MINAT BERWISATA KAUM MILENIAL DI ERA NEW NORMAL

Millennials Interest in Touring in The New Normal Era

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Abstrak


Kata Kunci: Covid-19; Era New Normal; Kaum Milenial; Wisata

Abstract

Since the Covid-19 pandemic has spread, the millennial generation's desire for tourism has had stuck. The government enforces many restrictions on social activities to prevent the spread of the Covid-19 virus. In fact, according to several studies, before this pandemic hit, millennials traveled at least once a year. Tourism is the most vulnerable sector to crises and disasters, including the health crisis we are going through. Even though these millennials are a group that is reliable enough to enliven the world of traveling, tourist visits, and supporting the development of tourism in Indonesia. Their closeness to the world with the development of digital technology, online business, and social media helps information dissemination about tourism, not only national tourism, but also international.
The research method used by the researcher is a descriptive quantitative research method with a survey method using a questionnaire as a data collection tool. Data collection through questionnaires was carried out from May 11 to June 28, 2021, with a sample of 312 questionnaires. The analysis shows that the local destination that most attracts millennials today is Pangandaran Beach. Pangandaran Regional Government, especially the Department of Tourism, must have started preparing to welcome tourist visits, particularly Millennials. Pangandaran tourism must prepare tourist objects that are more Instagram-able, more attractive facilities with human resources who are ready to help and serve tourists with good service quality but also continue to protect against the threat of transmission of the Covid-19 virus.

Keywords: Covid-19; Millennials; The New Normal Era; travel

INTRODUCTION

In 2020, the global outbreak of Covid-19 had made an impact on a variety of different industries. (Veranita et al., 2021). In 2020, the global epidemic of Covid-19 had made a huge impact on a variety of other industries. Based on data in the Tourism Trends Book from the Ministry of Tourism and Creative Economy, since April 2020, foreign tourists entering Indonesia have fallen to 158,000 and continued to decline until now. The decline in tourist visits has also caused an impact on other sectors, such as transportation, tourism, catering, retail and entertainment. The World Tourism and Travel Council (WTTC) estimated that Covid-19 causes the global tourism industry to suffer huge losses totaling at least 22 billion dollars (Zhu et al., 2020).

The tourism industry has an essential role in the country’s foreign exchange earnings. Therefore, effective communication about tourism in Indonesia is one of the influential aspects in promoting tourism in the archipelago. Furthermore, the ease of finding relevant information about a country’s tourist destinations is a dominant factor influencing the number of tourists visiting the country (Nurfalah & Wihayati, 2000).

Everyone has a right to travel, even if you are a child or an elderly (Zelazo et al., 2008). However, the younger generation, also known as millennials, possess the highest interest to travel. According to the observation conducted by Vina (2020), a millennial generation which consists of youngsters aged 20-39 years old, are commonly tech-savvy and familiar with tremendous varieties of mobile applications. On the other hand, Reves and Oh (2007) defined the millennial generation as people born between 1981-2000. The millennial generation is recognized worldwide, not only in Indonesia. Moreover, millennials like to travel extensively nationally and internationally.

Teenagers in Indonesia, dubbed the millennial generation, have recently become a hot topic of conversation. Apart from their relationship with education and technology, their lifestyles differ from previous generations in interests and hobbies. As is commonly known, millennials, or frequently referred to as Generation Y, are a generation born after Generation X. Their birth years range from the 1980s to the 2000s. By 2020, the millennial generation will account for approximately 34% of the Indonesian population, followed by 20% of generation X and 13% of the baby boomers (born 1946 to 1964).

The millennial generation's interest in travel is unique, mainly due to digital media technology development, online marketing, and social media.
This generation of millennials is on the verge of using the internet. So that they can easily accept and absorb various types of information. Additionally, this generation prefers non-cash transactions and is generally capable of working faster and cleverer due to the appearance of technology. Additionally, technological advancements encourage millennials to be multitaskers. This behavior has conditioned millennials to perform two to three jobs concurrently.

The factors mentioned previously have a significant impact on their desire to travel. The millennial generation is quick to acquire information about unique, attractive, and must-see tourist attractions. When combined with the rapid growth of social media, they are vying for placement in tourist attractions. There is a sense of accomplishment for those who can visit and travel to beautiful and attractive locations, document them with photographs and videos, and share them.

However, with the spread of the Covid-19 pandemic, the millennial generation's desire for tourism has been curtailed. To halt the spread of the Covid-19 virus, the government has imposed numerous restrictions on social activities. Indeed, several studies indicate that, before the pandemic, millennials traveled at least once a year. Tourism is the sector most susceptible to crises and disasters, including the current health crisis. Even though these millennials are the trusted group capable of activating the world of travel, tourist visits, and supporting tourism development in Indonesia. Their global connectivity, facilitated by the development of digital technology, online commerce, and social media, significantly aids in information dissemination about tourism, domestic and international. The highlighted issue is interesting to review further, for that the authors are willing to conduct research entitled “Millennial Traveling Intentions after the Covid-19 Pandemic.”

Crow and crow (1989) defined interest as the strength of motives that cause an individual to pay close attention to certain people, objects, or activities. It illustrates reasons why a person is attracted to particular objects, people, or activities over others (Riki Darmadi, 2017). Interest can also act as a guiding principle for a person to make a decision.

Interest is a psychological statement that cannot be directly observed. However, it is possible to observe its dynamics or manifestations in a person’s actions or behavior. In conclusion, interest is a psychological aspect that plays a very dominant role in causing the behavior. Interest is a sense of attraction towards an object based on relevant preferences resulting in the desire to get involved with the object. It is performing as a strong urge to get closer, reasonably more active and deeper, spontaneous and more selective relationship with a particular object.

Interest has two essential elements, namely motives and attention. Motive is a psychological force that leads a person to decide something about their interest. On the other hand, attention is a mental concentration toward a specific object. Interest may emerge and increases after a person has acquired complete information about an object, so the object of interest generally revolves around things that were recognized before. The more interests an individual gives to an object, the more active the projected individual involvement in the object is.

According to research conducted by Pintrich and Schunk (1996), several aspects related to the interest, namely: a. general attitude toward the activity, refers to an individual’s like and dislike tendency behavior toward the activity; b. Specific preference for or like the activity. An individual will decide whether they are willing to do the activity or not; c. enjoyment of the activity, that is, an individual’s positive feeling about everything related to their actions; d.
personal interests or significant activities to individuals. An individual feels that the activities performed have a meaningful value; e. intrinsic interest in the content of the activity, which means there are pleasant feelings in the activity; f. reported choice of or participation in the activity.

Logically, an individual will participate in any activity that they prefer. Furthermore, Crow dan Crow (1989) stated three factors influence the interest, namely: a. inner urges which refer to the psychological impulses or desire towards something which can spark someone’s interests; b. social motives. It motivates a person to take an interest in a certain activity. A person can be well accepted and recognized by their surrounding social environment, including social status, self-esteem, prestige, etc. c. emotional factor (emotional motive). It is associated with feelings in the form of impulses, motives, emotional responses, and experiences gained by an individual.

Travel interest is a person’s interest to take a trip to a particular location to gain unique experiences. Tourist interest is exclusive. The world of tourism identifies that the specific interest of tourists has resulted from the uniqueness offered by traveling destinations (Fandeli, 1995). Tourist interest is usually seen as a necessity, and tourists are seen as consumers. Consequently, the development of a tourist destination should aim to offer tourist attractions that can satisfy the tourists’ interests. Special interest tourism is a form of traveling activity where a tourist visits a particular destination because of the ability of the location or tourist destination to satisfy the consumer’s specific interests or goals (Read, 1980, Hall and Weiler, 1992).

According to Fandeli (Fandeli, 1995), development programs for potential tourist attractions and destinations are to accommodate the special interests of tourists, could be in the form of: a. Natural attractions such as flora, fauna, physical geology, volcanology, hydrology, natural forests, or national and marine parks. Then, they set to various activities like rafting tours, jungle explorers, bird watching, scuba diving, exploring natural caves, surfing, diving, and so on; b. Tourists’ presence recognized, physically, mentally, and emotionally towards the places they visit. The object of the attractions is closely related to cultural tourism includes cultural heritage and direct exposure to the culture with the local people. This type of tourist attractions served into cultural experiences in the form of historical-cultural tourism, rural tourism, exotic cultural tourism, and so on; c. artificial recreation attraction with adventure tourism as the most dominant form of the attraction. Adventure tourism works well with places that have natural sceneries and features.

Gamal Suwantoro (2004) explains some reasons behind tourists’ decision to visit particular destinations: 1. The need for vacation and recreation, 2. Educational and research needs, 3. The Religious or spiritual journey, 4. Health-related needs, 5. Having an interest in a specific culture and its arts, 6. Security interests, 7. Family relations needs, 8. Political interests. Based on the listed reasons, the author concluded that tourist interest is the motivational factor to promote them to travel to a particular destination and give them a personal sense of pleasant experiences like joy, happiness, and satisfaction (Wina Asty; Vina Kumala, 2021). It can be used as a reference for entrepreneurs in the tourism industry to fulfill the needs, interests, and desires of prospective travelers (Somantri & Dairoh, 2019).

The millennial generation is a person who was born in 1982 and graduated from high school in 2000 belongs to millennial generation. Another opinion delivered by Carlson (2008) on about the definition of the millennial generation through his book titled “The Lucky Few: Between the Greatest Generation and the Baby Boom” stated that a person who belongs to the millennial generation must be born between the year
1983 and 2001. Other researchers proposed their theory and opinions regarding the millennial generation, but generally, people born from 1980 to 2000 were categorized as millennials.

The millennial generation is a generation that interacts heavily through instant communication and information technology such as e-mail, short message service (SMS), instant messaging apps (WhatsApp, line), and social media like Facebook, Instagram, and Twitter. This generation grew during the internet booming era. According to (Ng et al., 2010) the characteristics of the millennial generation are as follows: each individual has their unique personality depending on where they grew up, economic status, and the social status of their family. This generation has a more open communication pattern compared to the previous generations. Social media fanatics and their life strongly influenced by the development of information technology. Millennials have more exposure to political and economic views, so they seem to be very reactive to the dynamics of their surroundings. Furthermore, they pay attention to their wealth.

METHODS

The research method used by the researcher is a descriptive quantitative research method with a survey method using a questionnaire as a data collection tool.

Data collection through questionnaires was carried out from Mei 11 to June 28, 2021, by distributing questionnaires via Google Forms, shared randomly to respondents via WhatsApp social media. Respondents who became sampled in this study were in the age range of 20-30 years. The respondents who have filled out the questionnaire is 327 people, but the analysis only can be done on 312 questionnaires. The questionnaire was prepared based on scientific principles by taking into account the requirements in the preparation of the questionnaire. The data collected is then analyzed further using statistical methods to see millennial travel interest after the Covid-19 pandemic.

RESULTS AND DISCUSSIONS

Tourism is one of the most important social institutions in world life that be able to learn. It has a literary history and an internal structure with operating principles, and it is extremely sensitive to external influences, both natural and cultural. (Smith dan Eadington, 1992)

The study was carried out from 11th May to 20th May 2020, utilizing the Google form to 312 millennials with the details as follows:

![Respondent Background by Age](source)

Figure 1: Respondent Background by Age
Source: survey results (prepared by the author)

![Respondent Background by Sex](source)

Figure 2: Respondent Background By Sex
Source: survey results (prepared by the author)
The results of a survey conducted on 312 millennials showed an interest in traveling (refreshing) before, when a pandemic occurred and entering the new-normal period showed:

![Figure 3: Millennial’s Interest in Travelling](source)

Before the pandemic, millennials' interest in spending their time refreshing and traveling was the highest (39%) was traveling domestically, then (traveling) abroad (21%), and others prefer to hang out in cafes enjoying culinary tours, visiting friends, and family, sports, and shopping. However, 4% of respondents prefer to enjoy their days off to stay at home, do hobby activities, and online interactions. However, this tourism interest changed drastically when the pandemic hit the world. Visiting cafes, taking trips, and visiting friends and family is a difficult choice to make when a lockdown is everywhere. Tourist interest turned to shop tourism as the highest choice. There are 28% of respondents who spend their fun time shopping. Of course, through shops, merchants, and online platforms. The remaining 18% have interests in learning and increasing knowledge and skills, 21% do sports, and the rest spend time at home with their family.

The findings of this study corroborate Ratna Dewi’s research (Ratna et al., 2020) that millennials, as a young and energetic generation, generally engage in tourism activities motivated by a desire for refreshment, recreation, and vacations during busy schedules and piled-up school assignments and lectures. It is a method of meeting physical and physiological requirements.

After the pandemic hit the world for almost two years, and conditions were getting better with the decrease in the death rate for COVID-19 victims, Indonesia began to enter the New Normal period. The survey conducted to find out millennial tourism interest during the New Normal period turned out to show that their highest interest in traveling was traveling within the country. 29% of respondents can't wait to travel within the country, 21% want to exercise, and the rest visit friends and family, visit cafes, study, and shop.

Based on further investigation, millennials like domestic tourism for several reasons. The first reason is that generally, those who already have small families want to travel and have fun with their families. Traveling with the family will be more practical and hassle-free for local (domestic) tourist destinations. The next reason is that generally, this generation likes to explore various places in one city or region only compared to abroad. They appreciate the uniqueness of domestic tourism, especially with the rapid development of digital technology, they prefer to capture photos and videos and then share them on social media to inspire many people.

![Most Interested Travel Destinations](source)
The survey conducted also shows that the local destination that most attracts millennials today is Pangandaran Beach. Based on a deeper search, they generally feel that Pangandaran Beach has a complete tourist attraction with beautiful natural scenery that can be visited alone, with friends, or with family. The publication of the Ministry of Tourism regarding the progress of Pangandaran Tourism succeeded in attracting respondents to come to visit there. Some respondents prefer to travel to Pangandaran. They feel that the location is not too far from Bandung — Most respondents who live in Bandung City who has also not visited Pangandaran for a long time. Another reason is that traveling on Pangandaran Beach where the open air creates a sense of security and is not worried about disease transmission, mainly based on some information on social media, hotels in Pangandaran have implemented health protocols quite well. In addition to beach tourism, respondents are also interested in visiting and enjoying the beauty of Green Canyon, West Coast, East Coast, Citumang, Batu Hiu, and Batu Karas.

Pangandaran and its environs are indeed quite attractive as a tourist destination, particularly to local tourists. The 91-kilometer-long Pangandaran Coastline has conducive characteristics and attractions to marine tourism (Pangandaran Tourism and Culture Office 2018). Five beaches in Pangandaran Regency that are the most popular with tourists, namely Pangandaran Beach, Batukaras Beach, Madasari Beach, Batuhiu Beach, and Karapyak Beach, each with its distinct characteristics and number of visitors (Ministry of Tourism and Creative Economy 2019).

(Kurniasih et al., 2020) marine tourism in Pangandaran provides a sufficient level of service for tourists to engage in various tourism activities. Water sports facilities and experts for activities, such as banana boating, snorkeling, surfing, and swimming, as well as exploration activities aboard cruise ships, are readily available. The majority of tourist attractions in the Pangandaran Regency are based on natural beach attractions.

The second-order after Pangandaran Beach is tourist visits to the Special Region of Yogyakarta. There are 14% of respondents who miss this city. Yogyakarta is indeed a complete and fun tourist destination, whether it's cultural tourism, culinary tourism, nature tourism, even just walking around the city center can get pictures, photos, and videos that are Instagram-able. Traveling in Malioboro, Yogyakarta Palace, South Square, Tamansari, Tugu Yogyakarta, Prambanan Temple and Borobudur Temple are mandatory destinations that millennials will visit. Now their interest is increasing with the destination of Pindul Cave, Ratu Boko temple, and several new objects known from the internet.

The next tourist attraction which attracts millennial tourists is enjoying nature and various new objects in Lembang, Ciwidey, and Pangalengan. The next sequence that also attracted their interest was Garut City, Malang City, Jakarta, Bromo, and Bali. The millennial generation generally wants to be called a slang child. They are willing to save for months to be able to visit and see interesting things, especially what they get through various information on the internet and social media. This generation is willing to visit even remote and hidden places to get Instagramable pictures or videos. Their attention in traveling is separable from their interest in creating catchy content uploaded on various social media, web, and even on their messenger status. This generation is much more like traveling,
picnicking, and sightseeing compared to the generations before them. The millennial generation has its trend in traveling. For example, reducing their spending by using promo tickets, both transportation and accommodation—and reducing food costs for savings.

**CONCLUSIONS**

Entering the New Normal, tourist destinations must begin preparing for the influx of tourists. Tourist attractions, particularly Pangandaran Tourism, must start preparing for increased visitor traffic, particularly from Millennials. Pangandaran tourism must not only prepare more Instagram-able tourist attractions, more attractive facilities, and human resources willing to assist and serve tourists with high-quality service—but also continue to protect against the threat of Covid-19 virus transmission.

Numerous factors need to be improved to ensure the health of tourists, including limiting visitor numbers, limiting operating hours, implementing health protocols, and equipping themselves with a CHSE (Cleanliness, Health, Safety, and Environmental Sustainability) certificate.

**Recommendation**

It is time for the government to begin cultivating optimism and preparing for tourist visits. Several strategies can be implemented, including product innovation, tourism innovation in response to trends, collaboration while adapting to the new normal, and developing health protocols that ensure the safety and health of tourists, as well as encouraging tourism businesses to be CHSE certified.

Cooperation with a variety of parties is required to carry out CHSE's implementation. Since CHSE is a novel concept, it is only natural that all parties are still adapting to its implementation. Requires awareness and a willingness to collaborate from all parties to ensure a successful performance.

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