

Impact of the COVID-19 Pandemic on Situ Bagendit Garut Tourist Destinations

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Abstract: *Situ Bagendit is one of several tourist attractions in Garut Regency. In November 2019, the Governor of West Java plans to revitalize the tourist area of Situ Bagendit. However, an unexpected thing happened in mid-March 2020, where the Covid-19 pandemic began to enter the country of Indonesia, this had an impact on the activities of the community around the Situ Bagendit tourist area. This study aims to determine the impact of the Covid-19 pandemic on social and economic changes in the community around the Situ Bagendit tourist area. Qualitative methods with data collection techniques of observation, interviews, and documentation studies conducted in this study. Observations and interviews were conducted to get an in-depth picture of the impact of the Covid-19 pandemic on the Situ Bagendit tourist attraction. The data is then reduced and coding is performed. In addition, method triangulation is done by generating word cloud and treemap from NVivo software. After reducing the data, it was analyzed using the CATWOE concept in Soft System Methodology (SSM). The results of the research conducted explained that the Covid-19 pandemic had an effect on the social and economic aspects of the tourism community at the Situ Bagendit Tourism Object. The Covid-19 pandemic has an impact on social aspects, namely changes in livelihoods, unemployment rates, availability of public facilities, health protocols, while from the economic aspect there are changes in people's income, selling price levels for needs, regional foreign exchange earnings, and regional economic structures.*

Keywords: social aspect, economic aspect, Situ Bagendit, revitalization, CATWOE

1. Introduction

Tourism has developed into a service industry sector that seeks to attract and provide maximum service so that tourists get satisfaction. The tourism sector is also a *core economy* for the Indonesian state which can provide huge foreign exchange income for the national economy, besides that it can have a significant economic impact by providing wide job opportunities for citizens (Yahya & Wahdani, 2019).

Ridwan Kamil or called RK (Governor of West Java), carried out a number of maneuvers to develop the West Java tourism industry that excels nationally and even internationally. In his Instagram account[at]ridwankamil, RK often uploads tourism studies and revitalization plans for leading tourist attractions in a number of cities/districts in

West Java. The West Java Regional Development Planning Agency (BappedaJabar) in the Grand Plan for the Development of World Class Tourism Destinations for West Java Province mentioned a number of leading tourism areas in West Java Province to be revitalized, including the Puncak Mountains Nature Tourism Area, Subang PurwakartaAgro Tourism Area, Coastal Cultural Tourism Area, Cirebon, Pelabuhan Ratu Ecotourism Area, Bandung Urban and Educational Tourism Area, Priangan Craft and Cultural Tourism Area, Bekasi-Karawang Industrial and Business Tourism Area, Pangandaran Beach Recreational Tourism Area, South West Java Special Interest Tourism Area (BappedaJabar, 2019). Ridwan Kamil's social media upload regarding the plan to revitalize the Situ Bagendit tourist attraction is presented in Figure 1.

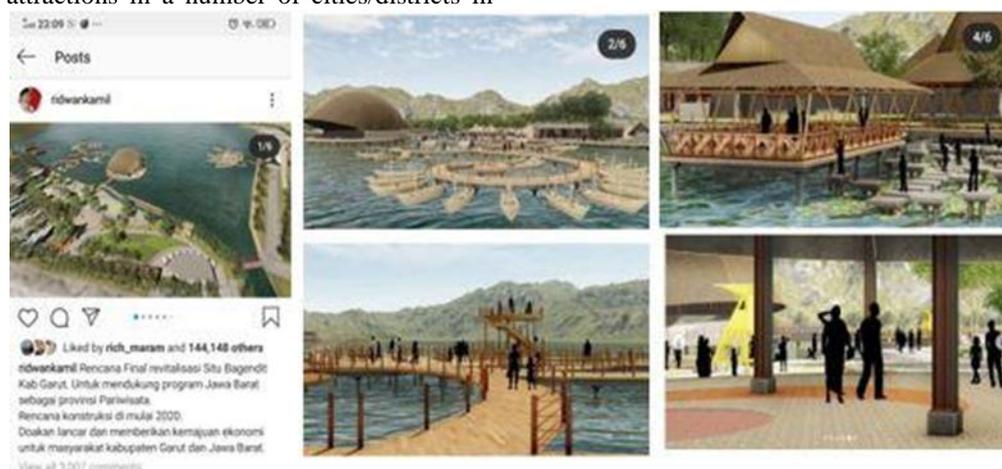


Figure 1: Upload Regarding the Revitalization of Situ Bagendit

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In its development in November 2019, Ridwan Kamil added one tourist attraction that will be revitalized and become world-class leading tourism, namely Situ Bagendit Tourism Object in Garut Regency. One step further, the Situ Bagendit tourist attraction will become a world-class tourist attraction, the Deputy Regent of Garut appreciates the steps taken by the Central Government (Pempus) and the Provincial Government (Pemprov) for their efforts to build Garut Regency, especially the tourism sector in Situ Bagendit, and directs the community to participate by maintain and care for Situ Bagendit (Garut, 2020).

Unfortunately, an unexpected condition hit the world at the end of 2019 and began to unsettle Indonesia in early March 2020, namely the Covid-19 pandemic (CNBC Indonesia, 2020). The Covid-19 pandemic has brought down a number of sectors in the world, including in Indonesia. Finance Minister Sri MulyaniIndrawati said that Indonesia's economic growth in 2020 could decline to minus 0.4% (CNBC Indonesia, 2020). The World Tourism Organization (*World Tourism Organization*) stated that the Covid-19 outbreak poses a major challenge to the tourism sector, which is one of the most affected sectors (UNWTO, 2020).

The President of Indonesia, Joko Widodo also added that there were 3 (three) sectors that experienced a decline due to the spread of the COVID-19 virus, namely the trade sector, the investment sector, and the tourism sector (Kompas. com, 2020). Luhut Binsar Panjaitan (Coordinating Minister of Maritime Affairs and Investment) explained that there will be a delay in investment due to the outbreak, where the tourism sector is the hardest hit and is expected to lose 500 million dollars per month (RRI, 2020).

The situation of suspended animation in a number of tourist attractions occurred in Indonesia, including the Situ Bagendit tourist attraction which could have an impact on the social and economic life of the tourism community. Besides being threatened with delays in investment, which should have been under construction in March 2020, business actors around tourist attractions are also in danger of going out of business. Based on the description above, researchers are interested in conducting research with the title "The Impact of the Covid-19 Pandemic on the Tourism Business of Situ BagenditGarut".

2. Literature Review

2.1 Pandemic

Pandemic is a widespread disease outbreak as a result of the spread of human-to-human infection (Qiu et al., 2017a). There have been many disease outbreaks and pandemics recorded in history, including Hong Kong Flu, Spanish Flu, H7N9, SARS, Ebola, Zika (Maurice, 2016; Rewar et al., 2015). The crisis that occurs as a result of the pandemic has a very large negative impact on the economy, health, national security, society, global community and also causes a series of negative consequences, especially on the social, economic and political aspects of a region (Davies, 2013; Qiu et al., 2017b).

2.2 Impact of Pandemic

Infectious disease outbreaks can easily cross borders that threaten economic and regional stability, as has been demonstrated by H1N1, HIV, H5N1, and the SARS epidemic and pandemic (Verikios et al., 2015). In 2013 and 2015 the Ebola pandemic impacted the economic and social fabric of China and West Africa and caused illness and death. Ebola and other pandemics have reduced the quality of life for families and communities. Ebola has disrupted essential services such as education, transport, tourism, and has had an impact on the West African economy and isolated populations; this has had an impact beyond Africa as well as global efforts to contain the outbreak (Nabarro & Wannous, 2016). In short, pandemic events threaten all aspects of the economic and social fabric (Drake et al., 2012).

2.3 Health Impacts

Infectious disease disasters, including pandemics and emerging infectious disease outbreaks, have the potential to increase the number of people affected by the disease and the high number of deaths worldwide, in fact pandemics account for one-quarter to one-third of global deaths (Verikios et al., 2015). In developing countries, pandemics and infectious diseases have the potential to kill many people and the probability of death is in the range of 5 to 10 percent (Kern, 2016).

2.4 Social Impact

Tourism is a significant form of human activity, it can have a wide range of impacts. This impact is very visible in tourist destinations, where tourists interact with the environment, economy, local culture and society. Therefore, it is conventional to consider the impact of tourism on socio-cultural, economic and environmental impacts (Mason, 2015). The Covid-19 pandemic has had a huge impact on social aspects, such as travel being severely restricted, the closure of schools, markets and sports venues. Airport closures and flight cancellations affect many people's trips and family lives (Qiu et al., 2017b; Wong & Leung, 2007). If the problems caused by the Covid-19 pandemic are not handled properly through a policy, then the crisis in the social sector can increase inequality, discrimination, exclusion, and global unemployment in the medium and even long term (United Nations, 2020).

2.5 Economic Impact

When discussing the economic impact of tourism, *the multiplier process* should be the most well-known and frequently applied approach to measuring the broad economic contribution of the tourism industry in macroeconomics, involving investment (including income flows and employment), exports, government expenditures (such as infrastructure and public facilities development), tax revenues, consumption tourists, and so on (Wu & Chen, 2015). Witt et al., (2013) show that there are three effects of the multiplier process: a direct effect (occurring only in directly affected industries), an indirect effect (concerning

inter-industry interactions), and an induced effect (related to changes in household income). ladder).

This study aims to determine the impact of the Covid-19 pandemic on social and economic changes in the community at the Situ BagenditGarut destination.

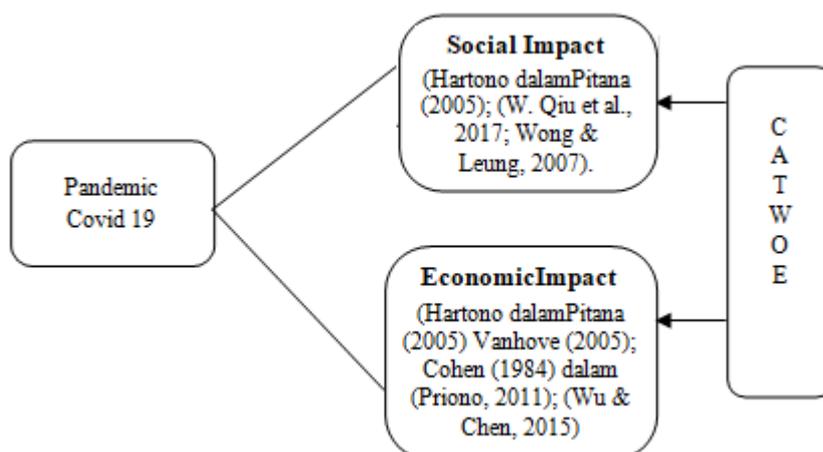


Figure 2: Paradigm Research

3. Methods

Based on the method, the method used in the research is a qualitative method. According to its purpose, the method used is descriptive method because it is presented in the form of a descriptive text or describes clearly the problems or phenomena during the Covid-19 pandemic season at the Situ Bagendit tourist attraction, Garut Regency. Based on the type of investigation, this study uses exploratory research because it seeks to find out the consequences of something happening where this research seeks to dig up information, describe, describe or find out how the impact of Covid-19 on the Situ Bagendit tourism object, Garut Regency.

The unit of analysis of this research is the individual analysis unit in which information or data is obtained through interviews with managers or the community around the Situ Bagendit tourist attraction. Meanwhile, based on the time the research was carried out, this study was included in a *cross-sectional study* which according to cross-sectional research is a study in which the dependent variable and the independent variable are assessed only once at a time.

The sampling technique used is a purposive *sampling method*: The data collection technique of this research is to do 1) Observation; 2) Interviews; and 3) Documentation. Profiles of informants in the interviews conducted can be seen in Table 1.

Table 1: Profile of Informants

No	Name of Resource Person	Occupation	Length
Service 1	DS	Head of Sub-Division of TU	1 Year
2	R	Water Biker	10 Years
3	US	Food Vendor	6 Years
4	DSN	Food Vendor	4 Years
5	SM	Visitors	-
6	MR	Visitors	-

4. Research Results and Discussion

4.1 Analysis Results

Interviews with managers, traders, and visitors to Situ Bagendit were conducted as a technique for data collection. Then, the data was analyzed using the NVivo 12 application with *summary view, wordcloud, and treemap*.

4.2 Summary View

Analysis *word frequency* which aims to explore the words that appear most often in interviews which are presented in table 2.

Table 2: Summary View

Word	Length	Count	Weighted Percentage (%)
Covid-19	5	53	2.80
Traders	8	39	2.06
Health (Facilities and Protocols)	9	35	1.85
Income	10	32	1.69
Changes (price and land use)	9	11	0.58
revitalization	12	11	0.58
Maintenance	12	8	0.42
Livelihood	11	7	0.37
Unemployed	10	6	0.32
Normal	6	6	0.32

Based on Table 2 shows that the word "Covid" is in the first place with a range of 5, the total is 53, and the percentage is 2.8%. While at position 10 there is the word "normal" with a range of 6, a total of 6, and a percentage of 0.32.

4.3 Word Cloud

The *word cloud* is to visually represent interview data in the form of a collection of words or keywords. *Word cloud* can describe any words that often appear or are often discussed in interview data which can be described in Figure 3.



Figure 3: Word Cloud Interview Results

Based on Figure 3 it can be concluded that the word that is the largest of other words is the word Covid, this shows the word that was discussed the most and had the highest frequency of interview results.

4.4 Tree Map

Tree map aims to describe hierarchical data in the form of a collection of rectangles with various sizes according to the frequency of words being analyzed. The tree map for this research is presented in Figure 4.



Figure 4: Tree Map

Based on Figure 4 it can be concluded that the words that often appear can be seen from the largest box. In this study, the 5 words that were discussed the most were Covid, traders, health, income, and change, while the 5 words that were least discussed were the words outside, contribution, do, constraints, and cash.

4.5 Results of CATWOE Process Analysis

This study uses CATWOE analysis to broaden the researcher's thinking regarding a problem or situation before the researcher relates to a particular problem that the researcher wants to solve. The Bagendit Situ CATWOE analysis is presented in Table 4.

Table 4: CATWOE Bagendit

Situ Analysis Bagendit Situ	
Customers	Traders and visitors/tourists
Actor	UPTD, Kompepar, Tourism and Culture Office
Transformation	1) Changes in land prices with the Bagendit Situ 2) Increased unemployment when closed for 3 months 3) Income has decreased since Due to the COVID 19 pandemic, 4) Situ Bagendit is reopened, but it is recommended to comply with health protocols. 5) There is a change in the price of basic necessities during the COVID 19 pandemic season, especially the Eid
season	1) With soap regularly, and checking body temperature before entering) 2) Traders are looking for other jobs to fulfill their daily needs 3) Traders hope that there will be a definite solution, if Bagendit Lake has to be closed again, because there will be development in

Situ Analysis Bagendit Situ	
	the tourist area of Bagendit Lake. 4) Visitors hope that facilities that support health protocols can be maximized
Owner	of the Department of Tourism and Culture
Environment constraint	1) There is an awareness of the community around Bagendit Lake to comply with health protocols.

Based on table 4 it can be concluded that customers or parties served within the scope of Bagendit Lake are traders and visitors/tourists, then those Those who will implement policies or provide solutions to problems are UPTD, Kompepar, the Department of Tourism and Culture. Transformation is the things that are affected, in this case it is the things that are affected by Covid-19, namely changes in land prices with the Bagendit Situ, an increase in unemployment when it was closed for 3 months, income has decreased since the Covid-19 pandemic, Bagendit Situ was reopened but It is recommended to comply with health protocols, and there are changes in the prices of basic necessities during the Covid-19 pandemic season, especially the Eid season.

World view or the bigger picture that can be a solution to this problem are managers and traders recommending all visitors to comply with health protocols (wear masks, maintain distance, wash hands with soap regularly, and check body temperature before entering); traders looking for other jobs to fulfill their needs; traders hope for a definite solution, if there bagendit must be closed again; and visitors hope that facilities that support health protocols can be maximized. owner or party that has the management process of Situ Bagendit is the Department of Tourism and Culture, in which Situ Bagendit is under the management and under Disparbud.

In addition, the results of the analysis in this study are related to *environmental constraints*, namely environmental constraints that occur in Situ Bagendit, such as the awareness of the community around Situ Bagendit to comply with health protocols and plans for revitalization in the Situ Bagendit area.

From the results of the analysis using CATWOE, *transformation* (things affected by Covid-19) and *world view* (a wider picture that can be a solution) are shown in Figure 5.

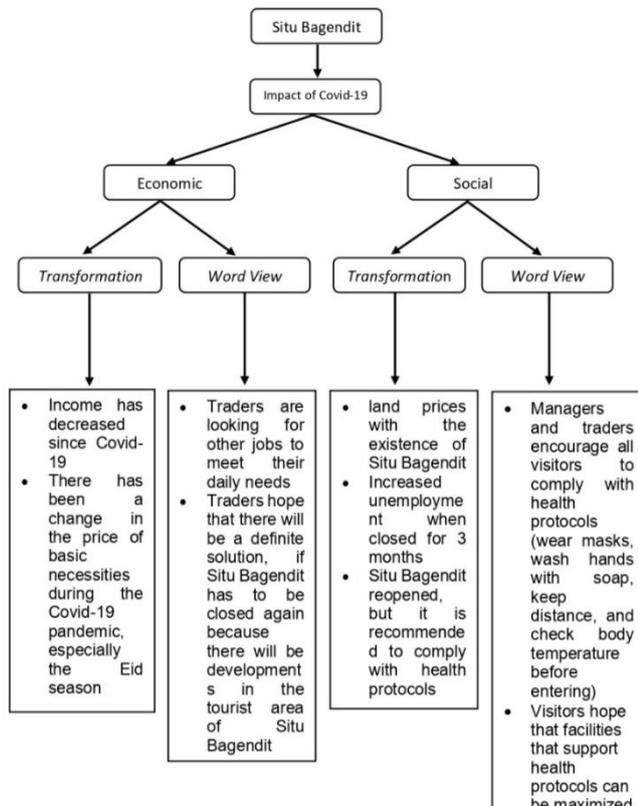


Figure 5: CATWOE Transformation & Word View Analysis Situ Bagendit

Based on Figure 5 It can be seen that the impact of the Covid-19 pandemic has affected social and economic aspects. From the economic aspect, there is *transformation* and *word view*, where *the transformation* in the economic aspect is that the income of the people around Situ Bagendit has decreased since the Covid-19 pandemic, there has been a change in the price of basic necessities during the Covid-19 pandemic, especially the Eid season. While *word view* from the economic aspect is that traders are looking for other jobs to meet their daily needs, traders hope that there will be a definite solution, if there is Bagendit it must be closed again because construction will be carried out again in the tourist area of Situ Bagendit. The social aspect includes *transformation* and *word view*, where *the transformation* in the social aspect is that there is a change in land prices with the existence of Situ Bagendit, an increase in the number of unemployed when Situ Bagendit is closed for 3 months, and when Situ Bagendit is reopened it is recommended to comply with health protocols. While *word view* on the social aspect, namely managers and traders recommends all visitors to comply with health protocols (wearing masks, maintaining distance, washing hands with soap regularly,

and checking body temperature before entering), as well as visitors' expectations that facilities that support health protocols can be maximized.

5. Conclusions and Suggestions

5.1 Conclusions

Based on the results of research that has been carried out using *CATWOE analysis*, the COVID-19 pandemic has had a significant impact on the social and economic fields of the tourism community of Situ Bagendit tourism object, which can be explained as follows.

- Social impact, the increasing number of unemployed when the Bagendit Situ is closed for 3 months, and when the Bagendit Situ is reopened, it is recommended to comply with health protocols.
- Economic Impact, the income of the community around Situ Bagendit has decreased since the Covid-19 pandemic, there was a change in the price of basic necessities during the Covid-19 pandemic, especially the Eid season, traders were looking for other jobs to meet their daily needs.

5.2 Suggestions

Based on the conclusions above, several suggestions can be obtained, as follows.

- This research only focuses on the social and economic aspects affected by the Covid 19 pandemic in the tourist area of Situ Bagendit, so that future researchers can conduct research by looking at aspects of education, health, national security, politics, and other related aspects. Further researchers can conduct research by looking at these aspects in other tourist objects. (Castillo-Chavez et al., 2015; Davies, 2013; Nabarro & Wannous, 2016; W. Qiu et al., 2017).
- The government is expected to be able to open job vacancies for the affected people, to stabilize the price of basic needs by opening a cheap market, and to improve the health facilities available at Situ Bagendit.

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