

THE JOURNAL REPORT
THE IMPACT OF COVID-19 ON RAGUNAN ZOO TOURISM
DESTINASTIONS

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THE IMPACT OF COVID-19 ON RAGUNAN ZOO TOURISM DESTINASTIONS

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Abstract

Taman Margasatwa Ragunan (TMR) or commonly called the Ragunan Zoo is the largest flora and fauna educational tourist attraction in Indonesia. Ragunan Zoo is one of the most popular tourist destinations in Jakarta. On weekends and national holidays Ragunan Zoo is always full of visitors. However, since the outbreak of COVID-19, the number of visitors and the income of local residents who sell souvenir accessories or shops and food stalls have also decreased. Corona virus (COVID-19) is a collection of viruses that can infect the respiratory system. The purpose of this study was to determine the impact of the COVID-19 outbreak on Ragunan Zoo tourism. The research method used is a qualitative method using secondary data. The data collection technique used is a literature study technique. Literature study is a technique of collecting data by conducting a literature study to the library and collecting books, written materials and references that are relevant to the research conducted. The data collection technique used is taking from information about the impact during COVID-19 on Ragunan Zoo tourism. The results of this study indicate that the impact of COVID-19 on the tourism sector has decreased both in terms of visitors and income.

Keyword: COVID-19, Tourism, Ragunan Zoo.

Abstrak

Taman Margasatwa Ragunan (TMR) atau biasa disebut Kebun Binatang Ragunan merupakan objek wisata edukasi flora dan fauna terbesar di Indonesia. Taman Margasatwa Ragunan merupakan salah satu destinasi wisata yang diminati di Jakarta. Pada saat akhir pekan dan hari libur nasional Taman Margasatwa Ragunan selalu dipenuhi oleh pengunjung. Namun, sejak merebaknya COVID-19, jumlah pengunjung dan pendapatan warga sekitar yang berjualan aksesoris souvenir atau toko dan warung makan juga mengalami penurunan. Virus Corona (COVID-19) adalah kumpulan virus yang bisa menginfeksi sistem pernapasan. Tujuan dari penelitian ini adalah untuk mengetahui dampak wabah COVID-19 terhadap wisata Taman Margasatwa Ragunan. Metode penelitian yang digunakan adalah metode kualitatif dengan menggunakan data sekunder. Teknik pengumpulan data yang digunakan yaitu teknik studi pustaka. Studi pustaka merupakan teknik pengumpulan data dengan tinjauan pustaka ke perpustakaan dan pengumpulan buku-buku, bahan-bahan tertulis serta referensi-referensi yang relevan dengan penelitian yang sedang dilakukan. Teknik pengumpulan data yang dilakukan yaitu mengambil dari informasi tentang adanya dampak selama COVID-19 di wisata Taman Margasatwa Ragunan. Hasil dari penelitian ini menunjukkan bahwa dampak COVID-19 terhadap sektor pariwisata mengalami penurunan baik dari sisi pengunjung maupun pendapatan.

Kata kunci: COVID-19, Pariwisata, Kebun Binatang Ragunan.

INTRODUCTION

Indonesia has natural wealth that can be utilized by various sectors, including the tourism sector. Tourism is one of the sectors that the government focuses on to improve the country's economic conditions. Tourism is also needed by every individual. Tourism activities can also eliminate work saturation, increase creativity, recreation, get to know

historical and cultural heritage. Tourism is the journey from one place to another, for the purpose recreation. Indonesia has dozens of amazing tourist attractions. One of them is located in DKI Jakarta Province. DKI Jakarta also has 65 tourist attractions spread throughout the municipality. Attractions owned by DKI Jakarta include beaches, museums, art buildings, palaces, historic buildings, planetariums, national monuments, houses of worship, zoos, water tourism, cultural tours, and others. DKI Jakarta has 8 leading tourist attractions, with the number of visitors, most of which continue to increase every year. The Ragunan Zoo is the largest flora and fauna educational tourism object in Indonesia. Zoo is place where animals are kept in an artificial environment, and animals are shown to the public. Apart from being a place for recreation, the zoo also functions as a place for education, research and conservation of endangered species. Animal kept in zoos are mostly animals that live on land, while aquatic animals are kept in aquariums.

Ragunan Zoo is located on Jl. Harsono RM. No. 1, Ragunan, Pasar Minggu, Jakarta Selatan. With an area of 147 hectares and inhabited by more than 2,000 animals and overgrown with more than 50,000 trees, the environment is cooler and more comfortable. Ragunan Zoo was built in 1864 by the Hindia Belanda government and became the first Ragunan Zoo in Indonesia. Ragunan Zoo has a collection of 295 species consisting of 4040 specimens. Ragunan Zoo is a favorite tourist attraction for students and residents of Jakarta and its surroundings.

Corona Virus Disease 2019 (COVID-19) is a large family of viruses that cause mild to moderate upper respiratory tract infections, such as the flu. Corona virus infection was first discovered in the city of Wuhan, China at the end of December 2019. This virus is very contagious and has spread to almost all countries, including Indonesia, in just a few months. This has made several countries implement policies to impose lockdowns to break the chain of the spread of the Corona virus. In Indonesia itself, the government has implemented a Large Scale Social Restriction (PSBB) policy to suppress the spread of this virus. This virus is a disease that can be transmitted from animals to humans such as malaria, rabies, MERS. In addition to attacking the respiratory system, the corona virus can also cause more serious diseases including Middle East Respiratory Syndrome (MERS-CoV), Severe Acute Respiratory Syndrome (SARS-CoV), and Pneumonia. Recently, the corona virus known as COVID-19 triggered an outbreak in China at the end of December 2019, and it became more widespread in various countries so that the WHO (World Health Organization) declared it a global pandemic. The spread of COVID-19 caused panic among the public which had an impact on the decline of the tourism industry. The impact of COVID-19 on the tourism industry by using the demand and supply curves

shows a decrease in the demand function, causing a decrease in the price and quantity supplied to the tourism industry. Before the COVID-19 pandemic, the Ragunan Zoo was usually visited by a sea of people who were cool to travel on holidays, then since the COVID-19 pandemic the opposite has happened. Head of the Ragunan Zoo Promotion Unit, Ketut Widarsa said many animals in Ragunan Wildlife Park looked much calmer and relaxed. "The impact is visible, if you look closely, the animals look calmer because not many visitors come. Moreover, they have become distant from many people since the COVID-19 pandemic," said Ketut when visited by Suara.com in Ragunan, South Jakarta, Thursday (12/24/2020).

Ragunan Zoo also provides animal holidays which fall every Monday, on that day Ragunan Zoo does not receive visits for animal care. Meanwhile, during the COVID-19 pandemic, Ragunan Zoo limits visits to a maximum of 2,000 people a day. Whereas in normal situations, on weekends the number of visits can reach more than 200,000 people, and a maximum of 8,000 people on weekdays (Monday to Friday). Tourism has experienced a tremendous decline. Various tourist attractions are closed due to COVID-19. However, after the implementation of the new normal, tourism was reopened but by implementing health protocols. The spread of the Corona virus has reduced the number of tourists visiting Indonesia. Tourism supporting sectors such as hotels, restaurants, and entrepreneurs are also affected by the Corona virus.

Ragunan Zoo is one of the tourist attractions affected by the Corona virus. Regarding the soaring cases of the COVID-19 virus in DKI Jakarta, in an effort to prevent COVID-19, Ragunan Zoo has also temporarily closed access to visits to break the chain of spreading the virus. Since the temporary closure of the Ragunan Zoo tourist attraction, of course there has been a decline in income due to the decline in tourists during this COVID-19 season. As a result of the closure, the management is also pessimistic about the target of 5 million visitors this year. "We have a target of 5 million visitors in one year, while we only had 600,000 visitors until March. That's a very significant decrease," said Head of the Ragunan Promotion Implementation Unit, Ketut Widarsana when confirmed, Thursday (28/5/2020). Therefore, Ketut ensured that Ragunan Zoo would adjust the target of visitors this year. However, the number is uncertain. Therefore, this study was made to find out about "The Impact of the COVID-19 Pandemic on Ragunan Zoo".

THEORETICAL FRAMEWORK

Corona virus (COVID-19)

Corona viruses are a large family of viruses that can cause disease in animals or humans. In humans, coronaviruses are known to cause respiratory tract infections ranging from the common cold to more severe diseases such as Middle East Respiratory Syndrome (MERS) and Severe Acute Respiratory Syndrome (SARS). The most common symptoms of COVID-19 are fever, fatigue, and a dry cough. Some patients may experience aches and pains, nasal congestion, runny nose, sore throat or diarrhea. These symptoms are mild and occur gradually. The COVID-19 virus is spread from person to person through tiny droplets from the nose or mouth that are spread when a person coughs or exhales. These droplets then fall onto objects that other people touch, then touch their eyes, nose, or mouth. Based on existing research, the spread of COVID-19 is through the air. (World Health Organization, 2020).

Pandemic

A pandemic is a global disease outbreak. A pandemic is declared when a new disease spreads around the world beyond borders. COVID-19 started as an epidemic in China before spreading around the world in a matter of months and becoming a pandemic. However, epidemics do not always become pandemics and do not always have a quick or clear transition. A disease is categorized as a pandemic if the disease develops in several newly affected areas through local transmission. The status of the corona virus, which has turned into a pandemic, does not mean that this virus is getting wilder and stronger, but rather that the spread of the corona virus is increasingly widespread and spreading in various regions of the world. (World Health Organization, 2020).

Tourism

Etymologically, the word tourism comes from *Sansekerta* which consists of two words, namely *pari* and *tourism*. *Pari* means “a lot” or “to go around”, while *tourism* means “to go” or “to travel”. On that basis, the word tourism should be interpreted as a trip that is carried out many times or in circles, from one place to another, which in English is called the word "tour", while for the plural sense, the word "Tourism" can be used. the word "tourism" or "tourism" (Yoeti, 1996:112).

Tourism is a process of temporary departure from a person or more to a place other

than their place of residence for a reason and not to carry out activities that generate money. (Suwanto, 1997).

Tourism is a complex phenomenon in society, in which there are hotels, tourist attractions, souvenirs, tour guides, tourist transportation, travel agencies, restaurants and many others. (Soekadijo, 1996).

Tour

Tourism is an activity that is fun which is characterized by spending money or doing activities that are consumptive in nature. (Heriawan, 2004).

Tourism is a temporary traveling process carried out by a person to go to another place outside his place of residence. The motive for his departure can be due to economic, health, religious, cultural, political, social and other interests. (Gamal, 2004).

Tourism is a travel activity carried out by humans outside their area and at the same time carried out for a temporary nature of not more than 1 year. The goal is for fun, business, and so on. (WTO, 1999).

RESEARCH METHODE

In this study using a qualitative method, using secondary data. Qualitative research is a researcher's effort to collect data based on a natural setting. Of course, because it is done naturally or naturally, the results of the research are also scientific and can be accounted for. (David Williams, 1995).

Qualitative research also includes the methodology used for research procedures that produce descriptive data. Descriptive data is data written using words in detail. (Bogdan and Taylor, 1975).

Secondary data is data obtained or collected by people conducting research from existing sources. This data is used to support primary information that has been obtained, namely from library materials, literature, previous research, books, and so on. (Hasan, 2002: 58).

Secondary data is data that has been collected by other parties, researchers can search for these data sources through other data sources related to the data they want to find. (Kuncoro, 2009:145).

Therefore, to obtain valid and sufficient data, the authors obtained literature sources. The sources of literature are internet media, scientific journals, and articles. Based on the

approach used in obtaining data, the data collection techniques used are: Literature Study Techniques, According to M.Nazir in his book entitled “Research Methods” stated that what is meant by: "Library study is a data collection technique by conducting a review books, literatures, notes, and reports that have to do with the problem being solved.” (Nazir, 1988: 111).

The data collection technique used is taking from information about the impact during COVID-19 on Ragunan Zoo tourism. The positive impact of the COVID-19 pandemic in Ragunan Zoo is that animals become calmer and more relaxed. The negative impact of the COVID-19 pandemic in Ragunan Zoo is experiencing a drastic decrease in tourist visitors which results in reduced income from the tourist attraction, the lack of tourists also has an impact on the income of local residents who sell souvenirs or shops and food stalls.

RESULT AND DISCUSSION

The world is currently faced with global problems related to health problems, namely the presence of a virus that infects the respiratory tract called the Corona virus or better known as COVID-19, because of its emergence which allegedly began to appear in 2019 in Wuhan, China. Corona viruses cause illness from the common cold to more severe illnesses such as Middle East Respiratory Syndrome (MERS-CoV) and Severe Acute Respiratory Syndrome (SARS-CoV). This virus spreads very quickly and has spread to several countries, including Indonesia. This virus is suspected to have entered Indonesia since March 2, 2020, starting from an Indonesian citizen who made direct contact with a foreign national from Japan. This has been announced by President Jokowi. Over time, the spread of COVID-19 is very fast and has experienced a significant increase. As of August 18, 2020, there have been 143,043 cases of positive COVID patients in Indonesia. With this pandemic, it is very influential on various sectors in the world including Indonesia, such as the tourism sector which is very disadvantaged by this, given that the COVID-19 virus limits every individual from leaving the house and there are various policies that have been issued by the government such as lockdowns and The Large-Scale Social Restrictions (PSBB) which affects the flow of goods and people movement with this policy is increasingly detrimental to activists in the tourism sector but this is also a form of government efforts to reduce the spread of the COVID-19 virus.

There are many challenges faced by Zoo managers in Indonesia. One of them is Ragunan Zoo which has SOPs for implementing policies in the new normal era, namely: restrictions on the number of visitors that are specifically for DKI Jakarta residents with a

quota of 2,000 people per day, a booking system is made for ticket purchases on condition that they use a DKI Jakarta ID card and will be automatically locked if the quota of 2,000 visitors is met, restrictions on operating hours for Ragunan Zoo which initially opened at 07.30 - 16.00 opens at 08.00 - 13.00, limiting the age of visitors who want to enter Ragunan Zoo with the provision that ages 0-9 years and above 60 years are prohibited from visiting Ragunan Zoo, following the directions set out in the Ragunan area, then Ragunan Zoo provide a disinfectant mat to clean the visitors' footwear, if the visitor has a history of disease (for example: diabetes) then it is better not to visit the Ragunan Zoo.

This Ragunan Zoo tourist attraction is not much different from other tourist attractions in Indonesia which have suffered losses due to this pandemic, after the government imposed PSBB, the Ragunan Zoo tourist attraction also immediately closed the tourist attraction in early March. All activities are stopped but there are still managers who take turns on guard every day at the tourist attraction, considering the need for maintenance that must be carried out such as area cleaning, animal feed, cage maintenance, animal health care and just in case, because there are stalls owned by residents. Before the COVID-19 pandemic, the number of visitors who came to tourist objects could reach 8,000 people in just one week, of course, it can be calculated how much loss the manager has borne from entrance ticket income and losses as well as from traders who are always interested by visitors.

The following is a comparison of visitors to the Ragunan Zoo before the COVID-19 pandemic and after the COVID-19 pandemic:

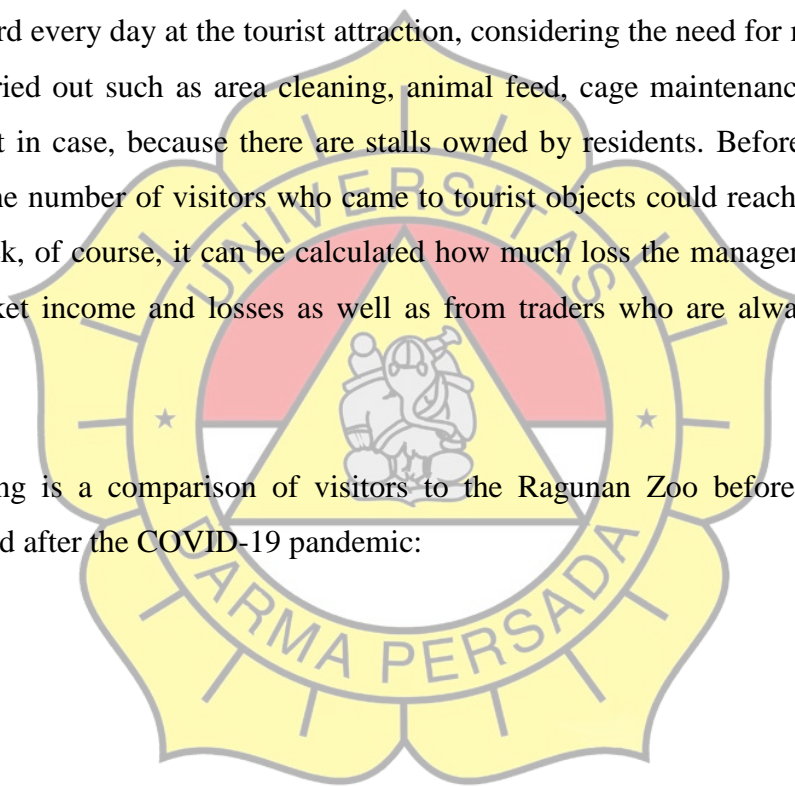


Table 1. Data on the number of visitors in Ragunan Zoo in 2018

Tabel 8.5 Jumlah Kunjungan Wisatawan ke Obyek Wisata Unggulan Menurut Lokasi di DKI Jakarta, 2014-2018
Table Number of Tourist Visitors at Tourism Prime Object by Object in DKI Jakarta Province, 2014-2018 (Kunjungan/Visits)

Lokasi Object	Tahun/Year				
	2014	2015	2016	2017	2018
(1)	(2)	(3)	(4)	(5)	(6)
1. Taman Impian Jaya Ancol	16 085 604	16 661 517	17 850 284	19 261 212	17 575 914
2. TMII	4 587 735	5 575 905	4 977 704	5 704 712	6 004 718
3. Ragunan	4 100 570	5 157 035	5 177 877	5 366 148	5 455 788
4. Monumen Nasional	1 156 208	1 539 195	1 878 155	1 866 428	1 945 747
5. Museum Nasional	245 848	266 359	380 762	293 918	263 171
6. Museum Satria Mandala	38 756	49 964	37 969	36 144	11 693
7. Museum Sejarah Jakarta	196 433	535 144	733 921	798 139	612 668
8. Pelabuhan Sunda Kelapa	50 779	63 220	43 398	58 284	45 653
Jumlah/Total	26 461 933	29 848 339	31 080 070	33 384 985	32 115 352

Sumber/Source : Dinas Pariwisata Provinsi DKI Jakarta/Tourism Services of DKI Jakarta Province

(Source : BPS DKI Jakarta Data Processing, 2018)

Table 2. Data on the number of visitors in Ragunan in 2020

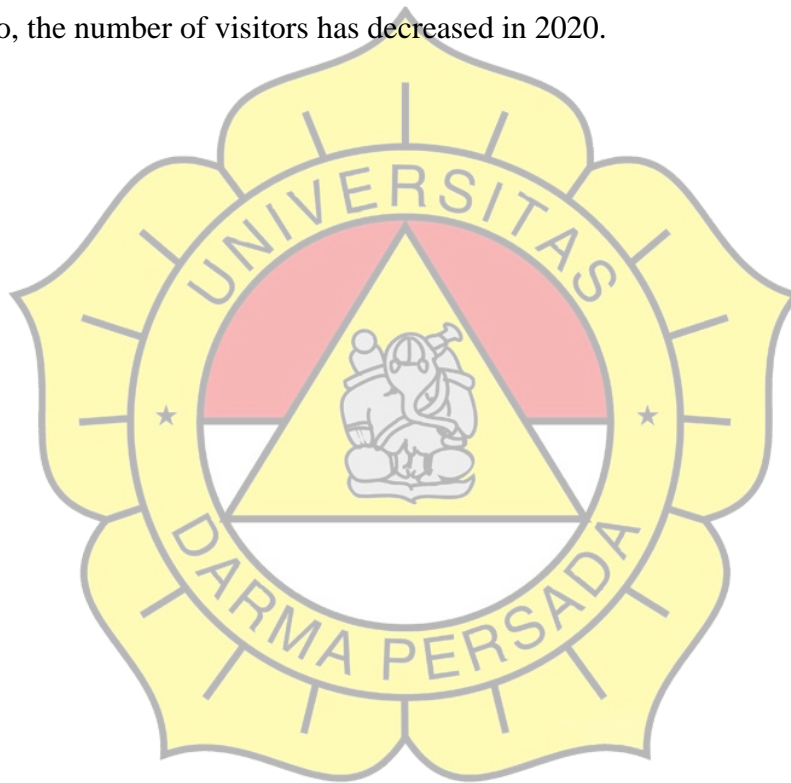
Tabel 8.5 Jumlah Kunjungan Wisatawan ke Obyek Wisata Unggulan Menurut Lokasi di DKI Jakarta, 2019-2020
Table Number of Tourist Visitors at Tourism Prime Object by Object in DKI Jakarta Province, 2019-2020

Lokasi Object	2019	2020
(1)	(2)	(3)
1 Taman Impian Jaya Ancol	9 282 441	2 351 961
2 TMII	5 071 980	1 123 542
3 Ragunan	5 407 858	633 963
4 Monumen Nasional	12 112 946	443 034
5 Museum Nasional	305 086	67 088
6 Museum Satria Mandala	17 132	3 183
7 Museum Sejarah Jakarta	746 971	153 223
8 Pelabuhan Sunda Kelapa	38 058	16 348
Jumlah/Total	32 982 472	4 792 342

Sumber/Source: Dinas Pariwisata Provinsi DKI Jakarta/Tourism Services of DKI Jakarta Province

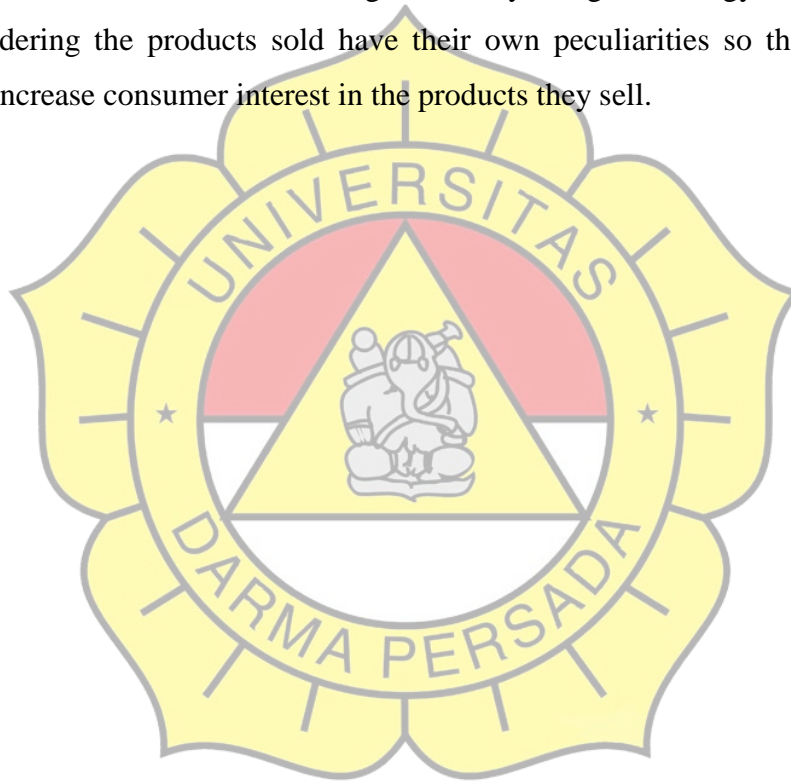
(Source :BPS DKI Jakarta Data Processing, 2020)

According to data from the Central Statistics Agency (BPS), the total visitors to Ragunan Zoo throughout 2020 were recorded at 633,963 visitors. This achievement is much lower than in 2019 where there were 5,407,858 visitors. This happened when there was a pandemic that was happening around the world, namely the spread of the Corona Virus Disease-19. During the COVID-19 pandemic, the Ragunan Zoo limits visits to a maximum of 2,000 people a day. Whereas in normal situations, on weekends the number of visits can reach more than 200,000 people, and a maximum of 8,000 people on weekdays (Monday to Friday). The spread of the Corona virus has reduced the number of tourists visiting Indonesia. Ragunan Zoo is one of the tourist attractions affected by the Corona virus. Regarding the soaring cases of the COVID-19 virus in DKI Jakarta, in an effort to prevent COVID-19, the Ragunan Zoo has also temporarily closed access to visit in order to break the chain of spreading the virus. Since the temporary closure of the Ragunan Zoo, the number of visitors has decreased in 2020.



CONCLUSION

One of the sectors hardest hit by the COVID-19 pandemic is the tourism sector. This is also felt by managers and traders who sell in the Ragunan Zoo tourist area. Even during the COVID-19 pandemic, tourist areas are still operating, but there has been a significant decline in visitors. The reason the manager continues to open tourist attractions is because visitors who come always apply the applicable health protocols. This is done to prevent the spread of COVID-19. In addition to declining tourism income, the impact of the decline in the number of visitors is also felt by traders which sells around the tourist area of Ragunan Zoo. The suggestion from the author is the awareness to apply health protocols not only to the managers of tourist areas, but also from the personal awareness of visitors. And for traders who sell in the tourist area of Ragunan to try using technology or by trying to sell online considering the products sold have their own peculiarities so that they have the potential to increase consumer interest in the products they sell.



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