

Disaster Management of Pandemic COVID-19 toward Tourism of Bintan Regency by NVivo Analysis

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Abstract: Bintan Regency has a strategic location close to Singapore (it only takes 60 minutes by ferryboat). Therefore, tourism is one of the primary sectors contributing to the highest local government revenue of the Bintan Regency. During the COVID-19 pandemic, all the entrances from abroad were closed. Then it finally decreased to 94% of the local government revenue. The Ministry of Tourism and Creative Economy has recommended the "Travel Bubble" Policy to welcome the new average era without ignoring health protocols. The travel bubble is also one of the disaster management efforts in the tourism sector. Bintan Regency is one of the pilot projects to implement the travel bubble in Indonesia. This study aims to analyze the possibilities of implementing the Travel Bubble. The research also described the policy, the government's role, and matters relating to strategic policies on the performance of the travel bubble. The findings of this study resulted from qualitative data with the NVIVO 12 software tool. The results showed a matrix coding query about the predictions of the type of tourist attraction that will contribute highly to tourist interest. Then, the results recommend an effective collaboration between the central and local governments. However, the local governments must take a role dominantly. This study also explains the attempt to manage tourism disasters. Finally, the readers can use this study to analyze various strategic policies revitalizing the tourism economy.

Keywords: *Disaster Management; Tourism; COVID-19; NVivo Analysis*

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INTRODUCTION

The high number of positive confirmed cases of COVID-19 in Indonesia affected the tourism industry (Kristiana et al., 2021; Riadil, 2020). The restrictions on travel from abroad eventually led to a decrease in state revenue in the tourism sector by 20.7 billion Rupiah. (Esfandiari, 2021; Mahadiansar et al., 2021b; Susilawati et al., 2020). It was significantly different compared to the condition at the end of 2019, when the Indonesian tourism industry was thriving because, at that time, the tourism industry was very supportive of the leisure economy sector. (Huang & Deng, 2011; Istriyani, 2021). However, with the COVID-19 pandemic, the tourism sector in Indonesia has

been the worst hit, and recovery will take a long time (Pramana et al., 2021; Spenceley et al., 2021; Sun et al., 2021; Zhang et al., 2021). In addition, the mass distribution of vaccines on a global and national scale is an effort to raise Indonesia's tourism economy (Gössling et al., 2020; King et al., 2021; Zigran et al., 2021).

Moreover, the Indonesian government carried out three phases; Emergency Response, Recovery, and Normalization. The Emergency Response phase carried out by the Indonesian government is focused on health, such as initiating social health protection programs (Anhusadar & Islamiyah, 2020; Ridlo, 2020), encouraging creativity and productivity during Work From Home (WFH) (Kurnianingsih et al., 2020), coordinating the tourism crisis with tourism areas, and prepare for the recovery phase to reduce the positive number of Covid-19 (Hupkau & Petrongolo, 2020).

Based on data from covid-19.go.id, positive cases of COVID-19 have been on a downward trend since mid-July 2021. As a result, the government gradually opened access to tourist attractions without violating health protocols. Therefore, the Indonesian government began implementing the CHSE certification policy through the Ministry of Tourism and Creative Economics. CHSE certification grants certificates to Tourism Businesses, Tourism Destinations, and other Tourism Products to guarantee that tourist attractions implement Cleanliness, Healthy, Safety, and Environmental Sustainability (Bernini et al., 2021; Fitri et al., 2021).

CHSE provided evidence that tourist attractions have followed the health protocol to visit safely. With this CHSE certification, foreign and domestic tourists become more comfortable visiting tourist attractions. Moreover, the Ministry of Tourism and Creative Economy initiate the MICE Program for Meetings, Incentives, Conventions, and Exhibitions to support optimizing tourism activities and labeling "I Do care" as a form of concern for health protocols (Safaeva, 2020).

One of the potentials to save tourism in Indonesia during the COVID-19 pandemic is strengthening cross-border tourism. Neighboring countries generally carry out across-border tourism through mutual agreements (Chow & Tsui, 2019; Su & Li, 2021). However, Indonesia has not reopened its borders to foreign tourists due to the high rate of spread of the COVID-19 pandemic. The restriction for visiting is regulated by the Ministry of Law and Human Rights Number 11-2020, about the restriction foreigners from entering the territory in Indonesia during the COVID-19 pandemic.

Border entrance restriction for tourism access impacts poor economic transactions in various business sectors, such as; hotels, villas, resorts, and Small and Medium Enterprises (SMEs) (Mahadiansar et al., 2021b). In the last five years, foreign tourists have contributed more to Local Government Revenue (PAD) than domestic tourists. So by closing the access of foreigners coming to Bintan Regency, it impacted significantly decreasing by 94% PAD. The regulation was out due to the COVID-19 pandemic in Indonesia actively increasing the number of deaths. Therefore, the government immediately made alternative policies to overcome these problems.

The collapse of the tourism economy due to the pandemic can be called a disaster in the tourism sector. To manage the impact of the disaster on the tourism sector, the government proposed a policy on structuring travel corridors called the Travel Bubble. This Travel Bubble will be implemented in potential areas bordering neighboring countries with one travel route (Fusté-Forné & Michael, 2021; Yousaf, 2021). The travel bubble extends the "social bubble" concept where people expand their quarantine zones to include more people they deem safe. In addition, the travel bubble allows the entry of visitors for business trips only or vacation trips from other countries through travel bubbles or green corridors.

Travel bubbles require testing before departure, after arrival, and a shorter quarantine period. At the beginning of the spread of the COVID-19 pandemic, Travel Corridor Arrangement or Travel Bubble was carried out by several countries where the spread of the COVID-19 pandemic was still low in Figure 1.

Table 1. Application of the Travel Bubble Concept in several countries at the beginning of the spread of the COVID-19 pandemic

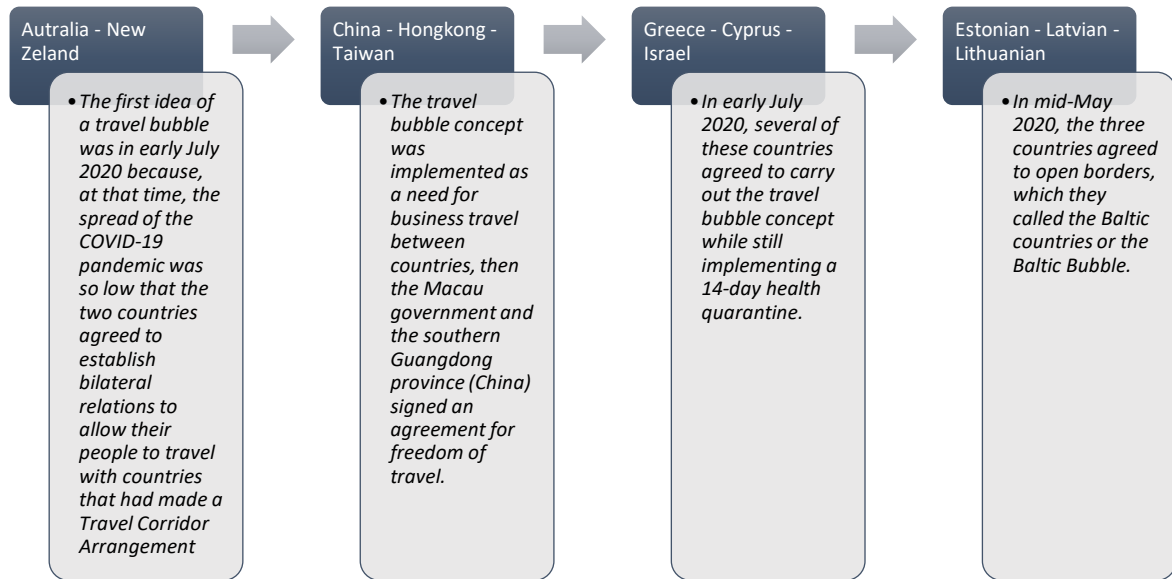
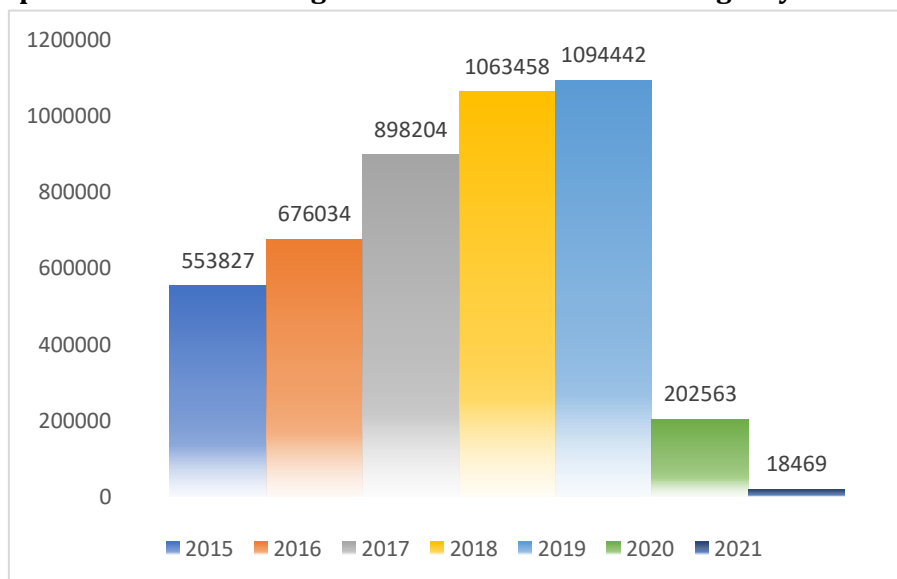


Figure 1. Application of the Travel Bubble Concept in several countries at the beginning of the spread of the COVID-19 pandemic

Source: Processed by researchers from various sources, 2021.

Bintan Regency has a strategic location close to Singapore (it only takes 60 minutes by ferryboat). Therefore, Tourism is one of the primary sectors contributing to the highest local government revenue of the Bintan Regency. So, the Bintan Regency is one of the selected areas as a pilot project for the travel bubble in Indonesia. Statistical data showing foreign tourist visits have increased from 2015 to 2019 in Bintan Regency (Oktaviana et al., 2021) but experienced a significant decline due to the COVID-19 pandemic in 2020. The following number of foreign tourist visits can be seen in Graph 1.

Graph 1. Number of Foreign Tourists Visits in Bintan Regency 2015-2021



Source: Bintan Resort Ferries, reprocessed with Microsoft Excel 365, 2021.

In the second semester of 2021, Bintan Regency was identified as the first level of PPKM (PPKM stands for Enforcement of Community Activity Restrictions). The first level category of PPKM means that the spread of COVID-19 has decreased significantly both in terms of cases and the number of spreading of COVID-19. Therefore, the Ministry of Health of the Republic of Indonesia has determined the central government. In addition, the fundamental reason for the decline in the COVID-19 pandemic, the central government wants to carry out a travel corridor arrangement in border countries in the tourism sector for Bintan Regency (Putra, 2021; Tasmalinda, 2021). One of them is compliance with health protocols that meet the requirements of pilot projects in several districts/cities in Indonesia with borders with neighboring countries (Maulana, 2021).

Currently, CHSE protocol in the Bintan Regency is in the "satisfactory" category, with 63 tourism businesses in the Bintan Regency. CHSE certification in Bintan is the first implementation in Indonesia by the Ministry of Tourism and Creative Economy of the Republic of Indonesia in 2020 (Mahadiansar et al., 2021a). It shows the government's seriousness in developing the tourism sector in Bintan during the COVID-19 pandemic. Implementing CHSE certification is expected to increase tourist confidence in the Bintan Regency's tourism industry more securely, such as providing vaccines to tourism actors, socializing the implementation of CHSE, and complying with health protocols in tourism activities (Kedang & Soesilo, 2021). With the performance of labeling on, I DO CARE. CHSE Certification for several businesses in the tourism sector hopes it can awaken tourism actors and reassure prospective tourists that they will feel more secure and carry out tourism activities in Bintan Regency.



Figure 1. Standard CHSE Certificate and CHSE Implementation in a tourist destination for tourism business actors in Bintan Regency from 2020 to date

Source: Researcher Documentation at Banyan Tree Bintan & Telaga Biru Tourism, 2021

Based on the picture and explanation above, the central government, through the Ministry of Tourism and Creative Economy of the Republic of Indonesia, wants the tourist area in Bintan Regency to be a pilot project for implementing the travel bubble with Singapore in the future. The central government is preparing a draft memorandum of understanding to be submitted to the Singapore government. The Indonesian-Singaporean government wants to ensure that the "Travel Bubble" is carried out according to health protocols so that the tourism industry is

sustainable (Riadil, 2020). In general, the concept of a travel bubble is that two or more countries that have succeeded in controlling the spread of COVID-19 have agreed to create a bubble or travel corridor (Kristiana et al., 2021). This bubble will make it easier for residents who live in it to travel freely and avoid mandatory self-quarantine (Sugihamretha, 2020). In addition, this policy will make it easier for people to cross borders with minimum complexity while still adhering to strict health protocols during the COVID-19 pandemic.

The regional and central governments are preparing some considerations for areas in the travel bubble program, including a low positive case rate and active cases and hospital capacity in a safe condition for easing public activities, such as specific conditions for prospective foreign tourists who enter Indonesia. For example, tourists must perform a PCR swab test with a negative result for COVID-19 before departing from their home country and arriving in Indonesia (Ali, 2020). The pilot project for implementing the Travel Bubble-based tourism in Bintan Regency is close to neighboring countries such as Singapore. Therefore, it has an extraordinary attraction for foreign tourists to visit tourism in Bintan Regency. Before the COVID-19 pandemic, the local government of the Bintan Regency made it easier for foreign tourists to visit tourism. It is evidenced by the stability of access to sea transportation directly from the Travel Route from Tanah Merah Port (Singapore) - to Bandar Betani Port, Bintan Regency (Indonesia). The interest of foreign tourists from abroad who visit Bintan Regency to enjoy tourist destinations is promising.

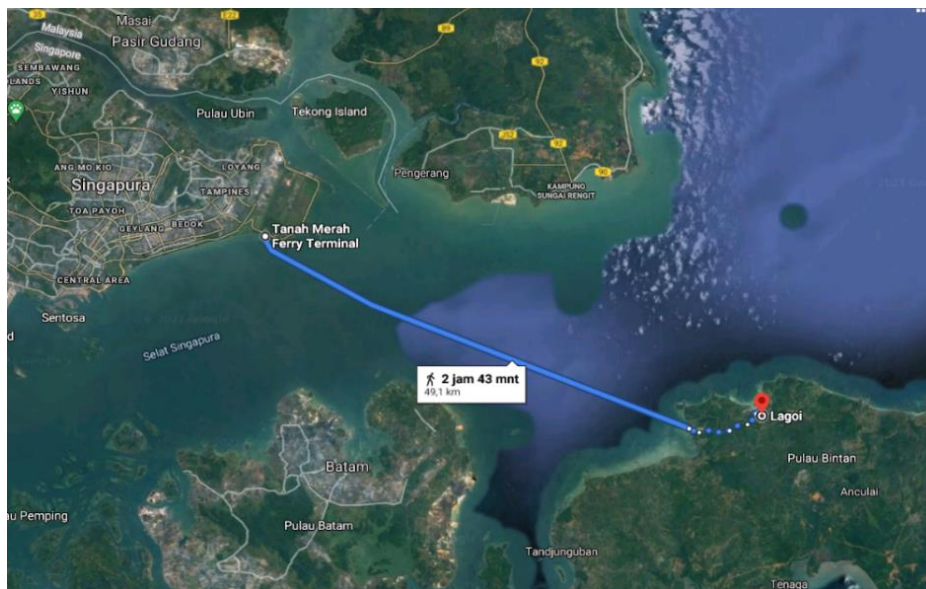


Figure 2. Travel Route from Tanah Merah Port (Singapore) – Bandar Betani Port, Bintan Regency (Indonesia)

Source: Google Maps, 2021

Based on Figure 2, the transportation route from Singapore's Tanah Merah Port to Indonesia's Bentan Betani Port (Bintan Regency) only takes 2 hours and 43 minutes (Larasati, 2020). Therefore, it allows tourists from abroad to visit Bintan Regency daily to enjoy beautiful tourist destinations. Moreover, Bintan Regency is popular with beautiful resorts, including Treasure Bay Bintan, allowing tourists to see Southeast Asia's first and largest manufactured lake. Thus, there is an excellent opportunity to open tourism doors for foreign tourists visiting Indonesia at the border (Churchill & Nuhu, 2018; Santos & Giraldi, 2017).

Disaster management is a series of activities carried out in prevention, preparedness mitigation, emergency response, and recovery efforts in anticipating disasters that will occur in the future related to disaster events (Coppola, 2015). However, with the potential for opening tourist trips to Indonesia in Bintan Regency, organizational management must always prepare so that the spread of the COVID-19 pandemic is not high to control the COVID-19 pandemic disaster properly. Therefore, this study focuses more on disaster management during the COVID-19

pandemic in Bintan Regency, which has become sustainable tourism in Indonesia (Sentanu & Mahadiansar, 2020).

Disaster management is carried out to reduce losses and risks and speed up the recovery process after the disaster (Kirschenbaum, 2004). Disaster management consists of two stages: ex-ante or before a disaster occurs and ex-pastor after a catastrophe (Hapsari & Djumiarti, 2016). Ex-ante consists of mitigation, prevention, and preparedness. The ex-past stage involves emergency response, rehabilitation, and reconstruction. Disaster management strategies can be technical, engineering, non-technical, or statutory (Wang et al., 2020). Understanding disaster management will be the first step to reducing risks that arise when disasters occur periodically after the same disaster (Ulum, 2014). Understanding the disaster includes several parameters: danger, vulnerability, vulnerability, and risk (Samin, 2021).

An introduction to the disaster management theory during the COVID-19 pandemic in the tourism sector while applying the travel bubble in Bintan Regency looks for the potential for unpredictable disaster events so that it needs to be adjusted to the stages in disaster management.

RESEARCH METHOD

The research design used descriptive qualitative (Yin, 2010) on relevant secondary data studies (Johnston, 2014) related to tourism conditions in Bintan Regency in preparing Travel Corridor Arrangements during the COVID-19 pandemic. Secondary data was collected using snowball sampling (Sugiyono, 2012). The researchers looked for the main keywords in the statements in the secondary data that were most relevant to the discourse on the preparation of opening access for foreign and domestic tourists in Bintan Regency using the NVivo 12 software. The purpose of the NVivo classification was to see the potential for the type of tourism in disaster management and the kind of tourism that will occur in the future (Edhlund & McDougall, 2019). The data classification in NVivo in this study can be seen in Table 1.

Table 1. Classification of NVivo 12

Nodes	Child	Cases
Disaster Management	Mitigation	Domestic Tourist
Tourism Type	Preparation	Foreign Tourist
COVID-19	Response	Tourism Entrepreneurs
	Recovery	Central Government
	Travel Bubble Tourism	Local Government
	Pleasure Tourism	Village Government
	Sport Tourism	

Source: Researcher Processed Using NVivo, 2021.

Classification at the NVivo 12 nodes focuses on the leading theory or topic and research to connect the possibilities that occur that are derived by NVivo 12 children as research dimensions or indicators (Bazeley, 2007). Furthermore, cases represent objects that have gone through the observation stage. In general, the NVivo 12 classification projects the influence, dominance, determination, and strong relationship based on research data obtained using both secondary and primary data. The nodes involved in data analysis are disaster management theory (Carter, 2008) during the COVID-19 pandemic in the Bintan Regency, which focuses on preparation for carrying out tourism activities after the decline in the spread of the COVID-19 pandemic by projecting Mitigation, Preparation, Response, and Recovery.

Then the type of tourism researchers wanted to see the forecasting which domestic or foreign tourists would select based on the tourist interests they wish to enjoy. The types of tourism were derived, including Travel Bubble Tourism, Pleasure Tourism, and Sport Tourism, based on reports from the Tourism and Culture Office of Bintan Regency on tourism activities for both groups and individuals. While in this case, the researcher provided a suitable option in secondary data, called domestic and foreign tourists and tourism entrepreneurs preparing for COVID-19 disaster management (Ishiwatari et al., 2020).

Local government, including the Bintan Regency Government or Kepulauan Riau Provincial Government, and the Village Government, namely Tourism Villages throughout the Bintan

Regency, for management. Then the alternative government roles dominate policymakers during the COVID-19 pandemic, including the Central Government, namely the Ministry of Tourism and Creative Economy of the Republic of Indonesia. disaster (Danar, 2020; Setiawan & Mahadiansar, 2020). The results of the NVivo classification are proven in the Visualization of Query Explore by displaying Word Frequency, Coding, Matrix Coding or Crosstab, and cluster analysis and Hierarchy Chart (Wiltshire, 2011). Furthermore, to strengthen data analysis techniques, researchers used data triangulation (Olsen, 2004) on COVID-19 disaster management in the Tourism Sector of the Bintan Regency, making it easier for researchers to analyze relevant data in depth.

RESULTS AND DISCUSSION

Tourism Conditions in Bintan Regency during the COVID-19 Pandemic

Currently, the tourism condition of the Bintan Regency has several tourism industry players who continue to run their businesses despite experiencing heavy losses during the COVID-19 pandemic. For example, Bintan Resort still survives. The investment value in infrastructure in tourism areas managed by Bintan Resort reaches 1.5 billion US dollars. However, with the decline in the number of cases of the spread of the COVID-19 pandemic, which has entered PPKM Level 1, Bintan Resort and all hotel owners in the tourism area managed by Bintan Resort are optimistic that the Singapore Government will open access to its citizens to vacation in Bintan Regency. Following the central government's wishes, Bintan Resort is a "pilot project" for tourism areas with health protocols on the travel bubble concept. Communication between the Government of Indonesia and the Government of Singapore will produce positive results for the tourism sector in Bintan Regency, which borders Singapore.

The optimism of the Indonesian government to revive the tourism sector, especially in Bintan, has further boosted confidence and optimism for Bintan Resort to survive. The opening of Bintan Resort as a safe tourism area from COVID-19 must comply with health protocols. Vaccination as a strengthening of community immunity is also an absolute requirement met in tourism areas in Lagoi. The scheme applied to tourism with the travel bubble concept for foreign tourists can be seen in Figure 3.

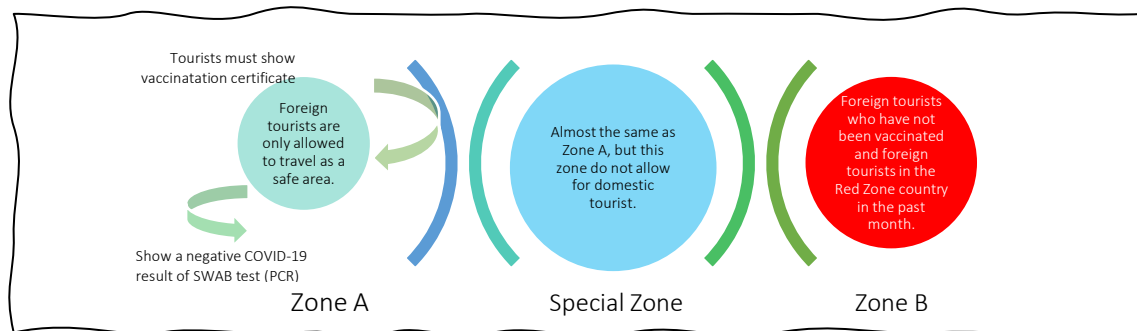


Figure 3. Schematic of Tourist Visits during the COVID-19 Pandemic in Bintan Regency

Source: Processed by researchers from <https://corona.kepriprov.go.id/>

Based on the explanation and secondary data search by researchers, it shows that the condition of the tourism industry has prepared both the mechanism for foreign and domestic tourists visiting Bintan Regency during the COVID-19 pandemic. The scheme aims to control tourist activities by adhering to strengthening health protocols so that there are no new clusters of the spread of the COVID-19 pandemic. However, this scheme becomes a model for the tourism industry if foreign tourist visits open. Currently, tourism business actors in Bintan are still waiting for a circular from the Ministry of Law and Human Rights of the Republic of Indonesia regarding the travel of foreigners entering Indonesia, especially in the border areas between Singapore and Indonesia. In addition, the Indonesian government must build a communication conference to synchronize the travel bubble by looking at the statistics on the decline in the spread of the

COVID-19 pandemic in the two countries to meet the requirements for the visit of Singaporeans to visit Bintan Regency, Indonesia.

Coding Cases of Bintan Regency Tourism Secondary Data During the COVID-19 Pandemic *Choice of Domestic Travelers and International Tourists to Bintan Regency*

Coding cases of NVivo 12 for domestic and foreign tourists are aimed at forecasting the current choice of tourism types in Bintan Regency during the COVID-19 pandemic. Definition Tourists are actors in tourist activity. Tourists who carry out tourism activities come from various countries located all over the world. Types of tourists are divided into two groups: (a) Domestic tourists, visitors who travel outside their residence but are still in their country, which they occupy for a minimum of 24 hours. (b) Foreign tourists come to a country outside their own country with multiple destinations within a minimum of 24 hours (Lim & McAleer, 2001). Based on the search for relevant secondary data, the researchers conducted the NVivo 12 matrix coding test to see the two relationships between tourism activities in Bintan Regency during the decline in the COVID-19 pandemic. This coding matrix simplifies data delivery, making it easy to process later (Ravikumar et al., 2015). The results can be seen in Figure 4.

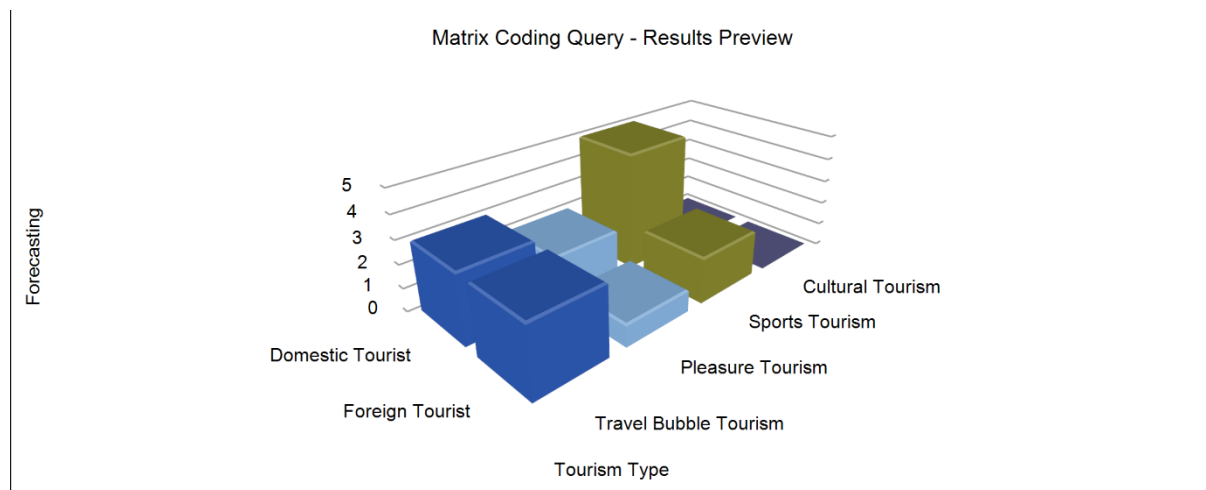


Figure 4. Coding Opportunity of Tourists in Bintan Regency Tourism Types during the COVID-19 Pandemic

Source: Proceed using NVivo, 2021.

The discourse has been well prepared. The results of secondary data processing using NVivo show that the relationship between foreign and domestic tourists is more about travel bubble tourism, which has the same frequency. Still, for domestic tourists at this time, the type of sports tourism shows a high representation because the prohibition of foreigners from entering Indonesia is still in effect following the Ministry of Law and Human Rights No. 11 of 2020 concerning the ban of foreigners from entering the territory of the Republic of Indonesia during the COVID-19 pandemic. In conditions of a decline in the spread of the COVID-19 pandemic, sports tourism activities allow domestic tourists to hold regional-scale events in Bintan Regency.

The actions of domestic tourists in sports tourism include Snorkeling, Diving, Fishing, Swimming, Camping, and Bike Tracks (Kurtzman, 2006). However, there are no crowds for this regional-scale sports tourism for domestic tourists because it does not require many sports tourism participants.

Responsibilities of the Government in handling the COVID-19 pandemic in Bintan Regency

The COVID-19 pandemic is a momentum for the government to formulate central and regional affairs and interests in dealing with non-natural national disasters (Wright, 2020). Central-Local relations are one of the determining factors for the effectiveness of policies handling COVID-19. This phenomenon affects the quality of COVID-19 in Indonesia and becomes

a tough test for decentralization practices (Putra & Handoko, 2021). Administratively, the cause of poor central-regional relations during the pandemic can be seen from the approach used by the government.

COVID-19 pandemic. Based on secondary data searches related to the government's readiness and efforts in dealing with the COVID-19 pandemic in the Tourism sector of Bintan Regency, the researchers conducted the NVivo 12 coding matrix test to see the relationship between the central government and regional governments and village governments in tourism activities in Bintan Regency during a period of declining numbers. The results of the matrix coding can be seen in Figure 5.

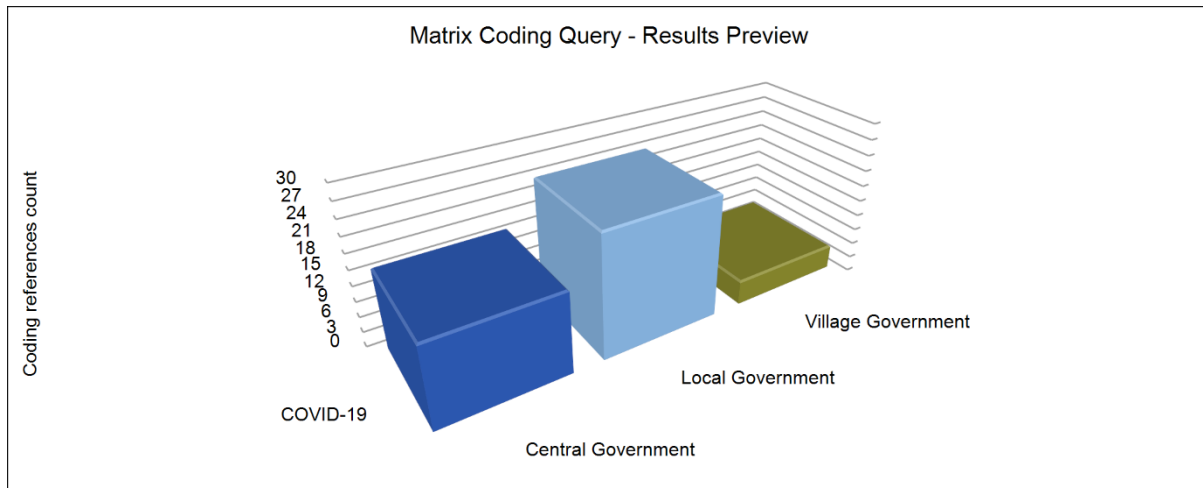


Figure 5. Matrix Coding Reference Count of Government Handling the COVID-19 Pandemic in Bintan Regency

Source: Proceed Using NVivo, 2021.

Based on the results of the matrix coding, the Coding references count shows that the local government, namely the Bintan district, has better preparation than the central government, proved in the rights and authorities handling COVID-19, which is closely related to the health aspect, so the government must be able to carry out a combination of disaster approaches if needed. Referring to Law no. 24 of 2007, and the health approach refers to Law no. 36 of 2009. These two approaches then affect the division between central and local governments. In Law no. 23 of 2014, health and disaster affairs are classified as concurrent government affairs, which means that local governments also have the authority to manage these affairs.

In the Bintan tourism sector, the affected interests are attached to the local government compared to the central government because the provincial government can map out tourism conditions in disaster conditions. The local government, in this case, the Regency or City, usually cooperates with the village government, which tends to collaborate. The collaboration aims to systematically solve existing and emerging regional problems not to be easily solved by one stakeholder alone (Tryon & Winograd, 2011).

Alternative Tourism Industry Actor during the COVID-19 pandemic in Bintan Regency

Tourism actors during the COVID-19 pandemic demand to survive a pandemic, namely to have good adaptability, innovation, and collaboration. In addition, the tourism industry is required to realize the acceleration of tourism recovery in the region (Kreiner & Ram, 2021). The Scope of the Tourism Industry in the Bintan Regency during the COVID-19 pandemic is based on secondary research by researchers in the context of regional economic recovery, including golf, homestay, hotel or resort businesses, restaurants, transportation, and travel services.

The tourism industry is felt to still exist for domestic tourists during the decline in the COVID-19 pandemic. The following are the researchers' findings in observing Cases NVivo 12. The purpose of keeping this secondary data is to find the dominants often discussed on research topics by using keywords to search for relevant secondary data (Xiaoying et al., 2019). The results of the NVivo 12 observation cases can be seen in Table 2.

Table 2. Cases Observation NVivo 12 on Alternative Types of Tourism Industry during the COVID-19 Pandemic in Bintan Regency

Cases	Coding References	Items Cases
Golf	3	3
Homestay	56	20
Hotel or Resort	28	17
Restaurant	12	9
Transportation	3	3
Travel Agent	57	19

Source: Proceed Using NVivo 12, 2021.

In simplifying the results of the NVivo 12 Cases Observation of numbers according to the table above, the researchers conducted a Hierarchy Chart intending to know the level of visualization cases in research analysis (Phillips & Lu, 2018). The Hierarchy Chart converted from Cases Observation NVivo 12 can be seen in Figure 6. Then the type of tourism industry in the period decreasing the spread of the COVID-19 pandemic in the tourism sector of Bintan Regency as a reference in regional economic recovery.

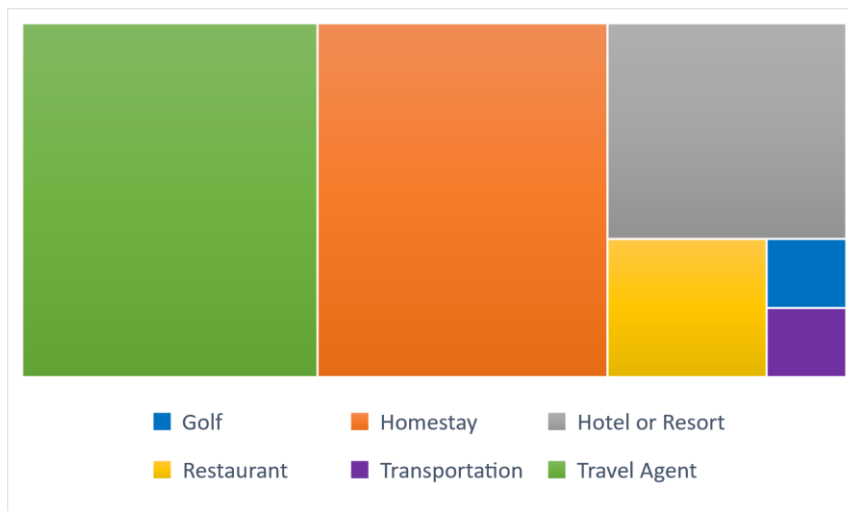


Figure 6. Hierarchy Chart Types of Tourism Industry during the COVID-19 Pandemic in Bintan Regency

Source: Processed by Researchers Using NVivo to Microsoft Excel 365, 2021.

Based on Cases Observation NVivo 12 on the types of tourism industry players during the COVID-19 pandemic, the highest level lies in travel services. Both domestic and foreign tourists need travel services to gain insight and knowledge in Bintan Regency during the COVID-19 pandemic. For example, rules and regulations regarding the application of health protocols must be known by prospective tourists visiting. It is intended to provide security and comfort in tourism activities in the Bintan Regency. The second is the Homestay tourism industry. Homestays are usually tourists renting local houses for foreign tourists to stay for an agreed time. Daily, weekly, or monthly (Al-Laymoun et al., 2020). The facilities offered are usually not as luxurious as hotels. Tourists often demand the Bintan Regency tourism industry in travel and homestay services during the COVID-19 pandemic, which is public services in the tourism sector.

COVID-19 Disaster Management in the Tourism Sector of Bintan Regency

Disaster Mitigation

Disaster mitigation is a series of efforts to reduce disaster risk through physical development, awareness, and capacity building to deal with disaster threats. Disaster mitigation aims to minimize the impact, especially on the population, as a basis (guideline) for development planning and increasing public knowledge in dealing with and reducing the impact/risk of

disasters so that people can live safely (Weichselgartner, 2001). Disaster mitigation that local and central governments must carry out is essential to pay attention to the production and distribution value chain to ensure certainty of the supply needed by the community for the needs of the tourism industry in Bintan Regency, furthermore guaranteeing that income and job opportunities are not affected by the COVID-19 pandemic. Then the support of the tourism industry incentives or the affected tourism actors, especially Small and Medium Enterprises (SMEs), cooperatives, and informal sector businesses, ensure the supply and availability of food stocks by strengthening regional and central policy interventions through the Ministry of Tourism and Creative Economy of the Republic of Indonesia.

Disaster Preparation

Disaster preparation is the knowledge to prepare the community for the world or unnatural disasters. Disaster preparation, in general, is usually the public birth of disaster preparation from government policies taken from civil defense to preparing civil society for practice before disasters occur on an ongoing basis (Uhm et al., 2016). One of the essential factors in implementing the Travel Corridor Arrangement is vaccination. Therefore, the acceleration of immunization in the tourism sector of Bintan Regency is not only vaccination for tourism actors, but also local communities must participate in suppressing the risk of transmission in the prepared zone as low as possible the spread of the COVID-19 pandemic. When the travel bubble is implemented, monitoring and evaluation will monitor all matters related to preconditions, safe routes, safe zones, end-to-end transportation, and referral hospitals. In addition, the requirements for the travel bubble program include a low positive case rate and active cases and hospital capacity in a safe condition for implementing public activities. It has fulfilled the requirements of Bintan Regency as a pilot for foreign tourists' visits from Singapore.

Disaster Response

Disaster response is a series of activities carried out immediately when a disaster occurs to deal with the impact of the disaster. Usually focuses on a quick and precise assessment of the location, damage, loss, and resources to determine the status of a disaster emergency. Furthermore, rescue and evacuation of disaster-affected communities meet the basic needs of the neighborhood (Paton et al., 2000). According to Presidential Decree No. 17 of 2018, The implementation of disaster management in certain circumstances is where the status of a Disaster Emergency has not been determined, or the level of a Disaster Emergency has ended and has not been extended. However, actions are needed or are still required to reduce Disaster Risk and the broader impact. Certain state conditions are necessary so BNPB can carry out operations in the Bintan district if the spike in the COVID-19 pandemic is high during the Travel Bubble trial period in the tourism sector. With this particular situation, the Bintan Regency BNPB can also carry out emergency operations to support emergency management, strengthen health facilities, and empower human resources in handling COVID-19.

Disaster Recovery

Disaster recovery is a series of plans for rational and cost-effective management of disasters in social life that will and have occurred. In general, disaster recovery minimizes risk and optimizes the entity's sustainability in dealing with disaster risk (Nigg, 1995). With the tourism Travel Corridor Arrangement, economic problems due to the pandemic can be resolved in tandem with the issue of health impacts through the precise institutional handling and optimally coordinated by stakeholders, both central and local governments, down to the village level in the tourism sector in Bintan Regency. In addition, it supports tourism activities during the COVID-19 pandemic, synchronizing disaster recovery through social assistance, regular social services such as the Family Hope Program (*Program Keluarga Harapan*), basic food programs, Cash and Social Transfer (*Bantuan Sosial Tunai*), and rice assistance for the community. In addition, the use of village funds whose designation is used for Village Fund cash transfers (*Bantuan Langsung Lunai Dana Desa*). In addition, it can use the Ready-to-Use Fund (*Dana Siap Pakai*) and the regional Unexpected Expenditure (*Belanja Tidak Terduga*) budget to handle the status of this particular situation, especially the Tourism Villages in Bintan Regency.

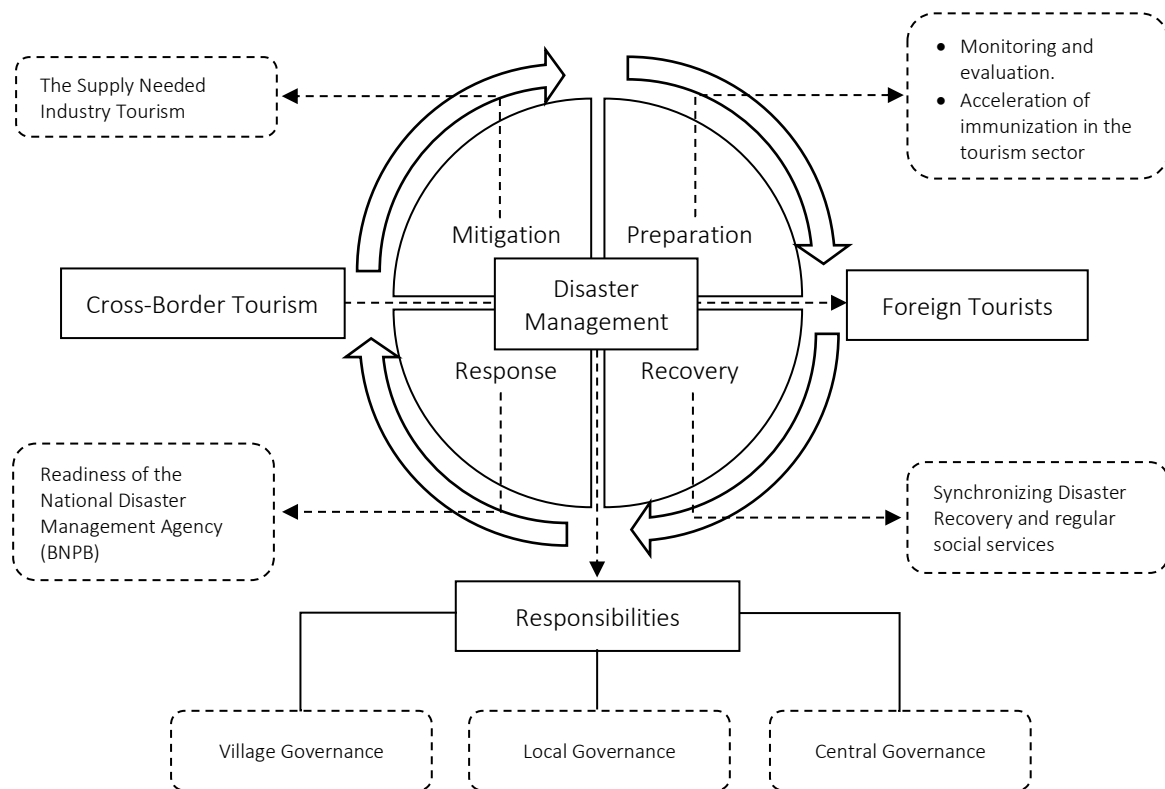


Figure 7. Concept of Disaster Management Model Travel Corridor Arrangement

Source: formulated by the author

CONCLUSION

In preparing the travel corridor arrangement, disaster management in the COVID-19 pandemic in the tourism sector of Bintan Regency must pay attention to decreasing the spread of COVID-19 in both countries between Indonesia and Singapore. Besides saving the economy in Bintan Regency's original regional income, the aim is to maintain the health protocol factor so that no new COVID-19 pandemic clusters appear. Based on NVivo analysis using secondary data related to tourism activities in Bintan Regency during the COVID-19 pandemic, it tended to intense preparations from the tourism industry, which prepared a health service scheme for foreign and domestic tourists. In addition, this type of tourism is more focused on sports tourism.

Tourism activities will further strengthen the empowerment of local communities for participation in travel services and homestays if a travel corridor arrangement has been opened for Singapore as a travel bubble project pilot. Then the government's responsibility for policies that have been prepared and implemented in the future must strengthen more sensitive interactions and communications. Then focus on disaster management on the dimensions of disaster mitigation, disaster preparation, disaster response, and disaster recovery based on researchers' findings that the responsibility for controlling disaster management in the tourism sector of Bintan Regency is the full responsibility of the central government.

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