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# COMPARATIVE STUDY OF CHSE INFORMATION SYSTEM VOICE PLAYER PROTOTYPE IN TOURIST DESTINATIONS TO CREATE TOURIST SATISFACTION

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## Abstract.

Indonesian tourism still needs to improve in terms of developing quality tourism, namely, low destination management, suboptimal tourism services, and low human resource capacity. This study aims to determine whether to conduct a prototype trial and produce a CHSE health protocol sound player in the East Java tourism industry as an Information to create trust and satisfaction and increase tourist visits. Research Method: The CHSE Information System prototype trial was conducted at East Java tourist destinations as a prototype trial site to create tourist trust. This tool was tested on 398 tourists. The study results showed that satisfaction and trust values are interrelated. The CHSE Information System prototype trial results, conducted at East Java tourist destinations as a trial site, showed a difference between the two groups. The first group, namely tourist attractions that use CHSE loudspeakers, has higher Satisfaction and Trust values for tourists than the second group, namely those that do not use CHSE loudspeakers. This study clarifies the Spillover Theory and the Destination Social Responsibility Perspective. Making tourists behave positively, communally, and proactively so that environmentally conscious behavior occurs is important in handling traumatic events for tourists after COVID-19.

**Keywords:** Prototype of Voice Player Device, CHSE, Tourist Destination, Tourist Satisfaction

## 1. Introduction

Tourist destinations are popular locations that attract visitors from all over the world. While these destinations offer unique experiences and opportunities to explore, it is important to consider the health and safety risks that may be present (Leiper, 1990). From natural disasters to accidents and illnesses, being aware of potential hazards and taking the necessary precautions can help ensure a safe and enjoyable trip for all travelers. In this paragraph, we will discuss the specific health and safety considerations that should be considered when visiting a tourist destination.

One major factor to consider is the level of healthcare available in the area. Some tourist destinations may have limited access to quality healthcare, so travelers should research local hospitals and clinics before their trip. One major factor to consider in medical tourism is the level of healthcare available in the area. Patients may travel to exotic locations for healthcare because of the opportunity to vacation in luxurious surroundings and receive care that may be unavailable or limited in their own country. The affordability of healthcare abroad is often



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related to the economic status of the destination country, with costs reflecting the country's GDP per capita. Concerns have been raised about the potential impact of medical tourism on residents of the destination country, as the revenue generated may only sometimes benefit local healthcare access (Crooks et al., 2010). In addition, it is important to be aware of potential diseases or health risks in the area, such as malaria or foodborne illnesses, and take necessary precautions, such as vaccinations or medications. By being proactive and informed about health and safety issues, tourists can be better prepared for unexpected situations during their visit to a tourist destination (Horowitz et al., 2007).

Travelers should also pack a basic first aid kit with bandages, antiseptic wipes, and over-the-counter medications. Travelers should also ensure they have travel insurance covering medical emergencies if they need treatment abroad. By taking these precautions and being prepared, travelers can enjoy their trip with peace of mind, knowing they are well-equipped to handle any health issues.

However, even with careful preparation and precautions, unforeseen circumstances can still arise. For example, travelers may experience a medical emergency in a remote location with limited access to medical facilities or assistance. In such cases, having travel insurance may not be enough to address the situation's urgency, highlighting the importance of researching and understanding the healthcare infrastructure in your destination before you travel.

Providing accurate and up-to-date health and safety information through various media platforms is essential to ensuring traveler satisfaction (Gretzel et al., 2012). Travelers rely on this information to make informed decisions about their travel, including selecting destinations, planning activities, and taking necessary precautions. By having access to reliable sources of information, travelers can be better prepared for potential health risks and emergencies, ultimately enhancing their overall travel experience. In addition, having comprehensive health and safety resources available can also contribute to travelers' sense of security and peace of mind, allowing them to enjoy their time away from home fully. Travelers rely on various information sources such as maps, schedules, and adaptive route options to make informed decisions about their travel. Travelers' level of involvement, experience, knowledge, and preferences also play a significant role in the decision-making process (Hall, 1983).

For example, knowing what medications are recommended for a particular destination can help travelers avoid illnesses disrupting their trip. Likewise, knowing safety tips and emergency contacts in a foreign country can provide security in an unexpected situation. Overall, having access to reliable health and safety information can make a significant difference in the enjoyment and success of a traveler's trip.

In addition to health and safety resources, having access to travel insurance can also provide peace of mind for travelers. In the event of an unforeseen circumstance, such as a trip cancellation, lost luggage, or medical emergency, travel insurance can help cover the costs and reduce stress. By investing in travel insurance, travelers can protect themselves financially and focus on making the most of their trip without worrying about potential risks. Additionally, staying informed about travel advice and updates from reputable sources can help travelers stay prepared and make informed decisions when exploring a new destination. Travel insurance can provide travelers peace of mind by covering medical care, accidents, or even medical evacuation costs. It can also help with organizing and coordinating in an emergency. However, it is important to note that travel insurance may not cover incidents caused by alcohol or drugs. Therefore, seeking advice on insurance policies before traveling is advisable to ensure coverage.



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Awareness of potential risks and taking the necessary precautions can go a long way toward a safe and enjoyable travel experience. Researching a destination and understanding potential hazards or concerns is important before embarking on a trip. By staying informed and being proactive, travelers can minimize the chances of encountering problems and ensure a smooth journey. Planning and preparing for any situation can lead to a more enjoyable and stress-free travel experience.

The purpose of this study is to conduct a prototype trial and produce a CHSE health protocol audio player in the East Java tourism industry as an information media to create trust and satisfaction, increase tourist visits, and examine the importance of travel safety and preparedness in order to improve a positive and satisfying travel experience. By analyzing various factors contributing to travel safety, such as destination research, risk assessment, and emergency preparedness, this paper aims to provide valuable insights and recommendations for travelers who want to improve their travel experience. Through a comprehensive review of existing literature and personal experiences, this research paper will highlight the importance of proper planning and precautions in ensuring a safe and enjoyable trip. In addition, this paper will explore the potential benefits of travel safety awareness in increasing greater confidence and empowerment among travelers, ultimately leading to a more satisfying and enriching travel experience.

Current Issues in Health and Safety Information Media include the lack of easily accessible information for travelers. Understanding local customs and laws can also put travelers at risk of breaking the rules or inadvertently offending locals. The need for standardized safety guidelines and regulations across countries can further complicate the planning process for travelers. Misinformation and conflicting advice from multiple sources can confuse travelers and lead to unsafe decisions. The need for standardized safety guidelines and regulations across countries can further complicate the planning process for travelers.

Only accurate or updated information spread by untrustworthy sources can lead to clarity and potentially dangerous situations for travelers. Travelers must research their destinations thoroughly, consult official sources, and use reputable travel websites to ensure they have accurate and up-to-date information before embarking on their journey. Additionally, seeking guidance from a local expert or tour guide can provide valuable insight into unfamiliar customs and laws, ultimately enhancing the overall travel experience and ensuring a safe and enjoyable trip.

Language barriers for international travelers can also be challenging when communicating with locals and navigating unfamiliar environments. Travelers need to learn basic phrases in the local language or bring a translation app to help bridge the gap. Additionally, being respectful and patient when communicating with non-English speakers can go a long way in fostering positive interactions and building relationships with the local community. By proactively overcoming language barriers, travelers can enhance their cultural experiences and maximize their time abroad.



## 2. Results and Discussion

Test Analysis: Try Prototyping and Production of a Sound Player with a T-Test

Table 1. Group Statistics

	ALat_PS	N	Means	Standard Deviation	Standard Error of the Mean
Believe	1.00	398	4.2638	.87406	.04381
	2.00	398	2.8920	1.42163	.07126

### Group:

- 1 (Tourist attractions that use CHSE loudspeakers)
- 2 (Tourist attractions that do not use CHSE loudspeakers)

Table 2. Group Statistics

		Independent Samples Test								
		Levene's Test for Equality of Variances		t-test for Equality of Means						
		F	Sig.	t	df	Sig. (2-tailed)	Mean Difference	Std. Error Difference	95% Confidence Interval of the Difference	
									Lower	Upper
Kepercayaan	Equal variances assumed	113.595	.000	16.400	794	.000	1.37186	.08365	1.20766	1.53606
	Equal variances not assumed			16.400	659.615	.000	1.37186	.08365	1.20760	1.53611

The results of the Independent Sample t-test showed significant differences in the levels of Satisfaction and Trust between the groups of prayers described. For the Satisfaction variable, the t-statistic value of 19.336309866594657 with a p-value of 1.4716828905064242e-68 indicates that the difference between the two groups is statistically significant. The average Satisfaction in Group 1 is 4.384422110552764, while in Group 2, it is lower, 2.8165829145728645. Similar things are seen in the Trust variable, with a t-statistic of 16.399737001169658 and a p-value of 2.8290292668907803e-52, also showing a significant difference. The average Trust in Group 1 is 4.263819095477387, while in Group 2, it is only 2.891959798994975. This data shows that Group 1 has a much higher satisfaction and trust than Group 2.

Interpretation Results: Satisfaction and Trust Values, p-value is very low, indicating a statistically significant difference between the two groups. Group 1 (Tourist attractions that use CHSE loudspeakers) has a higher average value for Satisfaction and Trust than Group 2 (Tourist attractions that do not use CHSE loudspeakers).

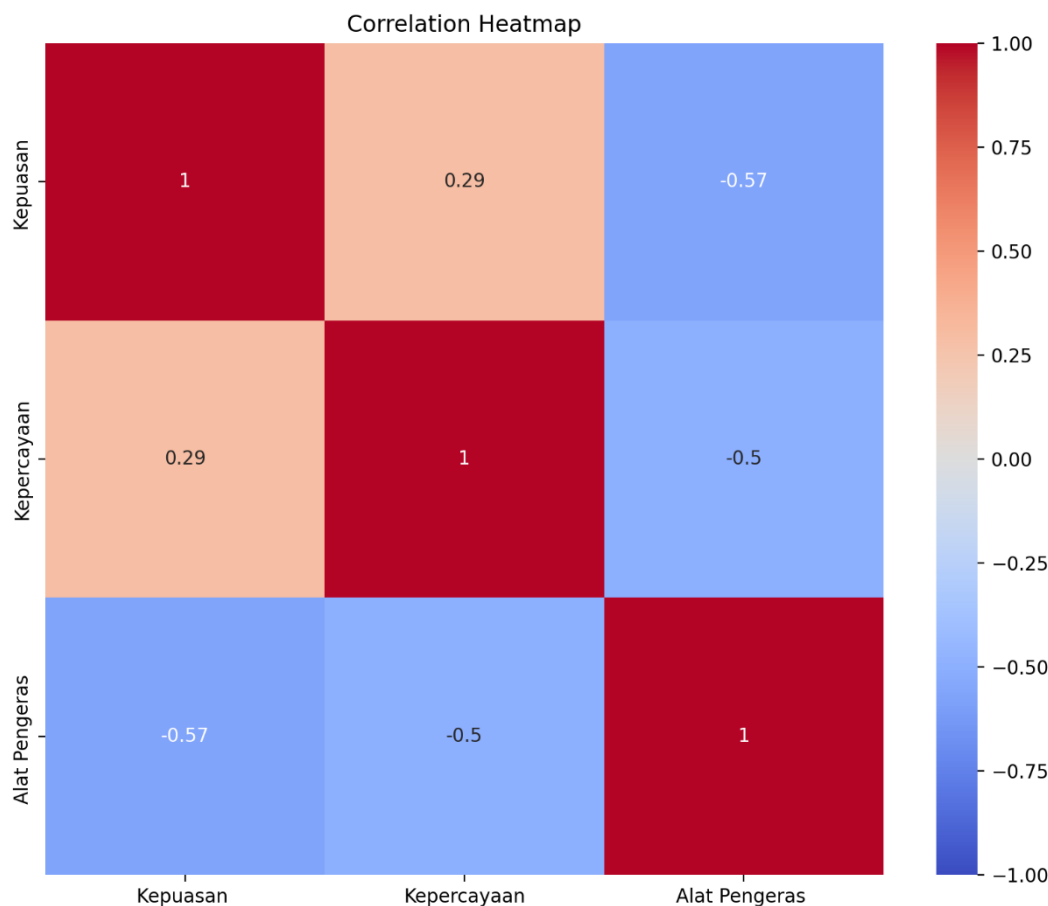


Figure 1. Correlation Heatmap

Heatmap Analysis Results: There is a correlation pattern between several variables in the dataset. There is a moderate positive correlation of 0.29 between the Satisfaction and Trust variables, indicating that the higher the satisfaction, the higher the level of trust. However, the Loudspeaker variable shows the opposite relationship, with a fairly strong negative correlation to Satisfaction of -0.57 and Trust of -0.50. This shows that increasing the use of Loudspeakers does NOT decrease satisfaction and trust.

## 2.1 Increased sense of security and comfort for tourists

Greater peace of mind and reduced anxiety while traveling. They improved decision-making and risk management for travelers. They improved the overall travel experience and enjoyment (Karl, 2018). Travel experience influences risk perception and decision-making, with different strategies that experienced and inexperienced travelers use. Self-efficacy plays a role in shaping risk behavior. Socio-demographic variables such as age, gender, and education level also influence risk perception. Further research is needed to clarify the relationship between these factors and the decision-making process.

## 2.2 Ability to Make Informed Decisions About Activities and Accommodations

A better understanding of potential health risks and how to address them. Increased confidence in exploring unfamiliar environments. Greater awareness of local customs and traditions for a more respectful and enjoyable trip. Access to health and safety information



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media enhances traveler satisfaction and ensures a positive travel experience. It is important to consider the social dimensions and structural causes of behavior contributing to these risks to better understand potential health risks and how to address them. Attitudes alone may not be sufficient indicators of conservation action, as poverty and unemployment can directly affect resource exploitation. Collaborating with social scientists as equal partners and receiving appropriate training in the social sciences can improve the ability to navigate unfamiliar environments and raise awareness of local health risks (Woollett & Maguire, 2010).

### **2.3 Positive Reviews and Recommendations Leading to Repeat Visits and Increased Tourism**

Better communication with locals and the ability to seek help when needed. Greater peace of mind and security when exploring new destinations. Greater appreciation for diverse cultures and landscapes. Opportunities to learn and grow through new experiences and challenges. In conclusion, access to health and safety information benefits individual travelers and contributes to the success and sustainability of the tourism industry. Positive reviews and recommendations from informed and prepared travelers can lead to repeat visits, increased tourism, and a more positive reputation for a destination.

### **2.4 Best Practices in Providing Health and Safety Information**

It utilizes multiple media platforms (website, app, social media) to stay informed of any updates or changes to regulations or guidelines. This proactive approach ensures that the information provided to guests is up-to-date and accurate. Hotels can quickly address issues or concerns during a guest's stay by working closely with local authorities and tourism boards. This collaborative effort helps create a safe and enjoyable experience for all travelers while supporting the community's well-being. To stay informed of any updates or changes to regulations or guidelines, it is important to actively monitor and engage with the latest information available.

Regularly update information to ensure accuracy and relevance for travelers. Provide clear and concise instructions for emergencies. Collaborate with local health authorities and organizations to communicate the most up-to-date information. Offer language translations to serve a variety of travelers. Encourage traveler feedback to improve the quality and effectiveness of the information provided continually. Conduct staff training to communicate health and safety information to guests effectively. Partner with travel agents and tour operators to ensure consistent messaging across all touchpoints. Monitor and evaluate the impact of health and safety information provided to make adjustments as needed for travelers in the future.

Collaboration with local governments and tourism agencies. Working with these organizations can help ensure our information is up-to-date and accurate for our guests. Additionally, working with local governments and tourism agencies can help us better understand the specific needs and concerns of each destination in which we operate so that we can tailor our health and safety protocols accordingly. These partnerships can also help us build a support network in an emergency or unforeseen circumstance, providing our guests with additional security (Crooks et al., 2010; Karl, 2018).

One notable example of the successful implementation of health and safety information media is the Japan Tourist Safety Tips campaign. Launched by the Japan Tourism Agency, this initiative aims to educate and inform visitors about potential hazards and safety measures when traveling in Japan. By providing easily accessible information through various channels such as brochures, websites, and social media, the campaign has helped raise awareness and promote



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a safety culture among travelers. Collaboration between the government, tourism industry, and local communities has been key to the campaign's success, demonstrating the importance of partnership and cooperation in ensuring the well-being of travelers.

The Japan traveler safety tips campaign provides up-to-date travel advice and safety tips for Australians traveling overseas. The website offers information on potential risks, health precautions, and emergency contacts for destinations worldwide. By staying informed and following the advice provided on the Smart Traveller website, travelers can make informed decisions and better protect themselves when exploring new places. In addition, the Australian government works closely with international partners to share information and coordinate responses to emergencies or crises affecting Australian travelers. This collaborative approach helps ensure the safety and security of Australians overseas, highlighting the importance of proactive measures and preparedness when traveling overseas (Gretzel et al., 2012).

Traveller Australia is a valuable resource for travelers exploring Iceland's stunning natural landscapes and unique culture. By providing up-to-date information on weather conditions, road closures, and potential hazards, Safe Travel helps visitors maximize their experience while staying safe. Additionally, the app allows users to check their location, providing peace of mind for travelers and their loved ones back home. With these tools, travelers can confidently explore Iceland's diverse terrain and immerse themselves in its natural beauty.

Iceland's safe travel website and app. Tourism stakeholders should prioritize and improve the dissemination of information through technology platforms. By investing in easy-to-use apps and websites that provide the latest updates on safety alerts, emergency contacts, and medical facilities, travelers can feel more confident and safe during their travels. Governments, tour operators, and accommodation providers must work together to ensure accurate and up-to-date information is available to all visitors. Working together to improve communication channels and response mechanisms can create a safer and more enjoyable travel experience worldwide.

### 3. Conclusion

Summary of the importance of health and safety information media in tourism destinations. Emphasis on the need for continued collaboration between tourism stakeholders and local governments to ensure the effectiveness of these platforms in promoting safe travel practices. Discuss potential technological advancements to improve the accessibility and relevance of health and safety information for travelers. Overall, implementing best practices in providing health and safety information is critical in maintaining the well-being of travelers and promoting sustainable tourism practices.

One important aspect to consider in disseminating health and safety information is using mobile applications and digital platforms. These tools can provide real-time updates on local safety alerts, emergency contacts, and medical facilities in the area. By harnessing the power of technology, travelers can easily access important information that can help them make informed decisions during their travels. These platforms can also serve as a communication channel for travelers to report safety concerns or emergencies, allowing for a quick response from local authorities. Technology can play a significant role in improving the overall safety and security of travelers in various destinations.

Calls to action for stakeholders to prioritize and improve information dissemination include exploring the impact of technology on emergency response times, analyzing the effectiveness of various communication strategies in crises, and evaluating the role of social media in



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disseminating safety information to travelers. Additionally, further research could explore cultural and language barriers that may hinder effective communication during emergencies and best practices for training tourism industry professionals in emergency preparedness and response. By addressing these research gaps, we can better understand how to improve safety measures for travelers and ultimately improve their overall travel experience.

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