

## **Effectiveness of Implementing CHSE (Cleanliness, Health, Safety, Environment) Protocols in Dunia Fantasi, Jakarta, Indonesia**

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### **Abstract**

The implementation of the CHSE (Cleanliness, Health, Safety, and Environment) Protocol at Dunia Fantasi Jakarta is a mandatory procedure for the business of tourism destinations in the pandemic-post-pandemic era or the new normal tourism era. The implementation of CHSE is expected to be able to create a safe, healthy, and environmentally friendly environment for all tourists and to be useful in supporting the sustainability of the tourism industry in providing a positive experience for tourists visiting these destinations. The research objective is to analyze everything about effectiveness of implementing the CHSE protocol in Dunia Fantasi Jakarta. The method that used in this study is a quantitative descriptive method, with a total of 68 respondents. The sample was selected by convenience sampling, where the data collection was carried out using a survey. The research of this test used the validity, reliability, and Kruskal Wallis tests to determine the significance level of each actor. In general, it can be concluded that the implementation of CHSE in Dunia Fantasi is classified as good or is at a score of 6. This indicates that the management is serious about implementing the CHSE protocol in every tourism room and public facility space in Dunia Fantasi.

**Keywords:** tourism, CHSE, effectiveness, new normal tourism

## A. Introduction

Tourism can be an important sector in boosting any country's economy. Therefore, our country, Indonesia is an archipelagic country with culture and natural beauty. Rachmatullah et al (2022) stated that in terms of resource wealth, there are no ecologists, biologists or tourism/ecotourism experts who enjoy the wealth of Indonesia's ecotourism resources, both in the form of natural tourism resources and cultural tourism resources. This can be used as a tourist attraction to improve the country's economy, as Rachmatullah (2017) reminded that the distribution of tourism and ecotourism benefits is able to encourage economic growth in a region through regional original income, absorbing work energy and stimulating growth in infrastructure development. This is because tourism is a sector that can be considered profitable and has a high potential to be developed as an asset that is used as a source of state income (Masrurun, 2020).

COVID-19's impact on Indonesia's tourism sector is very visible from the way working hours are withdrawn. Almost around 12.91 million people in the tourism sector experienced reduced working hours. Around 939 people during COVID-19 many were out of work or lost their jobs (Eddyono, 2023). According Amalia & Rahmawati (2022). The policies made by the Ministry of Tourism and Creative Economy (Kemenparekraf) amid the pandemic that occurred at that time to support the tourism industry so that it continued to run well, the ministry created the CHSE (Clean, Health, Safety, Environment) program so that all sectors in the world of tourism could rise and survive for a long period. COVID-19's can also be a lesson from the information passively gain by tourist since COVID-19's have given insight into the biology of whale shark, landing risk, and how communities interact with sharks, Feeding back this information to tourist is challenging, yet vital, to cement a sense of belonging, purpose and attachment to their holiday location.

In many countries, tourism has become the leading sector, not inferior to Indonesia. Indonesia has made the tourism sector a source of foreign exchange for the country. As a result of this wealth, Indonesia should make tourism a major source of foreign exchange for the economy. Tourism itself was the second largest foreign exchange earner (Mahriani et al, 2020). As we know, in Indonesia many are Muslim. This can be a positive thing for Islamic tourist attractions because it is clean but also avoids uncleanness Kusumaningtyas & Prasetyo (2022). Therefore, tourism is a source of foreign exchange. As we know, Indonesia was once affected by the COVID-19 pandemic, which greatly affected tourism. This pandemic has made tourist destinations impossible. So because of this impact, many countries have suffered huge losses because of the large share of tourism for foreign exchange, including Indonesia. Indonesia itself suffered losses to hold back economic growth.

We know that Tourism is one of the sectors most affected by the covid-19 pandemic. Covid-19 significantly impacted the tourism economy, such as transportation and accommodations (Gossling et al., 2020). From this, we can see that there are detrimental impacts, especially for companies according to Srisusilawati, et al., (2022). Entrepreneurs in the tourism sector are trying to survive. Some of these entrepreneurs have survived, but, unfortunately, some entrepreneurs have had to go out of business because they could not handle the Covid-19 pandemic. The government created CHSE (Clean, Health, Safety, Environment) According to Muttaqin et al. (2022), CHSE can be used to guide entrepreneurs working in the tourism sector in restoring their business so that it can flourish. Meanwhile, other CHSE definitions have also been examined Idrus (2021), CHSE stands for Clean, Health, Safety, and Environment. CHSE in Indonesia was implemented in 2020 to increase tourism returns affected by Covid 19. Organizations that could survive and thrive in a pandemic situation at that time had components that supported one another. For example, hotels follow CHSE standards according to government rules, marketing with digital technology, and efficient hotel resource use.

Therefore, governments in tourist destinations worldwide are planning a wide range of actions to accelerate the recovery of the tourism economy (Niewiadomski, 2020). In this case, the meaning CHSE itself has a very broad meaning According to Claretta & Rachmawati (2022) CHSE program created by the Ministry of Tourism and Creative Economy has become a standard an established habit in the tourism business sector. It is expected to continue to provide quality service. From the CHSE system that has been created with the implementation of hygiene procedures, this can be a preventive effort by maintaining cleanliness and using masks. This is when in a crowded place there will be visitors. In this case, all tourist attractions must be able to ensure that all visitors are in a healthy condition (Alwi et.al., 2022).

Many people have worn off their masks in places where there are still many people, even in places that are not crowded. In this case, in any tourist spot, we as tourists. We can still catch COVID-19. Therefore, if you want to take off your mask, you can take it off when you are away from crowds or somewhere with few people. However, there is a solution for tourists visiting Dunia Fantasi. They must be able to encourage themselves to follow the rules made by Dunia Fantasi itself. This is so that tourists who come to visit or recreationally can be safe and comfortable because CHSE can become a habit. I hope for the future when we can feel that by maintaining cleanliness and health, all tourists from anywhere can feel comfortable and safe when traveling to Dunia Fantasi, Jakarta (Wisnawa et.al., 2022).

From all the discussion about CHSE here, we know there is a theory. The CHSE theory itself has been examined by many researchers who have studied

the CHSE itself, Wulandari & Mistriani (2022), according to the two researchers. The application of CHSE can be interpreted as increasing the awareness of the Indonesian people to pay more attention to cleanliness, safety, health, and Environmental Sustainability.

In this case it is related to the research gap, as there are many problems that have not been resolved until now, there is no awareness among tourists about implementing CHSE because they feel it is safe, therefore this problem can be resolved with support from management to participate in it implementing this CHSE in tourist attractions so that when there are crowds people can maintain their health from the results of research conducted by Wisnawa, Kartimin, Hartini (2022). The implementation of CHSE has become a new habit where we have to maintain cleanliness, therefore in this case this new habit must continue to be implemented so that people feel comfortable. The objective of this research is that the author wants to create habits from the beginning of the pandemic until now that it is no longer a pandemic. The implementation of CHSE must continue so that this habit becomes a good thing for us and also for taking care of ourselves and others.

## **B. Literature Review**

In this case, a literature review itself is a process that can be undertaken in research or scientific writing to compile and analyze literature that is highly relevant to the topic and research questions. Its purpose is to understand the current knowledge about the topic, evaluate existing empirical evidence, and identify gaps or further research needs. In relation to the topic of effectiveness, Asrijal (2022) provides insight into how effectiveness can be used as a tool to measure the attainment of chosen targets or objectives. The author emphasizes that effectiveness is crucial in achieving set goals. This suggests that assessing and ensuring effectiveness is vital in determining the success or failure of any endeavor.

Then on to the next topic is CHSE. The theory itself has been studied by many researchers who have researched CHSE itself, namely Wulandari & Mistriani (2022) according to the two researchers, the implementation of CHSE can be interpreted as increasing awareness of the Indonesian people to pay more attention to cleanliness, safety, health and environmental sustainability. Meanwhile, other definitions of CHSE have also been examined by Idrus (2021) CHSE is an abbreviation for Clean, Health, Safety, Environment. CHSE in Indonesia was implemented in 2020 as an effort to revive tourism which was affected by Covid-19. Furthermore, other researchers also examined the benefits of CHSE itself, according to Muttaqin et al. (2022) CHSE can be used as a guide for entrepreneurs working in the tourism sector to be able to restore the businesses they have in the tourism sector so that they can continue to

develop. Therefore, this new habit must be implemented by the community for the sake of comfort. Meanwhile, according to Claretta and Rachmawati (2022) The CHSE program created by the Ministry of Tourism and Creative Economy has become a standard regarding a new habit in the tourism business sector which is expected to continue to provide good quality service.

It can be seen from the two topics effectiveness and CHSE, that there is new tourism knowledge that we can learn. From here we know that tourism knowledge very useful in this era. According to Simanjuntak, et al (2017) Tourism Knowledge can be used as a knowledge because it has and meets the characteristics to become a knowledge itself. In this case it can be seen from two points of view, that we called tourists and tourism objects, and the point of view of the main object of tourism. These two things are very related and closely related to the components contained in tourism itself. Then another tourism knowledge researcher Wahab in the book, Model Perencanaan Komunikasi (2021) Tourism is a human activity carried out consciously which provides a service alternately between people in a country itself.

From the results of the two topics effectiveness and CHSE then tourism knowledge we can find sustainable tourism. The definition of sustainable tourism itself is tourism that pays attention to the impact on the environment, social, cultural and economic for the present and future, both for local communities and tourists. Sulistyadi et al. (2019) as the researcher, sustainable Tourism is still often discussed by tourism experts around the world, and according to these experts, sustainable tourism has become an important concept. The concept of sustainable tourism is in the management and development of a tourism destination. It can be seen that there is a great need for concern from various parties so that this important concept runs as it should. Other researchers, Saragih & Hasugian (2022) sustainable tourism can be said to be development that fully supports ecology, as well as being economical, ethically and socially fair to society. In this case, according to Pranoto, et.al (2022), sustainable tourism is an extension of the Green Tourism concept. In simple terms, sustainable tourism can be defined as tourism activities that take full account of the current and future economic, social and environmental impacts.

### **C. Research Methods**

The research approach is descriptive and quantitative. Sugiyono (2020) states that the quantitative method is a research method based on the positivism philosophy, which has been used to research populations or certain samples, collect data using research instruments, and analyze data of a quantitative or statistical nature. This research involves managers and tourists from Dunia Fantasi, Taman Impian Jaya Ancol. Due to the wide coverage, this

study cannot cover all populations due to the very large number of visitors and managers. This research was conducted on a portion of the population determined using the Sugiyono technique. Related to this technique, the sample to be determined is the minimum number of 30 respondents, so a sample may be considered feasible. The writer took 30 employees of Dunia Fantasi, Jakarta to measure CHSE implementation effectiveness. As part of the Kruskal-Wallis test, 30 employees and 38 tourists from Dunia Fantasi Jakarta were analyzed so the total of this sample is 68. Roscoe (1982) in Sugiyono (2012) stated that if the sample is divided into categories, then the number of sample members in each category is at least 30 respondents.

The analysis of the one score one indicator scoring system, an analysis model, were used through the development of a series of questionnaire elaborating on collecting data and evaluating various variables that researchers determined (Avenzora, 2008; Avenzora et al., 2013). This method was utilized to minimize subjectivity and simplify the various components of statements and questions arranged in a questionnaire. Two critical issues were examined in the analysis of polarization to understand the differentiation between actors, namely polarization of direction and rating scale (Rachmatullah, 2017). The direction polarization occurs when the score between actors is divided into two dimensions: scores of 4 or less (3, 2, 1) and scores of 4 or more (5, 6, 7). Attitude scale polarization, on the other hand, occurs when there is an absolute difference in scores even within the same dimension (Rachmatullah, et al., 2023).

#### D. Result and Discussion

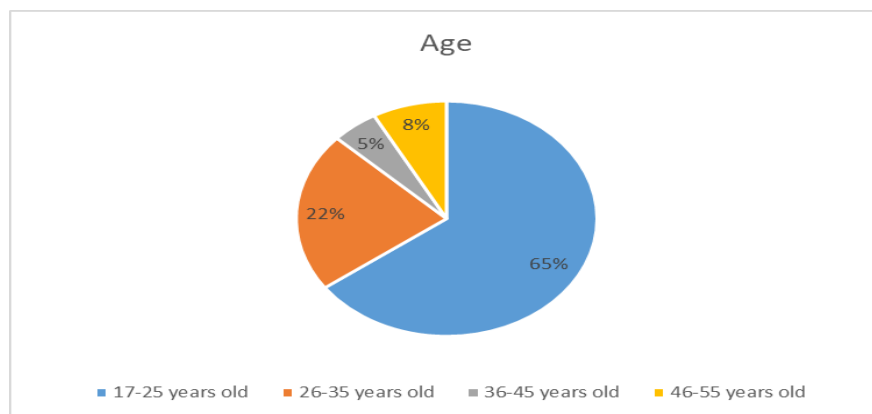


Figure 1. Characteristics of respondents based on age  
Source: Data processed with SPSS (2022)

Figure 1 shows the characteristics of respondents based on the age of tourists, which shows that they are dominated by tourists aged 17-25 years with

a percentage of 65%, then the second is aged 26-35 years with a rate of 65%. 22%, so it can be concluded that many teenagers and adults come to Dunia Fantasi for recreation.

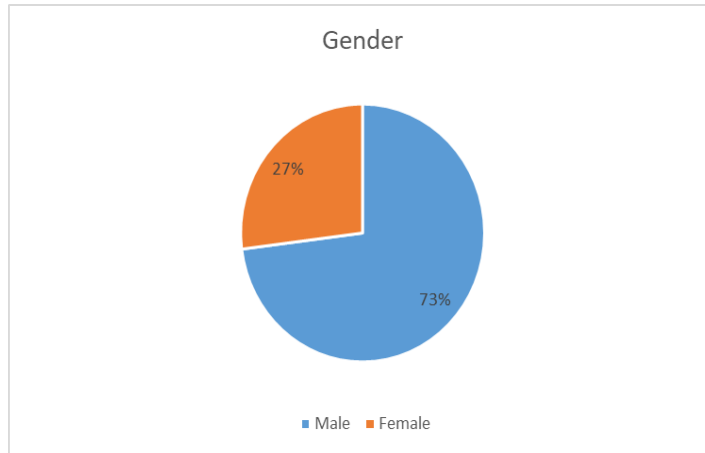


Figure 2. Characteristics of respondents based on gender  
Source: Data processed with SPSS (2022)

Figure 2 shows gender. In this case, gender differences exist in who comes to the Fantasy World. It can be seen that more visitors are male, with a percentage of 53%, but this is not true. This is very different from the female gender; the rate is 47%. Therefore, there are gender differences among visitors to Dunia Fantasi.

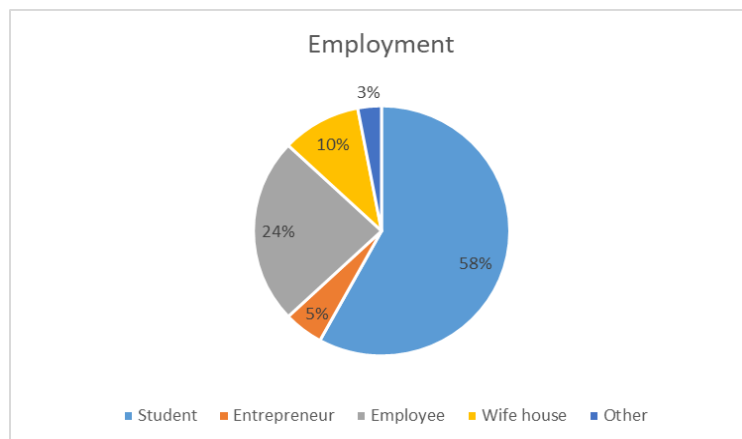


Figure 3. Characteristics of respondents based on employment  
Source: Data processed with SPSS (2022)

Based on job characteristics in figure 3, the number of student tourists is 58%, and the second is employees with 24%. More tourists come than students

compared to other jobs because many of the young generation are still fit and can still challenge themselves to ride extreme rides.

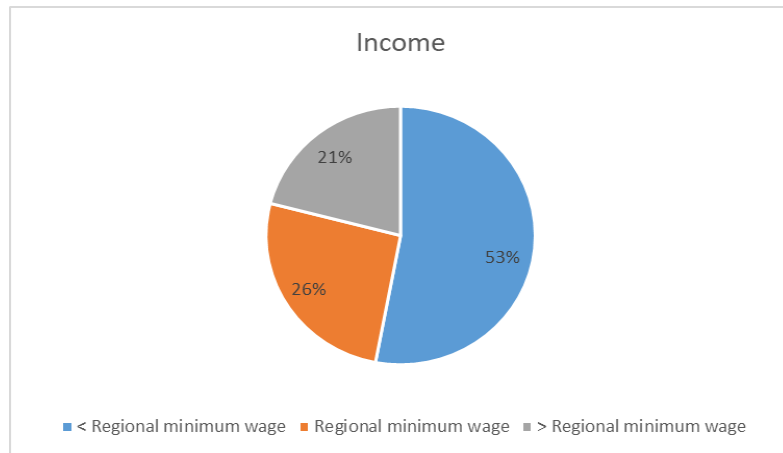


Figure 4. Characteristics of respondents based on income  
Source: Data processed with SPSS (2022)

Figure 4 shows the monthly income. It shows that many tourists have an income of less than the regional minimum wage, with a total percentage of 53%. Still, in this case, some tourists have an income of more than the regional minimum wage, namely 21%, so the income per month there are still many tourists living below the regional minimum wage.

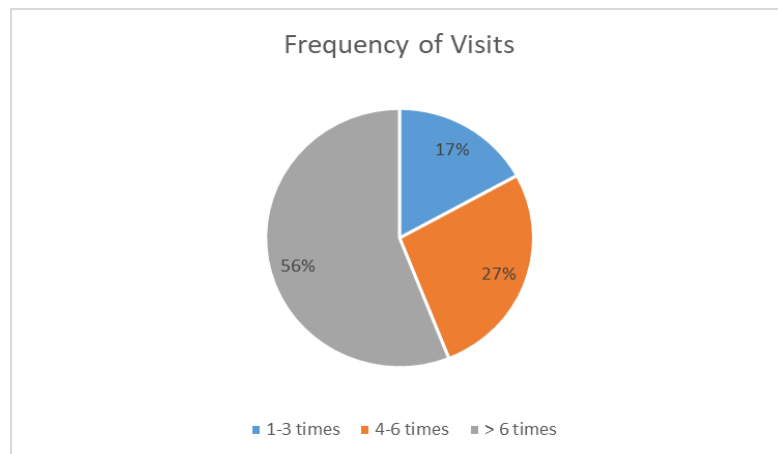


Figure 5. Characteristics of respondents based on income  
Source: Data processed with SPSS (2022)

Figure 5, based on characteristics, shows the highest number of visits in terms of tourists, namely more than six times, but in this case, some tourists visit only 1 to 3 times, with a percentage of 17%.

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Table 1. Validity Test

	<b>Quisioner Item</b>	<b>Pearson Correlation</b>	<b>r-table</b>
1	Facilitate equipment and supplies for safety and security for tourists	0.908	0.374
2	Provides health and accident insurance for tourists	0.792	0.374
3	Updating information from the central government and regional governments regarding COVID-19	0.921	0.374
4	Provides information related to body temperature	0.888	0.374
5	Make sure the body temperature checking device is functioning properly	0.921	0.374
6	Make sure tourists are registered to care about protection	0,880	0.374
7	Implementing CHSE SOPs (standard procedures) for tourists	0.898	0.374
8	Body temperature checks should not be more than 37.3 degrees Celsius	0.904	0.374
9	Provide online services	0.894	0.374
10	Providing a refund system for tourists who cannot enter tourist attractions, for any reason	0.882	0.374
11	Health and safety to prevent tourists from contracting COVID-19	0.878	0.374
12	Manage tourist capacity to ensure there are no crowds	0.919	0.374
13	Implement visit management in the form of the number of people allowed	0.923	0.374
14	Tourist activities follow CHSE rules	0.850	0.374
15	All parades must follow existing CHSE protocol rules	0.957	0.374
16	Facilitate online-based forms (online)	0.904	0.374
17	Create/form a special emergency handling team	0.934	0.374
18	Coordinate with the nearest Health service facility	0.940	0.374
19	Coordinate intensively with the Health Service and the COVID-19 task force	0.916	0.374
20	If a COVID-19 case occurs, immediately coordinate with the regional COVID-19 task force	0.884	0.374

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	Quisioner Item	Pearson Correlation	r-table
21	Using environmentally friendly equipment and materials so that you can recycle, reduce, reuse and replace	0.992	0.374
22	Transmits the use of air and electricity sources, such as gas, efficiently to maintain a form of balance and ecosystem	0.902	0.374
23	Waste and liquid waste management can be carried out in a comprehensive, healthy and environmentally friendly manner	0.914	0.374
24	Switch to a location that is still beautiful and comfortable in the physical environment	0.930	0.374
25	Monitoring the implementation of guidance and SOPs for implementing cleanliness at tourist locations	0.908	0.374
26	Use of masks in certain places	0.929	0.374
27	Providing health and hygiene equipment	0.939	0.374
28	Implementation of occupational health and safety	0.935	0.374
29	Availability of hand washing facilities for tourists	0.935	0.374
30	Make non-cash payment contacts to avoid physical contact	0.829	0.374
31	Check body temperature to find out the condition of the tourist's body	0.868	0.374
32	Always provide protective care for tourists	0.958	0.374
33	Always provide hand sanitizer and tissue for incoming tourists	0.905	0.374
34	Arrange the entrance to avoid crowds	0.915	0.374
35	The temperature must not be more than 37.3 degrees Celsius, if tourists are found with a fever they are not allowed to enter	0.935	0.374
36	Provide hand sanitizer and tissue	0.949	0.374
37	All payment instruments are ensured to be functional and have been checked for hygiene	0.884	0.374
38	The queue at the counter is arranged at a certain distance	0.938	0.374
39	Public property is always disinfected	0.934	0.374
40	Provide online tickets	0.946	0.374
41	Provides visit level information	0.934	0.374

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	Quisioner Item	Pearson Correlation	r-table
42	All tourists are well arranged so as not to crowd	0.855	0.374
43	Always have a first aid kit handy to deal with anything you don't want	0.887	0.374
44	Use a mask when in crowded places	0.897	0.374
45	Always ensure that existing vehicle safety guidelines remain safe	0.923	0.374
46	All tourists are required to implement 3M (Maintaining Distance, Washing Hands, and Using Masks)	0.890	0.374
47	All rides are hygienic so that all tourists who ride can feel clean and safe	0.943	0.374
48	Always keep your distance when next to other tourists	0.906	0.374
49	All rides are provided with information boards for safety	0.952	0.374
50	Replace all facilities in public areas to be hygienic and disinfected	0.918	0.374
51	All inside sales points must comply with hygiene standards	0.864	0.374
52	Always make sure tourists throw away rubbish in the right place	0.878	0.374
53	All bathrooms/toilets must be hygienic	0.933	0.374
54	Always hygienic places of worship and worship equipment so that they are safe and comfortable	0.915	0.374
55	Encourage all tourists to pay non-cash	0.929	0.374
56	All facilities and public areas have good lighting and air circulation	0.953	0.374
57	Always ensure that all tourists who go out remain at a distance, without physical contact and regularly	0.922	0.374
58	Keep all items at the sterilization exit clean	0.935	0.374
59	Always ensure all tourists are in good health	0.872	0.374
60	Ensure hand sanitizer is always stocked	0.791	0.374
61	Make sure care protect is logged out	0.872	0.374
62	Locker facilities remain in hygienic condition	0.867	0.374
63	Provide information about evacuation routes if something undesirable happens	0.892	0.374
64	Always pay attention to the distance at each	0.932	0.374

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Protocols in Dunia Fantasi, Jakarta, Indonesia

	Quisioner Item	Pearson Correlation	r-table
	table		
65	Use tools or equipment that have been hygienic	0.934	0.374
66	Always communicate emergency treatment	0.901	0.374
67	Disinfect the room regularly to keep the room clean	0.831	0.374
68	Always ensure good air circulation in the office	0.876	0.374
69	Always provide a light fire extinguisher	0.890	0.374
70	Prioritize personal belongings	0.811	0.374
71	Always make sure the room is disinfected to make it comfortable and safe	0.932	0.374
72	Always wear a mask when you want to talk	0.913	0.374
73	Ensure all employees are in a healthy condition	0.889	0.374
74	Make sure the room has air ventilation	0.852	0.374
75	Always make sure the room is dry	0.889	0.374
76	Provide hand sanitizer in the room	0.906	0.374
77	Ensure that there is a place to wash hands in the room for employees to remain hygienic	0.999	0.374

Source: Data processed with SPSS (2022)

Based on the r table with a significance of 5% listed in Chapter 3. Then the r table value is 0.374. The Pearson correlation value for each statement (1-76) is greater than the r-table value (0.374), so all statements in the r-table are valid.

Table 2. Reliability test	
Cronbach's Alpha	N of Items
.997	77

Source: Data processed with SPSS (2022)

Based on the reliability test of 68 respondents, the Cronbach coefficient Alpha value was above 0.5 for the variable form of this survey. However, in this case, the Cronbach Alpha result was 0.997. Therefore it can be concluded that the results from Table 4.3 are reliable because the results from this are more than 0.5.

Table 3. Kruskal-Wallis Test

	Nilai
Kruskal-Wallis H	7.092
df	1
Asymp. Sig.	.008

Source: Data processed with SPSS (2022)

The Kruskal-Wallis Significance Test in this case shows a p-value of 0.008 as the result of the significance test. Therefore by carrying out the Kruskal-Wallis test, it can be seen that the p-value of 0.008 is less than  $\alpha = 5\%$  or 0.05 which indicates that H0 is unacceptable and shows no significant difference.

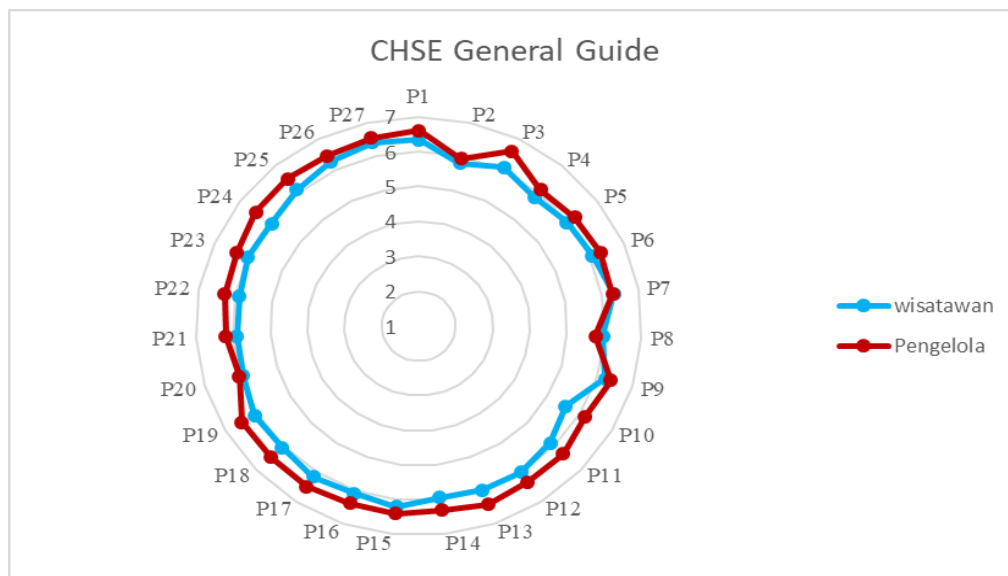


Figure 5. Panduan Umum CHSE/ CHSE General Guide  
Source: Data processed (2022)

Information:

- The people to be investigated: 1= Tourist; 2 = Administrator
- Scoring Scale: 1 = Strongly disagree; 2 = Disagree; 3 = Slightly disagree; 4 = Average; 5 = Somewhat agree; 6 = Agree; 7 = Strongly agree.
- Indicator: P1 = Facilitating tools and equipment for safety and security for tourists; P2 = Provide health and accident insurance for tourists; P3 = Updating any information from the central government and regional governments regarding Covid-19; P4= Provides information regarding body temperature; P5 = Ensuring that the body temperature checking device can work properly; P6 = Ensure that tourists have registered to care

for protect; P7 = Implement CHSE SOP (standard of procedure) for tourists; P8 = Checking body temperature should not be more than 37.3 degrees Celsius; P9= Providing online services; P10 = Provide a refund system for tourists who cannot enter tourist attractions, for reasons of health and safety to prevent tourists from being exposed to Covid-19; P11= Arrange tourist capacity to ensure there are no crowds; P12 = Implement visit management in the form of the number of people allowed; P13 = Tourist activities follow CHSE rules; P14= All parades must follow the existing CHSE protocol rules; P15= Facilitating online-based forms (online); P16 = Make/form a special team for handling emergencies; P17 = Coordinate with the nearest health service facility; P18 = Coordinate intensively with the Health Service and the Covid-19 task force; P19 = If a COVID-19 case occurs, immediately coordinate with the regional COVID-19 task force; P20= Using equipment and materials that are environmentally friendly so that they can be recycled, reduced, reused, and replaced; P21 = Ensuring the efficient use of water and sources of electricity, such as gas, to maintain a form of ecosystem balance and sustainability; P22 = Management of waste and liquid waste can be carried out in a thorough, healthy and environmentally friendly manner; P23 = Ensuring the location is still in a beautiful and comfortable shape in the physical environment; P24 = Monitoring the implementation of scouting and SOPs for the implementation of cleanliness at tourist sites; P25= Use of masks in certain places; P26 = Provide health and hygiene equipment; P27= Implement occupational health and safety.

### **Tourist and Administrator Perceptions of CHSE General Guide**

In this study, 2 significant actors benefited from the significance test. These actors were tourists and managers of each statement that had different results. Therefore the author as a researcher has examined the results of this study starting from the first statement, namely statements 1-27 regarding the CHSE General Guidelines. Many of the two actors, namely tourists, and managers, chose good with a score of 6. However, in this study, many of the two actors chose very well with a score of 7. In this case, there was a significant difference between actors ( $p\text{-value} = 0.008 < \alpha = 5\%$ ) from this it can be concluded that  $H_0$  cannot be accepted because the  $p\text{-value}$  is smaller than alpha ( $\alpha$ ) therefore the hypothesis ( $H_0$ ) is rejected. From the research results it has been found that most tourists understand general guidelines because this is a must for both parties to follow the CHSE rules because these rules are made for us as tourists and managers to take care of each other around people so they feel comfortable. Safe and comfortable. Therefore, in this case, we as tourists or managers must be able to encourage ourselves to apply this CHSE when

traveling. With this general guide, we can see what must be done and what cannot be done. In a similar study (implementation of CHSE) in Situ Gunung, Gunung Gede Pangrango National Park (Osman et al., 2023) stated that This indicated similarities in the thinking of each actor about the importance of CHSE management, especially at the point of organizing tourism. It should be noted that the point of tourism is where the tourists are gather to enjoy every attraction. Tourist attraction in a tourist destination; in which the direct effect needs to be observed, has a high potential for violations of social distancing, as there is a standard policy from the relevant government to avoid and/or crowds. For the managers themselves, various instructions from the Covid-19 Task Force and based on the existing CHSE guidelines forced them to prepare various facilities and equipment for covid-19 or CHSE protocols such as the placement of hand sanitizers and hand washing stations at certain points, the provision of trash bins every 100200 m on tourist routes and written appeals placed at certain points. However, these various existing facilities also need to be assisted by the placement of workers specifically assigned as the covid-19 protocol standby team to assist in disciplining each crowd of tourists or for other emergencies tasks. This practice is important to increase the sense of security and comfort of visitors traveling to tourists destinations, ultimately leading to high visitor satisfaction (Osman, *et all.*, 2023).

### Evaluation Area For CHSE

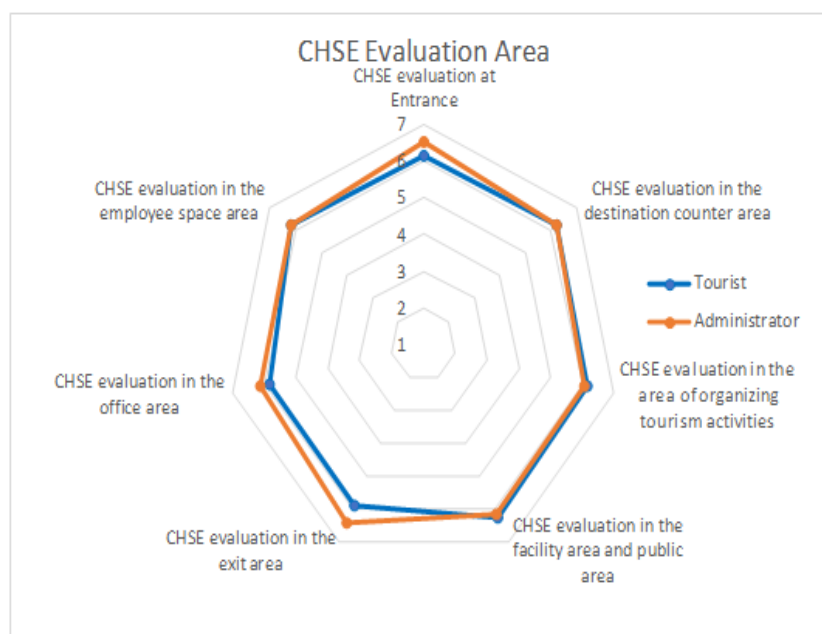


Figure 6. CHSE Evaluation Area  
Source: Data processed (2022)

Information:

- A. The people to be investigated: 1 = Tourist; 2 = Administrator
- B. Scoring Scale: 1 = Strongly disagree; 2 = Disagree; 3 = Slightly disagree; 4 = Average; 5 = Somewhat agree; 6 = Agree; 7 = Strongly agree.
- C. Indicator: P1 = CHSE evaluation at Entrance; P2 = CHSE evaluation in the destination counter area; P3 = CHSE evaluation in the area of organizing tourism activities; P4 = CHSE evaluation in the facility area and public area; P5 = CHSE evaluation in the exit area; P6 = CHSE evaluation in the office area; P7 = CHSE evaluation in the employee space area.

### **CHSE Evaluation at Entrance**

In this data, it is found that perceptions arise from the data the author obtained during research in the field. This is in this case related to evaluations in various areas. From the statements this time 1-7 of the criteria obtained, many of the two actors chose well with number 6. However, many of them also responded very well to number 7. From this research, we can see that the CHSE evaluation in these various areas is very good, but in this case, there is also a significant difference between the two sides ( $p\text{-value} = 0.008 < \alpha = 5\%$ ), therefore  $H_0$  cannot be accepted, this is because the  $p\text{-value}$  is smaller than  $\alpha$  ( $\alpha$ ). In this case, the CHSE at the entrance is the main thing for tourists and managers in seeing cleanliness before entering Dunia Fantasi, this has sides from both sides starting from the tourist side before entering they must check themselves, family, and friends that before entering Dunia Fantasi is in a healthy condition so that no one gets sick, then from the manager's side, you can arrange a line before entering Dunia Fantasi so that tourists who want to enter don't get crowded or collide, this goes to the CHSE section, namely Safety or security, in this case, the manager must arrange a line of tourists to stay lined up neatly.

### **CHSE Evaluation In The Destination Counter Area**

From the countless statements I got, there were very positive results. These results simply illustrate that CHSE implementation in Dunia Fantasi has been effective. The next statement was 1-7 regarding CHSE in the destination counter area from both parties, many of them chose well with a score of 6, which is good, but from the results I found, both parties chose very well with a score of 7. There is a Kruskal-Wallis test that shows a significant difference between the two actors ( $p\text{-value} = 0.008 < \alpha = 5\%$ ) therefore  $H_0$  cannot be accepted but  $H_1$  can be accepted. Many of the two actors voted well based on this criterion. Therefore, in the area of CHSE, CHSE implementation has been effective. This research is related to CHSE in the area of the destination

counter, both parties must check several important parts, such as tourists, they must be able to pay attention that they have purchased tickets online, then the manager must be able to check that all means of payment are functioning properly. To ensure that all visitors do not exceed the maximum number of visits, they must enter correctly. In this case, Dunia Fantasi has implemented a related level of visits when the ticket limit cannot be purchased.

### **CHSE Evaluation In The Area Of Organizing Tourism Activities**

In this data perceptions of both parties towards CHSE in the Area for Organizing Tourism Activities, Both Parties gave an almost similar answer. However, the two responses given by both parties still have a good meaning. However, from the results that the author has examined, many of the two parties chose a score of 6, which is good, then from this study, many of the two parties also chose a score of 7, which is very good, then with the Kruskal-Wallis test, it can be seen that there is a significant difference that is ( $p\text{-value} = 0.008 < \alpha = 5\%$ ) but from these results, it can be concluded that it cannot be accepted because the  $p\text{-value}$  is small compared to alpha ( $\alpha$ ). From the results that have been obtained, it can be concluded that CHSE in the area of organizing tourism activities can be classified as good. From this research, both parties must be able to maintain cleanliness and take care of themselves. If you can't ride the rides or get sick, you should not ride the rides because it will endanger you. In this case, there are two parts to the CHSE, namely health and safety. Dunia Fantasi itself has implemented this on information boards related to rides.

### **CHSE Evaluation In The Facility Area And Public Area**

In the research that has been conducted by the author at the research site, it is discovered that there is no data contained in this writing. Both sides of the response were found in this research to have an effective response. However, in this study, both parties had the same score, namely 6. From the research that the author has examined, it can be seen that both parties tend to choose the number 6, which is good, but many also choose very well, which is a score of 7 out of the Kruskal-Wallis test which has found that there is a significant difference with the results ( $p\text{-value} = 0.008 < \alpha = 5\%$ ) from the results in which it has been found that the  $p\text{-value}$  is smaller than alpha ( $\alpha$ ) therefore  $H_0$  can be it can be seen that it cannot be accepted but this also has  $H_1$  which is accepted. In this study, the two areas must be checked for cleanliness, such as in the dining area, must be checked for cleanliness because many visitors or tourists come to eat, but from the manager's point of view, they must be able to check that all tourists are in a safe place to eat. It must also be comfortable because in this case, tourists must be able to travel and add energy so they can return to their activities in the Dunia Fantasi.

### **CHSE Evaluation In The Exit Area**

Regarding the evaluation this time related to CHSE in the exit area, it can be seen that there is a relatively good score. This is the number 6, while not all of the two parties chose the number 7, which is very positive. From this research, it can be concluded that many of the two parties chose the number 6. This is positive from the Kruskal-Wallis test results.  $H_0$  is unacceptable because the p-value is smaller than alpha ( $\alpha$ ). Therefore, many statements regarding the CHSE in the exit area from both sides received a positive response. In this case, related to CHSE in the exit area both parties have things that must be checked again before leaving Dunia Fantasi apart from the item being checked, namely as tourists, we must be able to check the condition of ourselves and those closest to us to make sure they leave the World. Fantasy in a healthy state, in this case, is included in the CHSE section of health or health, but managers must be able to see the condition of tourists that they are in a safe condition because many tourists are not strong enough to ride the rides but they force to get on then they get sick when tourists feel it's not good that the manager has to check that the tourists are in good health.

### **CHSE Evaluation In The Office Area**

In this study, it was found that perceptions arose from the data the author obtained while researching at Dunia Fantasi. This data provides an overview of both parties, namely tourists and managers. Then from this research there are similarities to the scores that both parties have chosen, specifically with a score of 6 which is good then in this case there is the Kruskal-Wallis test where this can see a difference with the results ( $p\text{-value} = 0.008 < \alpha = 5\%$ ) but from the results that have been obtained that  $H_0$  cannot be accepted because in this case the p-value has a very low result compared to alpha ( $\alpha$ ). Therefore it can be concluded that both parties, namely tourists and managers, answered correctly, which was not a bad thing but rather adequate. The perception of both parties towards CHSE in the office area is that tourists can only see from the outside, so the room must look neat. Dunia Fantasi itself has done this. Outside there is a place to wash hands, but from the manager's point of view, it must be able to maintain cleanliness in the office room as it must look clean and have been disinfected throughout the room so that it remains clean and the manager must continue to ensure that air circulation in the room remains good so that everyone inside the office still feels safe and comfortable.

### **CHSE Evaluation In The Employee Space Area**

In this data, there are two parties, namely the first two parties tourists and the second is managers. According to the data that has been obtained from the field which takes from two sides, namely tourists and managers from the

research that the author has obtained, many of the two parties respond with a score of 6, which is acceptable, in this case, there is also a test that can detect significant differences, namely ( $p\text{-value} = 0.008 < \alpha = 5\%$ ) from these results there is an unacceptable  $H_0$  because the results obtained are lower than alpha ( $\alpha$ ) but  $H_1$  is acceptable. It can be seen that the data obtained regarding CHSE in the employee room can produce significant value. This result means that CHSE implementation in the employee room is effective. Related to CHSE in the employee's room, as tourists they can only view from the outside while in a neat condition so tourists will see that the conditions inside the employee's room are in a clean and comfortable condition. From the employee's point of view, they must be able to observe that the room has effective air ventilation and then ensure that there is a place to wash hands in the area around it so that employees remain in a hygienic condition.

Furthermore, the management of Dunia Fantasi in the future also needs to consider implementing tourism carrying capacity. This is useful to be very important which is not only to guarantee health and safety in traveling in the post-pandemic pandemic era, but is also useful for increasing tourist satisfaction, as well as protecting tourism resources from mass tourism penetration. In their study, Osman et al 2023 analyzed the implementation of CHSE in the Situ Gunung area of Gunung Gede Pangrango National Park where a relatively good implementation of CHSE (producing a score of 6) was carried out by the manager. However, to optimize tourist destinations in the normal tourism era, several strategies are needed to optimize tourist destinations, including: strengthening policies and implementing the CHSE protocol, and strengthening the application of tourism carrying capacity. Osman et al (2023) explained that the implementation of ecotourism carrying capacity was implemented by managers at TNGGP Situ Gunung, the benefits achieved were gaining the full trust of tourists to travel safely and comfortably and getting appreciation from various parties (especially the government).

## E. Conclusion

In general, it can be concluded that CHSE implementation in Dunia Fantasi is effective (score 6). As a result, the effectiveness of the implementation of CHSE in different existing tourism spaces (General Guidelines and Special Guidelines) in Dunia Fantasi is rated 6 or "good/positive." Meanwhile, if viewed based on stakeholder perceptions, the data shows that managers and tourists both give a score of 6 in various CHSE implementation spaces in Dunia Fantasi. From the results of the Kruskal-Wallis test, it was found that  $p\text{-value} = 0.008$  is smaller than  $\alpha = 5\%$ , indicating that  $H_0$  cannot be accepted but  $H_1$  can be accepted. This shows that there is no significant difference. Furthermore, the management of Dunia Fantasi in the

future also needs to consider implementing tourism carrying capacity. This is very important and is not only useful for ensuring health and safety in traveling in the pandemic-post-pandemic era but also useful for increasing tourist satisfaction, as well as protecting tourism resources from mass tourism penetration.

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