

PERCEPTION OF TOURIST TRAVEL DURING THE COVID 19 PANDEMIC

Amra ČAUŠEVIĆ^a, Muniba OSMANOVIĆ^a

^a University of Sarajevo, Faculty of Science, Department of Geography, Zmaja od Bosne 33-35, 71000 Sarajevo, Bosnia and Herzegovina, amric.causevic@yahoo.com; amra.causevic@pmf.unsa.ba; muniba.osmanovic@pmf.unsa.ba

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Abstract

This study examined the relationship between the intention to travel in 2022 and the conditions that the tourist destination must meet during the crisis caused by the COVID-19 pandemic, the influence of socio-demographic factors on the significance of the conditions that the tourist destination must meet during the specific health crisis, as well as the connection between vaccination and the intention to travel in 2022. The data was collected through an online survey on a convenience sample of 265 respondents in the period from March 2nd, 2022 until May 17th, 2022. The results show that the oldest respondents pay more attention to the importance of the conditions that a tourist destination must fulfill in relation to the youngest respondents, just as pensioners pay more attention than others, employees, and especially students. When analyzing the individual factors of the significant conditions that a tourist destination must fulfill during the crisis caused by the COVID-19 pandemic, two factors stand out: "Staff should be vaccinated" and "Food establishments must comply with health protection rules", in relation to the remaining three factors that show less important: "Accommodation units must comply with health protection rules", "The infection rate of the area should be less than 3 per 1000 inhabitants" and "Other tourists should be vaccinated". The results also show that the importance of the conditions that the tourist destination must fulfill is related to the fact that the staff should be vaccinated and other tourists should be vaccinated, but there is no relationship between the other variables and the variable "To what extent do you think you will travel in 2022 in the context of the current situation with by the COVID-19 pandemic?".

Keywords: the COVID-19 pandemic; the intention of travel; tourism; health; Bosnia and Herzegovina

INTRODUCTION

The declaration of the COVID-19 pandemic at the beginning of 2020 left its mark on the economy of countries all over the world. The purpose of the study is to investigate tourists' perception of travel during the COVID-19 pandemic.

The COVID-19 pandemic has affected all the countries of the world, which are facing the health crisis in different ways. Public health measures adopted to prevent the spread of disease, which include social distancing, quarantine, travel and movement restrictions but also campaigns aimed at getting people to stay in their homes, depending on the intensity and

manner of their introduction and implementation, affect various economic sectors, of which tourism stands out as one of the most affected.

In all countries, various measures have been recommended or imposed by governments to control and suppress the spread of COVID-19. The dominantly imposed measures had a significant impact on travel, and the consequences of the pandemic were felt most by the tourism sector, and the decline during this period is still difficult to estimate. However, people traveled again for different needs.

This study examines the relationship between the intention to travel in 2022 and the conditions that the tourist destination must meet during of this health crisis, the influence of socio-demographic factors on the significance of the conditions that a tourist destination must meet during the crisis caused by the COVID-19 pandemic, as well as the connection between vaccination and intention to travel in 2022.

The main research questions posed in this study are: what is the influence of socio-demographic variables on the significance of the conditions that a tourist destination must fulfill during the crisis caused by the COVID-19 pandemic, what is the significance between the intention to travel in 2022 and the conditions the tourist destination must fulfill during of this crisis? The last research question is: “Is there a relationship and statistical significance between vaccination and the intention to travel in 2022”?

THEORETICAL BACKGROUND

Many aspects of social life in the past period were affected by the COVID-19 pandemic, but no human activity was as threatened as tourism. In the context of tourism, the pandemic affected travel decisions and the choice of destination (Cretu et al., 2021).

Tourism is an activity that is sensitive to security and health changes (Mao C.K. et al. 2010; Blake & Sinclair, 2003; Cavlek, 2002). The presence of real or perceived risks affects travel plans and travel behavior (Cartwright, 2000; Henderson, 2015). The emergence of the COVID-19 pandemic has led to widespread fear (Mawby, 2000; Garg, 2015) due to its easy and rapid spread. A correspondingly similar fear has developed among tourists due to the ease of transmission of the disease from person to person and the long incubation period (Hong et al., 2020; Flaherty 2020). Although viruses are not new to tourists around the world, the scale and risks associated with the COVID-19 pandemic are the greatest in human history.

Perceived risk plays an important role in tourist behavior (Moutinho, 1987). Risk perception refers to subjective beliefs regarding uncertain situations resulting from a certain risk (Bauer, 1960). In fact, the same is influenced by socio-demographic characteristics (Roehl & Fesenmaier, 1992), previous travel experiences (Sönmez & Graefe, 1998), level of education (Pizam et al., 2004), gender, nationality, and cultural differences (Weber & Hsee, 1998).

COVID-19 is a limiting factor that affects the perception of tourists regarding the safety of their vacation. Risk interferes with routine decision-making (Bratic et al., 2021), so tourists who perceive risk before traveling may need additional information to adjust their vacation plans or cancel a planned trip altogether.

Existing research shows that risks affect the overall travel intentions of tourists (Chiu et al., 2019) both in relation to domestic and international trips (Qi C.X et al., 2009). In addition, safety and security are the main reasons for choosing a destination (Oppewal et al., 2015).

Some empirical studies recognize a difference in the perceived image depending on socio-demographic characteristics (Beerli & Martín, 2004). Beerli and Martín (2004) found a statistically significant difference between socio-demographic factors and factors related to the perceived image of the destination. They concluded that there is a significant, but moderate relationship between the affective and cognitive components of the image and the socio-demographic characteristics of travelers related to gender, age, level of education, and social class.

As a complement to existing studies, this study aims to investigate the socio-demographic variables of people traveling during the COVID-19 pandemic, and for this purpose, the research question is defined as:

RQ1: What is the impact of socio-demographic variables on the conditions the tourist destination must fulfill during the crisis caused by the COVID-19 pandemic?

This study seeks to investigate and connect how age, gender, job, and owning a car or motorcycle influence the perception of tourists about the conditions that a tourist destination should meet during the COVID-19 pandemic.

Several studies have investigated the relationship between the COVID-19 pandemic and travel intentions. Fear of the COVID-19 pandemic directly affects travel anxiety and has direct negative effects on travel intention (Luo & Lam, 2020). The pandemic had significant partial effects on tourists' intentions when it comes to international travel (Riestyaningrum et al. 2020). Zenker et al. (2021) investigated how tourists' travel intentions are influenced by

their intrapersonal anxiety. Zheng et al. (2021) claim that travel intentions are influenced by tourists' assessment of risks and coping strategies during the COVID-19 pandemic. However, these studies have focused on the impact of negative information about the COVID-19 pandemic on travel intentions, while little attention has been paid to possible positive changes in travel intention that may occur when the situation improves (Li et al. 2022).

The basis for the second research question was the study by Cretu et al. 2021, which points out that a number of factors in the era of the COVID-19 pandemic affect the perception of tourists, and above all the conditions that the destination must meet in terms of hotels, restaurants, bars, and cafes. In the aforementioned study, the perception of tourists in traveling within and outside the borders of Romania was examined, and it was concluded that during the COVID-19 pandemic, tourists prefer traveling within their own country. As a supplement to the aforementioned study, this study aims to examine the perception of the inhabitants of Bosnia and Herzegovina about travel. In this sense, the research question is defined below:

RQ2: What is the significance between the intention to travel in 2022 and the conditions the tourist destination must fulfill during the crisis caused by the COVID-19 pandemic?

One of the key factors that can help restart travel and revitalize both international and domestic tourism is vaccination (Moreno-González et al., 2020; Sánchez-Cañizares et al., 2021; Wang et al., 2021), combined with other responsible behavior of tourists such as washing hands and wearing masks (Kim et al., 2021). However, there is still a lack of empirical studies dedicated to the analysis of trust in the COVID-19 vaccine and tourism. Williams et al. (2020) assume that with the release of vaccines against COVID-19, attitudes toward vaccination could have a significant impact on travel intentions. Consequently, tourists may gravitate towards destinations that have adopted a certain type of vaccine, certain types of rules and restrictions, and countries that are more or less indecisive in their policies. Therefore, it can be assumed that confidence in the vaccine against COVID-19 may be related to future travel intentions (Read, 2021). According to the above, the following research question was defined, which will complement the study of the connection between vaccination and the travel intentions of tourists in 2022.

RQ3: Is there a relationship and statistical significance between vaccination and the intention to travel in 2022?

This study points out that the desire to travel is still present, but it is bound by restrictions, social norms, and tourists' perceptions of a certain destination.

DATA AND METHODS

This paper aims to analyze the perception of travel in the upcoming period in the context of the current situation of the COVID-19 pandemic. To analyze the perception of the inhabitants of Bosnia and Herzegovina about travel for tourist purposes during the COVID-19 pandemic, it was necessary to survey the population to identify the results of the research. The quantitative research approach was used in the study. The data was collected through an online survey using Google Forms on a convenience sample of 265 respondents in the period from March 2nd, 2022 to May 17th, 2022. The questionnaire link was distributed electronically, via e-mail, and on Facebook. The respondents are citizens of Bosnia and Herzegovina. The application of this questionnaire coincided with the beginning of the easing of the adopted COVID-19 measures in the world and Bosnia and Herzegovina.

RESULTS

The statistical program IBM SPSS Statistics 26.0 was used to analyze the obtained data. Statistical tests (Spearman's correlation coefficient, Kruskal-Wallis, and Mann-Whitney U test) and descriptive statistics were used to analyze and interpret the obtained data.

In Tab. 1, the internal consistency test of the scale "Importance of conditions that a tourist destination must fulfill during the crisis caused by the COVID-19 pandemic" was performed by calculating the Cronbach's Alpha coefficient.

Table 1 Cronbach's Alpha coefficient

Variable	Number of Items	Cronbach's Alpha
Importance of conditions that a tourist destination must fulfill during the crisis caused by the COVID-19 pandemic	5	0.817

Source: Research results, 2022.

As can be seen in the previous table, Cronbach's Alpha coefficient is above 0.8, which confirms the very high reliability of the measuring instrument.

Descriptive statistics were used to describe the research results by variables and as a basis for statistical tests. Statistical tests are selected according to the type of data processed in the analysis. Tab. 2 shows the demographic characteristics of the respondents.

Table 2 Demographic data on the sample of respondents

		Frequency	Percent
Sex	male	94	35.5
	female	171	64.5
	Total	265	100.0
Age	18 – 30	145	54.7
	31 – 50	84	31.7
	over 50	36	13.6
	Total	265	100.0
Education	Elementary education	1	.4
	Secondary education	90	34.0
	College/University education	132	49.8
	Postgraduate education	42	15.8
	Total	265	100.0
Monthly household income (BAM)	Under BAM 500	16	6.0
	BAM 500 – BAM 1500	91	34.3
	BAM 1500 – BAM 2500	87	32.8
	Over BAM 2500	71	26.8
	Total	265	100.0
Number of people in the household	1 – 2	84	31.7
	3 – 4	158	59.6
	5 and more	23	8.7
	Total	265	100.0
Do you own a car	YES	187	70.6
	NO	78	29.4
	Total	265	100.0
Do you own a motorcycle	YES	17	6.4
	NO	248	93.6
	Total	265	100.0
Marital status	Single/unmarried	146	55.1
	Married	98	37.0
	Widowed	7	2.6
	Divorced	9	3.4
	Does not want to respond	5	1.9
	Total	265	100.0

Source: Research results, 2022.

Specifically, Tab. 2 shows the demographic data of the sample of respondents, where: 94 (35.5%) respondents are men, and 171 (64.5%) are women; 145 (54.7%) respondents are between 18 and 30 years old, 84 (31.7%) respondents are between 31 and 50 years old, while 36 (13.6%) respondents are over 50 years old; 1 (0.4%) respondents have elementary school education, 90 (34.0%) respondents have secondary school education, 132 (49.8%) respondents have college or university education, while 42 (15.8%) respondents have postgraduate education; 102 (38.5%) respondents are students, 129 (48.7%) respondents are employed, 17 (6.4%) are pensioners, and 17 (6.4%) others; 16 (6.0%) respondents have a monthly income of under BAM 500, 91 (34.3%) respondents have monthly income between BAM 500 and 1500, 87 (32.8%) respondents have monthly income between BAM 1500 and 2500, while 71 (26.8%) respondents have monthly income of more than BAM 2500; 84 (31.7%) respondents live in households with 1-2 members, 158 (59.6%) respondents live in households with 3-4 members, while 23 (8.7%) respondents live in households with 5 or more members; 187 (70.6%) respondents own a car, while 17 (6.4%) respondents own a

motorcycle; 146 (55.1%) respondents are single, 98 (37.0%) respondents are married, 7 (2.6%) respondents are widowed, 9 (3.4%) respondents are divorced, and 5 (1.9%) respondents did not want to answer the question about marital status.

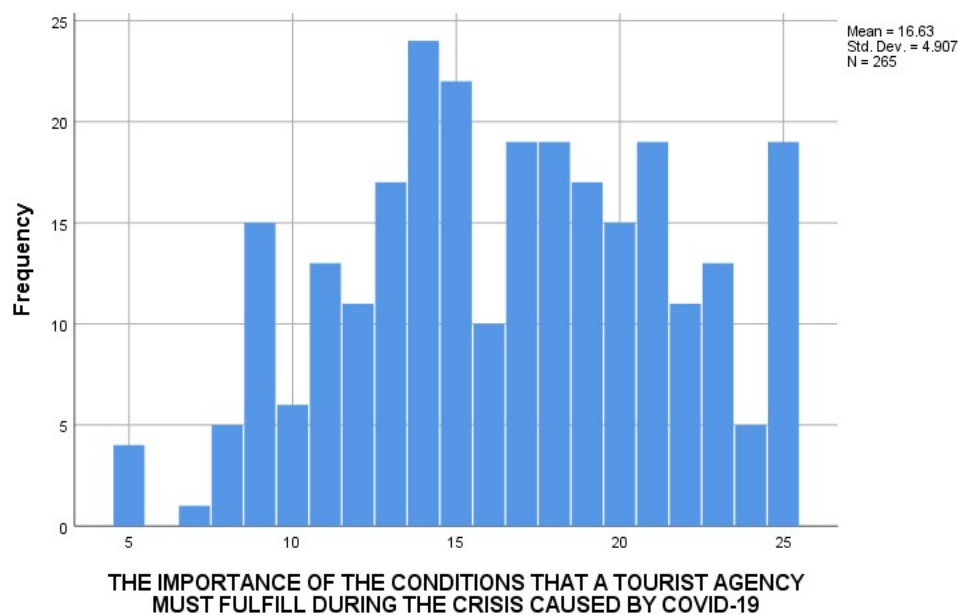
In Tab. 3, the normality of the distribution was tested for the variable importance of the conditions that the tourist destination must fulfill during the crisis caused by the COVID-19 pandemic.

Table 3 Testing the normality of the distribution for the variable importance of the conditions that the tourist destination must fulfill during the crisis caused by the COVID-19 pandemic

	Kolmogorov-Smirnov ^a			Shapiro-Wilk		
	Statistic	df	Sig.	Statistic	df	Sig.
<i>The Importance Of The Requirements That A Tourist Destination Must Fulfill During The Crisis Caused By The Covid-19 Pandemic</i>	.075	265	.001	.975	265	.000
a. Lilliefors Significance Correction						

Source: Research results, 2022.

Graph 1 Histogram



Source: Research results, 2022.

Since the Kolmogorov-Smirnov distribution normality test for the variable importance of the conditions that the tourist destination must fulfill during the crisis caused by the COVID-19 pandemic (at the significance level of 0.01) deviates from the normal distribution, non-parametric Man -Whitney and Kruskal-Wallis test were used. Accordingly, Tab. 4 shows the group statistics of the influence of socio-demographic factors on the significance of the conditions that a tourist destination must fulfill during the crisis caused by the COVID-19 pandemic.

Table 4 Group statistics of the influence of socio-demographic factors on the significance of the conditions that a tourist destination must fulfill during the crisis caused by the COVID-19 pandemic

The significance of the conditions that a tourist destination must fulfill during the crisis caused by the COVID-19 pandemic Group		Mean Rank	Mann-Whitney Kruskal-Wallis ^b	z	p
Sex	male	120.78	6888.000 ^a	-1.929	.054
	female	139.72			
Age	18 – 30	115.74	20.578 ^b		.000
	31 – 50	144.40			
	over 50	175.90			
Employment	Student	122.59	11.712 ^b		.008
	Employed	133.28			
	Pensioners	191.09			
	Other	135.24			
Owning a car	YES	137.89	6378.500 ^a	-1.612	.107
	NO	121.28			
Owning motorcycle ^a	YES	125.59	1982.000 ^a	-.413	.680

Source: Research results, 2022.

The non-parametric Kruskal-Wallis test shows that during the COVID-19 pandemic, the oldest respondents ($M = 175.90$) statistically significantly ($p < 0.01$) pay attention to the significance of the conditions that the tourist destination must fulfill compared to the youngest respondents ($M = 115.74$), as well as pensioners ($M = 191.09$) statistically significantly more ($p < 0.05$) pay attention to the importance of the conditions that a tourist destination must meet compared to others, employed and especially students ($M = 122.59$).

Tab. 5 shows descriptive statistics for the variable importance of conditions that a tourist destination must fulfill during the crisis caused by the COVID-19 pandemic.

Table 5 Descriptive statistics for the variable „Importance of conditions that a tourist destination must fulfill during the crisis caused by the COVID-19 pandemic“

Group statistic				
	M	s	z	p
Food establishments must comply with health protection rules	3.99	1.116	-3.291 ^b	.001
Staff should be vaccinated	4.05	1.067	-2.441 ^b	.015
Other tourists should be vaccinated	2.92	1.400	-6.194 ^b	.000
The rate of infection in the area should be less than 3 per 1000 inhabitants	2.86	1.417	-10.811 ^b	.000
Accommodation units must comply with health protection rules	2.81	1.412	-6.718	.000

Source: Research results, 2022.

The table of descriptive statistics and individual factors of significant conditions that a tourist destination must fulfill during the crisis caused by the COVID-19 pandemic singles out two individual factors that are particularly important: "Staff should be vaccinated" ($M = 4.05$, $s = 1.067$) and "Food establishments must comply with health protection rules" ($M = 3.99$, $s = 1.116$), in relation to the remaining three factors that are less important: "Accommodation units must comply with health protection rules" ($M = 2.81$, $s = 1.412$), "The rate infection of the area should be less than 3 per 1000 inhabitants" ($M = 2.86$, $s = 1.417$) and "Other tourists should be vaccinated" ($M = 2.92$, $s = 1.400$).

Table 6 Correlations

Spearman's Correlations – DURING COVID-19					
		The significance of the conditions that the tourist destination must fulfill during the crisis caused by the COVID-19 pandemic	To what extent do you think you will travel in 2022 in the context of the current situation with the COVID-19 pandemic?	Staff should be vaccinated	Other tourists should be vaccinated
The significance of the conditions that the tourist destination must fulfill during the crisis caused by the COVID-19 pandemic	Correlation Coefficient	1.000	-.020	.593**	.870**
	Sig. (2-tailed)	.	.740	.000	.000
	N	265	265	265	265
To what extent do you think you will travel in 2022 in the context of the current situation with the COVID-19 pandemic?	Correlation Coefficient		1.000	.047	-.065
	Sig. (2-tailed)		.	.448	.292
	N		265	265	265
Staff should be vaccinated	Correlation Coefficient			1.000	.313**
	Sig. (2-tailed)			.	.000
	N			265	265
Other tourists should be vaccinated	Correlation Coefficient				1.000
	Sig. (2-tailed)				.
	N				265
**. Correlation is significant at the 0.01 level (2-tailed).					
*. Correlation is significant at the 0.05 level (2-tailed).					

Source: Research results, 2022.

The correlation matrix shows that the variable “Significance of the conditions that the tourist destination must fulfill during COVID-19” are statistically significantly related to the variable “Staff should be vaccinated” ($r = 0.593$), and variable “Other tourists should be vaccinated” ($r = 0.870$, $p < 0.01$), but there are no statistically significant associations of other variables with the variable “To what extent do you think you will travel in 2022 in the context of the current situation with the COVID-19 pandemic?” ($p > 0.05$).

DISCUSSION

Several research questions were asked in this study. The discussion provides answers to each from these questions.

What is the impact of socio-demographic variables on the conditions that a tourist destination must fulfill during the crisis caused by the COVID-19 pandemic?

From the conducted research, it can be concluded that tourism during the duration of the COVID-19 pandemic will be dependent on demand because tourist offers are still active and offer various programs. This study emphasizes that there is a desire to travel and that respondents are still interested in traveling in the current conditions.

Chiu et al. (2019) claim that risks affect the overall travel intentions of tourists both in relation to domestic and international trips. Roehl & Fesenmaier (1992) concluded that risk perception is influenced by socio-demographic characteristics. Beerli and Martín (2004) found a statistically significant difference between socio-demographic factors and factors related to the perceived image of the destination. They concluded that there is a significant, but moderate relationship between the affective and cognitive components of the image and the socio-demographic characteristics of travelers related to gender, age, level of education, and social class. This research confirms this because the socio-demographic characteristics of the respondents are closely related to their perception of the tourist destination.

In this research, among the socio-demographic factors that influence the conditions that a tourist destination must fulfill during the crisis caused by the COVID-19 pandemic, the following stand out as statistically significant: age, education, monthly household income, and car ownership. Respondents aged 18-30 (54.7%) pay the least attention to the conditions that the destination must meet during the crisis caused by the COVID-19 pandemic, in contrast to the oldest respondents aged over 50 (13.6%) who significantly pay attention to the conditions that the tourist destination must meet, which can be connected to the anxiety and fear caused by the pandemic. This age category of the population belongs to the health-endangered

category, which was also shown during the COVID-19 pandemic. Education also stands out as statistically significant, because those respondents who have completed secondary education or college believe that the conditions that a tourist destination must meet are essential for further trips during the COVID-19 pandemic. Also, respondents who own a car will travel more during the crisis caused by the pandemic than those respondents who do not own a motorcycle or a car.

What is the significance between the intention to travel in 2022 and the conditions that the tourist destination must fulfill during the crisis caused by the COVID-19 pandemic?

Cretu et al. (2021) point out that a number of factors in the era of the COVID-19 pandemic affect the perception of tourists, and above all the conditions that the destination must meet in terms of hotels, restaurants, bars, and cafes. Zheng et al. (2021) claim that travel intentions are influenced by tourists' assessment of risks and coping strategies during the COVID-19 pandemic. However, these studies have focused on the impact of negative information about the COVID-19 pandemic on travel intentions, while little attention has been paid to possible positive changes in travel intention that may occur when the situation improves (Li et al. 2022).

This research confirms the results obtained in the study by Cretu et al. (2021) because analyzing the individual factors that a tourist destination should fulfill during the COVID-19 pandemic, two factors stand out as statistically significant. Among them, the leading factor is "Staff should be vaccinated" ($M = 4.05$, $s = 1.067$) and "Food establishments must comply with health protection rules" ($M = 3.99$, $s = 1.116$). Other factors turned out to be less important.

Is there a relationship and statistical significance between vaccination and the intention to travel in 2022?

One of the key factors that can help restart travel and revitalize both international and domestic tourism is vaccination (Moreno-González et al., 2020, Sánchez-Cañizares et al., 2021, Wang et al., 2021), in combination with other responsible behavior of tourists such as washing hands and wearing masks (Kim et al., 2021). The research results confirm the facts from the aforementioned studies because the results showed that there is a significant correlation between the conditions that the tourist destination must meet during the COVID-19 pandemic with the individual factors "Staff should be vaccinated" and "Other tourists should be vaccinated".

In this context, vaccination is significantly correlated with future travel intentions and affects the perception of tourists in the country and abroad. This study sought to explain the

link between vaccination and future tourism trends. In connection with the above, the research question complimented the analysis of the conditions that a tourist destination should meet during the COVID-19 pandemic, where it turned out that vaccination is one of the key factors that a certain destination should meet in terms of future tourist movements during the pandemic. In this regard, tourists may gravitate towards countries that have implemented mass vaccination or towards countries that have adopted a certain type of vaccine and imposed it as an imperative on the population.

According to the results of the survey questionnaire, there is no significant connection between the other variables and the variable "To what extent do you think you will travel in 2022 in the context of the current situation with the COVID-19 pandemic?" ($p > 0.05$). Such research results emphasize that the desire to travel is still present, but it will depend on the social norms and restrictions of certain countries. Undoubtedly, respondents will still tend to travel, but their perception of a certain destination will depend on the conditions that the tourist destination must meet during the pandemic, especially the conditions regarding vaccination of both staff and other tourists.

CONCLUSION

This paper aims to highlight the perception of tourist travel during the COVID-19 pandemic. All tourist destinations and all tourist companies were massively affected by unprecedented travel restrictions and therefore felt social and economic blockades. COVID-19 has caused significant changes in all continents, countries, regions, rural and urban communities. The consequences of the pandemic have also affected families, lifestyles, and the thinking of each individual. International and domestic flights have been halted in a number of countries, and travel restrictions have made tourism the most affected sector. Most businesses related to tourism, such as travel agencies, hotels, and restaurants, are closed or operating with limited capacities, such as airlines. All this has led to uncertainty, accompanied by a reluctance to travel even after the easing of measures and restrictions.

Due to the COVID-19 pandemic; the behaviors and demands of tourists and even their travel attributes have changed. Recognizing the change in tourist behavior, especially in the choice of tourist destination and service, is of vital importance for restoring the lost trust of tourists and reviving tourism. Therefore, this research analyzed the change in tourist behavior patterns due to the outbreak of the COVID-19 pandemic. The article builds on the study "Tourists' Perceptions Regarding Traveling for Recreational or Leisure Purposes in Times of

Health Crisis" and conducts the same study on the population of Bosnia and Herzegovina and expands on the relationship between vaccination, the conditions that a tourist destination must meet and the intention to travel.

The results explain the tendency of the inhabitants of Bosnia and Herzegovina to travel in the coming period. Fear of infection and perceived risk significantly influenced respondents' behaviors, but intentions to travel were maintained. The research results show that during the COVID-19 pandemic, the oldest respondents dedicate attention to the importance of the conditions that a tourist destination must fulfill in relation to the youngest respondents, just as pensioners pay more attention to the significance of the conditions that a tourist destination must fulfill in relation to employees, students, and others.

The findings of the study show that two individual factors stand out in the conditions that the tourist destination must meet during the crisis caused by the COVID-19 pandemic, namely: "Staff should be vaccinated" and "Food establishments must comply with health protection rules", in relation to the remaining three factors that are less important: "Accommodation units must comply with health protection rules", "The infection rate of the area should be less than 3 per 1000 inhabitants" and "Other tourists should be vaccinated". The results also show that there is a statistically significant relationship between some conditions that the tourist destination must meet, such as that the staff should be vaccinated and other tourists should be vaccinated with the variable "To what extent do you think you will travel in 2022 in the context of the current situation with the COVID-19 pandemic?".

The results of this study could be useful in planning and considering the activities of the tourism industry in the coming period. The findings of this study could have implications for the planning of tourism destination, service providers and tour operators' policies in the event of a renewed COVID-19 pandemic, as well as new health crises. Furthermore, the identification of the conditions that the tourist destination must fulfill during the COVID-19 pandemic are important in meeting the needs of tourists, especially during possible future pandemic situations.

This research used a quantitative research method, based on a convenience sample of 265 respondents (residents of Bosnia and Herzegovina). Also, the questionnaire was distributed electronically (via social networks - Facebook and e-mail). These are also the main limitations of this work. Since an online questionnaire was used with the provided answers, the respondents were not able to comment on the answers or write their own opinion. Only those residents of Bosnia and Herzegovina who are computer literate and have access to the

Internet, that is, those who have a personal e-mail or a Facebook profile could answer the questions.

Accordingly, the recommendations for further research are to include a larger number of respondents in the sample, so that the results could be generalized for the entire population of Bosnia and Herzegovina. Also, those who do not have access to the Internet should be included in the sample, so that the results are relevant. This research was carried out in Bosnia and Herzegovina during the period when the restrictions and loosening of the adopted measures began so that further study of this topic in other countries and new situations can provide a lot of other useful information. Future research would be good to conduct among tourism service providers as well. This research is a good starting point. Also, the recommendation for future research is that the research lasts for a longer period of time, because the measures taken to suppress the virus and the restrictions changed on a weekly basis, and the infection rates on a daily basis. One of the recommendations is a qualitative approach to research through in-depth interviews, due to the aforementioned limitations.

This study, as well as similar research, can be a good guide in the future in case of outbreaks of new viruses because the world has faced various health crises before. Although the empirical evidence in this article focuses only on the short-term response of the domestic market (residents of Bosnia and Herzegovina) on tourism travel during the COVID-19 pandemic, the results may offer valuable implications for policy and practice. This research can create a complete picture of the perception of tourists about traveling in times of health crises. Such research is important because tourists' perception of tourist destinations, i.e. the connection between the intention to travel and the conditions that the tourist destination must fulfill in times of crisis, are important for predicting future tourist demands and developing appropriate recovery strategy.

The study identified that the vaccination of tourists and staff is very important for the intention to travel, and this information can be useful to service providers, managers of tourist destinations and tour operators. It is important for tour operators, but also for transport companies, that people who do not own a car or motorcycle are less willing to travel during the pandemic. Also, in the event of a new pandemic, special attention must be paid to people over 50 years old as well as people who have completed high school and college, because the fulfillment of the conditions that the tourist destination must fulfill is a condition for travel. The results of this research can be used by numerous institutions in Bosnia and Herzegovina, but also by the tourism sector in the whole world.

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