

PROCEEDING SEMINAR ON LAW AND SOCIETY 2022 (SOLAS VI)

THEME:

SUSTAINABILITY IN SOCIETY: LEGAL RESPONSE

8 - 9 NOVEMBER 2022

SCHOOL OF LAW UNIVERSITI UTARA MALAYSIA



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PREFACE

Seminar on Law and Society (SOLAS) is a series of annual seminar conducted by School of Law (SOL), Universiti Utara Malaysia. The primary aims of Seminar on Law and Society 2022 (SOLAS VI) is to provide a platform for academics, researchers, practitioners and industrial players to share knowledge and ideas, widen networking, present their research findings, experience and expertise as well as to explore any other potential benefits that might contribute for the sustainability in society. This year is 6th Series of SOLAS. The first SOLAS was held in 2016. The theme for SOLAS this year is "**SUSTAINABILITY IN SOCIETY: LEGAL RESPONSE**".

The sustainability in society is to ensure the balance of development economic growth with social inclusion and environmental sustainability, based on solid institutional foundations, conditions for peaceful societies and the realization of human rights. Thus, the legal landscape needs to catch up with SDG's mandates to ensure the balance of sustainability in society. As the law is created and put into practice through societal processes, the perspective of the mutual relationship between law and society is currently extended to different actors, institutions, processes and landscapes.

The Sustainable Development Goals (SDG's) is a new, universal set of goals, targets, and indicators that United Nation (UN) member states will be expected to use to frame their agenda and political policies over the next 15 years (2016 – 2030). With its 17 Goals, 169 Targets and more than 200 Indicators that cover 5 dimensions namely People, Planet, Prosperity, Peace and Partnership. The SDGs will stimulate action over the next fifteen years in areas of critical importance for humanity and the planet. Among the mandates of SDG's are a call to action to end poverty, protect the earth's environment and climate, and ensure that people everywhere can enjoy peace and prosperity. The mapping of SDGs with 11th Malaysia Plan strategic thrust and six policy pillars under the Mid Term Review involving the integration of the national development plan's action plans, initiatives and outcomes to the SDGs' goals, targets and indicators.

SOLAS VI is very fortunate to receive forty scholarly works that cover various aspect of daily life in the society. I am pleased to present to all of you, a compilation of those works, the SOLAS VI Book of Proceedings that is divided into six area of discussions. I do hope that this Book of Proceedings will be beneficial to all readers. Finally, I wish to express my utmost appreciation and congratulate all writers for their contribution in this Book of Proceedings.

Asmar Abdul Rahim et. all

Editors Proceedings: Seminar on Law and Society 2022 (SOLAS VI)

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PROPOSING A CONCEPTUAL FRAMEWORK OF DOMESTIC TOURISTS' PREFERENCES OF HOLIDAY DESTINATION TO MAINTAIN SUSTAINABILITY OF TRAVEL-RELATED BUSINESS DURING COVID-19 ENDEMIC

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ABSTRACT

The prevalence of the COVID-19 outbreak has caused significant challenges to all industries around the globe, particularly in the tourism sector. The spread of the Covid-19 hinders to achieve 17 sustainable development goals set by the United Nation. Following the recovery from the COVID-19, the governments have set various initiative to assist the country's development. The present study emphasizes on the tourism sector whereby the new model has been proposed in order to revitalize the tourism sector particularly in Malaysia. A new model consisting of affordability, health and safety compliance as well as access to facilities and amenities have been integrated in one model in order to test on their effects toward tourist preference of holiday destination. This model is important because the travel trends have changed during the post Covid-19. Hence, by knowing the factors that affect tourist preference of holiday destination, it will guarantee the continuity of the tourists (particularly domestic tourists) to travel from time to time without hesitation. Hence, it will generate continuous income to the travelrelated businesses (tour guide, event management, hoteliers and more) from the visiting tourists. This will provide more job opportunities to the local people. Eventually, it will help to achieve several goals set by United Nation such as no poverty, zero hunger, good health and well-being, decent work and economic growth as well as reduced in equalities.

Keywords: Sustainability, Tourist Preference, Covid-19, Holiday Destination

INTRODUCTION

The Covid-19 virus has spread around the world for more than two years. The virus is highly contagious and it has killed millions of people around the globe. During this phase, many people lost their jobs since most of the industries have ceased their business operations. One of the most affected industries is tourism. However, in the last two years when most of the people around the world have received the Covid-19 vaccine, the businesses start to grow again including the tourism-related businesses. Nevertheless, the travel trend among the people has changed due to the Covid-19. Thus, it is important to understand the factors that affect the domestic tourist preference of holiday destination during the Covid-19 endemic in order to help the travel-related businesses to grow steadily. Most importantly, it could help to achieve at least several goals from 17 sustainable development goals set by United Nations. Hence, the main objective of the study is to determine the factors that influences on the domestic tourist preference of holiday destination during the Covid-19 endemic to achieve the sustainable development goals. This study will emphasize on tourism destination in Malaysia because this country is considered one of the popular tourism spots in the Asia Pacific and Asia (Muhamad Nasir, Mohamad, & Ab Ghani, 2021; Nasir, Mohamad, & Izzati Ab, 2021)

LITERATURE REVIEW

Domestic Tourists Preference of Holiday Destination

In 2021, the domestic tourist arrivals in Malaysia have recorded around 66.0 million visitors and spent around RM 18.4 billion during their visit (Department of Statistics Malaysia, 2022). As supported by Ab Ghani et al. (2021), domestic tourists have generally proven important to the survival of many nations' tourism sectors including Malaysia. Moreover, domestic tourists are imperative towards the tourism industry's recovery, especially in countries, since foreign travel possibilities have been limited due to the ongoing pandemic (OECD, 2020). Therefore, it is crucial to determine the tourists' preference to travel during the COVID-19 endemic situation as recovery strategies for the tourism sector in Malaysia.

Access to Facilities and Amenities

Truchet et al. (2010) claimed that the tourists who spend time away from their home require to access to a suitable level of services and amenities at that particular holiday destination. Food and beverage in restaurants, financial transactions (ATM and digital payments), and communication (telephone and internet) are the among the examples of tourist destination amenities. Sukmawati et al (2018) added that expectations for tourism services and facilities may differ among the tourists depending to their income level. Hence, it is important to develop the linkage between the access to facilities and amenities and domestic tourist preference of holiday destinations.

Health And Safety Compliance

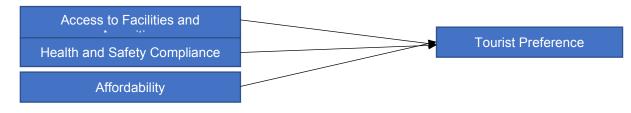
Health and safety compliance has become pivotal among visitors because lack of attention on this matter will cause them to be infected. WHO (2020) suggested that hotel facilities and travel and tour operators are required to adhere strictly to specific prevention protocol and standard operating procedures (SOPs) to cease the spread of COVID-19 among the visitors such as cleaning, disinfection and sanitisation of hotel facilities as well as physical distancing, avoiding touching eyes, nose and mouth, put on the medical or fabric masks by staff when interacting and communicating with customers. Thus, it is crucial to establish the linkage health and safety compliance and tourist preference of holiday destinations.

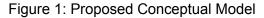
Affordability

Camilleri (2019) pointed out that many travellers travel according to their budget and hence, they may only consider accommodation, food/beverages and entertainment that are affordable to them or within their price range. This issue is getting more serious especially during the post pandemic Covid-19, when a lot of the people lost their jobs and the living cost has increased. Thus, it is important to determine the relationship between affordability and domestic tourist preference of holiday destinations.

Proposed Model and Hypotheses

Figure 1 indicates the proposed model of the study consisting of three independent variables and one dependent variable.





The proposed hypotheses are as follow:

H1: There is a positive relationship between access to facilities and amenities and domestic tourist preference of holiday destinations in Malaysia.

H2: There is a positive relationship between health and safety compliance and domestic tourist preference of holiday destinations in Malaysia.

H3: There is a positive relationship between affordability and domestic tourist preference of holiday destinations in Malaysia.

CONCLUSION

A new conceptual model (affordability, health and safety compliance, access to facilities and amenities and tourist preference of holiday destination) has been proposed in this study which, in turn, contributes significantly to the existing literature. Most importantly, by knowing the factors that affect tourist preference of holiday destination, it will guarantee the continuity of the tourists (particularly domestic tourists) to travel from time to time without hesitation during the post Covid-19. This could help the prosperity of travel-related business particularly in Malaysia and provides more direct and indirect job opportunities from this sector. This recovery process is crucial because a lot of people have lost their jobs especially during the two years of Covid-19 pandemic. When people securing jobs and have a stable income, it could help to achieve several sustainable goals set by the United Nation. Based on the Figure 2, among the goals that will be achieve from the outcome of this study are (1) no poverty (2) zero hunger (3) good health and well-being (8) decent works and economic growth (10) reduced in equalities.



Figure 2: Sustainable Development Goals

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