# Effects of COVID-19 Pandemic on the Travel Behavior of Filipino Tourists in Luzon, Philippines

Joan L. Fortuna Department of Management Cavite State University-Carmona Campus

#### **ABSTRACT**

Two years after the COVID-19 pandemic shut down the Philippines, the majority of the country has reopened in its entirety and jumpstarted the recovery process. The purpose of this study is to ascertain the areas in which tourism customers' behavior has been influenced, such as when they decide to travel or when they purchase tourist products. Specifically, it is focused on identifying how COVID-19 has impacted the travel behavior of Filipino travelers, pre and during the pandemic. This study employed a descriptive research methodology, and quantitative. Moreover, the size of the regression sample for this study is based on Wilson and Morgan which dictates that 90 respondents is ideal for data power. The results revealed that Gender is the only predictor of Filipino travel before COVID-19 era. Further, data was also tested during the COVID-19 era. The findings indicate that neither of the characteristics depicted can be identified as a predictor or Factors that could make respondents travel again. This is probably because of the uncertainty brought about by COVID-19. This can greatly aid stakeholders in their recovery efforts by providing recommendations and strategies based on post-pandemic travel behavior changes and by focusing on other areas of research related to this.

Keywords: Philippine tourism, post-pandemic, pre-pandemic, tourism, and travel behavior

#### INTRODUCTION

Since the discovery of the novel coronavirus in December 2019 in China, Covid-19, as it is now known, has claimed over 2.5 million lives and infected at least 116 million across the globe. Beginning as an unexplained pneumonia-like illness in China's Wuhan province, it has subsequently spread to practically every country, bringing life to a near-standstill for the last year in the majority of the world. Tourism has become one of the industries hardest hit by the Covid-19 pandemic, wreaking havoc on economies,

livelihoods, and public services. The negative economic consequences of COVID-19 are serious such that communities are in danger of sinking further into poverty as a result of unemployment and income losses. Statista (2022) reported that international visitor arrivals to the Philippines decreased dramatically in 2021 compared to the years prior to the COVID-19 pandemic. From about 8.26 million international tourists in 2019, to 0.16 million in 2021, considerably lower than the arrival figures in 2020.

Two years after the coronavirus pandemic has shut down the Philippine-leisure travel sector, the majority of the country has now reopened in its entirety, with calls from the tourism sector itself. Ereno and Portugal (2022) of Reuters reported that the Philippines welcomed more than 200 international visitors in February 2022 when the country started to accept foreign tourists, becoming the latest Southeast Asian nation to reopen its borders to travelers nearly two years after they were closed because of the pandemic. New coronavirus cases have decreased from a September peak of more than 33,000 to just over 3,500 a day, whereas more than half of the country's 110 million people have now received two shots of the primary immunization protocol.

Furthermore, at the peak of the closure of numerous tourism businesses in the Philippines in 2020, employment in this sector decreased by 18.1 percent (approximately 1 million people), from 5.7 million to 4.7 million. The majority of employment in the sector throughout the year remained in the accommodation/food and beverage, passenger transportation, and other industries. In addition, the accommodation/food and passenger category experienced the greatest loss in terms of employment. (Caynila et al., 2020). Relative to the 2019 pandemic, the prospects for foreign travel remain strongly dependent on the recovery of economic and passenger trust in tourism-related activities. That is largely dependent on the pace of global vaccination rollouts and the steps taken by countries to promote tourism recovery while ensuring the safety of both international tourists and their own inhabitants. In view of this, the researcher opted to investigate the pre- and post-pandemic effects on behavior of tourism customers. The researcher believes that the recovery of hospitality and tourism business is crucial component to the recovery of our economy.

To start, several factors need to be considered and understood. In the word of Giap (2019), consumer behavior in tourism is the study of how having (or not having) things affects our lives and how products affect how we feel about ourselves and others - our state of being. Analyzing tourist consumer behavior requires an assessment of numerous internal and external elements. To understand behavior, it is necessary to examine the complex interaction of numerous influencing components. In this study, the researcher focuses on the external elements and variables related to the situation during the pandemic.

Similarly, in consonance with the above, Isaac (2008) noted that the field of consumer behavior is the key to describing and comprehending all marketing actions used to produce, promote, and sell tourism products. This leads to the purpose of this study, which is to determine the areas in which tourism customers' behavior has been influenced, such as when they decide to travel or when they purchase tourist products. Specifically, it examined the travel habits of tourist customers prior to and following the COVID-19 pandemic. By determining the factors above, this may help stakeholders in their recovery efforts by providing recommendations and strategies based on postpandemic travel behavior changes that will eventually lead to a recovering labor market and ultimately provide a push for the economic rebound of tourism.

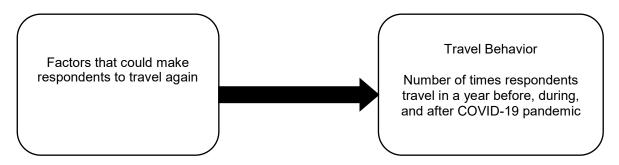


Figure 1. Causality between travelers' behavior and the number of times consumers travel in a year before and during the COVID-19 outbreak

before and during the pandemic.

Although such measures have a considerable effect As presented above, travel behavior is affected by the on travel behavior, it is important to note that people several factors described in detail below. travel for a variety of reasons, from grocery shopping, leisure and work. This travel behavior is expected to Price change as a result of the COVID-19 pandemic. In a study involving the said reasons, there were signifi- The cost of travelling including airfare, accommodacant findings indicated that prior to and during the tion and food is the number one factor any traveler pandemic, trip purpose, method of travel, distance considers. According to a recent PwC survey, pastraveled, and frequency of trips for principal travel sengers particularly families, are willing to spend were significantly different. According to Abdullah et more to assure enough space inside aircraft. Accordal. 2020 the most notable finding is that the bulk of ing to McKinsey, clients are also willing to pay more the travel made during the pandemic was for shop- for areas that they consider safe, such as mountain ping. And that there was a considerable shift away trips. So, if businesses can provide a travel product from public transportation and toward private and non with improved health and safety assurances, they -motorized modes of transport.

Similarly, during COVID-19, it can be observed that signal that shows consumers what quality of product gender, car ownership, job position, trip distance, rea- or experience based on the set price. Pricing also sons for travel, and underlying pandemic-related communicates to other travel vendors where and how characteristics were all important predictors of means fiercely you're willing to compete. However, in a sepaof travel. While all purchases of people are currently rate study, motives may play a role in the dissuasive based on the most fundamental needs, people are effects of distance and prices on based on the destiacquiring things more carefully; therefore, it is inter- nation selection in the sense that motivations have a esting to examine their tourism-related behavior. As a direct (raising the dissuasive effect) or inverse result of the discovery that the pandemic is altering (reducing the dissuasive effect) moderating effect on the consumer goods business.

In support to the above, a study in South Korea indi- **Destination offerings** cated that there is a considerable drop in physical and other relevant activities, such as daily living activities, It is a constant battle to attract more visitors and leisure, social activity, and education. (Park et al., boost revenue from tourism. Understanding tourists' 2021). South Korea being one of the main tourism impressions of the location is a key challenge for desmarkets of the Philippines implemented travel bans tination management in order to keep tourists' interwhich negatively affected our local industry. In rela- ests in the destination and expect sustainable income tion to this, this study aims to determine whether rec- from tourism (Kim et al., 2019). They further claim by the pandemic Consequently, in the event of a what the destination attributes should be measured

The figure above illustrates the causality between the global pandemic, tourism and hospitality are influtravel behavior and the number of times respondents enced by the elements that determine users' behavtravel in a year before and during the pandemic. Five ior, such as perceived health risk, government-(5) independent variables were identified, namely: recommended preventive measures, income, and competitive price package, destination offerings and fear of infection. The aforementioned factors may be attractions, quality of the destination systems interpreted differently by consumers based on their (amenities), safety and security of the destination, personality attributes. There are further readings that and government management of the COVID-19 pan- demonstrated that certain personality characteristics demic. On the other hand, the dependent variable is can have a substantial effect on not just travel intenthe number of times respondents travel in the year tions but also on fears of a worldwide pandemic and the prevalence of travel anxiety.

may be able to charge a higher premium on the services being offered. In addition, prices are a powerful the distance and prices. (Nicolau & Mas, 2006)

reational and social activities were negatively affected that there have been two main ways to figure out

by. One way to find a more general set of destination attributes is to find a scale that is both reliable and simple. In another way, the destination attributes scale from other studies may change to fit the specific characteristics of the destination.

### Safety and Security

Szentesi et al. (2021) hypothesized that the decrease in visitors and customers in the hospitality industry is mainly related to the restrictions and limitations imposed by the authorities to combat the spread of SARS-CoV-2 than it is to the possibility of COVID-19 infection in lodgings or restaurants. Because of the new pandemic conditions, employees are reluctant to leave occupations which may be attributed to the work uncertainty. The study indicates that customers are neither fearful nor threatened by the prospect of contracting the SARS-CoV-2 virus but rather due to restrictions placed upon travel destinations.

## **Government Management of COVID-19**

Apart from urgent help for the tourist sector, countries are also focusing on recovery measures. These include ideas for removing travel restrictions, reestablishing traveler confidence, and reimagining the future of tourism. As many Asian and Pacific nations were among the first to be affected by the pandemic, they were also among the first to implement travel restrictions. According to UNWTO (2020), In April 2020, every nation on earth have implemented some form of travel restriction. Many or the majority of travelers exhibited travel anxiety. (Helble and Fink, 2020)

A model proposed in the research work of (Ramirez et al.,2021) which is organized into three areas: personal training, defining regenerative tourism practices to protect touristic businesses and resources, and collaborative processes with touristic authorities, can be used to make policy recommendations and have practical implications. The researchers used structural equation modeling (SEM). A sustainable tourism strategy is offered to rehabilitate the vulnerable

tourist sector based on data gathered through a questionnaire and interviews. Indeed, our findings can be used to draw both theoretical and practical conclusions, including the following: 1.) connecting private and public interactions to combat virus spread and strategies for reviving the damaged tourist sector; 2.) developing corporate values among the tourist industry and communities; 3.) enhancing governance models (trusts, consortia, tourist boards, clusters) to foster cooperation; and 4.) increasing the local participation of businesses, communities, and associations.

#### **METHODOLOGY**

In light of the study's primary objective, the study employed a descriptive research and quantitative analysis to ascertain how COVID-19 has influenced the travel behavior of Filipino travelers both before and after the pandemic's peak. The participants were composed of Filipino travelers who had traveled to the Philippines' tourist spots at least 5 times before the pandemic. The researcher used non-probability sampling with snowball sampling in selecting participants.

The actual sample size of this study is 90 participants. Wilson and Morgan (2007) suggested that in a correlation or regression study, there should be at least 50 respondents. For the purposes of achieving the objectives, the data was collected via a hybrid survey in which the researcher utilized both an online survey through Google forms and a face-to-face survey with a survey questionnaire. The Internet was utilized to snowball additional potential participants via other participants and researchers' connections to complete the survey form.

The survey questionnaire was constructed to determine the necessary data for this study. The first section of the survey questionnaire focused on the respondents' demographic characteristics and travel preferences, while the second section examined the travel behavior of Filipino tourists while selecting a location during the pandemic. The questionnaire used in this study was

based on Madubuike and Samson, 2020 with few modifications.

Multiple regression analysis was used to analyze the determinants of the dependent variable which is the number of times respondents traveled in the year prior to and during the COVID-19 outbreak. This is defined further as the travel behavior. On the other hand, the independent variables are factors that may influence respondents' decision to travel again.

#### **RESULTS AND DISCUSSION**

A total of 90 individuals participated in the study. The results shows that there are 47/90 or 52.2 percent unmarried individuals while 36/90 or 40 percent are married individuals and 7/90 or 7.8 percent are widowers. The majority of responders (63.3%) are composed of professionals, freelancers, or business owners, while 26.6 percent are students of this 7.8 percent are working students. Thirty-eight participants hold a bachelor's degree, while 28 are still in college, 21 are in graduate school, and only one has a doctorate.

Table 1. Profile of the participants

| PROFILE  | FREQUENCY | PERCENTAGE   |
|--|-----------|--------------|
| Age  |           |              |
| 18-63 years old  | Con       | tinuous data |
| Total  |           | 100.0        |
| Gender   |           |              |
| Male   | 34        | 37.78        |
| Female   | 56        | 62.22        |
| Total  | 90        | 100.0        |
| Marital Status   |           |              |
| Single   | 47        | 52.20        |
| Married  | 36        | 40           |
| Widower  | 7         | 7.80         |
| Total  | 90        | 100.0        |
| Occupation   |           |              |
| Professional/ freelancers/<br>Business owners  | 57        | 63.30        |
| Working students   | 7         | 7.80         |
| Students   | 24        | 26.66        |
| Total  | 88        | 97.76        |
| <b>Educational Attainment</b>  |           |              |
| Undergraduate  | 28        | 31.11        |
| College graduate   | 38        | 42.22        |
| Graduate degree  | 21        | 23.33        |
| Post-graduate  | 1         | 1.11         |
| O STATE OF THE STA |           | July - Dec   |

Table 1. continued...

| PROFILE                        | FREQUENCY | PERCENTAGE |  |  |
|--------------------------------|-----------|------------|--|--|
| Total                          | 88        | 97.78      |  |  |
| Purpose of Traveling           | Frequency | Percent    |  |  |
| Leisure                        | 40        | 44.44      |  |  |
| Visiting friends and relatives | 23        | 25.55      |  |  |
| Business                       | 3         | 3.33       |  |  |
| Education                      | 2         | 2.22       |  |  |
| Adventure                      | 22        | 24.44      |  |  |
| Total                          | 90        | 100.0      |  |  |

In the table above, 44.4 percent of the travelers' main purpose for travelling is for leisure. Leisure travelers typically appreciate natural beauty and great hotels and resorts, as well as the beach atmosphere. Social tours, cultural tours, religious tours, family tours, sports tours, and medical tours are the most popular leisure tourist activities. While 3.33 percent of the participants travel because of business and 24.4 percent of the participants travel from one location to another for the sake of exploration or travel to remote, exotic, and perhaps unknown locations.

The results confirmed the report of the Philippine Statistics Authority (2017), which showed approximately two-fifths of the domestic tourists wanted

to travel for pleasure or holiday, while three in ten were there to visit friends or family, and 6 percent were there for religious or pilgrimage purposes.

#### Travel behavior before COVID-19

To gain a better understanding of respondents' travel behavior prior to COVID-19 and to ascertain whether COVID-19 has had any effect on respondents' perceptions, respondents were asked how frequently they travel inside the Philippines. Table 2 shows that majority of the respondents travelled at least 1-3 times a year prior to the pandemic. While 17.8 percent of the respondents travel 4 to 6 times a year.

Table 2. Travel behavior before COVID-19

| NUMBER OF TRAVELS        | EDECHENCY | DEDOENTAGE |
|--------------------------|-----------|------------|
| NOWIDER OF TRAVELS       | FREQUENCY | PERCENTAGE |
| More than 6 times a year | 12        | 13.33      |
| 4-6 times in a year      | 16        | 17.78      |
| 1-3 times in a year      | 62        | 68.887     |
| TOTAL                    | 90        | 100        |

In a pre-pandemic scenario, according to the 2016 HSDV in 2016 showed that 98 percent of the tourists household survey on domestic visitors, three out of planned their trips on their own, with less than 1 perevery five Filipinos aged 15 and up traveled within cent using at least one domestic package tour. the country (HSDV). The preliminary findings of the

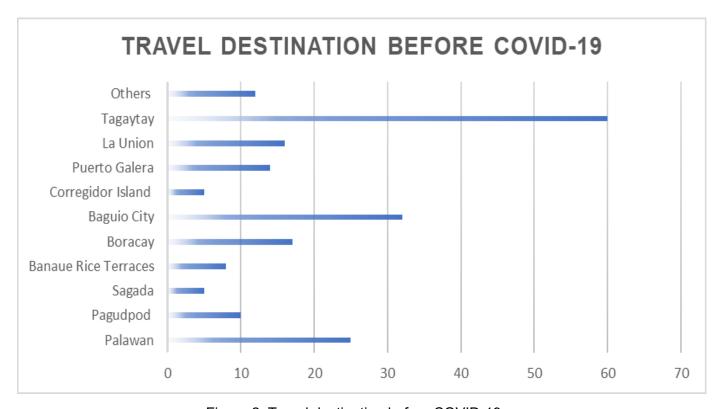


Figure 2. Travel destination before COVID-19

The most visited travel destination by the participants prior to the COVID-19 era was Tagaytay, which is probably because of the proximity of the respondents to the destination. The second most visited destination is Baguio as it is likewise accessible through an efficient highway running up north or the country. The third destination is Palawan that can only be reached thru airplane. Palawan is known for its tranquil beaches and unspoiled natural wonders. It was named one of the best islands in Southeast Asia by the National Geographic Traveler magazine in 2007, and the 13<sup>th</sup> best island in the world, and is one of the Philippines' most biodiverse islands.



# TRAVEL DESTINATION AFTER COVID-19 Others Tagaytay La Union Puerto Galera Corregidor Island Baguio City Boracay Banaue Rice Terraces Sagada Pagudpod Palawan 0 5 10 15 20 25 30 35

# Travel behavior during/after COVID-19 (during/after)

Figure 3. Preferred travel destination after Covid-19

Figure 3 shows that Tagaytay is the most preferred travel destination after Covid-19, which may still be due to its close proximity to the respondents and ease of transportation. The second destination being Boracay where a recent news dated April 18, 2022 showed that Boracay's tourist arrivals have surpassed the island's capacity. According to data from the municipal tour-

ism office of Malay town in Aklan, where the island-resort is located, 12,266 tourists visited the island on April 14, 2022 alone, with a total of 24,939 visitors from April 13 to 15, 2022. Palawan remains to be one of the top 3 destinations where participants of this study wish to travel after COVID-19.

#### Desire to Travel

Table 3. Desire to travel

|                    | FREQUENCY | PERCENTAGE | VALID PER-<br>CENT | COMMULATIVE<br>PERCENT |
|--------------------|-----------|------------|--------------------|------------------------|
| In more than 6 mos | 52        | 57.8       | 57.8               | 57.8                   |
| In more 3 mos      | 12        | 13.3       | 13.3               | 71.1                   |
| In 2-4 weeks' time | 10        | 11.1       | 11.1               | 82.2                   |
| Immediately        | 16        | 17.8       | 17.8               | 100                    |
| Total              | 90        | 100.0      | 100.0              | _                      |

Table 3 shows when a Filipino traveler may travel again after Covid-19. It shows that 52 out of 90 respondents will travel in more than 6 months from the date of the response, whereas 16 will travel immediately after the government relaxes travel restrictions.

Interestingly, the results show similarity to the findings of a survey conducted by the International Air Transport Association (2020a) where forty percent of respondents indicated that they would wait at least six months before traveling again, rising to fifty-five percent by June 2020.

## Ranking of the Factors that Can Make Filipinos Travel Again



Figure 4. Factors in making the respondents travel again

In this study, participants were asked to rank the possible factors that can make them travel again. Figure 4 shows that safety and security of the destination is the top priority; followed by the competitive price package; third is how the government manage Covid-19 infection o transmission in the destination of choice and the fourth factor being the quality of the destination and lastly destination offerings and attraction. The result of this survey agrees with the results found by Rahman et al.,(2021), where substantial relationship between travel risk and management perception are main factors driving the decision of travellers to visit the places mentioned.

Moreover, it would be a challenge for all hospital-

ity business owners to offer competitive price packages, as this is the second reason that will encourage Filipino travelers to travel again. People will certainly demand greater value for their money in the future as a result of the travel curbs brought about by the pandemic.

Figure 4 further demonstrates that travelers worry not only about contracting the virus, but are also quite particular in using their money for destinations that will give the best value for their money. In any uncertainty caused by a global pandemic such as COVID-19, fear of poverty and losing one's job is a real cause of fear as it may add to the anxiety of an uncertain future (Gajik et al., 2021).

July- December 2022

Table 4. Multiple regression analysis (Before) using travel behavior as dependent variable

|  |            | Unstandardized Coefficients |            | Standardized<br>Coefficients |       |      |
|--|------------|-----------------------------|------------|------------------------------|-------|------|
| Model                                  |            | В                           | Std. Error | Beta                         | t     | Sig. |
|  | (Constant) | .347                        | .721       |                              | .481  | .632 |
|  | age        | 002                         | .014       | 020                          | 105   | .916 |
| gender                                 | .486       | .212                        | .265       | 2.287                        | .025  |      |
| 1                                      | status     | .255                        | .246       | .179                         | 1.039 | .302 |
|  | occupation | .279                        | .186       | .270                         | 1.500 | .138 |
|  | educ       | .243                        | .136       | .246                         | 1.782 | .079 |
|  | purpose    | .040                        | .062       | .071                         | .649  | .518 |
| a. Dependent Variable: TRAVEL BEHAVIOR |            |                             |            |                              |       |      |

Using multiple regression analysis, Table 4 behavior. In addition, it shows that the most widedemonstrates that gender is the only predictor of spread trend in urban areas is that women travel Filipino travel prior to the age of COVID-19. Gen- shorter distances and favor public transportation der has a Beta value of positive .265 and t value and taxi services over driving by themselves. Simiof 2.287 and it is significant at .025. These find- lar to the findings of Tiley and Houston (2016), ings show that there is a causal relationship be- they found that younger cohorts of women travel tween gender and Filipinos' travel behavior. Fur- further as they age, while younger cohorts of men ther, this study shows that women travel more of- do not get more mobile as they approach early ten than men. This validates the study of Ng and middle age, the historically highest point in travel Acker (2018) showing that gender is an important mobility. socio-demographic component influencing travel

Table 5. Multiple regression analysis using Lifestyle during/after as dependent variable

|       |            |       | ndardized<br>fficients | Standardized<br>Coefficients |       |      |
|-------|------------|-------|------------------------|------------------------------|-------|------|
| Model |            | В     | Std. Error             | Beta                         | t     | Sig. |
|       | (Constant) | 1.287 | 2.020                  |                              | .637  | .526 |
| 4     | age        | .009  | .012                   | .134                         | .703  | .485 |
| 1     | gender     | .185  | .177                   | .121                         | 1.046 | .299 |
|       | status     | 096   | .206                   | 081                          | 465   | .643 |

Table 5. continued...

|   | Unsta    | ndardized    | Standardize | d      |      |
|---|----------|--------------|-------------|--------|------|
|   | Coe      | Coefficients |             | 3      |      |
| Model                                   | В        | Std. Error   | Beta        | t      | Sig. |
| Occupation                              | 210      | .155         | 245         | -1.356 | .179 |
| Education                               | .070     | .121         | .085        | .574   | .568 |
| Purpose                                 | 050      | .051         | 107         | 968    | .336 |
| Competitive price                       | .165     | .131         | .319        | 1.258  | .212 |
| Destination offering                    | 026      | .143         | 041         | 179    | .858 |
| Quality of the destination              | .001     | .142         | .002        | .008   | .994 |
| Safety & security                       | 015      | .131         | 026         | 117    | .907 |
| Government<br>management of<br>COVID-19 | .036     | .134         | .079        | .271   | .787 |
| a. Dependent Variable: LIFE             | STYLE AF | TER COVID    |             |        |      |

The findings indicate that neither of the charac- stated they would still be unprepared for a leisure single dose of COVID-19 vaccine.

sented where tourists are considering new fac- desire to travel. tors while making trip plans, such as the virus's tines upon entry to certain places, 45 percent al pandemic.

teristics depicted in Table 5 can be identified as vacation. In the second scenario, the virus is on predictors or factors that could make respond- the verge of extinction, but a cure has been idenents travel again. This is probably because of the tified. Despite having access to the drug, 35 peruncertainty of the COVID-19 situation. Dr. Radav cent of respondents stated they would stay in. In and Dr. Moon of WHO Philippines (2022) assert- the final and most unlikely case, the virus is comed that there is still a long way to go until the pletely destroyed. There was no danger of infecpandemic is gone. With a larger emphasis on the tion from COVID-19 and no limitation on naviga-2.4 million older people who have not had even a tion in this case. Despite these scenarios, 15 percent of all visitors surveyed indicated they would never leave their homes for a vacation. In Table In the report of Torres (2020) in the world eco- 6, the researcher tested the data using multiple nomic forum, a different explanation was pre- regression analysis with an dependent variable-

control in various locations. They also reported a This study reveals that none of the identified destudy done by bloom consulting and D2-Analytics pendent variables are significant predictors that (April 2020 data) where people's anticipated trav- could make respondents travel again. Unfortuel behaviors were examined. Two scenarios nately, similar to the result in Table 5 where travwere given in the first scenario, respondents el behavior was tested in significance, the exact were informed that the virus had been contained variable that could make tourists travel again and had become ingrained in culture. Although could not be pinpointed. This is probably betravel limits would eliminate the need for quaran- cause of the uncertainties of the effects of a glob-

Table 6. Multiple regression analysis using desire to travel as dependent variable

|             |   | Unstandardized |            | Standardized |        |      |
|-------------|---|----------------|------------|--------------|--------|------|
|             |   | Coefficients   |            | Coefficients |        |      |
| Model       |   | В              | Std. Error | Beta         | t      | Sig. |
|             | (Constant)                                    | 621            | 3.567      |              | 174    | .862 |
|             | Age   | 015            | .022       | 149          | 716    | .477 |
|             | Gender  | 366            | .312       | 148          | -1.173 | .244 |
|             | Status  | .043           | .364       | .022         | .118   | .906 |
|             | Occupation                                    | .112           | .274       | .081         | .410   | .683 |
|             | Education                                     | .373           | .214       | .281         | 1.742  | .086 |
|             | Purpose                                       | .033           | .091       | .043         | .360   | .720 |
|             | Competitive price                             | .105           | .232       | .125         | .453   | .652 |
|             | Destination offering                          | .233           | .252       | .230         | .924   | .359 |
|             | Quality of destination                        | .209           | .250       | .217         | .836   | .406 |
|             | Safety & security                             | .158           | .232       | .166         | .679   | .500 |
|             | Government manage-                            | .140           | .237       | .188         | .591   | .556 |
| a. Depender | ment of Covid-19<br>nt Variable: DESIRE TO TR |                | ,          |              |        |      |

In Table 6, the researcher tested the data using variables. While the dependent variable was dea global pandemic.

#### CONCLUSION

were defined by the researcher as independent among respondents prior to COVID-19.

multiple regression analysis with a dependent vari- fined as the number of times respondents travelled able that is desire to travel. This study reveals that in the year after the COVID-19 pandemic. Here it none of the identified dependent variables are sig- was found that the main purpose of traveling for nificant predictors that could make respondents to the majority of respondents is for leisure. Further, travel again. Unfortunately, similar to the result in it was found that the majority of the respondents table 5 were travel behavior was tested the signifi- travelled four to six times a year at the very least cance, we still cannot pinpoint the exact variable prior to the pandemic. This is in contrast to only that could make tourists travel again. This is prob- one to three times a year during the pandemic. ably because of the uncertainties of the effects of Prior to COVID-19, Tagaytay was the most popular travel destination for participants, and it is still expected to be the most popular destination after COVID-19. This study also showed that safety and This study investigated Filipino travellers in Luzon security of the location is the most important factor and focused exclusively on consumer behavior. to consider in the tourist destination, followed by Specifically, these are the reasons and causes competitive pricing package. Gender has likewise that motivate respondents to travel again, which been found to be a significant predictor of travel

#### RECOMMENDATIONS

Based on the results of the study, the following are recommended:

While the Department of Tourism recommends Safety Seal Certification for hospitality businesses, which certifies that an establishment meets the government's minimum public health criteria, it is recommended that there must be a distinct certification for tourism sectors focusing on lodging and food services. This will establish stringent cleaning standards by offering greater training for hospitality workers and increased cleaning of public places. Relatively, this is expected to provide a worry-free stay that can eventually gain back customer's trust to stay again in hotels.

Practice of visual controls and communication is essential in accelerating the process of establishing travelers' trust. Visual controls and communication can be extraordinarily helpful in maintaining quality and safety. It can be used to establish an environment where non-standard items can be distinguished from standard items. One example is a color-coded data indicating the number of cases in the destination as well as the number of vaccinated workers and customers. Also, the quantity of sanitation round can help alleviate the anxiety.

Likewise, transparency in posting customer reviews and testimonials can help to regain the tourist's confidence. Customer reviews and testimonials reflect the importance that customers have a place on the products and services. Businesses in the hospitality industry should encourage customers to post evaluations and include them on online sites.

The quality of business customer service has a substantial effect on client loyalty and retention. This necessitates having specialized support employees and setting high criteria for service speed and quality. In relation to this, it is a must to train hospitality staff to provide each customer with the information they require and take the time to ensure that their needs have been addressed.

The scope of this study is within Luzon areas of the Philippines. That is why it is highly recommended that continuous study and observation is done by stakeholders in the hospitality industry and to involve a larger scope to determine other phenomenon for the benefit of the industry. Lastly, hospitality industry sectors in Tagaytay, Boracay and Palawan must prepare and expect a likely peak operation as the data revealed that the listed locations are the most favored tourist destinations after COVID-19.

#### LITERATURE CITED

- Abdullah, Charita Dias, Deepti Muley & Md Shain. (2020). Exploring the impacts of COVID-19 on travel behavior and mode preferences. Volume 8, November 2020, 100255
- Amsterdam (2020). Smarter, Kinder, Safer:Booking .com reveals 9 predictions for future to travel. Booking.com. https://globalnews.booking.com/smarter-kindersafer-bookingcom-reveals-nine-predictions-for-the-future-of-travel/
- Burke & Paul (2020). Pricing for a Pandemicpointers for travel businesses. Linked in https://www.linkedin.com/pulse/pricingpandemic-pointers-travel-businesses-paul -burke
- Caynila, Kristhel Anne M., Luna Katherine T., and Milla Sarah Amabelle A. (2022). THE PHILIPPINE TOURISM SECTOR AMID THE PANDEMIC: Developments and Prospects. Economic Newsletter
- Dr. Yadav & Sr. Moon (2022). *Opinion: Is the Pandemic soon?*. World Health Organization
- Ereno, J. & Portugal, A. (2022). *Philippines wel-comes back foreign tourists for first time in two years*. Reuters <a href="https://www.reuters.com/lifestyle/philippines-welcomes-back-foreign-tourists-first-time-two-years-2022-02-10/">https://www.reuters.com/lifestyle/philippines-welcomes-back-foreign-tourists-first-time-two-years-2022-02-10/</a>

July - December 2022

- Fallows, James, Wadhwa Vivek, Iyer Pico, Potts Rolf, Becker Elizabeth, Crabtree James and Juniac Alexander (2020). *The Future of Travel after Coronavirus Pandemic*. FP News. https://foreignpolicy.com/2020/06/13/travel-tourism-coronavirus-pandemic-future/
- Gajik, Tamara, Petrovic Marko, Blesic Ivana, Radovanovic Milan, Syromiatnikova Julia (2021). The power of fears in the travel decision covid-19 against lack of money.

  Journal of Tourism Futures. Published by Emerald Publishing Limited. ISSN 2055-5911
- Giap Binh Nga (2019), Consumer Behavior in Tourism. A Mediation Analysis of Attitude, Munich, GRIN Verlag, https://www.grin.com/document/476763
- Helble, M & Fink, A. (2020). Reviving Tourism amid the COVID-19 Pandemic. ADB Briefs no.15 DOI: http://dx.doi.org/10.22617/BRF200245-2
- Isaac, R. (2008). Understanding Consumer Behaviour of Cultural Tourists Towards a Classification of Dutch Cultural Tourists. PhD Dissertation.
- Kim Hany 1, Hyo Jae Joun 2 & Yeongbae Choe 3,\* and Ashley Schroeder (2019). How Can a Destination Better Manage Its Offering to Visitors? Observing Visitor Experiences via Online Reviews. Sustainability 2019, 11, 4660; doi:10.3390/su11174660 www.mdpi.com/journal/sustainability
- Kang-Hyun Park, Ah-Ram Kim,Min-Ah Yang,Seung-Ju Lim & Ji-Hyuk Park (2021). Impact of the COVID-19 pandemic on the lifestyle, mental health, and quality of life of adults in South Korea. https://doi.org/10.1371/journal.pone.0247970
- Madubuike & Samson (2020). Covid-19 effect on travel behavior among Van- Taa Resi-

## dents. Haaga Helia Publishing

- Mirzaei, R., Sadin, M. and Pedram, M. (2021), "Tourism and COVID-19: changes in travel patterns and tourists' behavior in Iran", Journal of Tourism Futures, Vol. ahead-of-print No. ahead-of-print. https://doi.org/10.1108/JTF-01-2021-0017
- Morar C., Alexandru Tiba, Biljana Basarin, Miroslav Vujičić, Aleksandar Valjarević, Liudmyla Niemets, Alena Gessert, Tamara Jovanovic, Marius Drugas, Vasile Grama, Marius Stupariu, Alina Stoica & Tin Lukić. Predictors of Changes in Travel Behavior during the COVID-19 Pandemic: The Role of Tourists' Personalities. Int J Environ Res Public Health. 2021 Nov; 18 (21): 11169. Published online 2021 Oct 24. doi: 10.3390/ijerph182111169
- Nagaj, Rafal & Žuromskaite, Brigata (2020). Security Measures as a Factor in the Competitiveness of Accommodation Facilities.
  J. Risk Financial Management. 2020, 13, 99; doi:10.3390/jrfm13050099
- New Scientist (March, 2021). Covid-19: *The Sto-ry of Pandemic*. <a href="https://www.newscientist.com/article/2270361-covid-19-the-story-of-a-pandemic/">https://www.newscientist.com/article/2270361-covid-19-the-story-of-a-pandemic/</a>
- Ng W. & Acker A. *Understanding Urban Travel Behaviour by Gender for Efficient and Equitable Transport Policies*. International Transport Forum
- Nicolau & Mas (2006). The influence of distance and prices on the choice of tourist destinations: The moderating role of motivations. Research Gate http:// dx.doi.org/10.1016/ j.tourman.2005.09.009
- Politis, I., Georgiadis, G., Nikolaidou, A. et al (2021). Mapping travel behavior changes during the COVID-19 lock-down: a socioeconomic analysis in Greece. Eur. Transp. Res. Rev. 13, 21 (2021). https://doi.org/10.1186/s12544-021-00481-7

- Philippine Statistics Authority (2017). Three in Five Pinoys 15 Years Old and Over Travelled in the Country in 2016
- Preko, A. and Theophilus Francis Gyepi-Garbrah (2021). *Understanding sense of safety and trustworthiness of tourism information among migrant visitors*. International Hospitality Review <u>ISSN</u>: 2516-8142 Open Access.
- Rahman, M.K., Gazi A,I., Buiyan M.A & Rahaman,M.A. (2021). Effect of Covid-19 pandemic on tourist travel risk and management perceptions. PLOS one <a href="https://doi.org/10.1371/journal.pone.0256486">https://doi.org/10.1371/journal.pone.0256486</a>
- Ramírez, Rafael, Marcelo Sánchez-Oro Sánchez,1 Héctor Valentín Jiménez-Naranjo,2 & José Castro-Serrano (2021). Tourism governance during the COVID-19 pandemic crisis: A proposal for a sustainable model to restore the tourism industry. Springer
- Statista Research Department (2022). International Tourist Arrivals Philippines 2012-2021. <a href="https://www.statista.com/statistics/1053908/philippines-number-of-foreign-visitor-tourist-arrivals/">https://www.statista.com/statistics/1053908/philippines-number-of-foreign-visitor-tourist-arrivals/</a>
- Szentesi,S.G.;Cuc,L.D.; Feher, A. & Cuc, P.N.

  Does COVID-19 Affect Safety and Security Perception in the Hospitality Industry?

  A Romanian Case Study. Sustainability2021,13,11388. https://doi.org/10.3390/su132011388
- Sara Tilley & Donald Houston (2016). The gender turnaround: Young women now travelling more than young men, Journal of Transport Geography, Volume 54, ISSN 0966-6923, https://doi.org/10.1016/j.ijtrangeo.2016.06.022.
- Tilley, S., & Houston, D. (2016). The gender turnaround: Young women now travelling more than young men. Journal of Transport Geography. https://doi.org/10.1016/j.jtrangeo.2016.06.02

- Tepavc´evic´ Jelena 1 , Ivana Blešic´ 1,2 , Marko D. Petrovic´ 2,3 , Svetlana Vukosav 1,\*, Milan Bradic´ 1,Vuk Garacča 1, Tamara Gajic´ 2,3 & Dobrila Lukic´ 4. Personality Traits That Affect Travel Intentions during Pandemic COVID-19: The Case Study of Serbia. MDPI Publishing 13(22), 12845; https://doi.org/10.3390/su132212845
- Torres (2020). Top factors travelers will consider before planning a trip what hard-hit countries can consider. World Economic Forum
- Wilson Van Voorhis, Carmen R. & Morgan, Betsy L. (2007). *Understanding Power and Rules of Thumb for Determing Sample Sizes*. Tutorials in Quantitative Methods for Psychology, 2007, vol. 3 (2), p. 43-50. DOI 10. 20982/tqmp.03.2p043