

ABSTRACT

This study aims to determine the impact of the COVID-19 pandemic on the tourism industry, especially the income of tourist and entertainment venues and the performance of tourism employees in Jakarta. The research method used is a quantitative research method with composite reliability analysis, Cronbach's alpha, average variance extracted, t and r tests. The population in this study were all tourism employees in Jakarta using simple random sampling, the data obtained were 62. The significant influence of the COVID-19 pandemic on the performance of tourism employees in Jakarta. The longer the COVID-19 pandemic, the more influential it will be on the decline in tourism employee performance. The most dominant indicator of the COVID-19 pandemic is the inherent risk of Covid-19 transmission compared to other indicators such as massive testing, equipment availability and health protocols. The most dominant employee performance indicator is task performance by way of work from home and work from office when compared to other indicators such as adaptive performance and contextual performance. The temporary closure of tourist and entertainment places has a negative impact on the decline in tourism employee performance such as employee reductions, salary cuts and incentives and termination of employment (PHK). The effect of the covid-19 pandemic on the income of tourist attractions in Jakarta. The longer the COVID-19 pandemic, the more influential it will be on the decline in income from tourist attractions. The most dominant indicator of income for tourism and entertainment is the amount of local revenue from the tourism and entertainment tax sector. The effect of tourism income on tourism employees in Jakarta. The income of tourist attractions is decreasing, so it affects the performance of tourism employees.