



An Exploration Study of Relationship between Negative Emotions and Vacation Plan during COVID-19 Pandemic Period

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Abstract—An event that causes harm to an individual can consider as a threat. For this reason, individuals often try to avoid these losses by protecting themselves. Besides, individuals can do things that can cause positive feelings that add motivation to survive in a pandemic situation, for example; engaging in hobbies or fun, keeping as much as possible communicating with other parties or planning things to be done after the pandemic ends, such as; travel to a place where you can relax and restore your mental health, or plan tourism activities. Some out of many interesting things that individuals can do when under stress is to take a tour, either alone or with their inner circle.

Keywords: COVID-19, Negative Emotions, mental health

I. INTRODUCTION

COVID-19 is declared a national disaster by the Government of Indonesia because the impact it causes is very broad, both for the community as an individual and for the economic ecosystem and social life. At the beginning of the COVID-19 virus and the Government decided to implement Large-Scale Social Restrictions (PSBB), the reactions that arose in the community were quite diverse, some groups agreed with it and some didn't. Meanwhile, other community groups reacted by panic buying as a form of self-protection as long as the PSBB policy was enforced. Panic buying also has been linked with perceived feeling of insecurity and instability of certain situations[1]

Apart from panic buying, the impact of COVID-19 can also be seen from various other aspects, namely; From the aspect of the economic ecosystem, it can be seen from the decline in state revenue, Besides, COVID-19 has also caused unemployment to increase. Millions of workers in the U.S have precarious jobs that are uncertain in the continuity and amount of work, do not pay a living wage, do not give workers power to advocate for their needs, or do not provide access to basic benefits[2]. Then, from the educational aspect, it can be seen the impact of the corona students learning online and with this, it makes it difficult for some students who still have difficulty accessing the internet. From the political aspect, COVID-19 has delayed the regional elections and currently, campaigns for politics are mostly carried out online. The impact of COVID-19 on the religious aspect is making worship activities that are usually carried out in places of worship unable to be carried out first. One of them, such as the Idul Fitri worship activities, there are no hospitality activities. COVID-19 also has an impact on the sports aspect, due to COVID-19, several sports festival activities have been postponed, one of which is the National Sports Week (PON) which has been postponed until next year.

Meanwhile, from the aspect of social life, one of them can be seen from the limited social interaction between individuals. Limited social interaction due to disease outbreaks is a problem in itself for individuals, apart from the threat of disease transmission itself. Limited social interactions and concerns and fears of contracting the disease have an impact on the mental health of individuals in communities where the pandemic occurs[3]. Several triggers can disrupt people's mental health during a pandemic, such as; 1). No vaccine can protect against contracting the virus, 2). Limited social interactions and limited activities that can be done[4]. Limited social interactions that have an impact on the mental health of people affected by the pandemic also occurred when the SARS pandemic occurred several years ago. At that time, the implementation of quarantine in areas affected by the virus was also carried out to prevent the

spread of the virus to a wider area. This causes people in the quarantine areas to feel boredom, anger, and also feelings of loneliness.

An incident that causes deep trauma will generally have an impact on mental health, especially for those affected. In a pandemic situation due to an outbreak of infectious disease, isolation and quarantine in infected areas are one solution to stop the spread of the disease, but from a humanitarian aspect, isolation and quarantine of course have a negative impact on individuals. Isolation and quarantine create feelings of worry, fear, and loneliness. When an individual is affected emotionally, there will be a domino effect on other aspects of life, including the economy [5]

Examining the theory of mental health during a pandemic using bibliometric tools for publication or disappearance, several studies have shown that the impact on the mental health of the affected communities that occurred during the SARS, MERS, and COVID-19 pandemics both had quite severe negative impacts. All three pandemics generate the same feelings of fear and worry, and in the SARS and MERS pandemics trauma also occurs after the pandemic has passed, so mental health problems should not be ignored [4]. Focus on mental health during the coronavirus (COVID-19) Pandemic: applying learnings from past outbreaks [4]. Research in social science reveals that individuals who experience a disaster will experience two negative dimensions of disaster, both of which will cause traumatic effects which in turn will affect the lives of affected individual seven after the disaster has passed.

Experiencing coronavirus disease-2019 restrictions significantly raise mental distress [6]. Besides, in individual scan do things that can cause positive feelings that add motivation to survive in a pandemic situation, for example; engaging in hobbies or fun, keeping as much as possible communicating with other parties or planning things to be done after the pandemic ends, such as; travel to a place where you can relax and restore your mental health, or plan tourism activities. Planning something fun can also reduce stress and worry and fear about something. The planning process for hedonic products will provide positive feelings of pleasure for consumers, In this case, planning a trip is a coping mechanism for individual to overcome feelings of fear, worry or threat which can have a negative impact on mental health, especially in a pandemic situation, while the desire to avoid feelings of excessive fear or worry is a motivation within the individual as a form of protection. self. This is because planning the purchase of tourist services can increase a positive mood for consumers. Travelling such as recharge of energy and time together with significant others influenced the mood and well-being positively [7]. Planning tourism activities not only has a positive impact on individuals but also for business people in the tourism industry. As is well known, the tourism industry is one of the industries that is most severely affected by the pandemic. But with the spread of the Covid-19, the tourism industry got highly impacted [8]. Planning for tourism activities in the community can be an opportunity for tourism industry players to come back from their adversity due to the COVID-19 pandemic. In addition, the tourism sector is seen as a sector capable of boosting Indonesia's economy after slumping due to the COVID-19 pandemic. The expectation is that domestic tourism offer the main chance for driving recovery and supporting the tourism sector [9]

However, industry players also need to know how much people want to return to tourism activities, especially tourism activities that must be carried out by following strict health protocols, of course, will cause many limitations which are very likely to cause discomfort to the community in their tourism activities. So, even though they want to travel to relieve stress, feelings of worry and excessive fear, people will tend to choose to postpone their tourism activities. For this reason, it is important for business actors in the tourism industry to know: 1). What do people think and plan related travel activities during COVID-19 and 2). What do they think about plan to go travelling is one of the solutions to cope a mental health during COVID-19 What are the things that are on the mind of the community regarding tourism activities during a pandemic?

II. LITERATURE REVIEW

Protection motivation theory is used as a basic theory in various fields of science. In the last five years, the theory of self-motivation has developed quite rapidly due to the many phenomena related to the importance of self-protection in individuals. Protection motivation theory in the field of health concerning the current pandemic situation used to examine the individual's thinking about the possibility of himself being exposed or exposing bacteria and viruses to more motivating him to take action to protect himself and protect other individuals [10].

Protection motivation theory in the context of consumer behavior becomes a theory that can explain the phenomenon of panic buying that occurs in crises and conditions full of uncertainty [11]. Events that cause losses such as the current outbreak of infectious diseases COVID-

19 encourage individuals to use cognitive aspects, one of which is to measure how much damage they will experience.

The concept of protection motivation theory distinguishes protection motivation from fear because there is a cognitive aspect to protection motivation before specific behavioural changes occur [12]. While in fear, changes in behavior occur entirely due to emotional impulses. In addition to this, the concept of protection motivation theory also explains that behavior change must first be encouraged by fear appeal, where fear motivation itself generated from events that considered to cause harm to an individual [12]. Besides, fear appeals can also arise because of the possibility that an event will occur and even thoughts related to the success of the selected recommendations. Thinking about the opportunity of the suggestion chosen will create harm to him, which will cause greater fear appeal for the individual [12].

Specifically, protection motivation theory has succeeded in explaining the relationship between events that impact loss, motivation, and efforts to protect themselves [12]. Explanation of protection motivation theory on the relationship between these three variables turned out to contribute as a solution to research problems in many fields of science, which turned out to be related to issues that often occur in many industry sectors. In the context of consumer behavior in a pandemic situation, where individuals see a pandemic as an event that harms themselves, they encourage individuals to use cognitive aspects to calculate the impact of these losses. Besides, also thinking about the success of alternative efforts that might be an offer, and how big the positive effects of the alternative efforts chosen will motivate individuals to immediately decide which initiatives will be taken as an action to protect themselves.

The explanation of the protection motivation theory summarized in the framework of the figure 1, below:

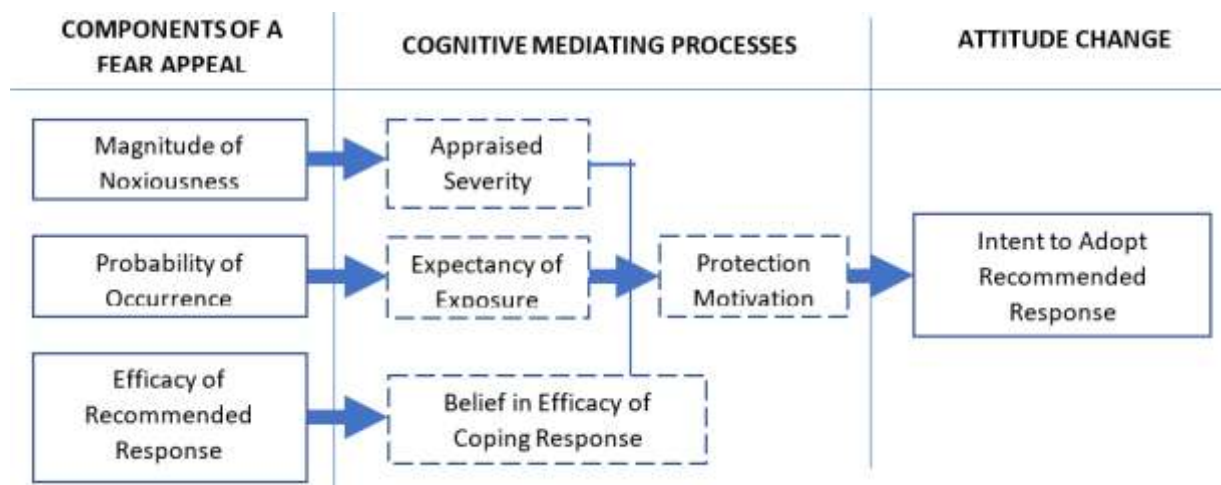


Figure 1. Protection Motivation Theory Framework

In the context of the COVID-19 pandemic situation, self-protection in question is self-protection against excessive feelings of fear or worry due to COVID-19. Excessive fears and worries include; 1). The desire for himself and those closest to him to be infected with the COVID-19 virus and 2). There is a threat from an economic aspect as a result of a pandemic. The emergence of motivation to protect from threats will cause behavioral changes in individuals [12]. One of the changes in behavior that arises because of the motivation to protect themselves in the early days of the spread of the COVID-19 virus is the emergence of unusual consumer panics buying behavior, such as hoarding toilet paper or hoarding medical devices related to self-protection against viruses such as; masks, hand sanitizers, and supplements to maintain immune function to basic ingredients have been reported in many countries [13].

In the above phenomena, it is very clear that someone is motivated to do something to meet their needs in a crisis. The theory of protection motivation according to the view of other literature is a person's intention to protect himself from the dangers that arise because of a trigger that causes excessive feelings of fear or worry in an individual. Protection motivation

theory can be said to be a theory of behavior change because the threat perceived by individuals motivates individuals to take preventive actions and efforts to overcome these threats [14]. The possibility that mental health is disrupted due to a pandemic caused by excessive fear and worry, creates motivation within the individual to overcome or prevent these negative feelings from arising, by trying to occupy the mind with positive things that can distract the mind. - negative thoughts that may arise. One of the positive actions that can be taken is planning activities with positive values to be carried out during the pandemic or after the pandemic has ended, this activity includes activities for traveling.

III. RESEARCH METHOD

To find out whether the community has started to carry out or plan tourism activities, quantitative data were collected using a short survey to 596 respondents with most of the respondents are undergraduate students. in the form of 1 (one) question related to their plans for tourism activities. The data is then processed using descriptive statistics by determining the mode of all collected answers. To enrich the quantitative results, interviews using the ZMET technique [15] were also conducted with 15 respondents.

IV. RESEARCH RESULT

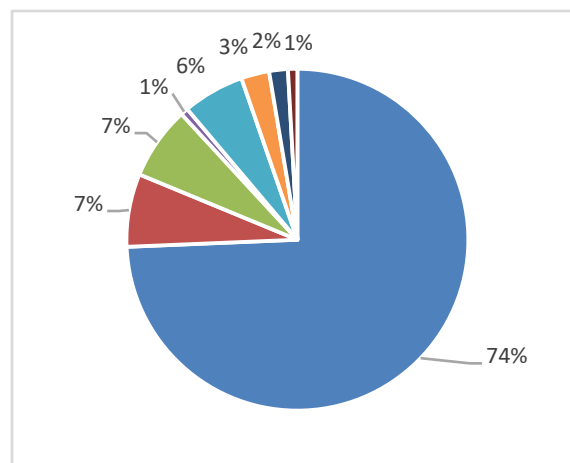


Figure 2. Mapping of Consumer Planning for Travel to Tourist Destination

Based on this data, the findings show that 74 percent of respondents have not or have not thought about visiting tourist destinations, 15 percent of respondents are already planning to visit tourist destinations, where 7 percent are planning to visit tourist destinations in the long term, while 7 percent are planning to visit tourist destinations in the long term. short term, while as much as 1 percent of respondents plan to travel as soon as possible. The data collection also resulted in the finding that 12 percent of respondents had already traveled on a tour, with 6 percent of them traveling by planning their tour carefully even though the tour was done very rarely, while 3 percent of them traveled by planning their tour carefully and done several times, 2 other percent have traveled, although very rarely, spontaneously and without careful planning, and there are 1 percent have traveled several times, spontaneously without careful planning. Based on the data above, it can be seen that even though most of the respondents still have not planned to go on a tour, 26 percent of respondents have already planned to travel, some have even gone on a tour, where this number is a large enough number to be taken into consideration for the tourism industry to start getting ready. reopen tourism services. There is still a lack of public interest in going on a tour even for just planning a tour, most likely because there are still limitations in mobilizing from one region to another, this is because access for mobilization is still very limited.

To find out in-depth what things are on the minds of the community regarding tourism activities during the pandemic, interviews using the ZMET technique were carried out to explore unspoken insights from informants. A total of 15 informants were taken randomly from 590 respondents who had filled out the questionnaire, then the 15 informants were divided into 3

(three) groups, then the interview procedure using the ZMET [15] technique. ZMET is a technique developed by Dr. Gerald Zaltman of Harvard Business School in 1990. In practice, ZMET is an exploratory method that generates conscious and unconscious thoughts by exploring non-literal expressions or metaphorical visions. ZMET serves for a deep understanding of the interconnection of the respondents' meanings in the form of a mental structure [16]. Which consists of the thoughts and feelings of the respondent about an object or problem. ZMET detail procedures are described by flow chart as follow:

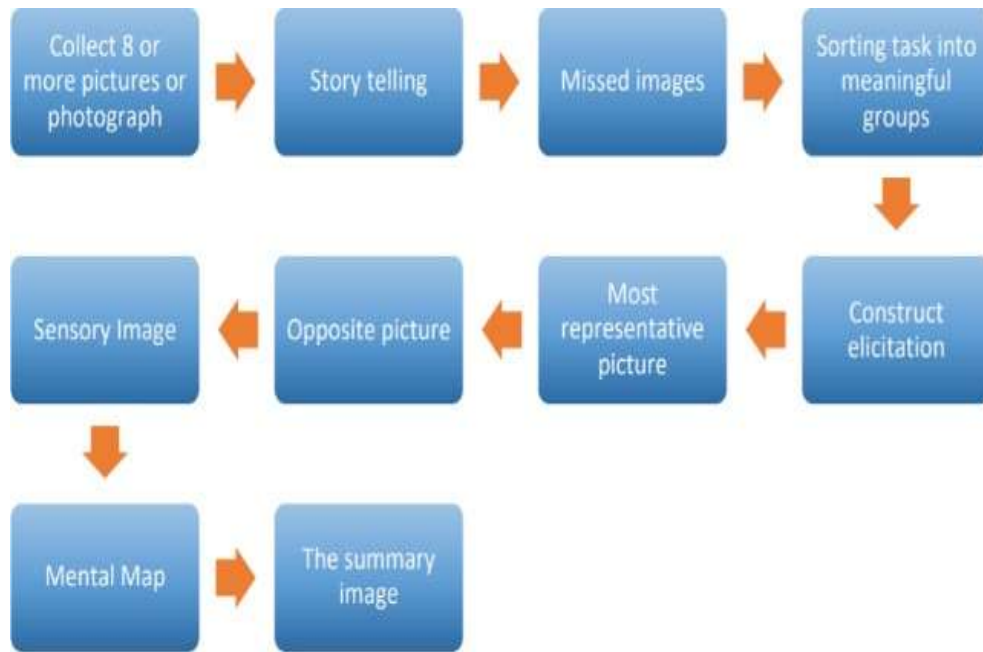


Figure 3. 7. ZMET Detail Procedures [16]

In this case, including sadness, anxiety and fear of COVID-19, which affect the individual's desire for data to protect themselves from these things, wanting to take a vacation. Most of the content of the respondent's mental structure is outside of consciousness and hidden. For this reason, the ZMET function is to use metaphors as a means of revealing hidden meanings. To convey mental images to others, you can use tools, namely language-based thinking and thinking. If thought is based on images, images are the main content of the cognitive structure. ZMET requires respondents to select multiple images that can reflect their thoughts and feelings about the subject. The collection of data using the ZMET method during the pandemic was carried out using technologies in the form of communication tools using Internet media, since face-to-face meetings were not possible. The data collection process was carried out by inviting informants to participate in FGD online sessions (focus group discussions), with questions guidelines as follow:

Table 1. List of Questions

Question	Pictures
1. Whether the informant will / have or are planning a vacation before the COVID-19 pandemic occurs	No pictures
2. Using pictures, informants were asked to tell the oddities in the pictures	The Eiffel Tower is so quite from the visitors
3. Informant's feelings regarding COVID-19	No Pictures
4. What activities do informants want to do after the COVID-19 pandemic has passed	No Pictures
5. Using pictures, informants were asked to imagine, think, feel, and recall their experiences related to the images presented	Animates image of a sad girl surrounded by virus
6. Using pictures, informants are asked to rate the uniqueness of what they see in the images presented	Photo of a hotel with scenery in Ubud area, Bali
7. Using pictures, informants were asked about their interest in going to the places presented in the picture	Picture of fresh scenery along with a swimming pool
8. Informants were asked to explain and tell their desire to visit the places presented in the pictures	The are several pictures. Zoo with a wide variety of animals, unique hotel under the pond with a view of various kinds of fish.
9. The informant was asked to assemble the pictures that were given, then tell the flow of the finished drawing	Image of travel agent online discount advertisement; image of changing face from sad to happy; ATM image that are no longer able to withdraw money; images of online marketplace that now are in great demand; a picture of a cartoon that is currently meeting his friends.

Interviews using the ZMET technique yielded several findings related to tourism plans, namely; 1). Ten informants revealed that they had not planned to take a tour, while the remaining five revealed that they already had plans for a tour, 2). All informants told of the oddities seen in the picture relating to a tourist location which was usually very busy but turned very quiet after the COVID-19 pandemic occurred, 3). All informant expressed negative emotions about the COVID-19 pandemic, however, all informants expressed their resignation in accepting the situation, 4). The informant answered some of the activities that they would like to do if the pandemic passed between holidays, whether on vacation to parks, beaches or mountains, watching movies, or gathering with closest friends, 5). Based on the images presented, the informants revealed that the atmosphere in the pictures gave a feeling of calm and relaxed, five informants revealed that the atmosphere was very suitable for relaxing and spending time with family and releasing stress due to the pandemic, 6). The informant revealed that he was very interested in having a vacation in the places presented in the picture, because these places present uniqueness that the informant had never seen before, 7). The informant expressed his desire to visit and tour the places presented in Figure 8). Concerning point seven, the informant revealed several reasons for wanting to visit the tourist sites presented in point seven. Five respondents said that the location has a pleasant ambience and looks comfortable, the scenery is very good and the services offered look promising, while five other respondents said the location offered a relocation with very good credibility, so that the informant felt satisfied by visiting the location, while the remaining five respondents revealed that the natural scenery presented was something that was sought after during the pandemic, this was related to the boredom felt by the informant during the quarantine and isolation period, and 9). The informant expressed his desire to have a vacation in a place that can provide them with a calm and comfortable place to spend time with family and close friends. The informant also revealed that the economic situation did not allow for a tour.

V. CONCLUSION

Based on data collection carried out with different techniques so that the data obtained can complement each other, several conclusions have been successfully explored from this study, namely; 1). When viewed through the results of quantitative data collection, it can be seen that the majority of people still have not carried out tourism activities or even plan to carry out tourism activities, but many have also planned to go on vacation, some of them have even carried out tourism activities, in this case there is a segmentation of the community that can be targeted by tourism businesses as target consumers, besides that tourism business people can start preparing to re-operate services full tour, 2). In terms of preparing themselves to fully reopen their tourism services, tourism actors can begin to map the tourism needs that are most sought after by the community.

This research also explores several things that people want to travel, including; a). People want tourism that provides calm and a comfortable feeling, through interviews, respondents mentioned that the nuances of the mountains are one of the most popular tourist destinations, b). People tend to want to spend time on vacation with their family and closest friends, which is understandable because the impact of the limited social interaction that people have to experience causes a longing to be able to interact with relatives and closest friends. Based on data collection both quantitatively and qualitatively, there were 2 (two) interesting findings that can be used as input for tourism industry players, namely; 1). There has been public interest in going on vacation. In this case, companies can begin to prepare themselves by completing features with new normal equipment or events aimed at providing tranquility and comfort for tourists and 2). Some insights about what people desire and needs to cope with some mental health issues they faced during pandemic, especially the coping mechanism that related to vacation activities, includes; a). A location that can provide comfort and tranquility and b). The opportunity to be able to vacation with family and loved ones. These insights have provided some advice for service providers in the tourism industry especially in arranging interesting events that can be done together, for example; family meditation, yoga with best-friends or cooking camp with loved ones.

VI. ACKNOWLEDGEMENT

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