonesians consider the threat of contracting and transmitting the virus (77.20%), the level of the crowd at tourist destinations (55.46%), and the number of cases of virus exposure (53.98%) as the type of uncertainty they experience. However, some are still considering applying health protocols both at tourist sites (49.51%) and when traveling to tourist attractions (34.77%) as one of them.

Furthermore, by connecting the five components of tourism destinations and the types of uncertainty, the authors get the uncertainty felt by Indonesians in each of these components as shown in table 5.

As the component tourists are most anxious about,

Table 4. Type of Uncertainty

Type of Uncertainty	Percent (%)
The threat of contracting & transmitting the virus	77.20
The level of the crowd at the tourist destination	55.46
Number of cases of exposure to COVID-19 at the tourist destination	53.98
Implementation & readiness of health protocols at tourist sites	49.51
The existence & condition of health facilities at the tourist destination	45.67
Financial condition	44.45
The level of the crowd when heading to the tourist destination	41.27
Cleanliness conditions at the tourist destination	41.11
Implementation of new normal policies at the tourist destination	36.17
Implementation & readiness of health protocols when heading to the tourist destination	34.77
Availability of medical equipment	31.03
Health condition	30.70
Location of activities & tourist destination	18.76
Media coverage of tourist destination	15.57
The distance of tourist destination from residence	12.79

the result, the highest cause of Indonesians anxiety about accommodation, activity, and accessibility, is dominated by three of the same uncertainties felt by Indonesia globally. First, the threat of contracting and transmitting the virus, the level of crowds, and the number of active COVID-19 cases in tourist destinations are still uncertainties in every component that Indonesia is anxious about. Second, globally, the perceived threat of infectious diseases plays a crucial role in tourists' travel planning (Zhang et al., 2020), and avoiding crowds is a changing attitude of tourists after the pandemic (Santos et al., 2020).

However, when the five components of tourism destinations are related to Indonesia's uncertainty, the component getting the most anxiety is not always the highest percentage. For example, accommodation, the component which respondents are most anxious about, actually has lower uncertainty about the threat of infection than the amenity component (4th place). The same applies

to other components of tourism destinations. However, as the component which contributes the least anxiety, the order of the types of uncertainty that appears in the attraction component prioritizes the number of affected cases compared to the crowd level. Therefore, although anxiety has a close relationship with IU's emergence (Zhuo et al., 2021), the level of anxiety has no significant relevance to the type of uncertainty Indonesians feel.

Interestingly, as stated earlier, although the accommodation component is more of a concern for Indonesians, the percentage of total uncertainty projected by the majority of the three highest uncertainties is found in the amenities component. Indonesians feel doubts about the readiness of health protocols, crowd levels, and cleanliness in tourist amenities.

In addition, financial factors also cause anxiety to travel during this pandemic. Altig et al. (2020) stated that the pandemic caused an economic downturn, seen from massive job losses and a dire economic contraction that caused a spike in financial uncertainty that was relatively high. This decline in quality of life and financial difficulties can develop adverse psychological symptoms (Ng et al., 2013). It is, of course, also felt by Indonesians and affects their decision to travel. From Table 5, it can be seen that financial uncertainty appears more in Indonesians who are anxious about the components of activities, accessibility, and amenities, compared to the two components which contribute the most anxiety (accommodation) and the least anxiety (attractions). This finding is possible because to eliminate anxiety, Indonesians tend to choose activities, accessibility, and amenities that are of good standing, exclusive and without crowds. This type of activities, accessibility, and amenities will undoubtedly impact the increase in travel costs, resulting in financial uncertainty.

The Belief Situation of Indonesians Expectation

After knowing the various forms of uncertainty Indonesians feel, the authors explore the ideal situation Indonesians want after finding uncertainty in the five components. The ideal situation that they believe can reduce uncertainty to travel in this new normal situation is summarized in the figure 3.

It is found that almost half of Indonesian respondents believe that the decreasing number of cases (43.48%) is a factor that must occur before returning to travel or using one of the five tourism destination components. Hence, when the number of cases decreases, the probability of Indonesians returning to traveling will increase. In addition, they also believe that a vaccine/

Table 5. Type of Uncertainty on Tourism Components

Tourism Components (1 st)	The threat of contracting & transmitting the virus	The crowdedness level at tourist destination	Number of cases of exposure to COVID-19 at the tourist destination	Implementation & readiness of health protocols at tourist sites	The existence & condition of health facilities at tourist destination
Accommodation	13.58	9.52	9.43	9.10	8.47
Activities	17.75	12.82	12.08	10.43	9.47
Accessibility	16.66	12.54	11.77	10.69	9.56
Amenities	18.79	15.25	13.84	13.56	12.71
Attractions	11.58	7.60	8.04	6.84	6.52
Tourism Components (1 st)	Financial condition	The crowd level when heading to the tourist destination	Cleanliness conditions at the tourist destination	Implementation of new normal policies at the tourist destination	Implementation & readiness the of health protocols when heading to tourist destination
Accommodation	7.41	6.97	7.69	6.32	6.21
Activities	9.82	8.89	8.21	7.34	6.91
Accessibility	9.49	9.91	8.28	8.39	8.36
Amenities	9.99	10.95	12.04	9.73	8.58
Attractions	7.99	5.97	5.87	5.21	5.06
Tourism Components (1 st)	Availability of medical equipment at the tourist destination	Health condition	Location of activities & tourist destination	Media coverage of tourist destination	The distance of tourist destination from residence
Accommodation	5.32	5.06	3.04	2.80	1.65
Activities	6.84	7.39	4.24	3.43	2.80
Accessibility	6.21	6.28	4.08	3.08	3.19
Amenities	8.28	7.13	5.13	3.67	2.93
Attractions	4.82	5.21	2.87	2.8	2.35

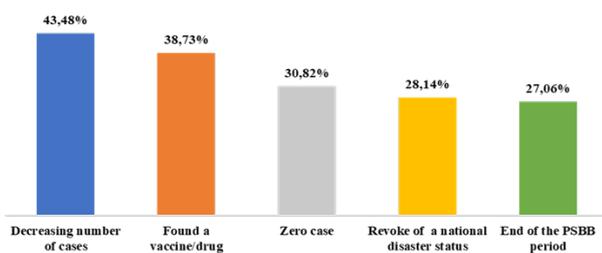


Figure 3. Belief about Uncertainty. Sources: Author, 2021

drug (38.73%) and zero cases of COVID-19 (30.82%) will make Indonesians travel again. Thus, it shows their belief is more focused on health factors before traveling or visiting tourism destinations.

Apart from the five factors above, there are other factors mentioned by respondents, namely health

protocols enforcement (2.79%), availability of funds/ financial factors (2.50%), requirements for travel (1.36%), the opening of tourist destinations (0.48%), and government policy (0.08%). These findings show that other than health factors that respondents believe must occur before traveling, such as the availability of funds and the ease of requirements for travel (Rapid Antibody/ Swab PCR Test, Electronic-Health Alert Card/e-HAC, and others).

Furthermore, judging from the ideal situation that Indonesians expectation for based on anxiety about the tourism component as stated in Table 6, it is found that the uncertainty of all components can be broken down if ideal situations such as decreasing the number of active COVID-19 cases, the discovery of vaccines and the disappearance of positive COVID-19 cases can occur. The decline in numbers and the completion of cases of

Table 6. Belief about Uncertainty in Tourism Components

Tourism Components (1 st)	The decreasing number of cases	Found a vaccine/ drug	Zero case	Revoke of national disaster status	Waiting for the end of the PSBB period
Accommodation	7.36	6.80	5.58	4.61	4.34
Activities	9.86	8.58	6.71	6.34	6.15
Accessibility	9.19	8.73	6.76	6.21	5.56
Amenities	10.99	10.17	8.06	6.54	6.76
Attractions	7.13	5.47	4.21	4.87	4.63

Table 7. Type of Uncertainty and Belief about Uncertainty

Type of Uncertainty	The decreasing number of cases	Found a vaccine/ drug	Zero case	Revoke of national disaster status	Waiting for the end of the PSBB period
The threat of contracting & transmitting the virus	36.75	35.34	27.31	22.99	20.24
The level of the crowd at tourist attractions	28.57	26.17	19.93	17.46	15.57
Number of cases of exposure to COVID-19 at tourist attractions	27.91	26.75	20.55	17.76	15.02
Implementation & readiness of health protocols at tourist sites	25.06	23.28	17.00	16.05	14.25
The existence & condition of health facilities at tourist attractions	22.97	21.83	16.55	15.37	14.03
Financial condition	18.69	15.82	12.60	13.05	13.94
The level of the crowd when heading to tourist attractions	21.09	20.70	16.01	13.70	12.25
Cleanliness conditions at tourist attractions	21.48	19.65	15.08	13.32	12.37
Implementation of new normal policies at tourist attractions	18.67	17.33	12.42	12.50	11.94
Implementation & readiness of health protocols when heading to tourist attractions	17.21	17.58	12.42	12.02	10.87
Availability of medical equipment	16.32	15.14	11.48	10.68	10.02
Health condition	15.29	15.43	11.82	10.47	9.81
Location of activities & tourist attractions	10.14	10.04	7.68	7.09	6.36
Media coverage of tourist attractions	7.44	6.16	4.96	6.07	6.16
The distance of tourist attractions from residence	6.44	6.11	5.00	4.69	4.36

contracting COVID-19 is ideal and believed by Indonesia to reduce their uncertainty. Therefore, the pandemic as the trigger for the health crisis will affect tourism activities (Tony & Jacky, 2020). The research of Kaligis and Xiong also states that health problems and fear of infection are

the primary triggers of current anxiety (Kaligis et al., 2020; Xiong et al., 2020).

Interestingly, to reduce the anxiety, more Indonesians want an ideal situation for the amenities component, so it can meet their expectations. The findings

above are further detailed to determine the ideal situation Indonesians expect in each of the uncertainties they currently feel. It aims to find tactical solutions to their anxiety in each of the previously known components. The expected ideal situation for each uncertainty is shown in the table 7.

Table 7 also shows that from all types of uncertainty felt, the decreasing number of cases became the factor which contributed to the reduction of respondents' anxiety the most. Discovering vaccines and drugs for COVID-19 and the loss of new positive cases are the following expected factors. Likewise, people are anxious about their current financial condition and they hope that the lockdown will end. Finally, those who are anxious about media coverage think that the lockdown and national disaster status should be lifted immediately. The cross-tab once again mentions that the most uncertain things require the same conditions as solutions.

The Influence of Uncertainty and Ideal Situations on The Behavior of Indonesians and Deciding Future Travel Plans

Finally, to complement IU's perspective in seeing the causes of anxiety faced by Indonesians when they return to travel again after COVID-19, the authors use the behavioural symptoms due to uncertainty framework to determine their future travel plans in terms of the types of components of tourism destinations in the table 8.

Table 8 shows that one-third of the respondents who chose the attractions and activities components decided to travel in the next zero to three months as the most anxious component. The rest of the respondents did not know when to travel between the next four to six months. Meanwhile, 30%-33% of respondents who were anxious about accommodation, accessibility, and amenities components said they did not know when to

travel. Other respondents decided to travel in the next zero to three months and four to six months.

The above findings confirm that Indonesians' low anxiety about the attraction component does not delay their travel plans. On the other hand, anxiety about the accommodation component is the factor of why Indonesians do not know when to travel.

As shown in Table 9, in conditions where Indonesians still feel uncertain, generally, those who decide not to travel soon focus on their uncertainty on the threat of the virus, the level of crowds, and the number of cases in the tourist destinations to be visited. Shortly, the Indonesian group with tourism plans considers that the uncertainty about crowds, cleanliness, and various things related to the health protocol when going to tourist destinations can be unraveled. However, the threat of contracting and transmitting the virus, the number of positive cases, and crowds at tourist destinations are still a scourge for them, even though the percentage is already lower than respondents in other classes. So naturally, if the ideal situation they expect occur, which consists of a decrease or disappearance of the number of positive cases of COVID-19 and the discovery of vaccines and drugs for COVID-19, it will eliminate anxiety caused by uncertainty during the current pandemic. The ideal situation can also increase the desire and sense of security for Indonesians to return to travel. This fact confirms the findings, stating that uncertainty during the pandemic and fear of contracting the COVID-19 virus increase the anxiety of the Indonesian people (Kaligis et al., 2020).

Other findings for respondents who plan to travel soon (zero to three months) show that they feel the anxiety of media coverage of tourist attraction. These results support findings that the influence of the media does have an anxious effect during this pandemic, especially the potential for fake news/reports that cause misinformation (Xiong et al., 2020).

Table 8. Future Travel Plan and Tourism Component

Tourism Components (1 st)	Next 0-3 Month	Next 4-6 Month	Next 7-9 Month	Next 10-12 Month	Next > 12 Month	Do not Know	Do not Want
Accommodation	25.71	19.54	5.66	3.86	3.60	33.03	8.61
Activities	32.24	19.07	5.52	3.68	2.71	28.56	8.23
Accessibility	28.25	21.13	5.15	2.58	3.09	32.47	7.32
Amenities	29.77	18.31	5.82	3.94	3.29	30.70	8.17
Attractions	34.48	18.63	4.10	2.91	2.11	30.65	7.13
Total	30.55	19.07	5.21	3.37	2.91	30.84	8.04

Table 9. Future Travel Plan and Type of Uncertainty

Future Travel Plan	The threat of contracting & transmitting the virus	The level of the crowd at tourist attractions	Number of cases of exposure to COVID-19 at tourist attractions	Implementation & readiness of health protocols at tourist sites	The existence & condition of health facilities at tourist attractions
Next 0-3 Months	65.93	47.14	43.08	43.40	40.93
Next 4-6 Months	81.00	57.72	56.71	53.35	47.66
Next 7-9 Months	85.50	63.94	63.57	54.28	48.70
Next > 12 Months	83.91	63.79	67.82	57.47	50.57
Do not Know	88.67	63.33	65.33	57.33	56.67
Do not Want	81.08	57.45	57.64	49.97	47.01
Future Travel Plan	Financial condition	The crowd level when heading to tourist attractions	Cleanliness conditions at tourist attractions	Implementation of new normal policies at tourist attractions	Implementation & readiness of health protocols when heading to tourist attractions
Next 0-3 Months	49.56	33.31	36.87	34.39	29.76
Next 4-6 Months	43.70	41.77	44.72	37.09	35.26
Next 7-9 Months	37.55	48.33	43.49	37.92	37.92
Next > 12 Months	35.06	47.13	45.98	40.23	40.80
Do not Know	34.67	55.33	44.67	32.00	42.67
Do not Want	45.00	43.43	42.17	36.90	35.51
Future Travel Plan	Availability of medical equipment at tourist attractions	Health condition	Location of activities & tourist attractions	Media coverage of tourist attractions	The distance of tourist attractions from residence
Next 0-3 Months	29.63	25.63	15.67	19.29	11.68
Next 4-6 Months	32.42	32.62	20.02	16.77	13.21
Next 7-9 Months	31.60	27.88	21.93	13.38	10.41
Next > 12 Months	33.33	28.74	24.14	12.07	14.94
Do not Know	36.00	30.67	24.00	14.67	13.33
Do not Want	30.80	33.38	18.86	13.20	13.20

Interestingly, the proportion of Indonesians who choose financial problems as their perceived uncertainty appears more to those who choose to travel soon (zero to three months) and those who do not want to travel at this time. Thus, it indicates that financial problems are felt equally by groups who chose to travel soon and those who do not want to travel. Furthermore, it shows that financial uncertainty seems to have a more complex relationship due to the emergence of COVID-19, as stated by Altig et al. (2020) dan Ng et al. (2013). In addition, after the end of the lockdown period, the desire for travel and entertainment is likely to increase.

However, when compared further, there is a change

in the posture of future tourism plans when Indonesia has reached the ideal situation of any perceived uncertainty in each component. The indications are captured in the Table 10.

In addition to hoping for a decrease in the number of positive cases as their ideal condition, Indonesians who wish to travel soon (next three months) also think that the end of the lockdown period in the area/visiting destination will affect their decision to return to travel. On the other hand, most Indonesians who will not be traveling soon are still waiting for a vaccine to be found, and the disappearance of COVID-19 cases is the ideal situation for them to travel. Therefore, it is a bottleneck

Table 10. Future Travel Plan and Belief about Uncertainty

Future Travel Plan	The decreasing number of cases	Found a vaccine/ drug	Zero case	Revoke of national disaster status	Waiting for the end of the PSBB period
Next 0-3 Months	46.57	21.89	14.66	25.32	41.62
Next 4-6 Months	52.64	40.96	27.44	36.28	30.49
Next 7-9 Months	49.44	50.56	28.25	31.97	23.05
Next > 12 Months	43.10	56.32	36.21	35.06	21.26
Do not Know	36.67	56.67	51.33	25.33	15.33
Do not Want	38.97	44.50	40.92	27.09	17.22

for Indonesia which urgently needs to be resolved as soon as possible to improve the tourism sector.

From these results, in general, those three ideal situations that most Indonesians want to occur will trigger Indonesians' desire to travel. The ideal situations include a decrease in cases, which will trigger the desire to travel by 48.05%. Furthermore, if a vaccine or cure for COVID-19 has been found, there will be 33.84% Indonesians who desire to travel, and if the zero-case situation is achieved, there will be an additional 22.74% tourist desire to travel.

CONCLUSION

We finally understand that intolerance of uncertainty can affect tourist behavior, from how tourists choose their destination and their response to the tourism components, to the loss of desire to travel, especially during the COVID-19 pandemic. Unfortunately, Indonesians feel uncertainty in every component of a tourist destination, especially accommodation. Therefore, appropriate handling, such as reduction of the number of affected cases and elimination of the uncertainty of crowds in tourist destinations, can lead to the ideal situation sought by most Indonesians before they can decide to return to travel. In addition, the existence of a vaccine is the best stimulus at this time to increase their confidence.

As the most uncertain component, uncovering all of the causes of accommodation anxiety can be a way to increase travel plans soon. It is beneficial to reduce threats to new situations that befall people (Kaplan et al., 2010), and uncertain, lousy feelings about the future (Lubis, 2016; Nevid et al., 2014), especially against health threats (Sundari, 2004) under the current circumstances of the pandemic (Glowacz & Schmits, 2020; S. A. Lee, 2020; Rajkumar, 2020). All research respondents were divided into two conditions, namely those who were vulnerable and those who were more tolerant (Rettie & Daniels, 2020).

The results of this study also revealed social isolation to be a cause of uncertainty (Smith et al., 2020), triggered by COVID-19 (Wheaton et al., 2021). When the restrictions are slowly lifted, most of the respondents turn to being more concerned with environmental themes, placing more trust in international hotel chains while also showing a willingness to pay more and make more sacrifices to stay at green (eco-friendly) hotels in order to avoid health problems in the future. These findings can further be used to examine how technical intolerance of uncertainty affects post-pandemic tourism ecosystem changes.

The government should anticipate situations that create bad psychological barriers, by eliminating uncertainty in tourism components and creating a situation that is ideal to tourists, as previously stated. Meanwhile, the tourism components with the slightest uncertainty can be approached with various marketing activities, such as incentives, promotions, and the creation of public relations activities. In addition, tourists can be directed to attractions that are near their homes, which do not require public accommodation, have easier accessibility, and have a limited number of activities and interactions during trips.

Some of these efforts need to involve destination management organizations through constructive approaches, such as managing health protocol certifications or providing free vaccinations to tourism workers until destinations are gradually opened under strict health protocols. These steps should start at the local level and be made consistent in the long-term, until such a time that COVID-19 infections in tourist destinations are eliminated, at which point they will be able to cultivate tourist adaptability and tolerance of pandemic situations.

The limitations of this study, such as tourism categories, tourist destinations, and choice of tourism activities that have the potential to cause uncertainty during a pandemic, should be investigated in future

research. These uncertainties make sense as a pandemic is inherently volatile, and humans are highly sensitive to changes and the uncertainties they cause, especially in tourism.

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