

# Implications of the Covid-19 Pandemic on Social Economic Aspects on Employees in Jambe Asri Tourism Attraction, Batubulan Village, Sukawati District, Gianyar Regency

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**Abstract:** The pandemic has caused various implications for employees at the Jambe Asri Agrotourism. Jambe Asri Agrotourism chose to continue operating during the pandemic in order to achieve employee welfare. In reality, it appears that the pandemic has had major implications for the welfare of employees, so it appears that most of the employees are unable to meet the needs of their families. The research method in this study uses qualitative data types. Data collection techniques in this study by means of observation, in-depth interviews, and documentation. The informant determination technique used is purposive sampling. The data analysis used is descriptive qualitative. Data analysis starts from observing social phenomena, categorizing, tracing and explaining categorization, explaining categorization relationships, and drawing general conclusions. Based on the results of the study, it can be seen that the implications of the pandemic on the socio-economic of employees at the Jambe Asri Agrotourism include three aspects, namely the social changes of employees at the Jambe Asri Agrotourism, the income of employees of the Jambe Asri Agrotourism, and the welfare of the employees of the Jambe Asri Agrotourism. In the aspect of social change, there are various positive implications caused by the pandemic. In terms of income, there are various adaptations felt by employees, starting from reducing employees, reducing income, and most employees looking for additional work to be able to meet the needs of their families. In terms of welfare, the income obtained from Jambe Asri and assisted by income from additional work is only able to finance the cost of children's education in one semester, and employees who take part in the health benefits cannot pay the costs of the health benefits that are participated in.

**Keywords:** Employees, Pandemic, Socio-Economic.

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## I. INTRODUCTION

Tourism is an instrument capable of optimizing the quality of environmental services, the quality of experiences for visitors, and the quality of life of local communities (Choi & Turk, 2011). Tourism is seen as a complex industry because it is closely related to other industries such as transportation services, travel agencies, accommodation, food and beverage services, entertainment and spa businesses. The development of services related to the tourism industry indirectly creates jobs for the community, which can be a positive value as a buffer for the community's economy. Tourism activities are very dependent on tourist visits and satisfaction, where it becomes a benchmark for the tourism industry that is developed to become sustainable tourism or what is known as sustainable tourism. Data from the Bali Province Central Statistics Agency shows that the highest tourist visits occurred in 2019 with a total of 16,820,249 tourist visits, with a growth of 11.44%. In the tourist visit table data, it can be seen that tourist visits experienced a very significant decline, which occurred in 2020, with a total of 5,665,630 visits, with a growth of -139.37%. The decline in tourist arrivals was not much caused by the COVID-19 pandemic which began to spread in early 2020. Recently, the Bali tourism industry has experienced a decline both in terms of the level of tourist visits and tourism activities, because there is a health issue, namely the Corona virus. Corona viruses are a large family of viruses that cause disease in humans and animals. In humans it usually causes respiratory tract diseases, from the common cold to serious illnesses such as Middle East

Respiratory Syndrome (MERS) and Severe Acute Respiratory Syndrome (SARS). The new type of Corona virus found in humans began with an extraordinary event that appeared in Wuhan, China in December 2019, later named Severe Acute Respiratory Syndrome Coronavirus 2 (SARS-COV2), and caused Coronavirus Disease-2019 (Kraus et al., 2020).

Based on information from the Indonesian Ministry of Health, like other respiratory diseases, COVID-19 can cause mild symptoms including runny nose, sore throat, cough, and fever. About 80% of cases recover without the need for special treatment. About one in every six people may develop severe illness, such as with pneumonia or difficulty breathing, which usually develops gradually. Since February 5, 2020, Indonesia has imposed travel restrictions to China in the form of a temporary suspension of flights to and from China. On March 5, 2020, Indonesia also imposed a ban on transit or entry to Indonesia for travellers who within the previous 14 days came from the following areas; Iran: Tehran, Qom, Gilan. Italy: Regions of Lombardy, Veneto, Emilia Romagna, Marche and Piedmont. South Korea: Daegu City and Gyeongsangbuk-do Province (kemkes.go.id, 2020).

The rise of issues related to the Corona Virus has caused a very significant decline in the tourism sector, especially Bali tourism, especially in terms of visits and tourist activities. In early April 2020, a Circular Letter (SE) from the Governor of Bali, Number: 730/7835/MP/BKD dated March 30, 2020, regarding follow-up guidelines related to preventing the spread of COVID-19 in the Bali Provincial government was applied, which the implementation of working at home/residence has been extended until April 21, 2020, and will be evaluated according to the development of the central and regional situation (Pemerintah Provinsi Bali, 2020). As a result, not a few foreign and domestic tourists temporarily cancel their intention to cancel tourism activities to Bali due to various rules that have been set by the government. Since the COVID-19 pandemic emerged, almost all individuals have experienced obstacles to lead a normal life due to the restrictions that need to be taken to prevent the transmission of the Corona Virus.

At the end of June 2020, there was a new regulation launched by the government, in accordance with the Decree of the Minister of Home Affairs, Number: 440 – 830 of 2020, concerning Guidelines for a Productive and Safe New Normal Order for Corona Virus Disease 2019 for State Civil Apparatus within the Ministry of Home Affairs. and Local Government. New Normal is a change in behaviour or habits to continue to carry out activities as usual but by always implementing health protocols in the midst of the COVID-19 pandemic. This government appeal recommends that humans can coexist with a virus that has claimed hundreds of thousands of lives worldwide (alodokter.com, 2020). From the New Normal that has been established, slowly people are able to carry out their activities and several tourist attractions in Bali choose to operate slowly with the implementation of very strict health protocols. The operation of tourist attractions is carried out in order to be able to overcome the implications for the economy that are felt for the community during the COVID-19 pandemic.

Bali has various tourist attractions, one of which is the Jambe Asri Agrotourism tourist attraction in Batubulan Village, Sukawati District, Gianyar Regency. Jambe Asri Agrotourism chose to start operating again in early August 2020, the opening of the Jambe Asri Agrotourism tourist attraction, of course, has thought carefully about implementing very strict health protocols, aiming to break the chain of spreading the Covid virus. There is a purpose in operating the Jambe Asri Agrotourism tourist attraction, seeing the socio-economic implications that are felt for employees who work at the Jambe Asri Agrotourism tourist attraction. From the opening of the Jambe Asri Agrotourism tourist attraction during the pandemic, only 10 employees were assigned to work out of 43 total employees before the pandemic. This is due to the low number of tourists visiting. Socio-economic is the position or position of a person in a community group which is determined by the type of economic activity, education and income. During the Covid-19 pandemic, society experienced a change in their social and economic conditions. BPS recorded that the number of unemployed in Indonesia was recorded at around 6.88 million people in February 2020. This means that if there is an increase of four to five million people, then the number of unemployed can reach more than 12 million people by the end of 2020. Quoted from International news. The United Nations (UN) reports on the impact of the coup and Covid-19 in Myanmar forcing nearly half the country's population into poverty by 2022. Analysis from the United Nations Development program warns that if the security and economic situation is not stable, as many as 25 million people can live in poverty by 2022. This figure is about 48 percent of the total population in the country.

## **II. LITERATURE REVIEW**

According to the theory coined by Talcott Parsons, it is explained that social change efforts must begin with a study of social structure first. Social structure can be defined as a social order or arrangement that forms social groups in society that can be arranged vertically or horizontally, or it can also be defined as what society wants organized in predictable

relationships through repetitive patterns and behaviours between individuals and between groups in society. A more important process to achieve the goals of Parsons' view refers to his progress on the dynamics that occur in the social system as part of the social structure. Parsons provides four functional requirements that must be met by the social system, which is abbreviated (AGIL) (Saebani, 2016:121). The four requirements are as follows:

1. **Adaptation** refers to the necessity for social systems to deal with their environment. There are two dimensions that occur in this adaptation process, namely: (a) there is an adjustment of the system to the harsh "reality demands" that cannot be changed; inflexible that come from the environment or in Parsons' language are referred to as "conditions of action" that cannot be changed; (b) there is a process of "active transformation of the situation", which includes the use of manipulated aspects of the situation as a means to an end.
2. **Goal Attainment** is a functional requirement that asserts that the action is directed at personal goals, but rather the common goals of the members of the social system. This function states that the achievement of goals is a kind of action that is intrinsically satisfying by following preparatory adjustment activities. According to the Means-and schema, this achievement is the goal, while the adjustment activities that have taken place previously are the means to realize this goal. At the individual and social system level there are various desirable goals. Thus, the functional requirements for achieving goals involve making decisions regarding the priority of the many goals.
3. **Integration** is a requirement related to the interrelation between members and the social system. For a social system to function effectively as a unit, there must be a degree of solidarity among the individuals included in it. Integration issues refer to the need to ensure that the emotional bonds sufficient to produce solidarity and willingness to cooperate are developed and maintained. These emotional bonds should not depend on benefits received or contributions made to the attainment of individual or collective goals. Otherwise, social solidarity and willingness to cooperate will be much shakier in nature, because they are based solely on self-interest.
4. **Latent Pattern Maintenance**, the concept of latency indicates the cessation of interaction. Members in the social system experience fatigue and boredom and are subject to other social systems directly involved. Therefore, all social systems must be on guard if at any time the existing system is chaotic and its members no longer act or interact as members of the system outside of the system. The commitment of the members must be fostered by interactive meetings through various ceremonial rituals or various motivational impulses that maintain cultural patterns in the latent system.

### **III. RESEARCH METHODS**

This research was conducted at the Jambe Asri Agrotourism tourist attraction, Batubulan Village, Sukawati District, Gianyar Regency. Geographically, the tourist attraction of Jambe Asri Agrotourism. The selection of the Jambe Asri Agrotourism tourist attraction as the location of this research is due to its strategic location, located in a border area that tends to be crowded, the location of the Jambe Asri Agrotourism attraction is one of the accesses to the Ubud tourism area, and Jambe Asri Agrotourism chose to stay operating due to considering the social, economic, and welfare of employees during the COVID-19 pandemic. The scope of the research is an attempt to clarify the boundaries of the scope of the problem, so that the aspects of the data in this research become clear. The limitations used in this study include:

1. The existing condition of the Jambe Asri Agrotourism tourist attraction in Batubulan Village, Sukawati District, Gianyar Regency, the direction of the data leads to: The existing condition of tourist visits of Jambe Asri Agrotourism tourist attraction; Existing condition of tourist attraction Jambe Asri Agrotourism; Jambe Asri Agrotourism tourist attraction tourist facilities; Promotion of the management of Jambe Asri Agrotourism tourist attraction.
2. The implications of the COVID-19 pandemic on the socio-economic status of employees at the Jambe Asri Agrotourism tourist attraction, Batubulan Village, Sukawati District, Gianyar Regency, the direction of the data is: Social changes for Jambe Asri Agrotourism tourist attraction employees, Batubulan Village; Employee income Jambe Asri Agrotourism tourist attraction, Batubulan Village; Employee Welfare, Jambe Asri Agrotourism, Batubulan Village.

The data collection technique used is Observation; Interview; Documentation. The technique of determining informants in this study is using purposive sampling. Purposive Sampling is a technique for determining informants according to the selected criteria that are relevant to the research problem. The informants selected in this study were Jambe Asri Agrotourism tourist attraction managers and Jambe Asri Agrotourism tourist attraction employees. The analytical technique used in this study is a qualitative descriptive analysis strategy

#### **IV. RESULTS AND DISCUSSION**

##### **Existing Conditions of Tourist Visits**

Tourist visits are very important for a tourist attraction; the number of tourist visits can cause various growths in the important components of a tourist attraction. A negative issue can cause a decrease in tourist visits to a tourist attraction. Tourist visits at the Jambe Asri Agrotourism tourist attraction experienced a very significant decline, one of the factors causing it was the issue of the Corona virus which began to spread since the beginning of 2020. From the results of the study, it was found that the Jambe Asri Agrotourism tourist attraction chose to continue operating in the future. During a pandemic, tourist visits are very dynamic. The manager of the Jambe Asri Agrotourism tourist attraction explained that, during the pandemic period from the end of 2020 to April 2021, when viewed from a percentage, it was seen that there were only 15% of tourist visits from normal times before the COVID-19 pandemic. Considering that international flights are not yet fully open, the characteristics of tourists who are targeted are more towards domestic tourists.

##### **Existing Conditions of Tourist Attractions**

Attractions or tourist attraction objects are a significant component in attracting tourist arrivals. Things that can be developed into tourist attractions are called capital or tourism resources (Suwena et al., 2010:88). The tourist attraction of Jambe Asri Agrotourism utilizes artificial attractions in terms of attracting tourists to visit. In this study, tourism attractions will be described through three definitions of the concept of tourism activities. The three parts are something to see, something to do, and something to buy.

1. Something To See (something that tourists can see). Jambe Asri Agrotourism presents a unique view for visiting tourists. Tourists will be spoiled by the green scenery of the coffee plant and the uniqueness of the weasel, a nocturnal animal that is very rare to find in the wild.
2. Something To Do (something tourists can do). Jambe Asri Agrotourism offers a variety of activities that tourists can do during their visit, apart from enjoying coffee and tea. There are several additional activities provided at the Jambe Asri Agrotourism, namely Enjoying Coffee and Tea Testing, Swing, Flying Fox and Taking Pictures
3. Something to Buy (something tourists can buy). Jambe Asri Agrotourism provides a special shop that provides a total of 14 types of beans and coffee and tea powder. In addition to enjoying coffee directly at a predetermined rate, tourists who want to buy coffee beans and powders and tea can directly buy in the shop. In the shop, there are not only coffee and tea beans and powders available, in the shop there are also several types of processed chocolate, as well as body care equipment in the form of body lotion, soap, face mask, body scrub, and perfume made from organic ingredients.

##### **Jambe Asri Agrotourism Tourism Facilities**

Facilities are facilities and infrastructure that support the operation of tourist attractions to accommodate all the needs of tourists, not directly encouraging growth but developing at the same time or after the attraction develops. In this study, tourism facilities at the Jambe Asri Agrotourism tourist attraction are divided into two parts, namely the main facilities and supporting facilities.

1. The main facilities are facilities that are needed and felt very necessary as long as visitors are in a tourist attraction, while the main facilities available at the Jambe Asri Agrotourism tourist attraction are: blank hall, and the provision of shops.
2. Supporting facilities, are facilities that complement the main facilities where supporting facilities are needed by tourists when they are in a tourist attraction, as for the supporting facilities available at the Jambe Asri Agrotourism: rest areas, public toilets, places of worship, tourist handlers or guides, parking lots, and provision of wifi.

##### **Jambe Asri Agrotourism Promotion**

Promotion is one of the variables in the marketing mix that is very important to be implemented by companies in marketing their products or services. In order for the promotion to run effectively, the company must develop a strategy in marketing its products. With regard to promotion, it will be related to various activities and models that have various elements that can be combined, this condition is called promotional media (promotional mix). Promotional mix is the best combination of strategies from advertising variables, personal selling and other promotional tools, all of which are planned to achieve goals. The promotion carried out by the Jambe Asri Agrotourism is by using printed media in the form of brochures. Jambe Asri Agrotourism has marketing staff to promote Jambe Asri's tourist attraction to freelance guides.

Over time, Jambe Asri Agrotourism utilizes social media and websites to carry out promotions so that it can be reached by a wider market. Jambe Asri Agrotourism does not cooperate with travel agents because it does not want to be bound by rules that are felt to only benefit one party. Jambe Asri prefers to collaborate with freelance guides only. Based on the results of the study, it was shown that during the pandemic there were no special promotions carried out by the Jambe Asri Agrotourism, but social media and websites remained active. Jambe Asri Agrotourism applies a waiting system rather than picking up the ball. During the pandemic, the targeted tourists are more domestic tourists. There is no reduction in prices for goods, but Jambe Asri Agrotourism will provide discounts to tourists who shop more than the minimum nominal spending determined by the tourist attraction of Jambe Asri Agrotourism.

**Implications of the COVID-19 Pandemic on Socio-Economic Employees at Jambe Asri Agrotourism**

The implications of the COVID-19 pandemic on the socio-economic employees at the Jambe Asri Agrotourism tourist attraction will be described through three important aspects in this study, namely, the social changes of employees at the Jambe Asri Agrotourism tourist attraction, the income of employees of the Jambe Asri Agrotourism tourist attraction, and the welfare of the employees of the Jambe Asri Agrotourism tourist attraction. Jambe Asri Agrotourism tourist attraction. Previously, the author will describe the application of structural functional theory (AGIL). Based on the results of the study, the AGIL matrix was obtained as follows.

**Matrix 4.1. Structural Functional (AGIL)**

Variable	Indicator	
	Management/Owner	Employee
Adaptation	Various new rules are set by the manager during the pandemic. The goal is for Jambe Asri to continue operating and to help the employees' economy.	Employees try to follow the rules set by management when working during a pandemic. It seems that most of the employees are looking for additional work.
Goal Attainment	Management is able to maintain Jambe Asri to continue operating during the pandemic. So it can help a little the economy of employees.	The operation of Jambe Asri during the pandemic can help the employee's economy a little. The additional work done can help meet needs during the pandemic.
Integration	Management is able to coordinate well so that Jambe Asri can survive during the pandemic.	Employee loyalty causes Jambe Asri to survive during the pandemic.
Latency	Management is able to maintain the motivation and spirit of individual employees to be able to fight together during the pandemic.	The high motivation and enthusiasm of the employees caused Jambe Asri to be able to survive during the pandemic.

Source: Research Results, 2021

Based on the AGIL matrix, it can be explained that Jambe Asri Agrotourism chose to continue operating during the pandemic. There are various new rules set by the management or owner of the Jambe Asri Agrotourism tourist attraction, namely establishing shortening of working hours, determining that most employees are laid off, applying a rolling work system, reducing employee income, no giving holiday allowances or THR for employees who are unemployed. can still work. Through several adaptations made, the management was able to maintain Jambe Asri Agrotourism to continue operating during the pandemic. Management is able to coordinate each system well, so as to maintain Jambe Asri Agrotourism to operate during the pandemic. Management is able to foster a sense of enthusiasm and motivation from employees so that they can fight together to maintain Jambe Asri Agrotourism during the pandemic. Various new rules set by management for employees during the pandemic, employees try to follow the rules that have been set. The operation of Jambe Asri Agrotourism during the pandemic can help the employee's economy a little. The loyalty of employees to their work causes Jambe Asri Agrotourism to be able to survive during the pandemic, even though the various rules that have been set greatly affect the welfare of employees. The motivation and enthusiasm to work from each individual employee causes Jambe Asri Agrotourism to survive during the pandemic.

**Social Changes**

The social change referred to in this study is a phenomenon regarding the implications of the COVID-19 pandemic that affects patterns of changes in attitudes or behavior among groups of employees (Baum & Hai, 2020) at the Jambe Asri

Agrotourism tourist attraction. The tourist attraction of Jambe Asri Agrotourism sets a new rule during the pandemic, there is a regulation that most employees will be laid off. Of the total employees at the Jambe Asri Agrotourism tourist attraction, only 10 employees can be employed during the pandemic. Employees who are still able to work during the pandemic are dominated by individuals from local communities whose homes are not far from Jambe Asri Agrotourism. According to the results of research conducted, it appears that the interaction of employees with local communities is very good. It can be seen that all employees are greeting each other between the community and exchanging information about a topic being discussed. There are several important factors that lead to good interactions between employees and the local community, namely, because employees who are still able to work during the pandemic are dominated by individuals from the local community. So that the familiarity of employees with the community will automatically be established without a deep adjustment.

Good interactions are carried out aimed at fostering the impression of friendliness of employees in the view of the surrounding community so that mutual respect for each other grows. Even if it's just a greeting by greeting and just asking for news, this will be an added value to the positive view of the community towards employees at Jambe Asri Agrotourism. When there is a series of religious ceremonies at the temple which is located in the tourist attraction area of Jambe Asri Agrotourism, the party from the tourist attraction of Jambe Asri Agrotourism always participates in its implementation by helping to donate to the temple. The donation is expected to become a symbol of respect for the community because the tourism activities carried out are often in direct contact with the social life of the community around the Jambe Asri Agrotourism tourist attraction area.

The results of the study indicate that a harmonious relationship exists between employees and their superiors, it is often seen that superiors give directions to employees who are wrong in carrying out their work. The directions given by superiors are delivered patiently, so that employees feel that they are really well nurtured. This can increase employee loyalty to carry out their work wholeheartedly, without feeling pressured. There is assistance provided by superiors to employees who experience disasters, with the aim of being able to help with costs during the treatment process. The assistance provided is in the form of money.

During the pandemic the tourist attraction of Jambe Asri Agrotourism chose to continue operating. During the pandemic, employees continue to try to provide the best quality service to tourists visiting the Jambe Asri Agrotourism tourist attraction. Communicative interaction is still carried out because the task of the employee is to provide services so that tourists feel satisfied with the services provided when traveling at the Jambe Asri Agrotourism tourist attraction. Providing information is very important when tourists visit, because there are unique tourism activities related to education, so it is important for employees to provide explanations about the activities being carried out. From every service provided, there is a very strict application of health protocols, namely wearing masks and maintaining a distance between employees and tourists.

During the pandemic, employee interactions between employees tend to occur more frequently, due to fewer tourist visits. Automatically more time to interact with each other, compared to conditions before the pandemic occurred. To fill the boredom while waiting for tourists, employees often use it to have conversations between fellow employees. In interacting there has never been a gap between employees, both from senior employees and new employees. All employees blend well and complement each other's shortcomings. There is no significant competition seen between employees while working, because there are already tight technicalities that take place during work. So that each employee gets equal rights. There is an initiative from fellow employees to provide assistance to individual employees who experience disasters. Fellow employees make voluntary contributions collected from several employees. During the pandemic, between employees who can still work and employees who are laid off still interact, it is seen that employees often ask about their colleagues through their whatsapp group. During the pandemic, it was seen that several employees often held meetings at certain times in designated places. The existence of a decision from superiors regarding employees who must be laid off causes a little social jealousy, there are some employees who ask questions about the criteria for employees who can still work and what are being laid off. Given the current pandemic conditions, most of the individual employees understand the decisions made by the owner and hope that one day they can be re-employed.

### **Employee Income Jambe Asri Agrotourism**

Income is the income from the results of one's business in one month or more and is used to meet daily needs, both individual and family needs. Prior to the pandemic, Jambe Asri Agrotourism's tourist attraction used a sales percentage system to determine employee income during work in one month. This means that employee income is highly dependent

on tourist visits who shop at the Jambe Asri Agrotourism tourist attraction. Based on the results of the interview, before the pandemic occurred the division greatly affected income. There are two types of systems for determining revenue in a division. Revenue from the cashier, parking, service and testing divisions is determined by the percentage of sales of Jambe Asri Agrotourism tourist attractions globally, while the revenue from the handler division is determined through the percentage system of sales earned by each individual. This means that the more sales achieved, it will affect the percentage increase in income to be obtained. Before the pandemic, the average global employee income was IDR. 2,500,000 in one month. Especially for the handler division, the more sales results are achieved, the income will continue to increase. Before the pandemic, the handler team could get an income of IDR. 3,500,000 per month through the additional percentage earned from the sales achieved.

Before the pandemic, the working hours of employees during work in one day were eight hours. During the pandemic, there was a shortening of working hours that was imposed at the Jambe Asri Agrotourism tourist attraction. During the pandemic, employees work seven hours a day. The pandemic caused most of the employees to be laid off, from 43 employees only 10 employees were still able to work during the pandemic. During the pandemic, a rolling system was implemented at work, which means that 10 employees who are still able to work cannot work full time in one month. Each individual employee in the parking, handler, and testing divisions can only work six times a month, while individuals in the cashier and service division can only work 10 times a month. During the pandemic, there was a very significant reduction in income. Because during the pandemic the division has no effect on employee income. The daily income of employees during the pandemic is IDR. 25,000 in one day. If it is estimated in one month, the employee's income is only IDR. 150,000 for the parking, handler, and testing divisions, because each individual employee can only work six times a month. As for the cashier and service division, the income earned in one month is IDR. 250,000, because each individual employee can only work 10 times in a month. Before the pandemic there was a bonus or holiday allowance given during Galungan and Nyepi Days in the form of IDR. 250,000 during Galungan Day, and as much as IDR. 150,000 on Nyepi Day. During the pandemic, there is no monetary allowance given to employees who are still working at Jambe Asri Agrotourism.

The income earned by employees while working at the Jambe Asri Agrotourism tourist attraction during the pandemic cannot be sufficient to support the basic needs of the family. During the pandemic, most of the employees who are still working have other income derived from the results of additional work done while on vacation from Jambe Asri Agrotourism. There are several types of additional work carried out by employees, namely buying and selling online, trading, electricity, and other odd jobs. The purpose of doing additional work is to be able to get additional income to meet the needs of the family during the pandemic.

### **Employee Welfare**

Employee welfare is one of the goals to be achieved in the business world, be it entrepreneurs, workers themselves or government agencies whose main task is managing human resources and other parties from private institutions, especially in the tourism sector. Welfare is the main target regardless of any system and technology used in the production process. Employee welfare depends on each individual. One that affects the welfare of employees is the income received during work. In this study, it is shown that the existence of a pandemic greatly affects the welfare of employees who work at the Jambe Asri Agrotourism tourist attraction, especially employees who are married. The existence of a pandemic has resulted in the level of tourist visits dropping drastically in the tourist attraction of Jambe Asri Agrotourism. So that the income of employees has decreased very significantly. Reducing income causes employees to be able to manage daily expenses as well as possible so that the income earned can support the needs of their families, even though the income earned during work is very less. There are two indicators that are seen to determine the implications of the COVID-19 pandemic on the welfare of employees at the Jambe Asri Agrotourism tourist attraction, namely: the effect on education, and health.

The results showed that in the education aspect, employee income obtained from working for one month at the Jambe Asri Agrotourism tourist attraction and assisted from income obtained from additional work caused employees, especially employees who were already married, to only be able to cover the cost of their children's education in one semester. There are several important aspects that cannot be met from the income earned while working for one month at Jambe Asri Agrotourism, namely not being able to provide facilities for children who are taking online classes. In addition to the education aspect, the health aspect is also affected. The results showed that, the level of income affects the health of employees. The health referred to in this study is about health insurance, health is very important for everyone, especially

during a pandemic, every individual is required to have a healthy lifestyle in order to avoid the Corona virus. The tourist attraction of Jambe Asri Agrotourism cannot provide health benefits such as BPJS Kesehatan to employees both before and after the pandemic. The results showed that most of the employees took the initiative to register their families personally to take part in the Indonesian national health insurance called BPJS Kesehatan because they felt it was very important during urgent conditions. The employee income earned from working at the Jambe Asri Agrotourism tourist attraction and assisted by the income obtained from additional work cannot be sufficient to cover the payment of the BPJS Kesehatan administration costs that are followed, because there are other more pressing needs. As a result, most employees prefer to delay administrative payments from BPJS Kesehatan which are followed for an unpredictable time. So the implications of the COVID-19 pandemic on the socio-economic status of employees at the Jambe Asri Agrotourism tourist attraction have a very big impact, causing employees to be not prosperous. Although most employees get additional income from other work they do, this income cannot cover most of the family needs of each individual employee during the pandemic.

## V. CONCLUSION

The results of the study show various descriptions of the existing condition of the Jambe Asri Agrotourism tourist attraction which includes, a very significant decrease in tourist visits, the results of the study explain that there are only 15% of tourist visits during the pandemic. There are various types of tourist attractions provided by the Jambe Asri Agrotourism tourist attraction, ranging from seeing civets, observing coffee plants, seeing the processing of coffee beans, enjoying coffee and tea, playing swing, playing flying fox, and shopping in stores. There are various facilities provided to support the needs of tourists during their trip. Special promotions are not carried out during the pandemic, Jambe Asri Agrotourism is more likely to wait for freelance guide partners who take tourists. The implications of the COVID-19 pandemic on the socio-economic employees of Jambe Asri Agrotourism's tourist attraction have caused various adaptations to employee social changes, resulting in shortening of working hours, causing most employees to be laid off, a rolling work system was implemented for employees who can work during the pandemic, reduced income. , there is no provision of THR, the reduction in income causes most individual employees to look for additional work, the reduction in income greatly affects the welfare of employees, it can be seen that employees cannot meet the educational needs of their children to the fullest, from the results of the study it was found that most of the employees who took part in BPJS Kesehatan (Indonesia Health Insurance) were unable to pay the montly fees. So the implications of the COVID-19 pandemic on the socio-economic status of employees at the Jambe Asri Agrotourism tourist attraction have a very big impact, causing employees to be not prosperous. Although most employees get additional income from other work they do, this income cannot cover most of the family needs of each individual employee during the pandemic.

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