



## The Implementation of Health Protocols in Facing Pandemic Covid-19 at Ragunan Wildlife Park

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**ABSTRACT:** This study aims to determine the health protocol for the New Normal preparation for the tourism sector in the Ragunan Wildlife Park. This research is a type of research that uses descriptive data through data collection techniques of observation, interviews, documentation and literature study. The data analysis technique used for this writing is qualitative with descriptive data analysis techniques based on the data analysis literature, data reduction, data processing and research conclusions. The results of this study indicate that the existence of this pandemic has had a major impact on the tourism sector of the Ragunan Wildlife Park. As a result, many activities cannot be carried out because this pandemic has resulted in the closure of tourist attractions and no income. However, this makes the welfare of the existing animals calmer, living like in real nature without many tourist visits. The existing animals do not lack food or medicine at all because this has received a subsidy from the DKI Jakarta Provincial Government of 70% of 100% of which 30% is income from ticket sales. The Ragunan Wildlife Park has established a health protocol that is enforced according to the government's decision, both for tourists and animals and hopes that this pandemic will end quickly and return to normal for the welfare of all.

**Keywords:** New normal, Ragunan, health protocol, pandemic, DKI Jakarta.



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## INTRODUCTION

The tourism industry is a collection of interrelated tourism businesses in order to produce goods and/or services to meet the needs of tourists in the administration of tourism ([Ahmar et al., 2016](#); [Aliansyah & Hermawan, 2021](#)). The tourism industry can be interpreted as a collection of business fields that produce various goods and services needed by those who travel ([Luru, 2018](#);

[Safitri et al., 2020](#)). Every product, both real and virtual that is presented to meet certain human needs, should be assessed as an industrial product ([Sugihamretha, 2020](#)).

Indonesia is a country rich in biodiversity, cultural diversity and its unique and interesting tourist destinations to visit. Starting from sea and beach tourism, mountains, lakes, forests and many others. Currently the Tourism Industry has become an idol sector in Indonesia. The tourism industry in Indonesia is one of the main economic driving sectors that is profitable because it has many advantages. The tourism sector in Indonesia is the second largest source of foreign exchange contribution ([Safitri et al., 2020](#)). This sector is at the forefront of the development and development of Indonesian Tourism. With the tourism sector, it provides a job opportunity for the community and reduces the unemployment rate ([Adikampana et al., 2018](#)).

However, since the Corona Virus (COVID-19) pandemic has dominated the world, even including Indonesia, everything has changed. The Corona virus that has attacked Indonesia in the last two months since March 2020 has become a topic of global problems so that it is very influential on the world economy, including Indonesia. The rapid spread of the Corona Virus began since the first case occurred in Wuhan, China in December 2019 which caused a significant decline in almost all global tourism. In fact, the rapid spread of the virus entered Indonesian territory on March 2, 2020, the first case when two people were confirmed positive for the Corona Virus from a Japanese citizen ([UNICEF, 2021](#)).

This Corona Virus Disease has spread to 34 provinces with Jakarta, East Java and South Sulawesi as the most exposed provinces since March 9, 2020. The first case to date is June 13, 2020, the Corona Virus is still in control and Indonesia has reported 37,420 positive cases, so that In this case, Indonesia ranks second most in Southeast Asia after Singapore and previously the Philippines. In terms of deaths, Indonesia ranks 6th in Asia with 2,091 deaths. Meanwhile, another thing was announced that 13,776 people had recovered and 21,553 people were still being treated ([Worldometers, 2022](#)).

The Corona Virus Pandemic has disturbed the world and with this pandemic, many people have been affected by it, such as the impact on the community's economy. Another thing is the negative impact of the Corona Virus on global tourism activities. The World Travel and Tourism Council has warned the coronavirus pandemic could cut 50 million jobs worldwide in the travel and tourism industry. The Asian continent is expected to be worst affected. When the outbreak is about to end, it could take up to 10 months for the industry to recover ([Sekiraqa et al., 2021](#); [Sreeramula & Rahardjo, 2021](#); [Thuong & Oanh, 2021](#)).

This impact will depend on how long the pandemic lasts and could still be exacerbated by recent restrictive measures, such as those taken by the US administration on trips to Europe. According to the WTTC chief executive, the Corona Virus is a significant threat to the tourism industry that could shrink the travel sector by 25% by 2020 ([Maulina & Sukmadi, 2021](#); [Tsui et al., 2021](#)).

Not only did it bring so many negative impacts, it turned out that this pandemic had a positive impact. Because of this, people are required to stay at home and social distancing. Do all activities at home such as studying, working, shopping and many others. It makes a person spend more and do activities at home with family. Making someone's ideas pop up like many are creative at home by learning to cook, making works that can be sold such as masks and hand sanitizers ([Abbas et al., 2021](#); [Rofiyanti et al., 2021](#)).

The problem of the Corona Virus which is spreading so fast has resulted in the tourism sector experiencing sluggishness. Moreover, since the implementation of the Large- Scale Social

Restrictions (PSBB) policy, hundreds of hotels, restaurants and even tourist attractions have decreased until they finally stopped operating and resulted in tens of thousands of workers being laid off. This is very risky later on the tourism economy ([Fanaqi et al., 2020](#); [Pratiwi, 2021](#)).

However, after three months since the first positive case of the Corona Virus was found in Indonesia, President Joko Widodo decided and asked the Indonesian people to be able to make peace and live side by side with the Corona Virus. Which means "until an effective vaccine is found, we must live in peace with COVID-19 for some time to come," said Jokowi at the Merdeka Palace, Jakarta, Thursday (7/5/2020).

This is called the New Normal with changes normal activity behavior but coupled with the application of health protocols to prevent transmission of the Corona Virus. During the 3 months of the PSBB period, people wanted to travel. However, after the New Normal was enacted, people canceled their intention to travel due to their fear of the spread This Corona Virus. In times like this, people have to adapt back to the New Normal situation according to the provisions of the government if they want to do activities outside the home ([Herdiana, 2020](#); [Krammer, 2021](#); [Sparrow et al., 2020](#)).

One of the mainstay tourist attractions in DKI Jakarta, the Ragunan Wildlife Park, has reopened after 3 months of being closed Due to this pandemic, the Ragunan Wildlife Park also gets its impact. There was no income during the 3 month closing period and the number of visitors was not significant. Then, what is the condition of the Wildlife Park after the implementation of the New Normal.

Recently, it is known that tourist visits to Ragunan Wildlife Park are limited to 1500 visitors with terms and conditions from the management, namely they are required to have a DKI Jakarta ID card and small children, the elderly and pregnant women are not allowed to temporarily visit Ragunan Wildlife Park ([Irsyad et al., 2017](#); [Pratiwi, 2021](#); [Suherlan et al., 2020](#)). So many impacts that occurred directly due to the Corona Virus pandemic that made the tourism sector in Indonesia feel the effects. And the public must get used to changes in behavior to face the new normal by living in peace with the Corona Virus but still following the health protocols that have been set. If the situation continues like this, it could become the main driver of the national tourism industry towards collapse ([Benaraba et al., 2022](#)). Because this affects all human activities from social, religious, tourism and others. After this pandemic ends, this will be a consideration for tourists who want to travel. As we know that security and comfort in travel is one of the considerations for tourists to choose a destination for travel..

## **METHOD**

This type of research is descriptive qualitative. Qualitative data, namely data presented in the form of verbal words not in the form of numbers ([Creswell, 2017](#); [Sugiyono, 2019](#)). Which includes qualitative data in this research, namely a general description of the object of research, including: a brief history of its establishment, geographic location of the object, vision and mission, organizational structure, state of employees. In this study using primary data in the form of interviews and documentation. Data processing techniques using descriptive methods. There are two types of data used in this study, namely primary data and secondary data. The data used in this study include primary data and secondary data ([Bungin, 2017](#); [Moleong, 2018](#)).

The object of this research is the tourist site of the Ragunan Wildlife Park which is a source of information that can provide data in accordance with the problem under study. Thus the object of research is a source of information looking for data and inputs in expressing research

problems. In this research, the object is a tourist spot for Ragunan Wildlife Park to help provide information on the application of health protocols to tourists and animals.

In obtaining field data to describe and answer the problems in the research, there are several methods used in the research, including the following:

### **1. Observation**

The observation that the writer uses in the research is direct observation. Observation in general is an activity carried out in order to find out something from a phenomenon based on knowledge and ideas. Observation is one way of collecting data through observations of behavior and the environment, both social and material individuals and groups being observed. The goal is to obtain information related to a phenomenon or event that has occurred or is currently happening in the environment.

### **2. Interview**

The interview is a data collection technique that is carried out through face to face and direct question and answer between the researcher and the resource person. Along with technological developments, the interview method can also be done through certain media, for example telephone, email, or skype. Interviews are divided into two categories, namely structured and unstructured interviews.

- **Structured Interview**

In a structured interview, researchers already know exactly what information they want to extract from the informants. In this condition, the researcher usually lists questions in a systematic manner. Researchers can also use various research instruments such as recording aids, cameras for photos, and other instruments.

- **Unstructured Interview**

Unstructured interviews are free interviews. The researcher did not use interview guidelines containing specific questions, but only contained important points of the problem that the respondent wanted to explore.

### **3. Documentation**

Documentation is a way to provide a variety of documents. One way is to use accurate evidence from recording sources of information. Sources of such information can be in the form of essays or writings, wills, books, laws and so on. In other words, the definition of documentation in general is an activity to search, investigate, collect, control, use and supply documents on a particular subject.

In the 1905 International Economic Conference, Paul Otlet explained that documentation is a special activity in the form of collecting, processing, storing, recovering and distributing documents.

The function of documentation, namely:

- To provide information regarding the contents of the document for parties who need it;
- As a guarantor of the integrity and authenticity of the information contained in the document;
- Keeping documents from being damaged;
- As evidence and data regarding document information;
- As an alternative to physical storage and rescue and document contents.

#### 4. Literature Study

In this literature study method, data collection is carried out by searching data through various references such as books, internet, and journals from previous research that are relevant and related to the problem being studied.

According to M. Nazir in his book entitled 'Research Methods' states that what is meant by: "Literature study is a technique of collecting data by conducting study studies of books, literature, notes, and reports that have to do with problem solved." ([Nazir, 2013](#)).

Literature study, namely conducting research by studying and reading literature that is related to the problem that is the object of research.

There are three activities in qualitative data analysis, namely the stage of data reduction, data presentation, and conclusion or verification:

- Data Reduction

Data reduction is one of the qualitative data analysis techniques. Data reduction is a form of analysis that sharpens, classifies, directs, removes unnecessary and organizes data in such a way that final conclusions can be drawn. Reduction does not need to be interpreted as quantification of data.

The amount of data obtained from the field is quite large, so it needs to be recorded carefully and in detail. As stated earlier, the longer the researcher goes to the field, the more data will be obtained, complex and complicated. For this reason, it is necessary to immediately analyze data through data reduction.

Reducing data means summarizing, choosing the main things, focusing on the important things, and looking for themes and patterns. Thus the data that has been reduced will provide a clearer picture, and make it easier for researchers to carry out further data collection, and search for it if necessary. Data reduction can be assisted with equipment, such as computers, notebooks, and so on.

In reducing data, each researcher will be guided by the goals to be achieved. The main objective of qualitative research is findings. Therefore, if a researcher in conducting research finds anything that is seen as foreign, unknown, or does not have a pattern, that is precisely what the researcher should pay attention to in carrying out data reduction.

Data reduction is a sensitive thinking process that requires intelligence, flexibility, and a high depth of insight. For researchers who are new to data reduction, they can discuss with friends or other people who are considered sufficiently good at the problems being studied. Through this discussion, the researchers' insights will develop, so that they can reduce data that have significant findings and theory development.

- Presentation of Data

Data presentation is one of the qualitative data analysis techniques. Data presentation is an activity when a set of information is compiled, thus giving the possibility of drawing conclusions. The form of qualitative data presentation is in the form of narrative text (in the form of field notes), matrices, graphics, networks and charts.

In quantitative research, data presentation can be done using tables, graphs, pictograms, and so on. Through the presentation of the data, the data is organized and arranged in a relationship pattern, so that it will be easier to understand.

This is different in qualitative research, where data presentation is carried out in the form of brief descriptions, charts, relationships between categories, and the like. According to Miles and Huberman, what is most often used to present data in qualitative research is narrative text.

With the presentation of data, it will be easier to understand what happened, and plan further work based on what has been understood. Furthermore, Miles and Huberman suggested that in displaying data, apart from narrative text, it could also be in the form of graphs, matrices, networks, and charts..

- Verification / Conclusions

Conclusion drawing is one of the qualitative data analysis techniques. Conclusion drawing is the result of analysis that can be used to take action.

The third step in data analysis in qualitative research according to Miles and Huberman is drawing conclusions and verification. The initial conclusions put forward are still provisional, and will undergo changes if no strong evidence is found to support them at the next data collection stage.

But if the conclusions put forward at an early stage are supported by valid and consistent evidence when the researcher returns to the field to collect data, then the conclusions put forward are credible conclusions.

Thus the conclusions in qualitative research may be able to answer the formulation of the problem formulated from the start, but maybe not. Why is that? Because as stated above, the problems and problem formulations in qualitative research are still temporary and will develop after the researcher is in the field.

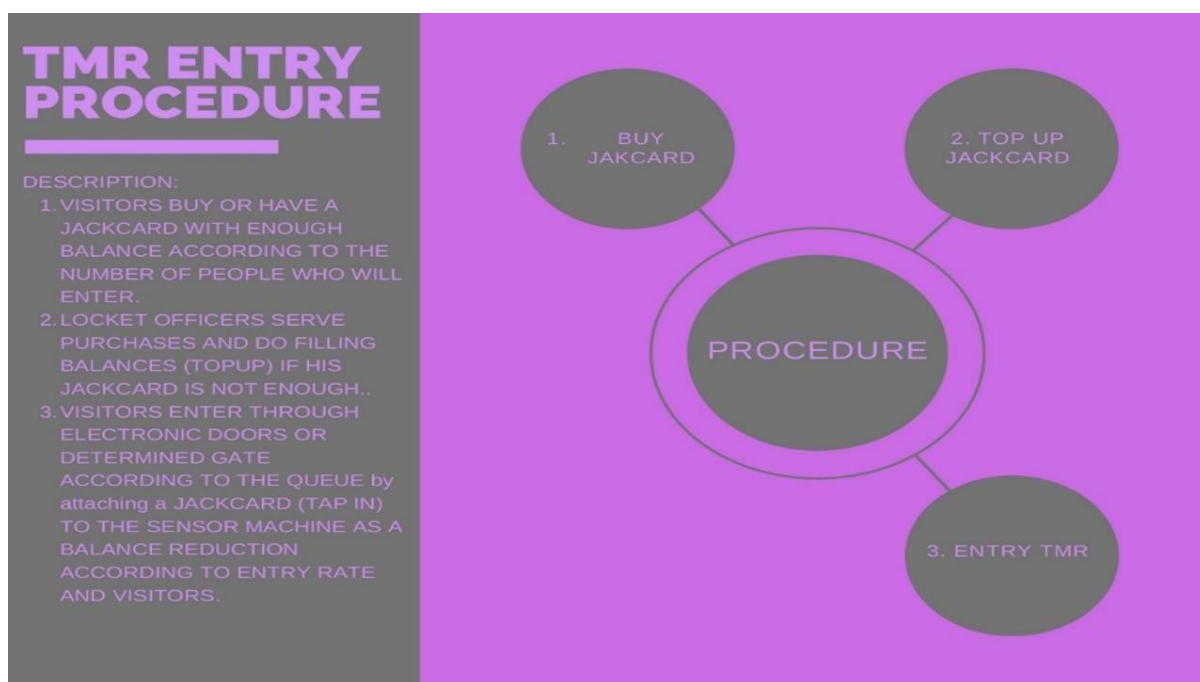
The conclusions in qualitative research are new findings that have never existed before. Findings can be in the form of a description or description of an object that was previously dim or even dark, so that after being examined it becomes clear. This conclusion can be a causal or interactive relationship, or a hypothesis or theory

## RESULTS AND DISCUSSION

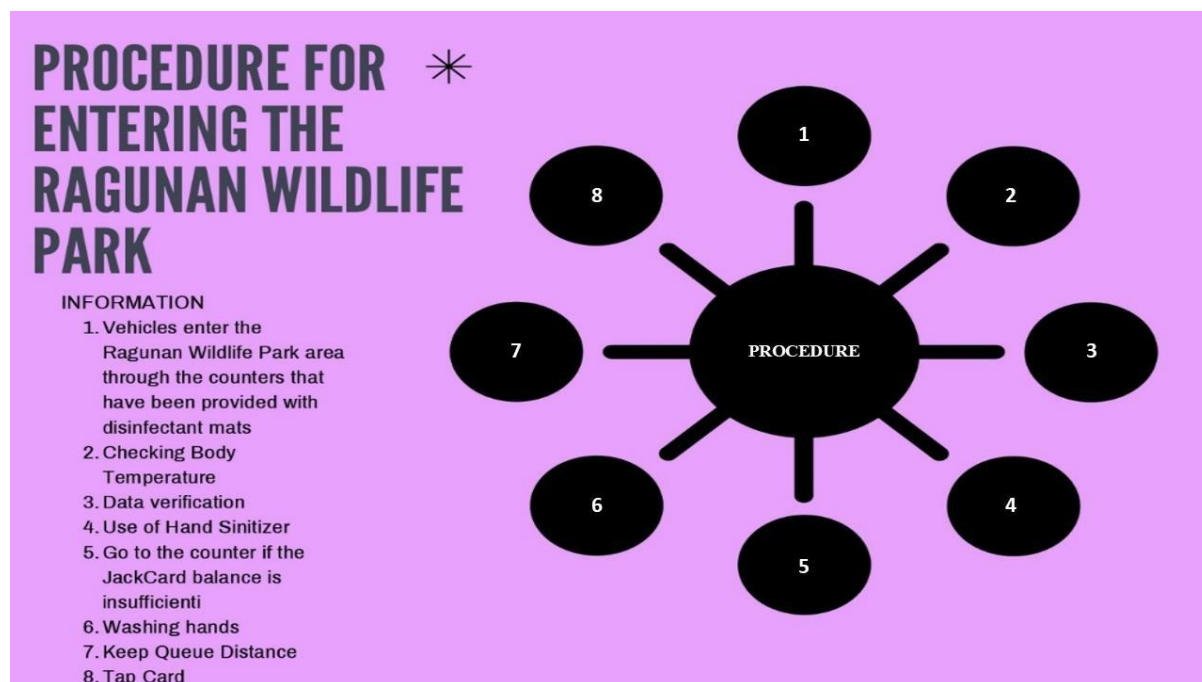
Implementation of Health Protocols on Travelers After a Pandemic



Picture 1. Health Protocol For Visitors at Ragunan Wildlife Park



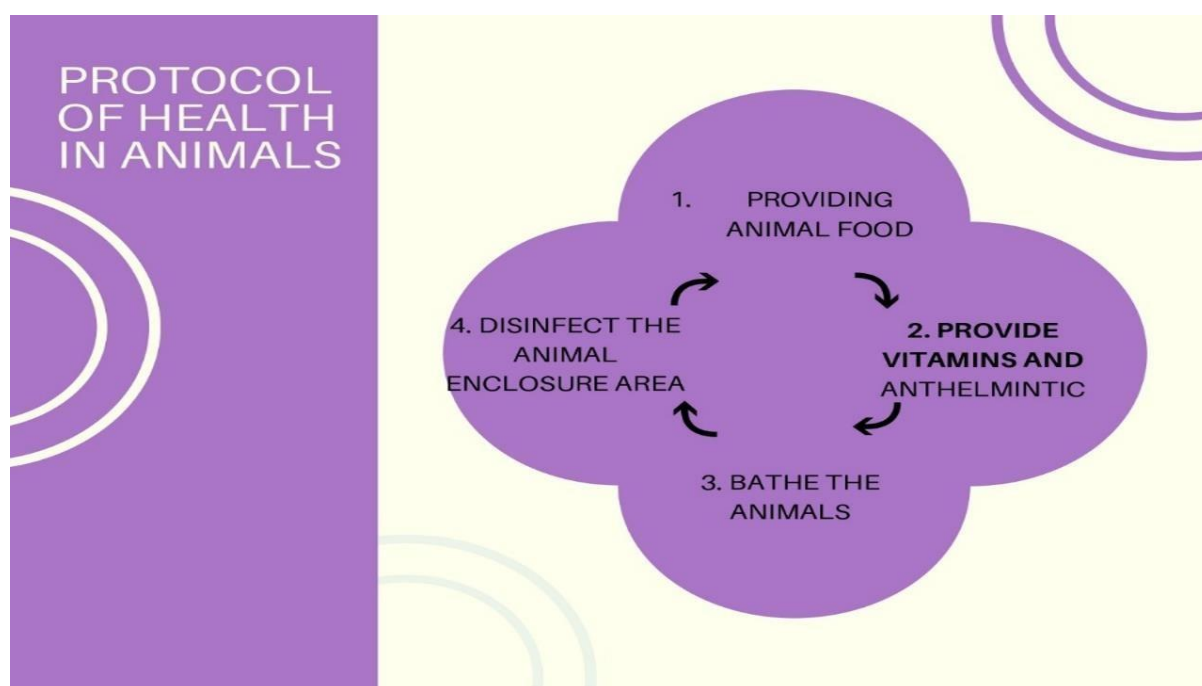
Picture 2. Ragunan Wildlife Park Entrance Procedure Before the COVID-19 Pandemic



Picture 3. Tthe Procedure for Entrance to Ragunan Wildlife Park after the COVID-19 Pandemic

According to the three pictures above, it shows that the Ragunan Wildlife Park has undergone a health protocol based on government regulations. The following is the documentation of the procedure for entering the Ragunan Wildlife Park:

#### Implementation of Health Protocols on Animals



Picture 4. Health Protocol on Animals



As we all know. Since the last two years, Indonesia has been infected with the spread of COVID-19. COVID-19 is a global outbreak that has a devastating impact on the human and social dimensions ([El-Chidtian et al., 2021](#); [Susilawati et al., 2020](#); [Utami & Kafabih, 2021](#)). After spreading from China, the pandemic quickly spread to 210 countries including Indonesia. The COVID-19 pandemic has caused disruptions to global supply chains and has had a negative impact on several key sectors, such as the tourism sector ([Anggarini, 2021](#); Maulina & Sukmadi, 2021; [Miao et al., 2022](#)). The impact of the COVID-19 pandemic will damage the tourism value chain starting from small and medium-sized companies. One example of a tourist spot experiencing the impact of this pandemic is the Ragunan Wildlife Park ([Pradini et al., 2021](#)).

Ragunan Wildlife Park is the 2nd largest zoo in the world. Located in the PasarMinggu area, South Jakarta, Ragunan is the first zoo in Indonesia which is 150 years old. Ragunan is not only an educational tourist attraction for residents, but also a center for animal research and conservation. The zoo covers an area of 140 hectares. Inside, there are various collections consisting of 295 species and 4040 specimens ([Robbani & Yuliana, 2022](#)).

The zoo, which was founded on September 18, 1864, is almost never empty of visitors. Especially on weekends or national holidays. Visitors who come not only from Jakarta, but also from all regions in the country because Ragunan Wildlife Park is a tourist spot that is easily accessible, both in terms of transportation and in terms of economy.

The Ragunan Wildlife Park experienced an operational closure due to the COVID-19 pandemic during the 3-month PSBB period. This resulted in no income, disrupted employment opportunities, had an impact on MSMEs and had a positive and negative impact on the Ragunan Wildlife Park. Whereas so far the Ragunan Wildlife Park is one of the tourism sectors that has a high level of tourist visits and has a lot of workers ([Dewi & Sunarta, 2021](#); [Muhyiddin & Nugroho, 2021](#)).

With the COVID-19 pandemic, which caused the Zoo to temporarily close, it has both positive and negative impacts. The positive impact experienced by the Ragunan Wildlife Park is very beneficial for the animals because the animals become prosperous, nothing disturbs them because the animals feel like they are living in the wild that are not visited by people so that animal behavior becomes natural. Meanwhile, the negative impact experienced was very detrimental to the activities that were going to be held using the proceeds from the visitor's entrance ticket, because 3 months of closure and no income made some activities that should have been able to be carried out canceled. However, the animals in the Ragunan Wildlife Park do not experience a shortage of food or medicine and so on. Because it has received a subsidy of the DKI Jakarta Provincial Government of 70% out of 100% of which 30% is the result of the sale of visitor entrance tickets.

After the government implemented New Normal, which means changing behavior for normal activities but added with the application of health protocols to prevent the spread of COVID-19. Ragunan Wildlife Park has decided to return to operations with the provisions of the health protocols that have been set, including;

- Provision of disinfectant mats when entering the Ragunan Wildlife Park
- Body temperature check
- Use of hand sanitizer
- There are hand washing stations at several points in the Ragunan Wildlife Park
- Maintain a distance when sitting on the provided garden chairs
- Require visitors to bring personal hand sanitizer and wear masks
- Maintain the cleanliness of the Ragunan Wildlife Park area
- Spraying disinfectant in every area of Ragunan Wildlife Park and animal cages

All health protocols that have been implemented according to government decisions are carried out properly by the Ragunan Wildlife Park, as evidenced by the employees who have been standing ready at the main door directing and checking tourists according to health protocol standards to enter the Ragunan Wildlife Park area.

With the COVID-19 pandemic, it does not have a negative impact on the employees at Ragunan Wildlife Park, all Civil Servant staff, daily employees and contract employees are still surviving because they have been financed by the government. However, employees still have to follow government regulations, namely breaking the chain of COVID-19 spread with the WFH (Work From Home) system, which is 50% incoming and 50% WFH. Those who enter are divided into 2 shifts with working hours 07.00 - 15.30 WIB and 09.00 - 17.30 WIB. Employees also still have to follow health protocols by wearing masks and not always in direct contact with other employees, all are limited because they are still social distancing.

Efforts to increase the Ragunan Wildlife Park to minimize the impact of the spread of COVID-19 were carried out by the management, namely limiting the number of visitors to a maximum of 1500 per day, and even then it did not reach 10% of the number of visits from normal conditions which reached 28,000 - 50,000 visitors. The exception for visitors who can enter the Ragunan Wildlife Park is specifically for visitors with a DKI ID card. Children under 9 years old, pregnant women and the elderly are not allowed to enter Ragunan Wildlife Park.

The Ragunan Wildlife Park will schedule the level of tourists who come in stages according to the government's decision and hope that this pandemic will end quickly and all activities will return to normal and public awareness of animal conservation will increase.

## **CONCLUSION**

Based on the discussion that has been described in the previous chapter, the following conclusions can be drawn:

1. The Ragunan Wildlife Park has taken action to spread the COVID-19 chain during the preparation of the New Normal for animals and all other areas, by properly carrying out health protocols according to government decisions, namely the use of masks, hand sanitizer and spraying disinfectants as well as implementing Standard Operating Procedures keep animals healthy by providing food, vitamins and worm medicine as well as maintaining the cleanliness of the animal cages.

2. The Ragunan Wildlife Park provides good services during the New Normal period with health protocols according to government decisions, both for tourists and animals. The condition of the facilities is good, such as the cleanliness of the toilets and the provision of hand washing facilities at several points in the Ragunan Wildlife Park area.

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