

ANALYSIS OF VISITORS PERCEPTIONS ON THE IMPLEMENTATION OF HEALTH PROTOCOLS DURING THE COVID-19 PANDEMIC AT THE ANGKE KAPUK MANGROVE NATURE TOURISM PARK, DKI JAKARTA

Sarah Jelivia Saragih¹, Gde Indra Bhaskara², Putri Kusuma Sanjiwani³

¹ *Tourism Faculty, Udayana University, Bali, Indonesia*

² *Tourism Faculty, Udayana University, Bali, Indonesia*

³ *Tourism Faculty, Udayana University, Bali, Indonesia*

ABSTRACT

Covid-19 is a virus that attacks the human respiratory system. The effects of this virus include mild respiratory illnesses, lung infections, and even death. Globally, the Covid-19 virus has attacked around 200 countries in the world, including Indonesia. So that due to this pandemic period, all behavior, especially the tourism activities, has changed with the applicable health protocols. The re-operation of tourism objects during the pandemic is now carried out in accordance with the enactment of the regulatory requirements and health protocols (prokes) decided by the government. All tourist attractions are required to implement health protocols as well as the Angke Kapuk Mangrove Nature Tourism Park. This study was conducted to determine the implementation of health protocols in Angke Kapuk Tourism Park and to determine visitor perceptions of the implementation of health protocols at Angke Kapuk Tourism Park.

The sampling technique in this study used a purposive sampling technique with quantitative methods and distributed 100 questionnaires to visitors who visited or had visited the Angke Kapuk Mangrove Nature Tourism Park during the Covid-19 pandemic. The data used in the questionnaire in this study is a Likert scale model which is calibrated using the validity test and the reliability test is calculated using the Cronbach alpha coefficient of 0.5. The data analysis technique in this study uses a Likert scale calculation analysis technique. Based on the data analysis, it was found that the visitor's perception of the implementation of the health protocol was positive and the implementation of the health protocol by the Angke Kapuk Mangrove Nature Tourism Park had been implemented well.

Keyword: *Visitor Perception, Health Protocol Implementation, and Taman Wisata Alam Mangrove Angke Kapuk*

1. INTRODUCTION

The Special Capital Region of Jakarta or known by the acronym DKI Jakarta has a variety of attractive tourist destinations for visitors, both local and foreign tourists. Interest in tourist destinations in the capital makes the number of tourist visits in this city continue to increase every year. North Jakarta which is an administrative city in the northern part of DKI Jakarta, this area is famous for its beautiful natural panorama as a coastal area and has the largest mangrove forest development in DKI Jakarta Province (Simanjuntak, 2017).

Currently, DKI Jakarta is experiencing a significant downturn due to the Covid-19 pandemic. The Covid-19 virus is a virus that attacks the human respiratory system. The effects of this virus include mild respiratory illnesses, lung infections, and even death. Globally, the Covid-19 virus has attacked around 200 countries in the world, including Indonesia, so the WHO (World Health Organization) designated the corona virus or known as Covid-19 as a pandemic on March 11, 2020 (Rsupsoeradji, 2020).

It started with the discovery of the first case in DKI Jakarta on March 2, 2020, as the first Covid-19 patient in Indonesia (Simanjuntak, 2020). After the discovery of the Covid-19 case, the number of positive patients continued to grow and spread to various regions in Indonesia. The DKI Jakarta area is said to be the epicenter of the spread of the Covid-19 virus because of the significant increase in the number of positive patients compared to other parts of Indonesia (Wahyudin, 2021). Due to the spread of the Covid-19 virus, the government has made a policy to close tourist attractions to prevent additional cases. The closure of the tourist attraction is planned only until April, but with the addition of more and more cases, the closure of this tourist attraction has been extended.

The tourism sector is the sector that has the most impact in Indonesia because it has been disadvantaged by the decline in the number of tourist visits and many businesses in the tourism sector have had to open and close to avoid the spread of the Covid-19 virus. The DKI Jakarta tourism government has decided to reopen a number of tourist attractions in Jakarta. The reopening of this tourist spot is carried out in the midst of increasing cases of Covid-19 as a prelude to welcoming new normal activities, also called the new normal (Kemenparekraf, 2020). The re-operation of tourism objects during the pandemic is now carried out in accordance with the enactment of the regulatory requirements and health protocols (prokes) decided by the government. The government has provided rules regarding health care policies for tourist destinations and this is stated in the Decree of the Minister of Health number HK.01.07MENKES/382/2020 concerning health protocols for the community in public places and facilities in the context of Prevention and Control of Covid-19 (promkes.kemkes, 2020).

In this Covid-19 pandemic scenario, the main factor influencing people's decisions to travel is the application of health protocols at tourism locations, especially in tourist destinations, with the aim of increasing public confidence to travel safely and comfortably. The central government has allowed the reopening of tourist attractions such as marine tourism, safari parks, nature tourism, as well as tourist villages and natural tourism areas that are supervised by local communities (Prabowo, 2020). Some individuals, on the other hand, prefer to visit open-air tourist destinations, such as Nature Tourism Parks. Natural tourism parks are tourist forests with a distinctive style that can be used for tourism and cultural purposes (Mashabi, 2020). According to Law No. 5 of 1990 concerning the conservation of living natural resources and ecosystems, a natural tourism park is a nature conservation area which is mainly used for tourism and nature recreation.

The Central Government has several criteria for a place to be designated as a natural tourism park area, namely, having natural attractions such as flora, fauna and an attractive environment. According to the United Nations Educational, Scientific and Cultural Organization (UNESCO), natural tourism parks can be used for ecotourism locations. Ecotourism is a trip to areas where the area maintains and preserves the local environment so that it can support the welfare of the local community and implement environmental education for the surrounding population (Ecotourism, 2015). One of the interesting ecotourism areas is the mangrove forest. The Angke Kapuk Nature Tourism Park in Jakarta is an example of a location used by the government to realize mangrove forest management. Angke Kapuk Natural Tourism Park Jakarta has an area of 99.82 ha which is located in Kamal Muara Village. The area is owned by the government under the auspices of the Ministry of Environment and Forestry (KLHK) through the Technical Implementation Unit (UPT). The Angke Kapuk Mangrove Nature Tourism Park is a habitat for a variety of flora and fauna, almost all of which are protected. In managing this mangrove forest, the government is assisted by the private sector for better management and has a positive impact on residents around the Angke Kapuk Mangrove Nature Tourism Park. (Unzizah, 2019). In 1997, the private sector, namely PT Murindra Karya Lestari, received a nature tourism business permit from the government aimed at developing the Angke Kapuk Mangrove Nature Tourism Park as a natural tourism facility and preserving mangroves to support the surrounding life (jakartamangrove, 2018). This destination is a mainstay tourist destination for residents of the capital and other cities because of the location that is connected to the inter-city toll road. This Natural Tourism Park was re-opened in early July where the month the opening of this tourist attraction was still in the pandemic era (Siswandini, 2020).

Before the Covid-19 pandemic, visitors to the Angke Kapuk Nature Tourism Park tourist attraction continued to increase every year, some people still did not know about the existence of this tourist attraction because it had only been promoted in recent years, but based on the manager's data, the number of visitors was uncertain and experienced increase on weekends or holidays (Fauzi, 2019). According to one of the workers at the Angke Kapuk Nature Tourism Park, Jakarta, the highest average daily visitor reached more than 1000 visitors before the pandemic and during the pandemic there was a 53% decline in visitors.

The Angke Kapuk Nature Tourism Park, which has been opened, continues to maintain and develop every rule in the health protocol procedures set by the government. Starting from the opening of this tourist spot in the midst of the Covid-19 pandemic, it is hoped that it will be able to increase the number of visits that previously experienced a drastic decline due to this pandemic. In addition, with the initial screening system, the QR Code cares to protect, it provides security for visitors. The purpose of having a health protocol and conducting a protective care screening is that every visitor can be monitored and analyzed quickly when there is a transmission and prevent crowds. In addition to initial screening, a health protocol is a mandatory requirement that must always be applied by managers and must be implemented by visitors. Understanding visitor perceptions of this health protocol can provide benefits for tourism area managers to fix and improve services.

Previous studies on the Angke Kapuk Mangrove Nature Tourism Park examined conditions before the Covid-19 pandemic occurred so that the implementation of policies on health protocols during the Covid-19 pandemic was not touched. The existence of differences in conditions and situations makes this research important to do to fill the gaps in the analysis. Health protocols play an important role for the operation of tourist attractions. From previous research, there were no studies that analyzed visitor perceptions of health protocols at the Angke Kapuk Nature Tourism Park during the Covid-19 pandemic. This is one of the reasons why the current research is also worth doing.

This study will analyze more deeply about the Angke Kapuk Mangrove Nature Tourism Park in Jakarta related to the implementation of the health protocols carried out. Visitors who visit the Angke Kapuk Mangrove Nature Tourism Park have different characteristics so that they have differences in the perception of the elements of the health protocol that must be carried out by visitors. The most visible difference in the implementation of health protocols is the level of compliance. This behavior will of course vary because it feels new to visitors because before the Covid-19 pandemic, this tourist spot had not implemented health protocols. The implementation of health protocols during this pandemic is also expected to increase the number of visits, which previously experienced a significant decline. A positive perception will form visitors' trust in a tourist attraction so that it provides a sense of calm, security, and comfort. If the Jakarta Angke Kapuk Mangrove Nature Tourism Park is able to attract visitors' trust, a positive image will be formed and the number of visits will automatically increase. This is because during the Covid-19 pandemic, people tend to look for tourist attractions that offer health protocols and are in the open air. So it is very important to analyze the perception of visitors on the implementation of health protocols at the Angke Kapuk Nature Tourism Park.

2. RESEARCH METHOD

Qualitative descriptive data analysis approach is applied in this research. According to Bogdan and Taylor, qualitative research is a method of collecting descriptive data in the form of written or spoken words from individuals and observed behavior from observable events (Bogdan et al in Moleong, 2017). Moleong further stated that descriptive research prioritizes data in the form of words and pictures, rather than numbers, as a result of using a qualitative approach. Everything collected may be important to understand what has been investigated (Moleong, 2017).

3. RESULT

Angke Kapuk Mangrove Nature Tourism Park (TWA) is part of a nature conservation area located in Kamal Muara Village, Penjaringan District, North Jakarta. This tourist park is commonly referred to as the Mangrove PIK by the people of Jakarta because it is a nature conservation area that develops ecotourism which is used for nature tourism and recreation. This area is open every day (Monday-Sunday) at 08.00-17.00 WIB for tourism activities.

The TWA Mangrove Angke Kapuk area is a protected mangrove area belonging to the Jakarta BKSDA (Natural Resources Conservation Agency) and currently has a management permit by PT. Murindra Karya Lestari with a permit mechanism to use the area or land for the development of natural tourism and the utilization and conservation of mangrove forests. This area was originally used as a fishing pond or illegal fish pond in the 1990s and damaged the mangrove ecosystem. In 1997 with an agreement between the BKSDA and Mrs. Hj. Sri L Murniwati Harahap as the main director of PT Mudrindra Karya Lestari based on her concern for the environment so that the Mangrove Nature Park was formed as it is today. The agreement, of course, contains an agreement that prohibits the destruction of mangrove areas and the construction of surrounding buildings that can damage mangrove nature. Finally, on January 25, 2010, the Park was inaugurated by the Ministry of Forestry after a 12 year struggle to rid the area of illegal cultivators and rebuild the lost mangrove forest by replanting damaged trees.

Mangrove forests in North Jakarta are very important because according to their function, mangrove plants protect the coastline from abrasion or erosion. The existence of mangrove forests in North Jakarta is gradually disappearing due to the propagation of mangrove forests, sea water pollution, and sea abrasion. This coastal mangrove forest area

is the only mangrove forest and provides great benefits for DKI Jakarta. Angke Kapuk Nature Tourism Park is a mangrove forest conservation area decorated with mangrove species, namely:

1. Type of mangrove bogem (Mangrove Apple);
2. Large mangrove species (*Rhizophora mucronata* Lam.);
3. Types of red mangroves (*Bruguiera gymnorrhiza*); and
4. Type of mangrove fire (*Avicennia alba*).

This place is also home to various kinds of animals, especially those that are protected, from birds to water monitor lizards. Not only used as a tourist attraction, Angke Kapuk Nature Park is also used as a means of education about mangrove forests so as to increase knowledge and awareness of the function of mangroves for an area.

According to the manager, TWA Mangrove Angke Kapuk is here to provide new tourism opportunities, especially for residents of Jakarta and its surroundings, who can enjoy the idea of nature tourism while still focusing on conservation and expanding awareness of the ecology of mangrove forests. Residents of DKI Jakarta and its surroundings are in dire need of nature tourism, because the metropolitan area is always surrounded by traffic pollution, so that by traveling in this tourist park, visitors can feel calm and comfortable. In addition, visitors are also offered the experience to be directly involved in the preservation of mangrove forest conservation by planting their own mangrove seeds.

A tourist attraction can be said to be good if it has a complete product component because it is needed and will be the main support in the tourism offering, so that from year to year there is development by adding to the existing tourist attractions. Angke Kapuk Nature Tourism Park offers several tourist attractions, including the mangrove forest with all kinds of fauna in it to the beautiful natural scenery and the main attraction of this area. The natural scenery that is instagramable makes Angke Kapuk Natural Tourism Park a popular tourist attraction in Jakarta and outside Jakarta, as well as a favorite place to do pre-wedding activities.

Angke Kapuk Nature Park is divided into six zones in its management, while the six zones are:

1. Campground or Camping Ground
2. Water tourism
3. Bird watching or bird watching
4. Suspension bridge;
5. Outbound
6. Mangrove habitat

These six zones are the main attraction for visitors who come to visit. Angke Kapuk Nature Tourism Park has other tourist attraction activities offered in accordance with the characteristics of natural tourism, which includes tourism recreational activities that utilize the potential and natural resources and their ecosystems, both in unspoiled form and with man-made blends. :

- Enjoy the view of the mangrove forest by walking across and along the wooden bridge that surrounds the mangrove forest area
- Explore the mangrove forest on a motorboat or rowboat tour
- Do kayaking and paddling sports activities around the mangrove forest
- Enjoying wildlife (wildlife watching), in this area there are wild animals such as monitor lizards, birds, rabbits, monkeys, and various types of protected birds
- Carry out mangrove conservation activities through mangrove planting.
- Wildlife Photography is an activity for photography lovers who are interested in documenting the charm of wild animals in their natural habitat, this activity also includes going around the mangrove forest by speedboat.

The way to reach Angke Kapuk Nature Tourism Park is relatively easy with good and adequate accessibility because it is located in a popular area in North Jakarta. The location in the elite residential area of Pantai Indah Kapuk provides added value to the Angke Kapuk Nature Tourism Park, with an area that has large and very good road access. Angke Kapuk Tourism Park is easy to find because there are quite a number of signposts leading to this tourist attraction. In addition, in this tourist park there is a board that clearly shows each tourist attraction zoning, and access to various other facilities. There are many ways for visitors to get to this area. One of them is by using public transportation, namely Transjakarta, the route is using Transjakarta 1A with the Monas-PIK route, then visitors just have to wait until the last stop, namely the Tzu Chi Buddhist Foundation Stop. In addition, visitors can also use online transportation which is easy to find around the area, making it easier for visitors to travel.

Access to tourist attractions from Soekarno Hatta Airport only takes approximately 14 minutes with a distance of 12.3 km and if visitors use the train line from the city station, Gambir Station it takes approximately 27 minutes. Easy toll road access connecting various areas of Jakarta and outside Jakarta, as well as clear road signs leading to this attraction is very satisfying and can be found around the Pantai Indah Kapuk area and toll exits. In addition, to go to this tourist park, it can be reached either using two-wheeled or four-wheeled vehicles such as mini buses,

private cars, trucks, and also tourism buses. Travel through the Angke Kapuk Tourism Park can also be tracked and directed via online such as Google maps, Waze, and other maps applications as directions.

As one of the tourist attractions in the North Jakarta area, it certainly requires good facilities in sufficient quantities so that it can support the comfort and safety of visitors while traveling. Angke Kapuk Nature Tourism Park has several interesting facilities and rides to ensure visitors feel comfortable and allow them to revisit. The facilities that can be found are as follows:

1. Restaurant
2. Toilet
3. Accommodation or lodging
4. Mosque
5. Outdoor playground
6. Cafe
7. Dining booth
8. Gazebo
9. Multipurpose room
10. Information center
11. Ample parking space

3.1. Application of Health Protocols at Angke Kapuk Nature Tourism Park

Entering the end of 2019, the world was hit by the Covid-19 pandemic to various countries in the world, including Indonesia. The Covid-19 pandemic has weakened all sectors of the country, especially the tourism sector. One of the impacts of the pandemic in Indonesia is a significant decrease in the number of local and foreign tourists, where 2019 tourist arrivals were at a very high level but in early 2020 immediately dropped to their lowest level. In 2020, the total foreign visits in Indonesia amounted to 4.02 million visits. The number of foreign tourists decreased by 75.03% compared to 2019. Not only foreign tourists experienced a decline, but tourists and local visitors also experienced a decrease of 61% in 2020 when compared to the year 2019 visit rate.

The number of visits that fell significantly had an impact on the Indonesian economy. This decrease occurred also with visitors to tourist attractions due to regulations or prohibitions on traveling to places that invite the public. The decrease in the number of visitor visits resulted in no income for business actors in the tourism sector, resulting in bankruptcy because they were unable to generate profits and even unable to pay employees who worked. In 2020 the Central Statistics Agency (BPS) stated that the pandemic that occurred in Indonesia threatened 13 million workers in the tourism sector and 32.5 million workers related to the tourism sector indirectly. The existence of the Covid-19 pandemic has made many workers, especially in the tourism sector, get laid off (Termination of Work Rights) from hotels or other tourism businesses. This happens in various tourist destinations, one of which is in the capital city of DKI Jakarta.

DKI Jakarta has a high population mobility which is very impacted by the Covid-19 pandemic. At first, due to the uncontrolled spread of the Covid-19 Virus and the high number of deaths, all activities in all sectors, especially tourism, were temporarily suspended without any certainty of reopening. Starting in early March 2020, the Central Government in DKI Jakarta and other regions in Indonesia announced that all tourist attractions should be closed to avoid the spread of the Covid-19 virus. The closure does not only affect the manager, but also has an impact on the local community who participates in activities around the tourist attraction. All tourism activities are closed and automatically visitors cannot come to tourist attractions which results in local community businesses being closed to bankruptcy. The closure of tourist attractions occurred in all tourist attractions, one of which was the Angke Kapuk Nature Tourism Park in DKI Jakarta.

in 2019 to 2020 the number of visits to the Angke Kapuk Natural Tourism Park decreased drastically to almost half or 53 percent. The decline was caused by this natural tourist attraction experiencing a temporary closure since early March 2020 by following the applicable regulations from the government. The closure occurred due to the growth of Covid-19 cases in DKI Jakarta, especially the North Jakarta part, which at that time was growing quite rapidly and was the red zone area or the highest spreading case. As an effort to reduce the spread of Covid-19, all tourist attractions are closed because tourism activities will cause crowds.

During the closure of the tourist park for approximately three to four months, it was only in early July 2020 that the Angke Kapuk Nature Tourism Park was finally opened by conducting a trial of the PSBB transition (Large-Scale Social Restrictions). carry out vaccinations because it is a permit requirement for the opening of public facilities, the opening of this tourist spot lasts until August and is required to close again due to an increase in the wave of Covid-19 cases. This second closure lasted for two months so that in October, Angke Kapuk Tourism Park was reopened. The closure of this tourist park does not end in 2020 alone, in the following year, 2021, it will be closed twice with a

period of two to five weeks, due to the new mutation variant of the Covid-19 Virus which spreads faster than the previous variant. The impact of the closure of the Angke Kapuk Nature Tourism Park is a very significant reduction in the number of visitors and considerable losses. Although this natural tourist park is closed, the maintenance of facilities and mangrove forests is maintained and cared for every day, because lodging at the Angke Kapuk Tourism Park is not closed during the PSBB and is allowed to remain open on condition that room availability is reduced.

During the PSBB transition period, tourist attractions such as the Angke Kapuk Nature Tourism Park in DKI Jakarta began to reopen by implementing health protocols in accordance with the stipulation of the Governor's Regulation concerning the Implementing Regulation of Regional Regulation Number 2 of 2020 concerning the Prevention of Corona Virus Disease 2019 based on HK guidelines. 01.07/MENKES/382/2020. The manager must meet the criteria that are required to be carried out in order to get a permit to be re-opened. The protocols set during the transitional PSBB period until mid-2021 by TWA Mangrove Angke Kapuk are:

1. Visitors are required to wear masks at TWA Angke Kapuk. Visitors who have respiratory problems are advised to use a medical mask wherever they are and who are asymptomatic are advised to wear a non-medical mask, but visitors are not allowed to wear a scuba type mask.
2. Every visitor who will enter TWA Mangrove Angke Kapuk is required to wash their hands first in a place that has been provided near the counter and also use hand-sanitizer
3. Every visitor is required to practice social distancing of at least 1 meter
4. Visitors are also asked to comply with the principles of hygiene, namely by avoiding littering and by coughing and sneezing into a tissue which is then thrown in the trash
5. Before entering the visitors are required to measure body temperature and must have a body temperature below 37.3 C for visitors who are above the body temperature are not allowed to enter
6. Visitors, pregnant women, the elderly (60 years and over), and children under 5 years old are not allowed to enter the Angke Kapuk TWA
7. Only 30% of the visiting capacity is accessible, which equates to about 750 people daily. When the area's capacity for visitors is reached, new arrivals are not allowed to purchase entry tickets until existing visitors leave
8. Group visitors are limited to a maximum of 10 people
9. Visitors are required to fill in their identity (representative) before entering the Area
10. Visitors who want to pray are required to bring their own worship equipment and are not allowed to gather in the mosque area both before and after praying
11. Visitors who are sick are not allowed to enter
12. Disable the facilities for children's play equipment (slides and swings).

In early 2021, the vaccination program began to be carried out for the people of Indonesia. In the midst of this vaccine program, in March the government of BNPB (National Disaster Management Agency) created and established the Pedulilindungi application which was originally functioned to prevent a spike in cases of the spread of the Covid-19 virus and the conditions for several places and public facilities to be opened. In the PeduliLindungi application, every individual in the community is connected to a vaccination card that is in accordance with the NIK (Population Identification Number). Furthermore, in mid-August 2021, the use of the PeduliLindungi application becomes mandatory for every community and becomes a requirement for entry to public facilities, especially at tourist attractions. Tourist attractions such as the Angke Kapuk Nature Tourism Park must renew the health protocol regulations in accordance with the renewal of the implementation of the Covid-19 health protocol and the enforcement of the use of the PeduliLindungi application in this Governor's Decree is carried out in accordance with Governor Regulation Number 3 of 2021 concerning Implementing Regulations of Regional Regulation Number 2 of 2020 concerning Covid-19 tackling. The health protocols implemented at the end of August 2021 until now are:

1. Using CareProtect Application
2. The first dose of Covid-19 has been vaccinated
3. Not a child under 12 years old/pregnant mother (early 2022 children under 12 years old are allowed to enter on condition that they are accompanied by a companion or parent)
4. Over the age of 70 years are allowed with a companion
5. Fill in visitor data
6. Body temperature below 37.3°C
7. Using a mask
8. Wash your hands
9. Keep your distance
10. Stay away from the crowd

The manager of the Angke Kapuk Nature Tourism Park always follows and adopts all regulations set by the Central and Regional Governments. In addition, this tourist park is always given a task force officer handling Covid-19 from

the Penjarangan sub-district who is assigned to oversee the orderly implementation of health protocols by managers and visitors. The goal in complying with government regulations is that during a pandemic, the main priority is the safety and comfort of visitors. The implementation of tourism in tourist attractions must be in line with the government's mission in tackling the spread of the Covid-19 virus. The implementation of this established protocol must be carried out properly by the management in accordance with applicable regulations.

Implementing health protocols is the best way to break the chain of the spread of Covid-19. The presence of the Covid-19 pandemic has caused the government to decide to implement several policies in the community to anticipate and avoid the high spread of the Covid-19 virus. Mandatory wearing of masks as well as activity restrictions, this public health policy is implemented to realize the dangers of disease caused by the Covid-19 virus.

3.2. Results of Visitors' Perception of Health Implementation at Angke Kapuk Tourism Park

The perception of visitors is very important for its designation in the development or image of a tourist attraction. From this perception, it causes various impacts that cause many negative or positive impacts. Perception can be interpreted as a choice to create a picture as expected. The picture is created when the conditions for perception are fulfilled, such as the presence of physical, physiological, and psychological objects. Perception can be influenced through internal factors and external factors. Internal factors are expectations, attention, learning process, individual personality, prejudice, psychiatric disorders, values, feelings, attitudes, desires, and motivations. While external factors such as intensity, family background, information possessed, knowledge of objects, repetition, and habits.

Tabel 1. Result Visitor Perception

Variabel	Sub Variabel	Indikator	Nilai	Persentase %	Keterangan
Visitor Perception	Kognitif	Knowledge	489	97,8%	Strongly Agree or Strongly Understand
		View	464	92,8%	
		Understanding	485	97%	
	Afektif	Emotion	467	93,4%	Strongly Agree or Strongly Understand
		Feeling	466	93,2%	
		Evaluation	489	97,8%	
	Konatif	Motivation	438	87,6%	Strongly Agree or Strongly Understand
		Attitude	483	96,6%	
		Reason	409	81,8%	
		Desire	457	91,4%	

Total	4647	92,9%	Strongly Agree or Strongly Understand
--------------	-------------	--------------	--

Source: Research Result 2022

From the table above, it is known that the overall value of the three aspects of visitor perception is 4647 with the highest value being 5000. This value is calculated using the same method, namely the Likert scale percent index as follows:

Index Formula $\% = 4647/5000 \times 100\%$

Index Formula $\% = 82.9\%$

From the calculation of these values, it can be categorized that the perceptions of visitors VERY AGREE or VERY UNDERSTAND the implementation of health protocols at the Angke Kapuk Mangrove Nature Tourism Park. So it can be said that visitor perceptions are positive with the implementation of health protocols carried out by Angke Kapuk Tourism Park.

From the cognitive aspect or knowledge, visitors already know very well about the health protocols that are applied. Visitors to the Angke Kapuk Mangrove Nature Tourism Park are generally visitors who come from Jakarta, where Jakarta was the center of the initial spread of the Covid-19 virus. So that the majority of the population knows the dangers of this virus and relies on the implementation of health protocols as an important element in traveling in the midst of this pandemic. In addition, the notification of information on health protocols and Covid-19 around the area makes it easier for visitors to understand and know the health protocols that are applied.

On the affective or feeling aspect, visitors also strongly agree with the implementation of health protocols at the Angke Kapuk Mangrove Nature Tourism Park because it will increase the sense of security and comfort for visitors, even visitors also accept and are willing to support the implementation of health protocols at Angke Kapuk Tourism Park.

In the conative or action aspect, visitors are not affected by the health protocol and do not stop their intention to visit the Angke Kapuk Tourism Park even though there is an implementation of the health protocol, and visitors are very supportive and follow the health protocol at the Angke Kapuk Tourism Park, even though the Covid case is still being implemented. -19 began to decline.

From this visitor's perception, it resulted that visitors to the Angke Kapuk Mangrove Nature Tourism Park were already positive emotionally, thinking and doing behavior based on their awareness of their own safety in understanding the implementation of health protocols by implementing health protocols when traveling in this Nature Park.

4. CONCLUSION

Based on the results and discussion above, the following conclusions are obtained:

1. Based on the results of the discussion, it can be concluded that the Angke Kapuk Mangrove Nature Tourism Park has implemented a health protocol. There are main points of health protocols that have been implemented well. This can be seen from the good facilities provided by the Angke Kapuk Nature Tourism Park. Starting from the entrance, there are already facilities for washing hands with soap used by visitors, checking body temperature, using masks by both workers and mandatory visitors, conducting a cashless payment system or electronic payment, there is also various information about Covid-19 from the board. information and banners installed in strategic places that are easily seen by visitors, limiting the number of visits to 750 people by connecting directly to the Pedulilindungi application, regulating visitor flow so that there is no crowding of visitors and establishing social distancing for all seats, cleaning by spraying disinfectant once a week, the availability of a first aid kit as first aid and contact

information for the nearest hospital, and the provision of evacuation routes and safe gathering points at Angke Kapuk Tourism Park.

2. The perception of visitors is divided into three aspects, namely cognitive, affective, and conative. The affective aspect or knowledge consists of three indicators, namely knowledge, views, and understanding. The three indicators get the results of strongly agree or very understand. So it can be concluded that visitors already understand very well about the implementation of health protocols at the Angke Kapuk Nature Tourism Park. Furthermore, the affective aspect received the title of being very understanding or strongly agreeing with the implementation of the health protocol at the Angke Kapuk Nature Tourism Park. So on the affective aspect, it can be seen that visitors feel safe, comfortable, and also support the implementation of health protocols in this tourist park. Finally, on the conative aspect, it was considered that they strongly agreed or understood the actions of visitors to the implementation of health protocols at the Angke Kapuk Nature Tourism Park. So it can be seen in the conative aspect, the motivation of visitors to visit is because health protocols have been implemented, visitors comply with applicable health protocols, the existence of health protocols does not discourage visitors from visiting, and visitors still hope that health protocols will continue to be implemented even though the number of Covid-19 cases has experienced guidance.

5. REFERENCES

- [1] Anggarani, N. P. D., & Arida, I. N. S. (2018). Implementasi. Manajemen Krisis. Pariwisata Pada Kebun Raya. Eka Karya Bali.
- [2] Anggela, M. M., Karini, N. M. O., & Wijaya, N. M. S. (2017). Persepsi dan motivasi wisatawan yang berkunjung ke daya tarik wisata Jembong di kabupaten Buleleng. *Jurnal IPTA p-ISSN*, 5(2), 2017.
- [3] Anonim. (2020). Keputusan Presiden Nomor 12 Tahun 2020 Tentang Penetapan Bencana Non Alam Penyebaran Corona Virus Disease 2019 (Covid-19) Sebagai Bencana Nasional. Jakarta
- [4] Anonim. (2020). Panduan Pelaksanaan Kebersihan, Kesehatan, Keselamatan, dan Kelestarian Lingkungan di Daya Tarik Wisata. Kementerian Pariwisata dan Ekonomi Kreatif Republik Indonesia
- [5] Anonim. (2020). Pedoman Pencegahan dan Pengendalian Corona Virus Diaseases (COVID-19). Kementerian Kesehatan Republik Indonesia
- [6] Becken, S. (2007). Tourists' perception of international air travel's impact on the global climate and potential climate change policies. *Journal of sustainable tourism*, 15(4), 351-368.
- [7] Bungin, Burhan.(2007). Penelitian Kualitatif: Komunikasi, Ekonomi, Kebijakan Publik dan Ilmu Sosial lainnya. Jakarta:Putra Grafika
- [8] Ecotourism.(2015). What is Ecotourism?. Tersedia secara online di: <https://ecotourism.org/what-is-ecotourism>. [diakses pada 5 Desember 2021]
- [9] Fauzi .(2019). Wisata murah ekowisata mangrove DKI Jakarta. Tersedia di : <https://www.antaranews.com/berita/924537/wisata-murah-ekowisata-mangrove-dki-jakart> [diakses pada 5 Desember 2021]
- [10] Fenti, D.M.(2019). Persepsi Pengunjung Terhadap Daya Tarik Taman Wisata Alam Hutan Rimbo Tujuh Danau Di Desa Wisata Buluh Cina Kecamatan Siak Hulu Kabupaten Kampar Riau. 4 – 2.
- [11] Gibson, R. L., & Mitchell, M. H. (2008). Introduction to counseling and guidance. Upper Saddle River, New Jersey: Pearson Prentice Hall.
- [12] Gössling, S., Scott, D., & Hall, C. M. (2020). Pandemics, tourism and global change: a rapid assessment of COVID-19. *Journal of Sustainable Tourism*, 1-20.
- [13] Hakim, I. N. (2020). Wabah dan Peringatan Perjalanan dalam Persepsi Wisatawan. *Jurnal Master Pariwisata (JUMPA)*, 31-51.
- [14] Heriyanto, A. C. (2017). Kelas Sosial, Status Sosial, Peranan Sosial, dan Pengaruhnya. Tersedia secara online di: <https://dinus.ac.id/repository/docs/ajar/kelas-sosial-status-sosial-peranan-sosial-dan-pengaruhnya.pdf> [diakses pada 22 November 2021].
- [15] Jakartamangrove.(2018). Taman Wisata Alam (TWA) Angke Kapuk. Tersedia secara online di: <https://www.jakartamangrove.id/about.php> [diakses pada 5 Desember 2021]
- [16] Kemenparekraf. (2021). Persiapan Sektor Pariwisata Indonesia di Era Next Normal. Tersedia secara online di: <https://www.kemenparekraf.go.id/ragam-pariwisata/Persiapan-Sektor-Pariwisata-Indonesia-di-Era-Next-Normal> [diakses pada 5 Desember 2021]
- [17] Khoiri, Ahmad. (2021). Libur Lebaran di Jakarta Saja, Ada dua pilihan Hutan Mangrove Instagramable. Tersedia di <https://travel.detik.com/travel-news/d5568095/libur-lebaran-di-jakarta-saja-ada-dua-pilihan-hutanmangrove-instagramable> [diakses pada 5 Desember 2021]

- [18] Khusna, Umimma Khoirotul. (2016). Persepsi Pengunjung Terhadap Pertunjukan Live Music Di Kampayo Xt Square Yogyakarta. Tugas Akhir: Jurusan Pendidikan Seni Musik Fakultas Bahasa Dan Seni Universitas Negeri Yogyakarta
- [19] Kusumanigrum, D. A., & Gabriella, T. (2021). Strategi Pemasaran TWA Mangrove Angke Kapuk Jakarta Terkait Kunjungan Wisatawan Di Masa Pandemi, 2.
- [20] Machfudz, D.M. (1998). Ketika Perusahaan Menghadapi Krisis. Jurnal ISKI Manajemen Krisis.
- [21] Mashabi, S. (2020). Pemerintah Mulai Buka 13 Kawasan Pariwisata Alam di Tengah Pandemi. Tersedia di <https://nasional.kompas.com/read/2020/06/23/07251151/pemerintahmulai-buka-13-kawasan-pariwisata-alam-di-tengahpandemi?pa> [Diakses 10 februari 2022]
- [22] Moleong, Lexy J. (2017). Metode Penelitian Kualitatif, cetakan ke-36, Bandung : PT. Remaja Rosdakarya Offset.
- [23] Najah, N. A. (2015). Hubungan Dukungan Sosial Dengan Tingkat Stres Di Sekolah Pada Siswa Akselerasian Denanyar Jombang. Jurnal UIN Maulana Psikologi, 65- 66.
- [24] Noeng Muhadjir, (1996). Metode Penelitian Kualitatif, Rake Sarasin, Yogyakarta.
- [25] Notoatmodjo, Soekidjo. (2015). Pendidikan dan Perilaku Kesehatan. Jakarta: Rineka Cipta.
- [26] Novianti, Siswandini. (2021). Kabar baik! Taman Wisata Alam Mangrove Angke Kapuk kembali dibuka untuk umum. Tersedia di :
- [27] <https://lifestyle.kontan.co.id/news/kabar-baik-taman-wisata-alam-mangrove-angke-kapuk-kembali-dibuka-untuk-umum> [diakses pada 5 Desember 2021]
- [28] Purba, R. J. (2019). Prinsip Pengumpulan Data Dalam Melakukan Pengkajian Data Pasien Di Rumah Sakit/ osf.io
- [29] Putri, Aidillah. (2018). Analisis Persepsi Pengunjung dan Komponen 4A Kepariwisata di Taman Wisata Alam Pundi Kayu Palembang. Other thesis, Politeknik Negeri Sriwijaya.
- [30] Pongpirul, K., Kaewpounggam, K., Chotirosniramit, K., & Theprugs, S. (2020). Commercial airline protocol during COVID-19 pandemic: An experience of Thai Airways International. Plos one, 15(8), e0237299.
- [31] Prabowo Dani. (2020). Pariwisata Dibuka Saat Pandemi, Ini Syarat hingga Protokol Kesehatan yang Harus Dipatuhi. Tersedia di <https://nasional.kompas.com/read/2020/06/23/12215801/pariwisata-dibuka-saat-pandemi-ini-syarat-hingga-protokol-kesehatan-yang?page=all>. [diakses pada 6 Februari 2022]
- [32] Rsupsoeradji. (2020). Mengapa Covid-19 Disebut Sebagai Pandemi. Tersedia di <https://rsupsoeradji.id/mengapa-covid-19-disebut-sebagaipandemi/#:~:text=WHO%20pun%20sudah%20secara%20resmi,menyebut%20secara%20luas%20di%20dunia> [Diakses pada 6 Februari 2022]
- [33] Salmons, J., (2015). Qualitative online interviews: Strategies, design, and skills. Sage Publications.
- [34] Sanusi, Anwar. (2003). Metodologi Penelitian Praktis untuk Ilmu Sosial dan Ekonomi. Edisi Pertama, Cetakan Pertama. Malang: Buntaran Media.
- [35] Sarwono, J. (2006). Metode penelitian kuantitatif dan kualitatif.
- [36] Simajuntak, J. (2019). Benteng Terakhir Itu Bernama TWA Mangrove Angke Kapuk. Tersedia di <https://www.ekuatorial.com/2019/12/benteng-terakhir-itu-bernama-twa-mangrove-angke-kapuk/> [diakses pada 2 Januari 2022]
- [37] Simanjuntak, Theresia. (2020). Sejarah Hari ini 2 Maret 2020 Warga Depok Terkonfirmasi Sebagai Pasien Covid-19. Tersedia di <https://megapolitan.kompas.com/read/2021/03/02/05250091/sejarah-hari-ini-2-maret-2020-warga-depok-terkonfirmasi-sebagai-pasien?page=all> [Diakses pada 15 November 2021]
- [38] Sekaran, Uma. (2011). Research Methods For Business (Metode Penelitian Untuk Bisnis). Jakarta: Salemba Empat.
- [39] Soedjadi, F. X. (1997). Analisis Manajemen Modern. Jakarta, Gunung Agung.
- [40] Stewart, Charles & Cash, W.B..(2013). Interviewing: Principles and Practices. New York: McGraw-Hill Education.
- [41] Sugiyono. (2008). Metode Penelitian Kuantitatif, Kualitatif dan R&D. Bandung: Alfabeta
- [42] Suliyanto, D. S., & MM, D. (2005). Analisis Korelasi.
- [43] Unzizah. (2019). Model Kemitraan Pemerintahan dan Swasta Dalam Pengelolaan Hutan Mangrove di Taman Wisata Alam Angke Kapuk Jakarta Utara. Serang: eprints.untirta.ac.id.
- [44] Vivi Yandari, I. A., & Kuswaty, M. (2017). Penggunaan Media Monopoli Terhadap Peningkatan Kemampuan Pemahaman Konsep Matematis Peserta Didik Kelas V Sekolah Dasar. JPSD Vol.3 No. 1, 13.
- [45] Wahyudin, M. (2021). Coronavirus Jakarta: Perbandingan Pemukiman Kumuh Dan Pemukiman Mewah, 6, 24.

- [46] Walgito, Bimo. (2003). Pengantar Psikologi Umum. Yogyakarta. Andi Offset
- [47] Winarno, Budi. (2005). Teori dan Proses Kebijakan Publik. Yogyakarta. Media Pressindo.
- [48] Wiradi, G. (2009). Metodologi studi agraria: karya terpilih Gunawan Wiradi. SAINS Pres.
- [49] Zakiyah, S. (2017). Pengaruh Persepsi Mahasiswa Tentang Cara Mengajar Dosen Terhadap Perilaku Asertif Mahasiswa JURNAL IKON AGUSTUS 2020 Psikologi di Universitas Negeri Surabaya. Jurnal Psikologi Pendidikan, 4

