

ASERS

Journal of Environmental Management and Tourism

Quarterly

Volume XIV

Issue 2(66)

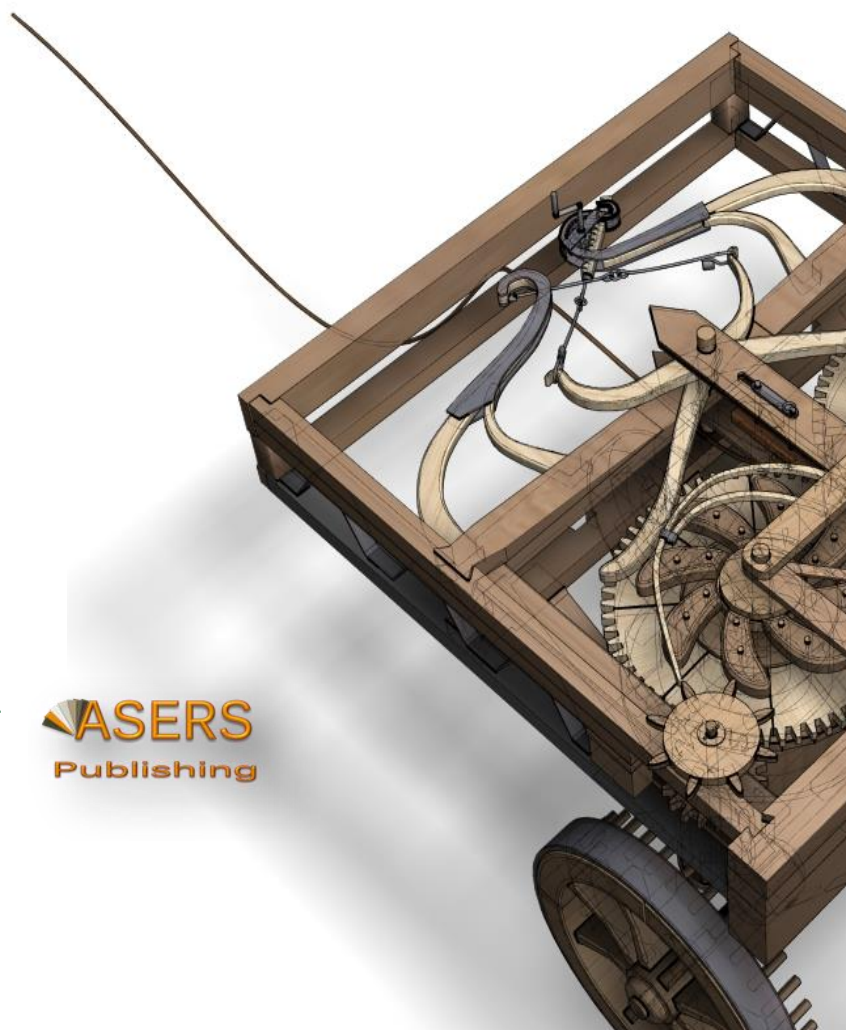
Spring 2023

ISSN 2068 – 7729

Journal DOI

<https://doi.org/10.14505/jemt>

 **ASERS**
Publishing



Editor in Chief: Ramona Pîrvu

University of Craiova, Romania

Co-Editor: Cristina Barbu

Spiru Haret University, Romania

Editorial Board

Omrans Abdelnaser

University Sains Malaysia, Malaysia

Huong Ha

University of Newcastle, Singapore,
Australia

Harjeet Kaur

HELP University College, Malaysia

Janusz Grabara

Czestochowa University of Technology,
Poland

Vicky Katsoni

Technological Educational Institute of
Athens, Greece

Sebastian Kot

Czestochowa University of Technology,
The Institute of Logistics and International
Management, Poland

Nodar Lekishvili

Tbilisi State University, Georgia

Andreea Marin-Pantelescu

Academy of Economic Studies Bucharest,
Romania

Piotr Misztal

The Jan Kochanowski University in
Kielce, Poland

Agnieszka Mrozik

University of Silesia, Poland

Chuen-Chee Pek

Nottingham University Business School,
Malaysia

Roberta De Santis

LUISS University, Italy

Fabio Gaetano Santeramo

University of Foggia, Italy

Dan Seligteanu

University of Craiova, Romania

Lesia Kucher, Lviv Polytechnic National
University, Ukraine

Laura Ungureanu

Spiru Haret University, Romania

ASERS Publishing

<http://www.asers.eu/asers-publishing>

ISSN 2068 – 7729

Journal DOI: <https://doi.org/10.14505/jemt>

Table of Contents:

1	Tourist Potential of Ukraine: Challenges and Prospects of the Post-War Time Inna LEVYTSKA, Alona KLYMCHUK, Anna SHESTAKOVA, Natalia BILETSKA	299
2	Tourists' Hotel Booking Preferences Changed by the COVID-19 Outbreak Sauwanee RODYU, Onanong CHEABLAM, Nuttaprachya NANTAVISIT, Yang LING	306
3	Crises and Conflicts on the Way to Sustainable Tourism Development: A Study of Cox's Bazar, Bangladesh Mohammad Rakib Uddin BHUIYAN, M. Badruzzaman BHUIYAN	320
4	The Impact of Marketing Mix Elements on Tourist's Satisfaction towards Five Stars Hotel Services in Dubai during COVID-19 Ashraf JAHMANI, Omar JAWABREH, Reneh ABOKHOZA, Ali Mahmoud ALRABEI	335
5	Key Factors to Promote a Vulnerable Region as a Competitive Tourist Destination Diego MARÍN-IDÁRRAGA, Juan SÁNCHEZ-TORRES, Pedro SANABRIA-RANGEL	347
6	Explore the Potential for Tourist Scams in Indonesia Tarjo TARJO, Alexander ANGGONO, Eklamsia SAKTI, Zakik ZAKIK, Muh SYARIF, Otniel SAFKAUR, Jamaliah SAID	363
7	Competitiveness of Milk Production. New Perspectives for Developing a New Direction in Tourism: Dairy Tourism Anar YERNAZAROVA, Karlygash ALYONOVA, Zhibek ANAFIYAYEVA, Anar NUKESHEVA, Adaskhan DARIBAYEVA, Azhar KIZIMBAYEVA	369
8	The Applications of Technology Acceptance Models in Tourism and Hospitality Research: A Systematic Literature Review Youssef EL ARCHI, Brahim BENBBA	379
9	Rising Customer Loyalty with Beneficial Impact on Service Quality Dimensions during the COVID-19 Pandemic for Tourism in Thailand MUSRIHA, Diana RAPITASARI	392
10	Features of Rural Tourism as an Element of Kazakh Culture during the Pandemic Syndrome Aitolkyn TLEUBAYEVA, Altynbek ZHAKUPOV, Roza SHOKHAN, Aizharkyn NURGAZINA, Zhanbota KARIPBAYEV, Maral SIYEBAYEVA, Makhabbat DOSSOVA	398
11	Tourism of Ukraine as a Type of Business before and during the War Ilona YASNOLOB, Nataliia DEMIANENKO, Oleksandr GALYCH, Oleg GORB, Olena YEHOVA, Roman LIPSKYI, Tetyana BOROVIK, Inna MYKOLENKO, Nataliia PROTSIUK	417
12	Development of Mangrove Ecotourism Based on The Tourist Perspective in Lembung Village, Indonesia Akhmad FARID, Apri ARISANDI, Akhmad Farhan FARIDY, Moh. Wahyudi PRIYANTO	425
13	Tennis Tournaments from the Perspective of Sport Tourism Alexandru-Nicolae BANCUI, Claudiu-Ionut POPIRLAN, Germina COSMA	435

Editor in Chief: Ramona Pîrvu

University of Craiova, Romania

Co-Editor: Cristina Barbu

Spiru Haret University, Romania

Editorial Board

Omran Abdelnaser

University Sains Malaysia, Malaysia

Huong Ha

University of Newcastle, Singapore,
Australia

Harjeet Kaur

HELP University College, Malaysia

Janusz Grabara

Czestochowa University of Technology,
Poland

Vicky Katsoni

Technological Educational Institute of
Athens, Greece

Sebastian Kot

Czestochowa University of Technology,
The Institute of Logistics and International
Management, Poland

Nodar Lekishvili

Tbilisi State University, Georgia

Andreea Marin-Pantelescu

Academy of Economic Studies Bucharest,
Romania

Piotr Misztal

The Jan Kochanowski University in
Kielce, Poland

Agnieszka Mrozik

University of Silesia, Poland

Chuen-Chee Pek

Nottingham University Business School,
Malaysia

Roberta De Santis

LUISS University, Italy

Fabio Gaetano Santeramo

University of Foggia, Italy

Dan Selişteanu

University of Craiova, Romania

Lesia Kucher, Lviv Polytechnic National
University, Ukraine

Laura Ungureanu

Spiru Haret University, Romania

Overtourism in a City Destination from the Perspective of Entrepreneurs: Evidence from Wroclaw, Poland

14 Wojciech FEDYK, Mariusz SOŁTYSIK, Tomasz RÓLCZYŃSKI, Babak TAHERI,
Jacek BORZYSZKOWSKI, Fevzi OKUMUS 442

Entrepreneurial Leadership Values in Tourism Classroom Teaching. Enhancing the Learning Processes for Tourism Business

15 Muh. FAHRURROZI, Hamzani WATHONI, Hasan BASRI, MOHZANA,
Astrid DWIMAULANI 458

A Study on the Causality Relationship between Total Capital Increase, Foreign Investments, and Tourism Sector Revenues in Azerbaijan

16 Nigar HUSEYNLI 469

Socio-Economic Consequences of the Transition to Organic Agriculture and Its Impact on Ecotourism

17 Rassul KARABASSOV, Kairat NURMAGANBETOV, Kairat BODAUKHAN,
Aisulu KULMAGANBETOVA, Gulnar ORYNBEKOVA, Zhibek OMARKHANOVA 477

Accessibility of Women's Empowerment in Tourism Industry from Mandalika Special Economic Zone

18 SYAFRUDDIN, Muh. SALAHUDDIN, NURHILALIATI 491

Factors Influencing Customer Attitudes towards Online Food Delivery Application after the COVID-19 Epidemic in Jordanian Restaurants

19 Bashar M. AL NAJDAWI, Mohammad KHASAWNEH, Issam M. AL-MAKHADMAH,
Hakam SHATNAWI, Qusay KHALEEFAH, Ramzi AL ROUSAN 500

Marine Tourism-Based Sustainable Community Empowerment Model in the New Normal Era

20 Elimawaty ROMBE, Zakiyah ZAHARA, Rosida P. ADAM, Suardi SUARDI, Moh. TAUFAL 513

The Effect of Creativity Skill, Motivation, Locus of Control on Self-Efficiency That Impact on the Success of Culinary Tourism Entrepreneurs in North Sumatra

21 Rasmulia SEMBIRING, Umi Yusniar LUBIS, SYAIFUDDIN 522

The Sustainable Development Strategy of the Light Industry and New Orientations towards Ecotourism

22 Bakytzhan MUKHAN, Altyn YESSIRKEPOVA, Aigul TULEMETOVA,
Nazgul ORAZAYEVA, Ayimzhan ZHAKESHOVA, Daulet KANASHAYEV 529

The Impact of the COVID-19 Epidemic on Risk Management Perception in Tourism Business

23 Nguyen Van NINH 540

Kazakhstan Tourism Industry in Promoting Sustainable Agriculture Development

24 Bakytgul AINAKANOVA, Anar NUKESHEVA, Zhaskairat SUNDETULY,
Aigul KAZKENOVA, Zhibek OMARKHANOVA, Anar YERNAZAROVA 552

Motives to Visit Urban Ecotourism Sites: A Study of A Botanical Garden in South Africa

25 Uwe P HERMANN, Samantha C BOUWER 563

Determinants of Sustainable Tourism Destinations in Indonesia

26 Pasaman SILABAN, Wisnu Rayhan ADHITYA, KHAERUMAN, Surya Wisada DACHI,
Joli AFRIANI, Siti AISYAH, Sunday Ade SITORUS 575

The Dynamics of Religious Tourism. Case Study: Romania

27 Laura UNGUREANU 582

Call for Papers Summer Issues 2023 Journal of Environmental Management and Tourism

Journal of Environmental Management and Tourism is an interdisciplinary research journal, aimed to publish articles and original research papers that should contribute to the development of both experimental and theoretical nature in the field of Environmental Management and Tourism Sciences.

Journal will publish original research and seeks to cover a wide range of topics regarding environmental management and engineering, environmental management and health, environmental chemistry, environmental protection technologies (water, air, soil), pollution reduction at source and waste minimization, energy and environment, modeling, simulation and optimization for environmental protection; environmental biotechnology, environmental education and sustainable development, environmental strategies and policies, etc. This topic may include the fields indicated above, but are not limited to these.

Authors are encouraged to submit high quality, original works that discuss the latest developments in environmental management research and application with the certain scope to share experiences and research findings and to stimulate more ideas and useful insights regarding current best-practices and future directions in environmental management.

Journal of Environmental Management and Tourism is indexed in SCOPUS, RePEc, CEEOL, ProQuest, EBSCO and Cabell Directory databases.

All the papers will be first considered by the Editors for general relevance, originality and significance. If accepted for review, papers will then be subject to double blind peer review.

Deadline for submission:	21 st April 2023
Expected publication date:	June 2023
Website:	https://journals.aserspublishing.eu/jemt
E-mail:	jemt@aserspublishing.eu asers.jemt@gmail.com

To prepare your paper for submission, please see full author guidelines in the following file:

[JEMT Full Paper Template.docx](#), then send it via email at jemt@aserspublishing.eu.

The Impact of the COVID-19 Epidemic on Risk Management Perception in Tourism Business

Nguyen Van NINH
Industrial University of Ho Chi Minh, Vietnam
nguyenvanninh@iuh.edu.vn

Suggested Citation:

Ninh, N.V. (2023). The Impact of the Covid-19 Epidemic on Risk Management Perception in Tourism Business. *Journal of Environmental Management and Tourism*, (Volume XIV, Spring), 2(66): 540 - 551. DOI: [10.14505/jemt.v14.2\(66\).23](https://doi.org/10.14505/jemt.v14.2(66).23)

Article's History:

Received 26th of October 2022; Received in revised form 22nd of November 2022; Accepted 13th of January 2023; Published 31st of March 2023. Copyright © 2023 by ASERS® Publishing. All rights reserved.

Abstract:

The COVID-19 pandemic is an infectious disease; through the dispersion of steam in the air, the level of rapid global infection, normal control measures have not been effective. Scientists have access to research and publication on the impact of the COVID -19 pandemic. One of the differences in each study depends on the actual population area and habitat of each community in each country. Through this study, it will provide information on the impact relationship of the COVID-19 epidemic in the field of tourism business risk management to have a basis for understanding of tourism risk management response in sustainable tourism recovery and development.

This study is based on behavioral theories, and pathogen stress theories applied extended scales to survey visitors at tourist attractions. The process of collecting data of 487 response and using structural equation modeling to analyze the data.

Research results have verified the impact of the COVID-19 epidemic on risk management issues in tourism business including travel risk and management perception, risk Management places of visitors, awareness of limiting contact when traveling, hygiene and safety awareness, perceived behavioral control, emergency processing support channel.

This research contributes to a better explanation of the behavioral theory framework and helps to better understand the impact of the COVID-19 epidemic in the field of tourism business risk management as well as establish emergency responses for visitors in the future.

Keywords: travel; risk; COVID-19 pandemic; limit contact; hygiene perception; behavior.

JEL Classification: G32; L84; Z32.

Introduction

The covid - 19 epidemic has become one global economic crisis and the World Health Organization has announced a global pandemic (WHO 2020). The covid-19 epidemic has impacted many areas, from socio-economy to human behavior, in which business activities have been affected by emergency epidemic prevention measures on social isolation (Galvani *et al.* 2020). There are many published reports on the impact of the covid epidemic in many areas. Services du calendar is a transnational business, accounting for 10. 3% of global gross domestic product (GDP), Travel and tourism account for a significant share of global GDP and more than half of the gross national income (GNI) of many countries (WTTC, 2020). In 2020, Vietnam's tourism service industry contributed to the structure of the economy 0.3% of GDP, down 59.5% compared to 2019 (Socio-Economic Situation Report, 2020). However, in 2021, international visitors to Vietnam decreased by 97.8% compared to the same Q2 in 2020. 90% rate of travel companies shutting down (General Statistics Office, 2021).

Meanwhile, Ho Chi Minh City is currently the most attractive tourist destination in Vietnam, the contribution of Ho Chi Minh City's tourism industry to the gross domestic product in 2019 is 6.9% higher than the national average of 5.9%, but in 2020 Ho Chi Minh City decreased by 76.7% in tourism revenue (General Statistics Office of Vietnam, 2020). Continuing in 2021 , travel revenue in some places decreased much compared to the same period in 2020: Nha Trang decreased by 85.6%; Quang Nam decreased by 68.4%; Hue decreased by 48.8%; Ho Chi Minh City decreased by 46.7%; Bac Ninh decreased by 38.1%; Binh Dinh decreased by 33%; Hanoi

decreased by 29.7%; Quang Ninh decreased by 16.6%; Hai Phong decreased by 14.3%; Can Tho decreased by 13.6% (General Statistics Office, 2021).

In the context of epidemic response from the government and organizations, there have been limitations in social activities, especially tourism trade activities. This creates psychological anxiety for tourists, and the perception of risk to themselves is the thoughts of everyone. From there, travel behaviors are formed during travel by means, behavior change depending on the infected area and the density of local residents (Kim *et al.* 2017).

An approach to carrying out research on the effects of the COVID-19 epidemic is designed based on fundamental theories and international publications in the context of the impact of the COVID-19 epidemic (Agyeiwaah *et al.* 2021). Related studies on risk perception and anxiety for travel attitudes and behaviors after the Covid-19 pandemic (Rather 2021).

1. Literature Review

This study uses concepts from planned behavior theory (Ajzen 1991), Theory of Planning Behaviour (TPB) developed from the Theory of Reasoned Action (Fishbein 1980). This theory is supported by empirical evidence. Intentions to perform behaviors of different types can be predicted from attitudes towards behavior, subjective norms and the ability to control perceived behavior received; and these intentions, along with the perception of behavior control, make a significant difference in actual behavior. Attitudes, subjective norms, and cognitive behavioral controls have been shown to be related to appropriate beliefs, norms, and appropriate controls about behavior, but the exact nature of these relationships remains potential for research in the context of epidemics.

In any context, the living environment has changed, people arise stress, and related concepts of pathogenetic stress perception are applied from pathogenetic stress theory (Fincher & Thornhill 2017). Individual characteristics are predicted by a theory of pathogen stress in the human habitat, which highlights the risks of infection associated with interactive activity in society (Thornhill & Fincher 2014). Studies looking at the role of interpersonal differences impacting emotions and personality in predicting behaviors that minimize virus infection, self-awareness case studies about COVID-19 risk, infection anxiety, ethical background, political orientation and behavior change in response to the COVID-19 pandemic (Harper *et al.* 2021).

1.1. COVID-19 Pandemic Affects Tourism Activities

The COVID-19 epidemic occurred from 2019 to 2022 under control; the impact of the COVID-19 epidemic has exploded the global pandemic and caused economic, social, and personal crises (WHO, 2020). The Covid-19 pandemic has impacted many activities in society, in which business activities have been affected by emergency responses to social distancing. (Galvani *et al.* 2020). When the epidemic is under control and the tourism industry begins to recover, it is necessary to consider what worries tourists have when traveling. Most previously, tourists wanted during the trip to experience, safety and security during the travel journey. But after the COVID-19 epidemic, there was virus infection in the air, so tourist attractions have many people coming at the same time. This increases the possibility of spreading the disease will be easier than in other normal places, and many risk problems arise. After the epidemic is controlled, tourists have changed behaviors drawn from the event (Hasan *et al.* 2017). When the destination has a disaster, the perceptions of tourists also affect the return mentality, and the risk mentality affects the level of destination friendliness (Chew & Jahari 2014).

H1. The fear of COVID-19 pandemic affects the tourists' travel risk and management perception

1.2. Travel Risk and Management Perceptions

Risk is the probability of an incident that causes loss to people; risk perception is the subjective judgment of the individual. Each individual perceives the characteristics and severity of the risk in a given event (Priest 1992). Risk awareness and management of travelers is an important component of tourist destinations. The tourism industry is vulnerable to hazards, including crisis events, epidemics, and other risks that challenge the safety of travelers (Bassil *et al.* 2019). Risk management refers to the practice of recognizing the potential risks of the tourism industry. It is now time to analyze, improve and take preventive steps to reduce risks during tourism recovery. Risk management involves a number of consequences in customer behavior, including tourist intent (Chew & Jahari 2014), and case studies that perceive pre- and post-travel risks to tourist satisfaction through community-mediated contact with the traveler's destination (Xie *et al.* 2020). Tourist attraction authorities should pay special attention to marketing and communication activities to minimize risks to visitors (Carballo *et al.* 2021).

H2. Travel risk and management perception have an impact on risk management

1.3. Limit Contact

In Vietnam, the COVID-19 epidemic has spread widely; epidemic prevention measures have lasted until 2022. A strategic approach to zero coronavirus has affected activities from socioeconomic to cultural. Therefore, all activities in life have been drastically transformed, such as working from home, online shopping, home delivery services and online classes from primary school to graduate school, from here the phrase limit contact is used to prevent the COVID-19 epidemic. The contact phrase was mentioned by researchers from South Korea to consumer behavior that minimizes direct customer contact in customer relationship management (K. Lee 2018).

In their study, using the term contact restriction as actual behavior in the study model, the researchers published health-protective behaviors derived from individuals' perceptions of COVID-19 risk (Bae & Chang 2021). There have been recent studies related to limiting contact with people around them, studies mainly focusing on personal characteristics that apply technology so that employees avoid direct contact with customers but still support and increase interaction with customers. (S. M. Lee & Lee 2020).

H3. Travel risk and management perception have an impact on limit contact

1.4. Awareness of Hygiene and Safety of Tourist Attractions

Pathogen stress theory already mentions personal hygiene and safety (Thornhill & Fincher 2014). Operational behaviorism also refers to risk perceptions. (Fishbein 1980), administrators need to consider issues related to the need for visitor hygiene and safety. Through the COVID-19 pandemic people's awareness of safety and hygiene is increasingly concerned about public transport, hotels and entertainment venues (Sigala 2020). Studying tourists' risk perceptions, the results obtained in response to the pandemic have created anxiety and altered travel intentions and worried perceptions about tourism hygiene and safety (Sánchez-Cañizares *et al.* 2021).

H4. Travel risk management perception have an impact hygiene and safety

1.5. Perceived Behavior Control

Behavior control expresses the level of activity through behavioral intent, the process of expressing the level depending on the situation and cognitive results (Ajzen 1985). Perceived behavioral control in travel intentions has been verified in the traveler intent behaviour study on time and income control in travel China (Lam & Hsu 2004). Cognitive behavior control involves an individual's perception of an individual's level of expression of travel risk anxiety. Several other published studies on measuring behavior control impact travel, an individual has control over the time and income they can take a trip, case studies on wine tourism festivals (Sparks 2007). In addition, controlling behavior affects an individual's perception of his or her ability to control his or her time and income, and he or she performs certain actions effectively (Lam & Hsu 2004).

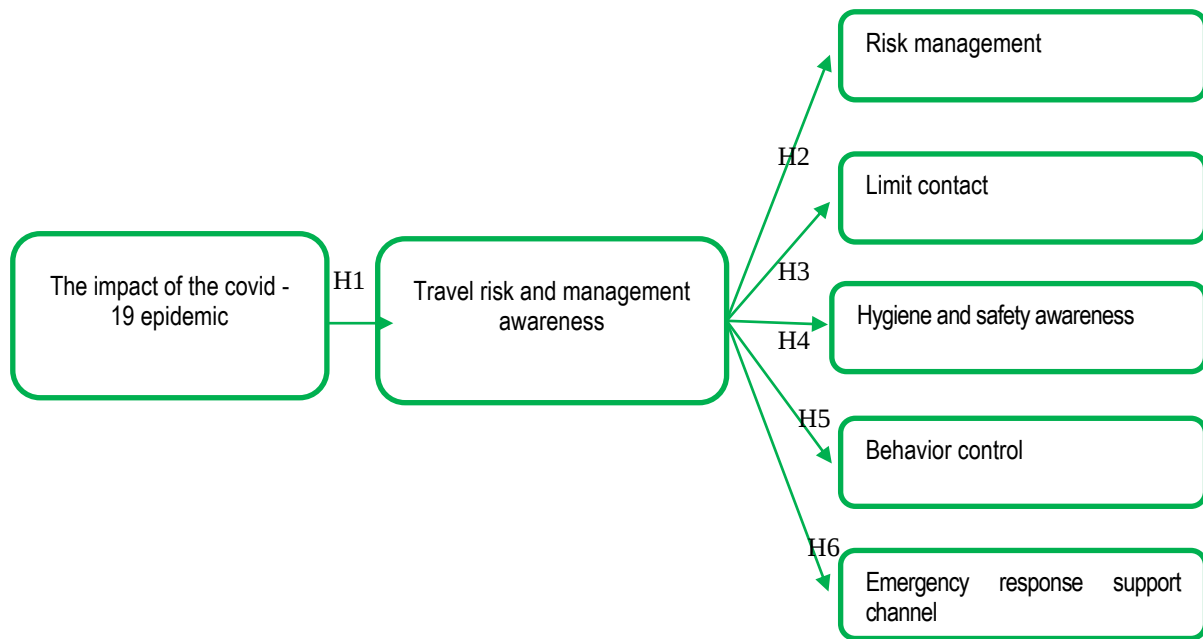
H5. Travel risk management perception have relationship behavioural control

Throughout the tourism business, administrators also need to consider setting up a support channel to respond to situations that occur (Law *et al.* 2015). Tourism distribution channels are set up to address issues where visitors need assistance with travel arrangements, accommodation and attractions (Pearce & Schott 2005), support channel is an online information technology platform (Rahman *et al.* 2021), in which there can be a service package to support from consulting on choosing tours, buying tickets, booking hotels, emergency response to paying expenses during the traveler's journey (Merkert & Hakim 2022). When there is a support channel, customers can connect and feel secure in exploring travel (Pearce & Schott 2005), this perceives customer behavior as having a significant association with buying behavior, choosing a destination, sharing experiences, and seeking information. Timely information can help travelers easily reduce travel risks and control communication and contact with everyone (Gretzel *et al.* 2019).

H6. Travel risk management perception have relationship support channels

In summary, through the use of basic theory, analysis of academic reports, and synthesis of the proposed research model Figure 1.

Figure 1. Conceptual framework



Source: Author's own research, 2022

2. Research Methodology

2.1. Data Collection and Sample

This study designed the collection of empirical data, which conventional respondents to be interviewed during the data collection process over the age of 18. Adults aged 18 years or older have civil act capacity, which applies to ensure no ethical violations in science (Terms 17, Civil law of Vietnam, 2015). The data collection process is surveyed at tourist attractions. The initial sample size was designed according to the plan of 500 invited respondents. The number of responses obtained was 487 responses, and the response rate was 97.4%. The survey begins the first week of March 2022 to the first week of June 2022.

The study is designed in the form of a table of questions, which clearly states the purpose, the process of collecting data with an explanation of the content, and consent before collecting the data. Prior to the official announcement of the survey, an experiment in a small group ($n = 30$) was intended to ensure that the items were understood and corrected all potentially misleading wording. The questionnaire is designed on google form, and only sent to visitors who agree to participate in the answer.

2.2. Data Analysis Method

This study used Cronbach Alpha testing to assess scale reliability, CFA to assess convergence and model suitability with the data obtained, and linear structural modeling (SEM) to identify relationships in the analytical framework (Gana & Broc 2019).

Analysis methods used on R software, lavaan application package in R source code (Rosseel *et al.* 2017). The results are obtained from the parameters of the model. The reference values are used according to the popularity of confidence (Hair Jr *et al.* 2014). The results of indicators in the data obtained were not good, including $\chi^2 = 1322.138$, $df = 418$, $pvalue = 0.000$, $gfi = 0.856$, $cfi = 0.898$, $tli = 0.887$, $rmsea = 0.067$. Solving this problem, the study uses the diagonally weighted smallest square estimation technique to improve the appropriate indicators in the linear structure model (Savalei, 2021). After processing, the indicators are better such as: $\chi^2 = 801.023$, $df = 418$, $pvalue = 0.000$, $gfi = 0.904$, $cfi = 0.956$, $tli = 0.954$, $rmsea = 0.043$.

3. Research Results and Discussion

3.1. Demographic Characteristics

From Table 1, the results were obtained from 487 survey respondents, the proportion of men accounted for 38.0%, females accounted for 62%. The age of respondents was 30-39 years old, the ages 18-29 accounted for 18.5%, about the age of 40 - 49 account for 19.9%, 50- to 59-year-olds accounted for 20.7% and over-60s accounted for 10.9%. Information about education level in this survey, college-level accounts for 20.7%, the

majority of university graduates accounted for 40.5%, master's degree 19.5%, doctoral degree 14.2% and other 5.1%. Current job characteristics, the majority of those surveyed have jobs; employee job positions account for 54.8%, while managers accounted for 26.7% and the group without jobs 18.5%.

Table 1. Sample information (N = 487)

Characterristics	Items	Frequency	Percentage (%)
Gender	Male	185	38.0
	Female	302	62.0
Age	18 - 29	90	18.5
	30 - 39	146	30.0
	40 - 49	97	19.9
	50 - 59	101	20.7
	Up 60	53	10.9
	College	101	20.7
Education	Bachelor's degree	197	40.5
	Master's degree	95	19.5
	Ph. D	69	14.2
	Other	25	5.1
	Employee	267	54.8
Position	Leader	130	26.7
	Unemployed	90	18.5

Source: Author's own research, 2022

In general, the demographic characteristics of this study have a higher proportion of women than men, the age range from 30 to 39 years old is the majority, the education level is mainly university, while the current job position is mainly employees.

3.2. Measurement Model Analysis

In this study used the method squares structural equation model (Hair Jr *et al.* 2017). Verify the convergence of the scale through CR, AVE. Analysis results are presented in Table 2 below.

Table 2. Reliability and validity of measurment items

Code	Items	Mean	SD	Loadings	CR	AVE
PA	Covid-19 pandemic affects tourism	3.97	0.10	0.88	0.93	0.60
PA1	Everyone feels symptoms of infection by the Covid-19 pandemic (PA1)	3.92	.796	.79		
PA2	Covid-19 pandemic affect my travel behavior (PA2)	3.96	.849	.77		
PA3	Everyone feels apprehensive due to the Covid-19 pandemic (PA3)	4.00	.840	.77		
PA4	Everyone feels financial stress due to the Covid-19 pandemic (PA4)	3.98	.821	.78		
PA5	Everyone feels stress from your work due to the Covid-19 pandemic (PA5)	4.00	.827	.76		
TR	Travel risk and management perception	4.18	0.30	0.88	0.93	0.65
TR1	The effect of the Covid-19 pandemic has created international anxiety for travelling destinations (TR1)	4.23	.832	.81		
TR2	Everyone prefers to spend my leisure time alone due to the Covid-19 pandemic (TR2)	4.24	.825	.83		
TR3	After Covid-19, I prefer to avoid travelling to crowded big cities (TR3)	4.25	.821	.84		
TR4	Covid-19 reduces the possibility of travelling with groups (TR4)	4.03	.898	.75		
RM	Risk Management	4.19	0.12	0.89	0.92	0.64
RM1	My biggest concern about Covid-19 and how long I will be able to handle isolation (RM1)	4.20	1.035	.78		
RM2	Many people underestimate the disease and its effect on some people (RM2)	4.16	.884	.82		
RM3	Everyone wonder whether the government is providing us with all the available information about	4.23	.938	.75		

Code	Items	Mean	SD	Loadings	CR	AVE
	the Covid-19 pandemic (RM3)					
RM4	Everyone seeks destinations with established infrastructure following the Covid-19 pandemic (RM4)	4.21	.866	.87		
RM5	Everyone seeks destinations with established high-quality medical facilities following the Covid-19 epidemic (RM5)	4.01	.903	.80		
LC	Limited contact	4.01	0.22	0.88	0.93	0.66
LC1	The process of traveling to limit contact will help avoid viral infections (LC1)	3.96	.895	.84		
LC2	Everyone will trust travel restrictions to be supported by everyone (LC2)	4.11	.894	.78		
LC3	The fact that traveling to limit contact is known by many people is the best measure to prevent viral infections (LC3)	4.02	.909	.82		
LC4	Limited-contact travel will be a trend many people adopt in the future when there is an epidemic event (LC4)	3.98	.918	.83		
HS	Hygiene and safety	4.16	0.14	0.88	0.92	0.63
HS1	After Covid-19, my need for hygiene while travelling is changed (HS1)	4.18	.919	.81		
HS2	Everyone prefers destinations' hygiene and cleanliness (HS2)	4.22	.892	.79		
HS3	Everyone prefers destinations medical facilities (HS3)	4.13	.941	.79		
HS4	After Covid-19, I care more about the hygiene and safety of public transportation (HS4)	4.15	.941	.79		
BC	Perceived behavioural control	3.77	0.10	0.88	0.92	0.66
BC1	The process of traveling by limiting contact is entirely up to you (BC1)	3.75	.958	.85		
BC2	You are likely to participate in the travel process but limit contact with people (BC2)	3.78	.986	.76		
BC3	You are confident that the process of traveling restricts contact as you determine when it is needed (BC3)	3.76	1.008	.83		
BC4	You are prepared to have sufficient resources, time and schedule to participate in contact-restricted travel (BC4)	3.80	.963	.81		
PC	Processing support channels	4.04	0.10	0.86	0.93	0.59
PC1	Everyone think online platforms are suitable for information searches, destination choice, and transport and experience sharing (PC1).	4.04	.844	.75		
PC2	Everyone thinks online platforms while purchasing tickets, booking hotels and payment tour package (PC2)	4.07	.839	.77		
PC3	Using distribution channels, it helps me to interact personally with the company constantly as needed (PC3) - (Camilleri, 2018)	4.02	.839	.76		
PC4	Using distribution channels, it gives me more peace of mind throughout the trip (PC4)	4.03	.852	.73		
PC5	Tour operator activities help you with many positive issues for choosing your next trip (PC5)	4.06	.876	.74		

Note: SD = standard deviation, CR = composite reliability, AVE = average variance extracted

Source: Author's own research, 2022

Internal consistency reliability is understood as the homogeneity of measurement of indicators on a scale (Cope *et al.* 2016). The basis of internal consistency reliability is that indicators are closely correlated with each other (results measurement model). This leads to an important result if the level of correlation is favorable

between the indicators (inter-items). Aggregate reliability is a measure of the internal consistency of indicators on a scale and is used as an alternative to Cronbach's Alpha (Clauss 2017). The composite reliability factor (CR) uses normalized load coefficients and error variations of observed variables belonging to a latent variable McDonald (1970). Like Cronbach's Alpha, the aggregate reliability value ranges from 0-1, with the higher the value, the closer to 1 indicating a higher level of confidence. If this value is greater than 0.95, it is considered problematic because there is a high probability of observant variable duplication. That is, the variables observe the same content together. If the aggregate reliability has a value of less than 0.6, this indicates that there is a lack of intrinsically consistent reliability and needs reconsideration (Hair Jr *et al.* 2021).

Furthermore, the extracted mean-variance (AVE) value ensures that each structure must be greater than 0.50. At the same time, the correlation between variables is also less than the limit value of 0.85, as proposed by Kline (2005). This study examines the reliability of the measurement structure by an aggregate reliability value (CR) higher than 0.70 (Hair 2017). According to Shook *et al.* (2004), CR and AVE values are required prior to SEM implementation.

From Table 2, the values refer to the conformity with the analysis model (Kline, 2015), the aggregate reliability (CR) is greater than 0.7 and the mean-variance (AVE) is greater than 0.5. This shows that the data obtained are consistent with the measurement structure used in the research model to ensure reliability (Raza *et al.* 2020).

Discriminant validity is the consideration of whether a concept is actually different from other research concepts by empirical standards (Hair *et al.* 2019). Thus, the calculation of the distinguishing value is intended to indicate that a variable measurement concept in the study is unique and reflects a phenomenon that is different from other research concepts in the model. The results are presented in Table 3 below.

Table 3. Discriminant validity of measurement model

Items	CR	AVE	PA	TR	RM	LC	HS	BC	PC
Covid-19 pandemic affects tourism (PA)	0.93	0.60	0.70						
Travel risk and management perceptions (TR)	0.92	0.65	0.278	0.67					
Risk management (RM)	0.93	0.64	0.151	0.248	0.80				
Limited contact (LC)	0.93	0.66	0.152	0.249	0.129	0.74			
Perceived Hygiene and safety (HS)	0.92	0.63	0.141	0.231	0.258	0.185	0.74		
Perceived behavioural control (BC)	0.92	0.66	0.159	0.261	0.212	0.194	0.14	0.81	
Processing support channels (PC)	0.93	0.56	0.091	0.15	0.144	0.11	0.149	0.112	0.64

Note: CR= Composite reliability, AVE = Averaga variance extracted

Source: Author's own research, 2022

In published reports, the commonly used method of differential validity of measurement variables, Fornell-Larcker and Heterotrait-Monotrait Ratio criteria, has been accepted by many reports in survey research. The Fornell-Larcker criterion states that the AVE of an element must be higher than its squared correlations with all other factors in the model (Fornell & Larcker 1981). Meanwhile, the Heterotrait-Monotrait Ratio suggests that the HTMT ratio should be significantly smaller than the value of one (Henseler *et al.* 2015).

In Table 3, the results show the values of square roots of AVE for the variables along the diagonal and correlations among the indicators. Values that are higher than all values in rows and columns. So, the indicators in the model have accepted differentiation (Raykov 2004).

3.3. Assement Model Evaluation and Hypothesis Testing

In the research model, there are latent variables such as Travel risk and management perception, Risk management of visitors' places, awareness of limiting exposure while traveling, Hygiene and safety perception, Perceived behavior control, and Emergency response support channel. To find connections between implicit variables that have been accepted in accordance with the linear structural model and have checked the suitability with the data set obtained. The results of the analysis are presented in Table 4.

From Table 4, the model for analyzing the effects of the covid epidemic has a co-dimensional relationship with measurement variables on risk management in tourism and is statistically significant with 95% confidence.

The impact of the COVID-19 epidemic has an impact on the perception of risk management in tourism with an estimated coefficient of beta 0.6 (P-value < 0.001). Meanwhile, considering the association between risk management perceptions in travel and measurement variables analyzed in sequence of estimated coefficients from large to small, the influence of risk management perceptions in travel with the perception of exposure limits

when traveling has a beta factor of 0.25 (P-value < 0.001), the influence of risk management awareness in travel with the perception of controlling the behavior of individuals with a beta coefficient of 0.21 (P-value < 0.001), the level of influence of risk management awareness in travel with the perception of risk management at the destination has a beta estimation factor of 0.17 (P-value < 0.001), the impact of risk management awareness in tourism with the awareness of hygiene and safety of the place visited has a beta factor of 0.16 (P-value < 0.001), the level of the influence of risk management awareness in tourism with the awareness of the channel supporting risk management has a beta estimate factor of 0.11 (P-value < 0.005). All these influences are recorded as statistically significant, from which hypotheses are accepted and considered for future tourism governance.

Table 4. Standardized estimation coefficient of the model

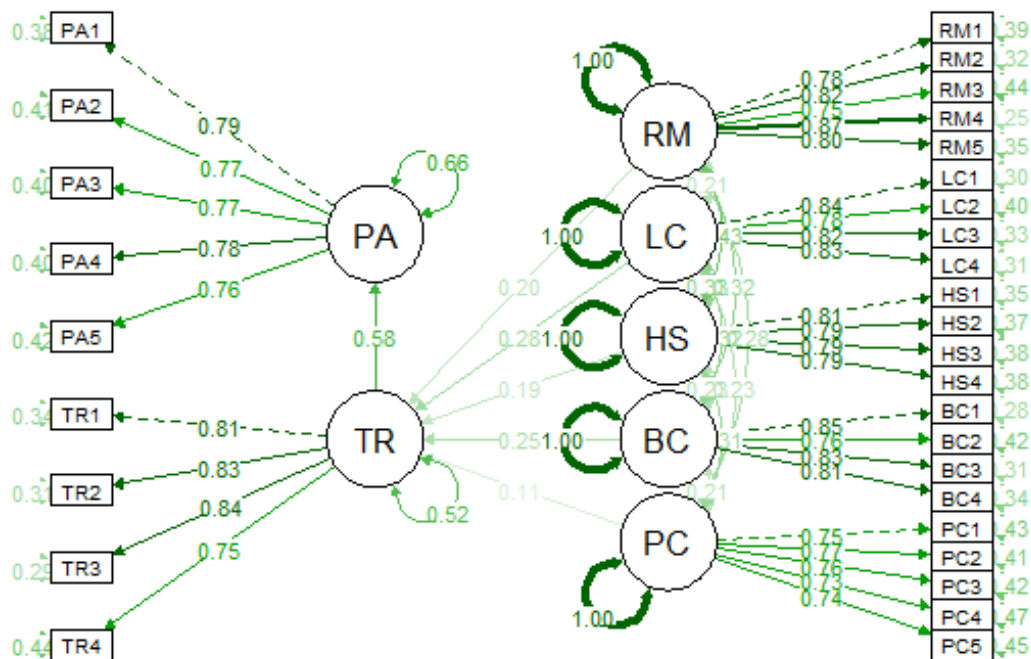
Symbol	Hypotheses	Estimate	P-value	Decision
H1. a	TR ~RM	0.17	0.000	Accepted
H2. a	TR ~LC	0.25	0.000	Accepted
H3. a	TR ~HS	0.16	0.000	Accepted
H4. a	TR ~BC	0.21	0.000	Accepted
H1. b	TR ~PC	0.11	0.012	Accepted
H2. b	PA~TR	0.60	0.000	Accepted

Source: Author's own research, 2022

Note: COVID-19 pandemic affects tourism (PA), Travel risk and management perceptions (TR), Risk management (RM), Limited contact (LC), Perceived Hygiene and safety (HS), Perceived behavioral control (BC), Processing support channels (PC)

To better illustrate the relational structured research model of measurement variables, Figure 2 is represented the relationship of the COVID-19 impact management model.

Figure 2. Chart depicting the relationship of the measurement model structure



Source: Author's own research, 2022

Note: Covid-19 pandemic affects tourism (PA), Travel risk and management perceptions (TR), Risk management (RM), Limited contact (LC), Perceived Hygiene and safety (HS), Perceived behavioural control (BC), Processing support channels (PC)

4. Discussion

During the access to this study, there were many reports on the impact of the covid-19 epidemic affecting many areas, each with different levels of impact, but in the field of the tourism industry, the impact of the covid-19 epidemic, from behavioural awareness to management issues and emergency response (Villacé-Molinero *et al.* 2021).

In this study, the results of the analysis of the research model showed that the relationships of the hypothesis were accepted and influential, which explains that the COVID-19 pandemic has a relationship with tourism risk management and perceptions of tourism business management. This result is also noted in previous studies, such as the study proposing sustainable development of tourism after the COVID-19 epidemic (Chang *et al.* 2020).

These results are credited with the impact on most tourism management issues, a study that is also empirical evidence on subjects from different regions than previous studies. The current findings must be explained in the context of some potential limitations. Data is collected from population groups in Vietnam, they are different subjects in culture, environment, and actual situation compared to previous studies (Wen *et al.* 2020). Therefore, in this study as well as other studies the results cannot generalize to the whole of human behaviour. Another limitation is that the entire range of indirect associations of variables has not been analyzed, but the objective of the study is to assess the relationship of the influence of related issues on risk management in the tourism business throughout this approach.

In summary, the analysis results obtained from the data have shown the relationship of the impact of the COVID-19 epidemic in the current and future tourism business that requires an approach to sustainable tourism management. Moreover, the level of concern of visitors to health risk issues, how to limit exposure while travelling, emergency response support service channels, hygiene and safety management issues.

Conclusions and Implications

The research results were determined to have a certain effect, the impact of the COVID-19 epidemic on Travel risk and management perception, Risk Management of visitors, awareness of limiting contact when traveling, Hygiene and safety perception, perceived behavioural control, Processing support channels. In the study of the context of the COVID-19 pandemic, the issue of tourism business risk management has been proven to be an important factor influencing everyone's belief in controlling risk issues in tourist perceptions. Agreeing with research perspectives on the perception of tourist behaviour is risk management in tourist attractions.

Four research results, tourists have been aware of the risks of epidemics in places visited. These findings can help regulators shape policy, and business executives need to consider the health risk anxiety aspect of travellers.

For travel business companies, it is necessary to consider setting up a risk response in the tourism business; guides should be trained in the knowledge of behaviours to limit contact of tourists, setting up disinfection measures at tourists' places of visit, instructions, propagating personal hygiene and safety. At the same time, set up a support and emergency response channel to solve risk problems when incidents occur at attractions.

For government, The Government has a policy and implements an action program to coordinate with tourism businesses to support enterprises in training knowledge to respond to epidemics, especially guides on knowledge related to awareness of tourism behaviour. In this study, visitors reported agreement with contact restriction issues, hygiene and safety issues in tourism and channels to support visitors during travel.

For tourists, During the epidemic season, each locality will have different requirements for visitors; it is very important to update information and accurately control information through the support channels of tour operators. Carry out personal or accommodation health monitoring and take measures to ensure the prevention of the COVID-19 epidemic according to the instructions of the attraction.

In addition, visitors should also plan to limit visits to crowded places and places with enclosed, unventilated spaces to reduce the risk of infection. Use of public transportation poses a risk of spreading the disease, so follow precautions such as wearing a mask, physical distancing, limiting touching surfaces, and frequently cleaning hands with antiseptic solutions.

Acknowledgements

This research is funded by a project to improve research capacity for lecturer. by Internal Grant Agency of Industrial University of Ho Chi Minh, Vietnam, Grant no. 89/HD-DHCN, March 17. 2021.

References

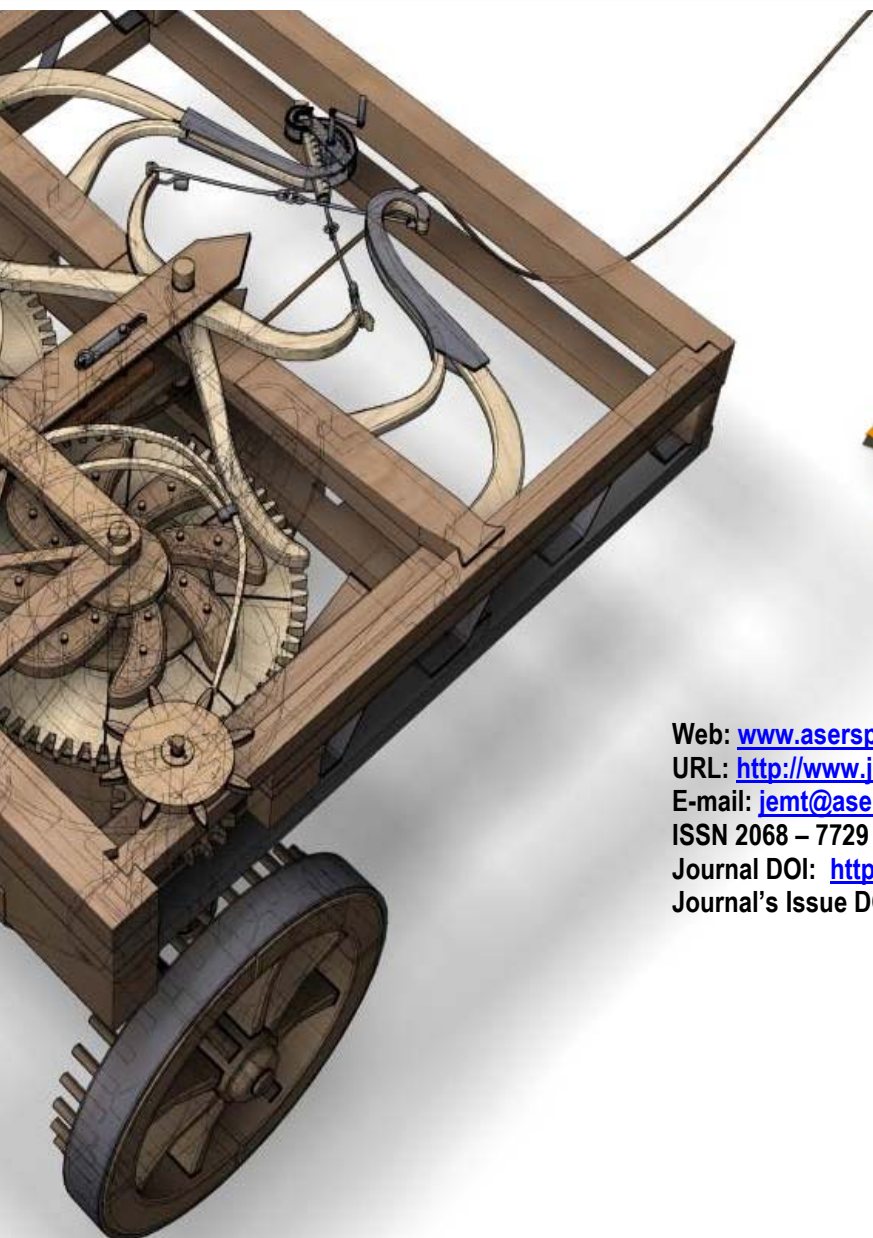
- [1]. Agyeiwaah, E., Adam, I., Dayour, F., and Badu Baiden, F. 2021. Perceived impacts of COVID-19 on risk perceptions, emotions, and travel intentions: evidence from Macau higher educational institutions. *Tourism Recreation Research*, 46(2): 195–211. DOI: <https://doi.org/10.1080/02508281.2021.1872263>

- [2]. Ajzen, I. 1985. From Intentions to Actions: A Theory of Planned Behavior. *SSSP Springer Series in Social Psychology*. DOI: https://doi.org/10.1007/978-3-642-69746-3_2
- [3]. Ajzen, I. 1991. The theory of planned behavior. *Organizational Behavior and Human Decision Processes*, 50(2): 179–211. DOI: [https://doi.org/10.1016/0749-5978\(91\)90020-T](https://doi.org/10.1016/0749-5978(91)90020-T)
- [4]. Bae, S. Y., and Chang, P. J. 2021. The effect of coronavirus disease-19 (COVID-19) risk perception on behavioural intention towards 'untact' tourism in South Korea during the first wave of the pandemic (March 2020). *Current Issues in Tourism*, 24(7). DOI: <https://doi.org/10.1080/13683500.2020.1798895>
- [5]. Bassil, C., Saleh, A. S., and Anwar, S. 2019. Terrorism and tourism demand: A case study of Lebanon, Turkey and Israel. *Current Issues in Tourism*, 22(1): 50–70. DOI: <https://doi.org/10.1080/13683500.2017.1397609>
- [6]. Camilleri, M. A. 2018. *Tourism Distribution Channels* (M. A. Camilleri (ed.); pp. 105–115). Springer International Publishing. DOI: https://doi.org/10.1007/978-3-319-49849-2_6
- [7]. Carballo, R. R., León, C. J., and Carballo, M. M. 2021. The impact of terrorist attacks in cities on the relationship between tourists' risk perception, destination image and behavioural intentions. *Cities*, 119, 103382. DOI: <https://doi.org/10.1016/j.cities.2021.103382>
- [8]. Chang, C. L., McAleer, M., and Ramos, V. 2020. A Charter for Sustainable Tourism after COVID-19. *Sustainability*, 12, 3671. *Sustainability*, 12(9)(3671). DOI: <https://doi.org/10.3390/su12093671>
- [9]. Chew, E. Y. T., and Jahari, S. A. 2014. Destination image as a mediator between perceived risks and revisit intention: A case of post-disaster Japan. *Tourism Management*, 40: 382–393. DOI: <https://doi.org/10.1016/j.tourman.2013.07.008>
- [10]. Clauss, T. 2017. Measuring business model innovation: conceptualization, scale development, and proof of performance. *R&d Management*, 47(3): 385–403. DOI: <https://doi.org/10.1111/radm.12186>
- [11]. Cope, A. B., et al. 2016. Measuring concurrency attitudes: Development and validation of a vignette-based scale. *PloS One*, 11(10), e0163947. DOI: <https://doi.org/10.1371/journal.pone.0163947>
- [12]. Fincher, C. L., and Thornhill, R. 2017. *Pathogen-Stress Theory BT - Encyclopedia of Personality and Individual Differences* (V. Zeigler-Hill & T. K. Shackelford (eds.); pp. 1–5). Springer International Publishing. DOI: https://doi.org/10.1007/978-3-319-28099-8_1556-1
- [13]. Fishbein, M. 1980. A theory of reasoned action: some applications and implications. *Nebraska Symposium on Motivation*. *Nebraska Symposium on Motivation*, 27: 65–116. DOI: <https://doi.org/1982-21121-001>
- [14]. Fornell, C., and Larcker, D. F. 1981. *Structural equation models with unobservable variables and measurement error: Algebra and statistics*. Sage Publications Sage CA: Los Angeles, CA. DOI: <https://doi.org/10.1177/002224378101800313>
- [15]. Galvani, A., Lew, A. A., and Perez, M. S. 2020. COVID-19 is expanding global consciousness and the sustainability of travel and tourism. *Tourism Geographies*. DOI: <https://doi.org/10.1080/14616688.2020.1760924>
- [16]. Gana, K., and Broc, G. 2019. *Structural equation modeling with lavaan*. John Wiley & Sons. Available at: <https://www.wiley.com/en-us/Structural+Equation+Modeling+with+lavaan-p-9781786303691>
- [17]. Gretzel, U., Zarezadeh, Z., Li, Y., and Xiang, Z. 2019. The evolution of travel information search research: a perspective article. *Tourism Review*. DOI: <https://doi.org/10.1108/TR-06-2019-0279>
- [18]. Hair Jr, J. F., Hult, G. T. M., Ringle, C. M., and Sarstedt, M. 2021. *A primer on partial least squares structural equation modeling (PLS-SEM)*. Sage publications. DOI: <https://doi.org/10.1080/1743727X.2015.1005806>
- [19]. Hair Jr, J. F., Sarstedt, M., Hopkins, L., and Kuppelwieser, V. G. 2014. Partial least squares structural equation modeling (PLS-SEM): An emerging tool in business research. *European Business Review*. DOI: <https://doi.org/10.1108/EBR-10-2013-0128>
- [20]. Hair Jr, J. F., Sarstedt, M., Ringle, C. M., and Gudergan, S. P. 2017. *Advanced issues in partial least squares structural equation modeling*. saGe publications. DOI: <https://doi.org/10.3926/oss.37>

- [21].Hair, J. F., Risher, J. J., Sarstedt, M., and Ringle, C. M. 2019. When to use and how to report the results of PLS-SEM. *European Business Review*. DOI: <https://doi.org/10.1108/EBR-11-2018-0203>
- [22].Harper, C. A., Satchell, L. P., Fido, D., and Latzman, R. D. 2021. Functional fear predicts public health compliance in the COVID-19 pandemic. *International Journal of Mental Health and Addiction*, 19(5): 1875–1888. DOI: <https://doi.org/10.1007/s11469-020-00281-5>
- [23].Hasan, M. K., Ismail, A. R., and Islam, M. D. F. 2017. Tourist risk perceptions and revisit intention: A critical review of literature. *Cogent Business & Management*, 4(1): 1412874. DOI:<https://doi.org/10.1080/23311975.2017.1412874>
- [24].Henseler, J., Ringle, C. M., and Sarstedt, M. 2015. A new criterion for assessing discriminant validity in variance-based structural equation modeling. *Journal of the Academy of Marketing Science*, 43(1): 115–135. DOI: <https://doi.org/10.1007/s11747-014-0403-8>
- [25].Kim, C., et al. 2017. Exposure to fear: Changes in travel behavior during MERS outbreak in Seoul. *KSCE Journal of Civil Engineering*, 21(7): 2888–2895.
- [26].Kline, R. B. 2015. *Principles and practice of structural equation modeling*. Guilford publications.
- [27].Lam, T., and Hsu, C. H. C. 2004. Theory of Planned Behavior: Potential Travelers from China. *Journal of Hospitality & Tourism Research*, 28(4): 463–482. DOI: <https://doi.org/10.1177/1096348004267515>
- [28].Law, R., et al. 2015. Distribution channel in hospitality and tourism. *International Journal of Contemporary Hospitality Management*, 27(3): 431–452. DOI: <https://doi.org/10.1108/IJCHM-11-2013-0498>
- [29].Lee, K. 2018. Study on the Appearance-oriented, Appearance-Related Consumption Behavior according to sub-variables of Appearance Instrumentality. *The Society of Fashion and Textile Industry*. DOI:<https://doi.org/10.5805/SFTI.2018.20.4.400>
- [30].Lee, S. M., and Lee, D. 2020. “Untact”: a new customer service strategy in the digital age. *Service Business*, 14(1): 1–22. DOI: <https://doi.org/10.1007/s11628-019-00408-2>
- [31].Merkert, R., and Hakim, M. M. 2022. Travel agency transaction costs in airline value chains – A risk in distribution channels in South Asia? *Annals of Tourism Research*, 95, 103414. DOI:<https://doi.org/10.1016/j.annals.2022.103414>
- [32].Pearce, D. G., and Schott, C. 2005. Tourism Distribution Channels: The Visitors' Perspective. *Journal of Travel Research*, 44(1): 50–63. DOI: <https://doi.org/10.1177/0047287505276591>
- [33].Priest, S. 1992. Factor exploration and confirmation for the dimensions of an adventure experience. *Journal of Leisure Research*, 24(2): 127–139. DOI: <https://doi.org/10.1080/00222216.1992.11969881>
- [34].Rahman, M. K., Gazi, M. A. I., Bhuiyan, M. A., and Rahaman, M. A. 2021. Effect of Covid-19 pandemic on tourist travel risk and management perceptions. *Plos One*, 16(9), e0256486. DOI:<https://doi.org/10.1371/journal.pone.0256486>
- [35].Rather, R. A. 2021. Monitoring the impacts of tourism-based social media, risk perception and fear on tourist's attitude and revisiting behaviour in the wake of COVID-19 pandemic. *Current Issues in Tourism*, 24(23): 3275–3283. DOI: <https://doi.org/10.1080/13683500.2021.1884666>
- [36].Raykov, T. 2004. Behavioral scale reliability and measurement invariance evaluation using latent variable modeling. *Behavior Therapy*, 35(2): 299–331. DOI: [https://doi.org/10.1016/S0005-7894\(04\)80041-8](https://doi.org/10.1016/S0005-7894(04)80041-8)
- [37].Raza, A., Rather, R. A., Iqbal, M. K., and Bhutta, U. S. 2020. An assessment of corporate social responsibility on customer company identification and loyalty in banking industry: a PLS-SEM analysis. *Management Research Review*, 43(11): 1337–1370.
- [38].Rosseel, Y., et al. 2017. Package 'lavaan.' Retrieved June, 17, 2017. DOI:<https://doi.org/10.18637/jss.v048.i02>
- [39].Sánchez-Cañizares, S. M., Cabeza-Ramírez, L. J., Muñoz-Fernández, G., and Fuentes-García, F. J. 2021. Impact of the perceived risk from Covid-19 on intention to travel. *Current Issues in Tourism*, 24(7): 970–984. DOI: <https://doi.org/10.1080/13683500.2020.1829571>

- [40].Savalei, V. 2021. Improving Fit Indices in Structural Equation Modeling with Categorical Data. *Multivariate Behavioral Research*, 56(3): 390–407. DOI: <https://doi.org/10.1080/00273171.2020.1717922>
- [41].Sigala, M. 2020. Tourism and COVID-19: Impacts and implications for advancing and resetting industry and research. *Journal of Business Research*, 117: 312–321. DOI:<https://doi.org/10.1016/j.jbusres.2020.06.015>
- [42].Sparks, B. 2007. Planning a wine tourism vacation? Factors that help to predict tourist behavioural intentions. *Tourism Management*, 28(5): 1180–1192. DOI: <https://doi.org/10.1016/j.tourman.2006.11.003>
- [43].Thornhill, R., and Fincher, C. L. 2014. The parasite-stress theory of values. In *The parasite-stress theory of values and sociality* (pp. 59–82). Springer. DOI: <https://psycnet.apa.org/doi/10.1037/ebs0000020>
- [44].Villacé-Molinero, T., Fernández-Muñoz, J. J., Orea-Giner, A., and Fuentes-Moraleda, L. 2021. Understanding the new post-COVID-19 risk scenario: Outlooks and challenges for a new era of tourism. *Tourism Management*, 86, 104324. DOI: <https://doi.org/10.1016/j.tourman.2021.104324>
- [45].Wen, J., Kozak, M., Yang, S., and Liu, F. 2020. COVID-19: potential effects on Chinese citizens' lifestyle and travel. *Tourism Review*, 76(1): 74–87. DOI: <https://doi.org/10.1108/TR-03-2020-0110>
- [46].Xie, C., Huang, Q., Lin, Z., and Chen, Y. 2020. Destination risk perception, image and satisfaction: The moderating effects of public opinion climate of risk. *Journal of Hospitality and Tourism Management*, 44, 122–130. DOI: <https://doi.org/10.1016/j.jhtm.2020.03.007>
- [47].General Statistics Office of Vietnam. (2020). *Report on socio-economic situation in the fourth quarter and 2020*.
- [48].General Statistics Office. (2021). *Statistics Yearbook of Viet Nam*. Available at: <https://www.gso.gov.vn/du-lieu-va-so-lieu-thong-ke/2021/06/doanh-thu-du-lich-lu-hanh-giam-sau-do-dich-covid-19/>
- [49].WHO. (2020). Archived: WHO Timeline - COVID-19. *World Health Organization*. Available at: <https://www.who.int/news/item/27-04-2020-who-timeline---covid-19>
- [50].WTTC. (2020). *Global economic impact & trends 2020*. June, 27. Available at: <https://wttc.org/Research/Economic-Impact/moduleId/1445/itemId/91/controller/DownloadRequest/action/QuickDownl>

ASERS



 **ASERS**
Publishing

Web: www.aserspublishing.eu

URL: <http://www.journals.aserspublishing.eu/jemt>

E-mail: jemt@aserspublishing.eu

ISSN 2068 – 7729

Journal DOI: <https://doi.org/10.14505/jemt>

Journal's Issue DOI: [https://doi.org/10.14505/jemt.v14.2\(66\).00](https://doi.org/10.14505/jemt.v14.2(66).00)