

Humour: coping with travel bans during the COVID-19 pandemic

Sari Lenggogeni, Ann Suwaree Ashton and Noel Scott

Abstract

Purpose – *This study aims to extend the use of psychology in the field of tourism crisis and disaster management using coping theory. It examines how resident emotions change in the extended prodromal stage of the COVID-19 pandemic and how residents used humour to cope with stress from not being able to travel.*

Design/methodology/approach – *Early COVID-19 (March–April 2020) was characterised by negative media reports, lockdowns and travel restrictions but for Indonesia, no direct effects in terms of loss of life. This unusual context has led to phenomena not previously studied – humour as a coping strategy. This research consists of two studies: Study 1 used thematic analysis of interviews before and during the early lockdown period with a panel of 245 quarantined residents who had travelled in the prior two years. Study 2 followed up using a #hashtag analysis of travel-related videos content posted on Instagram and TikTok.*

Findings – *The COVID-19 global pandemic is an unusual crisis which has resulted in high levels of stress and uncertainty. This study identified the unusual characteristics of the COVID-19 crises and changes of quarantined resident's emotions during the pre-event and prodromal stages. In addition, this study found the use of humour as a coping mechanism during the lockdown period and the use of social media as the vehicle for humour.*

Research limitations/implications – *These findings may be generalisable only to a crises and disasters with an extended prodromal stage. Interestingly, climate change has some similar characteristics where warning signs are available, but the personal implications have not yet become apparent.*

Practical implications – *The emotions associated with crisis are dynamic and crisis managers may tailor communication to help deal with stress.*

Social implications – *This research provides an insight into how humorous content can be used to reduce negative emotions in the early stage of a stressful event associated with travel restrictions. This study may be suitable for use in integrated marketing communication in post-recovery messaging for the tourism industry and destination management organisation in the digital platform.*

Originality/value – *To the best of the authors' knowledge, this study is the first to demonstrate "dark humour" during the early stages of COVID-19 and also the use of coping strategies to explain how humour can reduce stress.*

Keywords *Social media, Emotions, Humour, Coping mechanism, COVID-19, Dark humour, Tourism crises and disaster management*

Paper type *Research paper*

Sari Lenggogeni is based at Faculty of Economics and Tourism Development Center, Universitas Andalas, Padang, Indonesia. Ann Suwaree Ashton is based at the Graduate School of Tourism Management, National Institute of Development Administration, Bangkok, Thailand. Noel Scott is based at the Sustainability Research Centre (SRC), University of the Sunshine Coast, Sunshine Coast, Australia.

Introduction

The COVID-19 pandemic is different from other crises in its lifecycle, type, impacts and policy responses such as lockdown and travel restrictions (Sigala, 2020). In quarter two of 2020, 217 destinations around the world implemented travel restrictions, 85% had a full lockdown whilst the rest (around 22 destinations) made a partial lockdown (UNWTO, 2020). These travel restrictions aimed at reducing disease transmission (World Health Organization, 2020) and resulted in "quarantined residents"; residents who were previously active travellers but were unable to leave home or travel. Previous studies have examined

Received 30 September 2020
Revised 14 March 2021
16 April 2021
25 April 2021
Accepted 23 June 2021

travel barriers after a crises or disaster, but during COVID-19, government policy was to implement lockdown and travel restrictions in the prodromal stage. These lockdowns quarantined residents and constrained their travel lifestyle (Wen *et al.*, 2020) creating negative emotions and stress (Khosravi, 2020). There is a need for a better understanding of the psychological reactions of travel restrictions during COVID-19 (Sigala, 2020).

Crises are stressful events and have a pronounced impact on tourists' emotions, but the tourism disaster and crises management literature (TDCM) has not examined the various coping strategies used to deal with stress, emotion and anxiety. Studies have examined the correlations between emotions and travel risk perception (Lenggogeni *et al.*, 2019) and between emotions and anxiety experienced (Lehto *et al.*, 2008). However, a review of the TDCM did not identify any papers examining particular coping strategies to deal with stress, emotion and anxiety (Jiang *et al.*, 2019).

The wider psychological literature discusses several coping mechanisms used to deal with stressful situations (Lazarus and Folkman, 1984). Coping is defined as "constantly changing cognitive and behavioural effort to manage specific external and/or internal demands that are appraised as taxing or exceeding the resource of the person" (Lazarus and Folkman, 1984, p. 141). The COVID-19 pandemic is a stressful situation that can affect an individual's mental health (Wen *et al.*, 2020) in part because of its unusual character (Zenker and Kock, 2020). Recent studies indicate that media reporting of COVID-19, travel restrictions and lockdowns cause anxiety and symptoms of depression (Zheng *et al.*, 2020) and stress (Harper *et al.*, 2020) but there has been little discussion of how people cope with this stress.

Humour is a coping mechanism commonly used in dealing with negative emotions (Martin and Ford, 2018; Ruch and Hofmann, 2017). Humour, laughing and smiling can alleviate stress (McCreaddie and Harrison, 2018) and provide an opportunity to re-evaluate the situation and one's goals. A few studies have examined humour as a coping strategy during a time of crises but not in the context of tourism.

This research provides evidence that humour is an emotion-based coping mechanism used by "quarantined residents" amid the early stages of the COVID-19 pandemic when the serious detrimental effects had not yet become apparent. This exploratory study used interviews with a panel of 245 Indonesian residents before and during the COVID-19 lockdown period between April to May 2020. This research identified that participants experienced stress and anxiety as may be expected. This study also identified the changes in emotions during the stages and that participants used a variety of coping strategies including humour. A second study following up these results identified humour associated with travel in social media posts including videos posted by quarantined residents. This is the first study providing evidence of the use of humour as a coping strategy in dealing with negative emotions during the COVID-19 travel bans.

Literature

Tourism is prone to crisis and disaster (Faulkner, 2001) and early studies have distinguished the concepts and terminology of crises and disaster in the context of tourism. Whilst disaster refers to "situations where an enterprise (or collection of enterprises in the case of a tourist destination) is confronted with sudden unpredictable and catastrophic change over which it has little control" (Scott and Laws, 2006, p. 151), a crises is "an unexpected problem seriously disrupting the functioning of an organisation or sector, or nation" (Laws and Prideaux, 2006, p. 6). Faulker's tourism disaster management framework (Faulkner, 2001) highlights six stages of a crisis; pre-event, prodromal, emergency, intermediate, long-term and resolution. Management responses differ in each phase and, as well as between types of crises (Pennington-Gray, 2018). In-depth analysis of individual

crises stages can provide significant contributions to crises and disaster studies (Aliperti *et al.*, 2019).

Crises vary in their length (time), scale, impact and magnitude on the tourism industry and a tourist's psychological responses to each of stage cannot be generalised (Scott and Laws, 2006). For example, health crises like severe acute respiratory syndrome (SARS) and bird flu required a two years period to reach the post-recovery stage (United Nation World Organization, 2020), but the early stages of climate change have taken longer to recognise due to the high level of uncertainty (Gössling and Hall, 2006). Further, there are differences in risk awareness (Rittichainuwat *et al.*, 2018), trust (Volo and Pardew, 2013) and emotional responses are dynamic and change over crises stages (Martini and Buda, 2019). Most research has studied the post-recovery stage (Mair *et al.*, 2016) or the peak of the emergency phase (Scott *et al.*, 2008). Few studies examine the early-stages (Zenker and Kock, 2020).

COVID-19 stages, emotion and coping

COVID-19 is unique in terms of the complexity and length of the early stages of its lifecycle (Zenker and Kock, 2020). Researchers are actively investigating this pandemic and its relationship with travel and tourism, but few papers have examined the early-stages of COVID-19 and its psychological impact. Most COVID-19 studies instead discuss the post-crises stage and future travel behaviour after COVID-19 (D. Zheng *et al.*, 2021). Yet, crises and disasters have immediate negative psychological impacts (Lenggogeni *et al.*, 2019), such as anxiety, worry, shock, risk, panic and constraint (Fennell, 2017). The fear of COVID-19 has led to chronic anxiety and mental health issues (Polizzi *et al.*, 2020; World Health Organization, 2020). Such studies provide important insights into the devastating impact of the pandemic on travel-related emotions, risks and stress.

COVID-19 travel ban phenomenon

In Faulkner's tourism disaster management framework, the prodromal and emergency phases involve travel warnings and actions to manage the crises response and mitigate risks (Faulkner, 2001). The prodromal stage of the COVID-19 crisis involved travel warnings (Yiu *et al.*, 2020) and travel bans, closing borders and travel restrictions to reduce risk (Gössling *et al.*, 2020). The length and severity of its prodromal stage make COVID-19 unusual. As a result, the emotions of fear or nervousness often experienced during a crisis may be evident (Fennell, 2017). However, after an initial "shock" the lengthy prodromal period may lead to adaptation. In this situation, humour may be used as a disengagement coping mechanism to overcome stress and lack of ability to travel during COVID-19 (D. Zheng *et al.*, 2021).

Coping with a crisis

Coping is a means to mitigate stress. As discussed above, Lazarus and Folkman (1984, p. 141) define coping as "constantly changing cognitive and behavioural efforts to manage specific external and/or internal demands that are appraised as taxing or exceeding the resource of the person". In general, coping is the process of responding to stress using cognitive and behavioural efforts (Folkman *et al.*, 1986). If a cognitive appraisal of a situation results in negative emotion, coping strategies may be used to deal with this negative emotion (Yi and Baumgartner, 2004). Coping is a way to reduce tension following a stressful event and can help to build resilience post-disaster (Prayag *et al.*, 2020).

Coping strategies are used to deal with travel-related stress in the context of leisure (Zhu *et al.*, 2020), natural disasters (Prayag *et al.*, 2020) and COVID-19 (D. Zheng *et al.*, 2021). A coping mechanism is a way for a person to re-evaluate their experiences and their personal goals (Sebastian Schindler and Querengasser, 2019). The two main strategies are

problem-focussed and emotional-focussed coping. Problem-focussed coping refers to attempts to control the source of distress whilst emotion-focussed coping uses emotional regulation in response to the problem (R. S. Lazarus and Folkman, 1984). The former involves a “rational” process of defining the problem, creating options for solutions, selecting an alternative option and implementing it. The latter lessens emotional distress psychologically using avoidance, selective attention or appraising positive value from a negative event. Emotional-focussed coping is appropriate when a problem is unable to be resolved but is not immediately threatening. The use of humour allows a person to see the problem situation in a new light and this reevaluation allows a person to perceive themselves as less vulnerable (Jordan *et al.*, 2015), resulting in behaviour that is more adaptive (Tamir, 2016).

A person with a strong sense of humour is more likely to have better physical and mental health, is more flexible in a stressful environment (Kuiper *et al.*, 1993), and to perceive their environment as less dangerous. Whilst various theories such as the theory of superiority (Berger, 1987), theory of incongruity (Cooper, 2008), and relief theory (Freud, 1960) have sought to explain the use of humour, cognitive appraisal theory provides a well-accepted and consistent basis for explaining the use of humour as a coping mechanism (Kuiper *et al.*, 1993).

The use of humour in social interaction may be interpreted by a receiver in different ways. Humour appreciation is determined by context (Kuipers, 2002); culture (Laroche *et al.*, 2014) and personality (Kazarian and Martin, 2004). The context of this study deals only with positive interpretations of humour. In this context, Martin and Ford (2018, p. 3) defined humour as “a broad, multifaceted term that represents anything that people say or do that other perceive as funny and tends to make them laugh, as well as the mental processes that go into both creating and perceiving such as an amusing stimulus and also the emotional response of mirth involved in the enjoyment of it”. The stimulus and social context are pivotal factors that shape the “incongruity” of humour perception and its appraisal (Martin and Ford, 2018). Thus, each individual may react and experience humour differently.

Martin *et al.* (2003) has described the use of humour dimensionalities from two positive and two negatives dimension. Whilst the positive dimensions refer to the improvement of interpersonal relationships or reducing individual stress, the negative dimensions have been identified to reduce mental health. Humour and laughter may help people to cope with difficulties in life and increase their quality of life, particularly for older adults (Gonot-Schoupinsky and Garip, 2018; Janhonen, 2017). Whilst humour works differently for each individual it is based on the common cognitive mechanism (Nezlek and Derks, 2019).

The medium of interaction also influences the effectiveness of humour and how it is interpreted. Humour may be verbal (i.e. jokes), non-verbal (i.e. cartoon pictures) (Shammi and Stuss, 1999) or in the video (Francesconi, 2017). The use of humorous videos on social media attracts the attention of both passive and active users. Many of the memes posted on Facebook use humour (Taecharungroj and Nueangjamnong, 2015a).

A number of authors have examined the role of humour in tourism interpretation (Pabel and Pearce, 2019); tourist experiences (Pabel and Pearce, 2016) and tourism promotion (Porres-Guerrero and Foronda-Robles, 2019). These studies are based on positive psychology and emphasise fun and happiness from tourism (Filep and Laing, 2019) that improve tourists' well-being (Vada *et al.*, 2020). Two studies have noted humour in a crises context. Beeston *et al.* (2014) identified humorous Weibo posts after the Fukushima disaster and Bischetti *et al.* (2021) found that humorous social media circulated as a coping mechanism during the COVID-19 lockdown in Italy. This exploratory study examines how humour was used to deal with the effects of the early stage of COVID-19.

Method

This research began with a panel study (Studies 1a and 1b) designed to track changes in the emotions and behaviour associated to travel of Indonesian residents before and during

the travel restrictions in February and March 2020. As a result of finding indications of humour as a coping strategy, a second study (Study 2) was undertaken to examine if the use of humour was evident in other contexts.

Study 1. The aim of this study was to explore changes in the emotions and behaviour of Indonesian resident associates to travel before and during the travel restrictions. A panel of 245 Indonesian respondents who had travelled (internationally or domestically) in the past two years was established to enable within group comparisons to be made. Several studies report that pre- and post-event panel interviews improve the validity of results (Roth and Campion, 1992). In addition, a sample size with more than 200 respondents fits to the two-rounds of panel interviews and multistage data analysis in the qualitative study (Nissen, 2005). Two rounds of semi-structured interviews were conducted with panel members.

The first round of interviews (Study 1a) was conducted from the end of February to the beginning of March 2020. The Indonesia Government announced its first COVID-19 case on 2 February 2020 and thereafter local governments promoted social and physical distancing. In Study 1b, the same respondents were interviewed between late March and early April 2020. At this time, the central government implemented a lockdown and large-scale local restrictions. This stopped travel between cities, banned eating in at the restaurant and public entertainment, universities and school were closed. Public transport capacity was reduced by 50% and face masks were obligatory. In both Study 1a (before) and Study 1b (during) the lockdown, respondent's emotional reactions to the COVID-19 situation were explored. In Study 1b, a question about how respondents dealt with their travel-related emotions during the lockdown was added.

A pilot study administered by trained research assistants was used to test the robustness of the interview protocols (Leven and Jonsson, 2002). No issues were found in the interview protocol, and we proceeded to conduct the main interview whilst abiding to health protocol procedures. This study applied snowball and purposive sampling to recruit 245 respondents. The respondents were Indonesian citizens living in cities and who had taken international and/or domestic leisure travel in the past two years. Most lived in West Sumatera (57%), Riau Province (33%) and Jakarta (10%). The average time of an interview was about 30min. For health and safety reasons, the interviews were conducted by telephone (35%), WhatsApp (55%) or Zoom (10%). All the interviews were recorded and transcribed.

Study 1a: before lockdown

Initially, respondents were screened to ensure they had travelled domestically or internationally in the past two years (see interview protocol in Appendix). Next, respondents were asked "What is your opinion about the travel and tourism situation in the world and in Indonesia today?". Respondents' provided answers related to COVID-19, and were then asked, "How do you feel COVID-19 has affected your future travelling decisions today?"

Study 1b: during lockdown

The research assistants contacted the same respondents in Study 1a. The interview started with a question about how the respondent felt during the lockdown. Responses were probed with questions such as "what do you think about travelling in the future?" and "how do you feel now?". The additional question "how are you dealing with this situation?" was used to identify their coping mechanism during the lockdown period.

A thematic analysis (Braun and Clarke, 2006) was used to identify the themes, sub-themes and patterns in the data. A random selection of interviewee responses was

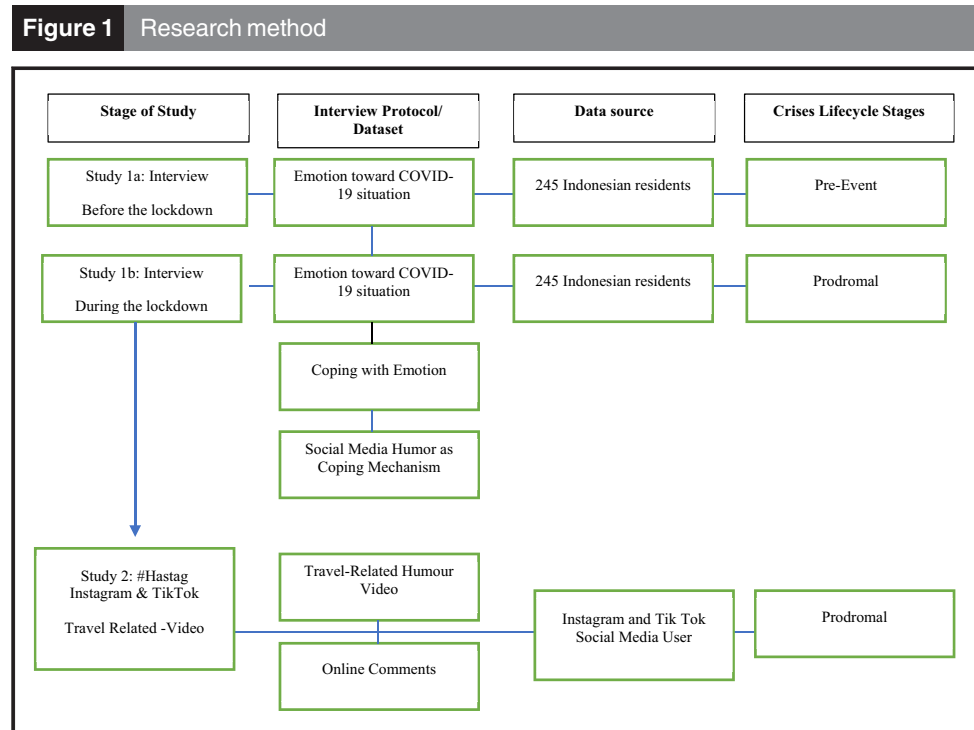
independently coded by the authors and few differences were noted. The circumplex model (Russell, 1980) and Shaver hierarchal model (Shaver et al., 1987) were used to analyse the type of emotions mentioned. Coping strategies were identified as a problem or emotional based on definitions from Lazarus and Folkman (1984).

Study 2 – Analysis of the results from Study 1 indicated that “quarantined residents” were watching travel-related humour on social media such as Instagram and TikTok. Volo and Irimiás (2020) highlight that Instagram encourages engagement and sharing using likes, heart icons and comments. A hashtag analysis is a method for interpreting social media phenomenon and society interaction (Highfield and Leaver, 2015; Small, 2011). The hashtag (#) method is used to identify specific types of information or video content and is used for research during a disaster (Wang and Zhuang, 2017). In this study, it was used to evaluate video content from social media users during the lockdown. Three stages of #hashtag analysis were used. Firstly, the keywords “humour and travel” were used to search Instagram and TikTok and relevant hashtags were identified. The following four humour-related travel hashtags that attracted a high-level of attention were noted: “#faketraavel”, “#airportchallenge”, “#quarantinetravelchallenge”, “#fakeplan” and their characteristics (frequency and type of content) examined. A schematic of study methods is provided in Figure 1.

Results

Study 1

All 245 interviewees had taken domestic or international leisure travel during the past two years. The sample had slightly more female respondents (55.7%), most were between 18–25 years old (63.8%). College students (65%) dominated the job status of respondents followed by entrepreneurs (17%) and then professionals.



Study 1a: emotions before lockdown

Analysis of the results of the first round of interviews revealed three main themes and 13 minor themes related to the negative emotions encountered by respondents. Keywords that reflected the respondents' negative feelings were frustrated, upset, sad, gloomy, depressed, alarm, worry and anxiety (Table 1). Relevant minor themes were grouped into the following three types of major negative emotion themes: stress (244 comments), fear (217 comments) and sadness (178 comments).

Study 1b: emotions a month into lockdown

The second round of interviews conducted a month into the lockdown identified five negative emotional themes (Table 2). Two common emotions were annoyance (184 comments) and anger (143 comments). The third emotional theme was "Bored" and attracted the highest number of comments (197). A comparison of most common themes before and after the lockdown showed the emotions experienced by the respondents had changed from stress, sadness and fear to bored, annoyed and anger. These emotional changes reflect the uncertainty of future travel (annoyed and anger) and some adaptation to the new abnormal situation (bored). As one respondent commented, "I used to be a free traveller, I don't know when I can travel like before, I feel bored to stay at home and can't go anywhere" (R102, male, 26 years old, West Sumatra).

During the second round of interviews, respondents were asked how they were dealing with their uncertain future travel intentions. The results show respondents undertook a variety of activities reflecting both of problem-focussed and emotional-based coping strategies. categorised into 10 minor themes (Table 3).

Table 1 Travel-related emotion themes before lockdown

Major themes	Minor themes	Type	Stress classification
Stress	Frustrated Upset	Displeasure – Arousal	Russell (1980)
Sadness	Sad Gloomy Depressed	Displeasure – Sleepiness	
Fear	Alarm Worry Anxiety	Fear	Shaver et al. (1987)

Table 2 Emotion themes after the lockdown

Major themes	Minor themes	Typology/basic emotion	Emotion classification source
Annoyed	Disturbed Confused	Displeasure – Arousal	Russell (1980)
Anger	Angry Upset	Displeasure – Arousal	
Bored	Bored Tired	Displeasure – Sleepiness	
Fear	Anxiety Worry	Fear	Shaver et al. (1987)
Sadness	Gloomy Grief	Sadness	

Table 3 Activities undertaken by quarantined residents

<i>Major</i>	<i>Minor</i>
Virtual entertainment	Enjoying humorous content on social media sites (Instagram and Tiktok) Posted a nostalgic picture on social media
Personal interests	Gardening Cooking Indoor sports
Personal connections	Talking with family members Chatting with friends
Religious and educational activities	Reciting Quran Extend knowledge by joining webinars

The four main activities of respondents were virtual entertainment (202 comments); personal communication with family members and relatives (138 comments), personal interests (104 comments) and religious and educational activities (95 comments). The most frequent activity was virtual entertainment such as enjoying humorous content on social networking sites (SNS) (88 comments). Respondents enjoyed watching content containing humour and also posted nostalgic content. Both passive and active SNS users indicated that watching funny content or laughing during quarantine lifted their mood, amusement and cheerfulness. One respondent, who identified herself as a passive Instagram and TikTok user stated she was extremely amused by watching humorous content on both applications. "I really enjoyed watching content that made me laugh or smile on social media. I was surprised when one of the videos posted by a TikTok user was a prank. It showed him flying in an airplane during the lockdown, but at the end of the short movie he showed that his supposed airplane window was actually a washing machine[...] hahaha[...] (laughed)" (MN, 31, single, female, West Sumatra).

Another commented:

"[...]during the lockdown period, someone posted a short movie showing that a person was listening to an announcement from a flight attendant onboard a plane that the aeroplane was about to land with a view from the aeroplane window. A few seconds later, the scene slowly shifted to show that the person wasn't in the aeroplane but was sitting close to a washing machine. [...] At the end of this short movie, it was revealed that it was a fake plane ride!. hahaha [...]" (R23, male, 34 years old, Jakarta).

Study 2: #hashtags containing humorous videos

Study 2 was used to confirm the result of Study 1b which found that humour was a common response during the lockdown. The four most frequent humour-related hashtags were "#faketravel", "#airportchallenge", "#quarantinetravelchallenge", "#fakeplan". The "#faketravel" hashtag attracted 189.9 million views in TikTok and 1,159 Instagram posts. The "#airportchallenge" hashtag received 35.5 million views on TikTok and 384 Instagram posts, #fakeplan received 1 million views on TikTok and 725 posts on Instagram and #quarantinetravelchallenge received 5,312 views on TikTok and 1,834 posts on Instagram. The associated videos gained popularity during the early stages of the COVID-19 pandemic (around February 2019), with both active (who produced and posted videos) and passive users (who reposted videos with additional hashtags, such as #COVID19 #travelCOVID-19. [Table 4](#) provides links to examples of humorous websites that "quarantined respondents" viewed in the early stage of the crisis.

These posts were used to cope with boredom and with the desire to travel during the pandemic. One example (#airportchallenge) tags videos that simulate travel such as using

Table 4 Humorous videos and description*#Faketraavel in TikTok*

www.TikTok.com/@carlosesparza/video/6661700961527926022?lang=en: Traveller with a fake holiday background

#Faketraavel in Instagram

www.Instagram.com/p/BvJRCJ2hSv-/Fake travel on the airplane

www.Instagram.com/p/Byk_3rwhGnh/Fake travel using a chair as a plane's window with fake scenery

#Airportchallenge in TikTok

<https://vt.TikTok.com/AV7Wde/>Pretending to be in an airport using a treadmill

#Airportchallenge in Instagram

www.Instagram.com/p/B_NAxL5HTXH/?igshid=19rgt4znhaw5i Pretend activities in an airport, from waiting to board a flight in a waiting area, observing the flight schedule, etc.

#fakeplane in TikTok with additional hashtag #comedy

<https://vt.TikTok.com/AgC4Fn/>fake travel using detergent bottle

<https://vt.TikTok.com/AgH7Vq/>fake travel using chair legs

Additional hashtag *#passenger #airport #COVID-19 #travelCOVID-19*

www.Instagram.com/p/B-4mXvilOQr/?igshid=segbfyatjbfu Pretending to be at London Heathrow with family members

www.Instagram.com/p/B-4dvAil5ZI/?igshid=18tdvazq3993w Fake travel by airplane – using a washing machine as a window

www.Instagram.com/p/B_PICQ8AMte3CkwlJVbMTqdi5qGEKcRbltCqF80/?igshid=jkkko4zo2b2j

Pretending to travel abroad

Source: Developed for this study

a treadmill to pretend to be walking in an airport or using a washing machine window to represent the window of an aeroplane. Many versions of these videos were uploaded to both TikTok and Instagram.

The social media user comments on these videos were grouped into two types. The first were expressions of the viewer's personal reaction, such as: "LOL", emojis with tears of joy, laughing emojis, "hahahaha", "wkwkwkwk" (Indonesian texting slang for laughing). The second type of comments concerned person to person relationships such as forwarding a link to cheer someone else up. Thus, the humorous videos sparked positive emotions in respondents, who invited others in their networks to watch them.

Conclusion and implications

The COVID-19 global pandemic is an unusual crisis which has resulted in high levels of stress and uncertainty. Government lockdowns and fear of infection have resulted in essentially no international pleasure travel and limited domestic or regional holidays. It is likely that international travel will take some years to recover from the effects of the COVID-19 pandemic, and led to emotional responses. Few tourism crises and disaster studies provide an in-depth analysis of early stage COVID-19 from a psychological perspective. This study provides the following three findings: identification of the unusual characteristics of the COVID-19 crises, the use of humour as a coping mechanism during the lockdown period and the use of social media as the vehicle for humour. Each is discussed further below.

Firstly, unlike other crises and disasters, COVID-19 lifecycle stages appear to be unusual. Whilst other health pandemics such as SARS had a short pre-event stage and a two-year recovery stage, COVID-19 had longer pre-event and prodromal stages. It is likely that the length of the travel lockdown resulted in the emotional volatility and unusual type of coping strategy identified here.

This study found the changes in emotional responses between the pre-event (before lockdown) and prodromal phases (after lockdown). During the pre-event, as news of

Wuhan's tragedy circulating in the Indonesian media, emotional reactions were stress, sadness and fear. Interestingly, the lockdown policy changed the emotional responses of "quarantined residents" to "annoyed", "anger" and "bored". It appears that the long prodromal stage before actual deaths occurred in the community led to annoyance and anger in being unable to travel, as well as boredom. The study followed up findings from the early-stage crises by exploring humour as a coping strategy during the lockdown. The early stages of the COVID-19 crises are similar to the Climate Change environmental crisis in having a long prodromal stage where the "emergency phase" is anticipated but the personal effects are not yet apparent (Giddens, 2009). The results indicate that emotions and stress experienced during a crisis are dynamic (Folkman and Lazarus, 1985). Further, the early media coverage of COVID-19 led to anxiety and panic (Dong and Zheng, 2020) in the pre-event stage (Yu *et al.*, 2020).

Secondly, the results indicate that humour was used as a coping mechanism in the early stage of the COVID-19 crisis and particularly in the lockdown period. This somewhat surprising phenomenon was first noted in Italy (Bischetti *et al.*, 2021). Bischetti *et al.* (2021) found that fun was used as a coping mechanism and was communicated through Italian SNS. Our study is the first that identifies humour as a coping strategy related to travel.

The uncertainty caused by COVID-19 (Thunstrom *et al.*, 2020) and the lack of any obvious solutions led to the use of humour as a coping strategy during the pre and prodromal event. Tourism crises and disaster studies have found a strong relationship between risk and travel intention (Kozak *et al.*, 2007; Sharifpour *et al.*, 2014), yet, to the best of our knowledge, no previous study has discussed humour as a coping strategy. Psychological studies on the impacts of crises and disasters on tourists focus on behaviour and risk perceptions (Chien *et al.*, 2017; Lenggogeni *et al.*, 2015; Sharifpour *et al.*, 2014) but have not discussed coping mechanisms for dealing with stressful events brought on by a crisis or disaster, and indeed Ma *et al.* (2020) noted that very little attention has been paid to the role of mental health in the tourism studies. One study by D. Zheng *et al.* (2021) discussed coping strategies in forecasting the recovery phase, but not in the early stage of crises.

The use of humour as a coping mechanism for travellers in dealing with stress brought about by travel restrictions extends previous studies of the use of humour in political (Dzanic and Berberovic, 2017) and gender topics (Brantner *et al.*, 2020). Such humorous reactions release tension, particularly when persons are dealing with stressful situations (Moos and Schaefer, 1993; Schuster *et al.*, 2006). Results support findings that humorous videos can be used to increase interpersonal bonding (Pabel, 2019) and reduce personal stress (Pabel and Pearce, 2015).

Thirdly, this paper highlights the role of social media platforms in facilitating humorous interactions during a pandemic. Our study supports the work of Taecharungroj and Nueangjamnong (2015b), who found humour is prominent in virtual interactions on social media platforms. Online humour in social media can create engagement between users (Ge and Gretzel, 2017) and may be expressed using cues, such as using lol, hahaha, lmao and emojis (Weitz, 2017). The uses of the hashtags #fakeplan #airport challenge #quarantinetravelchallenge and #fakeplane allowed active and passive social media users to create humorous content or enjoy entertaining content. Whilst some nostalgic travel content was also posted, it did not gain the high reach across social media platforms of the #faketravel hashtag.

In summary, this paper provides three contributions to tourism crises and disaster studies. Firstly, our study indicated that COVID-19 had a longer early stage and has an unusual effect on individual crises response. Its long early-stage character is somewhat similar to that of the Climate Change crises. Secondly, this study demonstrates that humour is an effective coping strategy for "quarantined residents" amid the early-stage crisis, particularly in lockdown. Thirdly, virtual interaction using social media platforms is a way for both active

and passive users to enjoy humorous content. For managers, this research provides an insight into how humorous content can reduce negative emotions during the lockdown and travel ban period of the early stage of crises. It may be suitable for use in integrated marketing communication in post-recovery messaging for the tourism industry (Scott *et al.*, 2010) and destination management organisation. Nonetheless, the generalisation of these findings is limited to the current pandemic and limitations concerning the qualitative methods used to analyse our findings.

These findings suggest that the emotional effects of crises cannot be generalised across its lifecycle stages and that the psychological impact of humour can be important for coping with a stressful event. Further studies are required to gain a better understanding of the cognitive mechanism underlying emotional responses such as humour as a coping mechanism, and its effects on behavioural intention and travel experience at different stages of a crisis. It may be that “dark humour” is effective in only certain types of crisis such as COVID-19 particularly during a lockdown or at certain stages during a crisis. In addition, in the era of digitalisation, future research on virtual humour responses may use “hashtag” or “emoji” analysis to investigate the use of these symbols on social media platforms.

References

- Aliperti, G., Sandholz, S., Hagenlocher, M., Rizzi, F., Frey, M. and Garschagen, M. (2019), “Tourism, crisis, disaster: an interdisciplinary approach”, *Annals of Tourism Research*, Vol. 79, p. 102808.
- Beeston, G.P., Leon Urrutia, M., Halcrow, C., Xiao, X., Liu, L., Wang, J. and Park, K. (2014), “Humour reactions in crisis: a proximal analysis of chinese posts on sina weibo in reaction to the salt panic of march 2011”, Paper presented at the Proceedings of the 23rd International Conference on World Wide Web.
- Berger, A.A. (1987), “Humor: an introduction”, *American Behavioral Scientist*, Vol. 30 No. 3, pp. 6-15, doi: [10.1177/000276487030003002](https://doi.org/10.1177/000276487030003002).
- Bischetti, L., Canal, P. and Bambini, V. (2021), “Funny but aversive: a large-scale survey of the emotional response to covid-19 humor in the Italian population during the lockdown”, *Lingua*, Vol. 249, p. 102963.
- Brantner, C., Lobinger, K. and Stehling, M. (2020), “Memes against sexism? A multi-method analysis of the feminist protest hashtag# distractinglysexy and its resonance in the mainstream news media”, *Convergence*, Vol. 26 No. 3, pp. 674-696.
- Braun, V. and Clarke, V. (2006), “Using thematic analysis in psychology”, *Qualitative Research in Psychology*, Vol. 3 No. 2, pp. 77-101, doi: [10.1191/1478088706qp063oa](https://doi.org/10.1191/1478088706qp063oa).
- Chien, P.M., Sharifpour, M., Ritchie, B.W. and Watson, B. (2017), “Travelers' health risk perceptions and protective behavior: a psychological approach”, *Journal of Travel Research*, Vol. 56 No. 6, pp. 744-759.
- Cooper, C. (2008), “Elucidating the bonds of workplace humor: a relational process model”, *Human Relations*, Vol. 61 No. 8, pp. 1087-1115, doi: [10.1177/0018726708094861](https://doi.org/10.1177/0018726708094861).
- Dong, M. and Zheng, J. (2020), “Letter to the editor: headline stress disorder caused by netnews during the outbreak of COVID-19”, *Health Expectations*, Vol. 23 No. 2, p. 259.
- Dzanic, N.D. and Berberovic, S. (2017), “# ForgiveUsForWeHaveSinned: conceptual integration theory and political internet humour”, *The European Journal of Humour Research*, Vol. 5 No. 2, pp. 4-22.
- Faulkner, B. (2001), “Towards a framework for tourism disaster management”, *Tourism Management*, Vol. 22 No. 2, pp. 135-147, doi: [10.1016/S0261-5177\(00\)00048-0](https://doi.org/10.1016/S0261-5177(00)00048-0).
- Fennell, D.A. (2017), “Towards a model of travel fear”, *Annals of Tourism Research*, Vol. 66, pp. 140-150.
- Filep, S. and Laing, J. (2019), “Trends and directions in tourism and positive psychology”, *Journal of Travel Research*, Vol. 58 No. 3, pp. 343-354.
- Folkman, S. and Lazarus, R.S. (1985), “If it changes it must be a process: study of emotion and coping during three stages of a college examination”, *Journal of Personality and Social Psychology*, Vol. 48 No. 1, p. 150.

- Folkman, S., Lazarus, R.S., Dunkel-Schetter, C., DeLongis, A. and Gruen, R.J. (1986), "Dynamics of a stressful encounter: cognitive appraisal, coping, and encounter outcomes", *Journal of Personality and Social Psychology*, Vol. 50 No. 5, p. 992.
- Francesconi, S. (2017), "Dynamic intersemiosis as a humour-enacting trigger in a tourist video", *Visual Communication*, Vol. 16 No. 4, pp. 395-425.
- Freud, S. (1960), *Jokes and Their Relation to the Unconscious*, WW Norton & Company.
- Ge, J. and Gretzel, U. (2017), "The role of humour in driving customer engagement", *Information and Communication Technologies in Tourism 2017*, pp. 461-474, Springer.
- Giddens, A. (2009), *Politics of Climate Change*, Cambridge, Polity Press.
- Gonot-Schoupinsky, F.N. and Garip, G. (2018), "Laughter and humour interventions for well-being in older adults: a systematic review and intervention classification", *Complementary Therapies in Medicine*, Vol. 38, pp. 85-91.
- Gössling, S. and Hall, C.M. (2006), "Uncertainties in predicting tourist flows under scenarios of climate change", *Climatic Change*, Vol. 79 Nos 3/4, pp. 163-173.
- Gössling, S., Scott, D. and Hall, C.M. (2020), "Pandemics, tourism and global change: a rapid assessment of COVID-19", *Journal of Sustainable Tourism*, Vol. 29 No. 1, pp. 1-20.
- Harper, C.A., Satchell, L.P., Fido, D. and Latzman, R.D. (2020), "Functional fear predicts public health compliance in the COVID-19 pandemic", *International Journal of Mental Health and Addiction*, doi: [10.1007/s11469-020-00281-5](https://doi.org/10.1007/s11469-020-00281-5).
- Highfield, T. and Leaver, T. (2015), "A methodology for mapping instagram hashtags", *First Monday*, Vol. 20 No. 1, pp. 1-11.
- Janhonen, K. (2017), "The roles of humour and laughter in youth focus groups on school food", *Journal of Youth Studies*, Vol. 20 No. 9, pp. 1127-1142.
- Jiang, Y., Ritchie, B.W. and Verreynne, M.L. (2019), "Building tourism organizational resilience to crises and disasters: a dynamic capabilities view", *International Journal of Tourism Research*, Vol. 21 No. 6, pp. 882-900.
- Jordan, E.J., Vogt, C.A. and DeShon, R.P. (2015), "A stress and coping framework for understanding resident responses to tourism development", *Tourism Management*, Vol. 48, pp. 500-512.
- Kazarian, S.S. and Martin, R.A. (2004), "Humour styles, personality, and well-being among lebanese university students", *European Journal of Personality*, Vol. 18 No. 3, pp. 209-219.
- Khosravi, M. (2020), "Perceived risk of COVID-19 pandemic: the role of public worry and trust", *Electronic Journal of General Medicine*, Vol. 17 No. 4, p. em203.
- Kozak, M., Crofts, J.C. and Law, R. (2007), "The impact of the perception of risk on international travellers", *International Journal of Tourism Research*, Vol. 9 No. 4, pp. 233-242, doi: [10.1002/jtr.607](https://doi.org/10.1002/jtr.607).
- Kuiper, N.A., Martin, R.A. and Olinger, L.J. (1993), "Coping humour, stress, and cognitive appraisals", *Canadian Journal of Behavioural Science/Revue Canadienne Des Sciences du Comportement*, Vol. 25 No. 1, p. 81.
- Kuipers, G. (2002), "Media culture and internet disaster jokes: bin laden and the attack on the world trade center", *European Journal of Cultural Studies*, Vol. 5 No. 4, pp. 450-470.
- Laroche, M., Vinhal Nepomuceno, M. and Richard, M.O. (2014), "Congruency of humour and cultural values in print ads: cross-cultural differences among the US, France and China", *International Journal of Advertising*, Vol. 33 No. 4, pp. 681-705.
- Laws, E. and Prideaux, B. (2006), "Crisis management: a suggested typology", *Journal of Travel & Tourism Marketing*, Vol. 19 Nos 2/3, pp. 1-8.
- Lazarus, R.S. and Folkman, S. (1984), *Stress, Appraisal, and Coping*, New York, NY, Springer.
- Lehto, X., Douglas, A.C. and Park, J. (2008), "Mediating the effects of natural disasters on travel intention", *Journal of Travel & Tourism Marketing*, Vol. 23 Nos 2/4, pp. 29-43, doi: [10.1300/J073v23n02_03](https://doi.org/10.1300/J073v23n02_03).
- Lenggogeni, S., Ritchie, B.W. and Slaughter, L. (2019), "Understanding travel risks in a developing country: a bottom up approach", *Journal of Travel & Tourism Marketing*, Vol. 36 No. 8, pp. 941-955.

- Lenggogeni, S., Slaughter, L. and Ritchie, B. (2015), "Exploring travel risks in the natural disaster context: a domestic tourist perspective", *Paper Presented at the CAUTHE*, Southern Cross University, Australia.
- Leven, N.V.T. and Jonsson, H. (2002), "Doing and being in the atmosphere of the doing: environmental influences on occupational performance in a nursing home", *Scandinavian Journal of Occupational Therapy*, Vol. 9 No. 4, pp. 148-155.
- McCreadie, M. and Harrison, J. (2018), "Humour and laughter", *The Handbook of Communication Skills*, pp. 287-317.
- Ma, S., Zhao, X., Gong, Y. and Wengel, Y. (2020), "Proposing 'healing tourism' as a post-COVID-19 tourism product", *Anatolia*, Vol. 32 No. 1, pp. 1-4, doi: [10.1080/13032917.2020.1808490](https://doi.org/10.1080/13032917.2020.1808490).
- Mair, J., Ritchie, B.W. and Walters, G. (2016), "Towards a research agenda for post-disaster and post-crisis recovery strategies for tourist destinations: a narrative review", *Current Issues in Tourism*, Vol. 19 No. 1, pp. 1-26.
- Martin, R.A. and Ford, T. (2018), *The Psychology of Humor: An Integrative Approach*, Academic press.
- Martini, A. and Buda, D.M. (2019), "Analysing affects and emotions in tourist e-mail interviews: a case in post-disaster tohoku", *Current Issues in Tourism*, Vol. 22 No. 19, pp. 2353-2364.
- Martin, R.A., Puhlik-Doris, P., Larsen, G., Gray, J. and Weir, K. (2003), "Individual differences in uses of humor and their relation to psychological well-being: development of the humor styles questionnaire", *Journal of Research in Personality*, Vol. 37 No. 1, pp. 48-75.
- Moos, R.H. and Schaefer, J.A. (1993), "Coping resources and processes: current concepts and measures".
- Nezlek, J.B. and Derks, P.L. (2019), "Relationships between personality and the everyday use of humor", *Humor*, Vol. 1.
- Nissen, M.E. (2005), "Dynamic knowledge patterns to inform design: a field study of knowledge stocks and flows in an extreme organization", *Journal of Management Information Systems*, Vol. 22 No. 3, pp. 225-263.
- Pabel, A. (2019), "Humour and its use in tourism contexts", *The European Journal of Humour Research*, Vol. 7 No. 3, pp. 1-5.
- Pabel, A. and Pearce, P.L. (2015), "Highlighting the benefits of tourism humour: the views of tourists", *Tourism Management Perspectives*, Vol. 16, pp. 357-364.
- Pabel, A. and Pearce, P.L. (2016), "Tourists' responses to humour", *Annals of Tourism Research*, Vol. 57, pp. 190-205.
- Pabel, A. and Pearce, P.L. (2019), "Developing the humour repertoire concept to guide future tourism-humour research", *The European Journal of Humour Research*, Vol. 7 No. 3, pp. 120-136.
- Pennington-Gray, L. (2018), "Reflections to move forward: where destination crisis management research needs to go", *Tourism Management Perspectives*, Vol. 25, pp. 136-139.
- Polizzi, C., Lynn, S.J. and Perry, A. (2020), "Stress and coping in the time of covid-19: pathways to resilience and recovery", *Clinical Neuropsychiatry*, Vol. 17 No. 2, pp. 59-62.
- Porres-Guerrero, M. and Foronda-Robles, C. (2019), "Where is the humour in tourism promotion? An investigation of the 'Spain marks' campaign", *The European Journal of Humour Research*, Vol. 7 No. 3, pp. 46-62.
- Prayag, G., Ozanne, L.K. and de Vries, H. (2020), "Psychological Capital, coping mechanisms and organizational resilience: insights from the 2016 kaikoura earthquake, New Zealand", *Tourism Management Perspectives*, Vol. 34, p. 100637.
- Rittichaiuwat, B., Nelson, R. and Rahmafritia, F. (2018), "Applying the perceived probability of risk and bias toward optimism: implications for travel decisions in the face of natural disasters", *Tourism Management*, Vol. 66, pp. 221-232.
- Roth, P.L. and Campion, J.E. (1992), "An analysis of the predictive power of the panel interview and pre-employment tests", *Journal of Occupational and Organizational Psychology*, Vol. 65 No. 1, pp. 51-60.
- Ruch, W. and Hofmann, J. (2017), "Fostering humour", *Positive Psychology Interventions in Practice*, Springer, pp. 65-80.
- Russell, J.A. (1980), "A circumplex model of affect", *Journal of Personality and Social Psychology*, Vol. 39 No. 6, p. 1161.

- Schindler, S. and Querengasser, J. (2019), "Coping with sadness-How personality and emotion regulation strategies differentially predict the experience of induced emotions", *Personality and Individual Differences*, Vol. 136, pp. 90-95.
- Schuster, R., Hammitt, W.E. and Moore, D. (2006), "Stress appraisal and coping response to hassles experienced in outdoor recreation settings", *Leisure Sciences*, Vol. 28 No. 2, pp. 97-113.
- Scott, N. and Laws, E. (2006), "Tourism crises and disasters: enhancing understanding of system effects", *Journal of Travel & Tourism Marketing*, Vol. 19 Nos 2/3, pp. 149-158.
- Scott, N., Laws, E. and Prideaux, B. (2008), "Tourism crises and marketing recovery strategies", *Journal of Travel & Tourism Marketing*, Vol. 23 Nos 2/4, pp. 1-13.
- Scott, N., Laws, E. and Prideaux, B. (2010), "Tourism crises and marketing recovery strategy", in: Scott, N., Laws, E. and Prideaux, B. (Eds), *Safety and Security in Tourism: Recovery Marketing after Crises*, Oxon, Routledge.
- Shammi, P. and Stuss, D.T. (1999), "Humour appreciation: a role of the right frontal lobe", *Brain*, Vol. 122 No. 4, pp. 657-666, doi: [10.1093/brain/122.4.657](https://doi.org/10.1093/brain/122.4.657).
- Sharifpour, M., Walters, G. and Ritchie, B.W. (2014), "Risk perception, prior knowledge, and willingness to travel investigating the Australian tourist market's risk perceptions towards the Middle east", *Journal of Vacation Marketing*, Vol. 20 No. 2, pp. 111-123.
- Shaver, P., Schwartz, J., Kirson, D. and O'connor, C. (1987), "Emotion knowledge: further exploration of a prototype approach", *Journal of Personality and Social Psychology*, Vol. 52 No. 6, p. 1061.
- Sigala, M. (2020), "Tourism and COVID-19: impacts and implications for advancing and resetting industry and research", *Journal of Business Research*, Vol. 117, pp. 312-321.
- Small, T.A. (2011), "What the hashtag? A content analysis of Canadian politics on twitter", *Information, Communication & Society*, Vol. 14 No. 6, pp. 872-895.
- Taecharungroj, V. and Nueangjamnong, P. (2015a), "Humour 2.0: styles and tyoes of humour and virality of memes on facebook", *Journal of Creative Communications*, Vol. 10 No. 3, pp. 288-302.
- Taecharungroj, V. and Nueangjamnong, P. (2015b), "Humour 2.0: styles and types of humour and virality of memes on facebook", *Journal of Creative Communications*, Vol. 10 No. 3, pp. 288-302, doi: [10.1177/0973258615614420](https://doi.org/10.1177/0973258615614420).
- Tamir, M. (2016), "Why do people regulate their emotions? A taxonomy of motives in emotion regulation", *Personality and Social Psychology Review*, Vol. 20 No. 3, pp. 199-222.
- Thunstrom, L., Ashworth, M., Finnoff, D. and Newbold, S. (2020), "Hesitancy towards a COVID-19 vaccine and prospects for herd immunity", Available at SSRN 3593098.
- United Nation World Organization (2020), *Supporting Jobs and Economic through Travel & Tourism*, Retrieved from Geneva.
- United Nation World Tourism Organization (2020), *COVID-19 Related Travel Restriction: A Global Review for Tourism*, retrieved from Geneva, available at: https://webunwto.s3.eu-west-1.amazonaws.com/s3fs-public/2020-04/TravelRestrictions_0.pdf
- Vada, S., Prentice, C., Scott, N. and Hsiao, A. (2020), "Positive psychology and tourist well-being: a systematic literature review", *Tourism Management Perspectives*, Vol. 33, p. 100631.
- Volo, S. and Irimiás, A. (2020), "Instagram: visual methods in tourism research", *Annals of Tourism Research*, Vol. 103098.
- Volo, S. and Pardew, D.L. (2013), "The costa concordia and similar tragic events: the mathematics and psychology of the loss and restoration of travellers' trust", *Current Issues in Tourism*, Vol. 16 No. 2, pp. 197-202.
- Wang, B. and Zhuang, J. (2017), "Crisis information distribution on twitter: a content analysis of tweets during hurricane sandy", *Natural Hazards*, Vol. 89 No. 1, pp. 161-181.
- Weitz, E. (2017), "Humour and social media", *The European Journal of Humour Research*, Vol. 4 No. 4, pp. 1-4.
- Wen, J., Kozak, M., Yang, S. and Liu, F. (2020), "COVID-19: potential effects on Chinese citizens' lifestyle and travel", *Tourism Review*, Vol. 76 No. 1.

World Health Organization (2020), "Mental health and psychosocial considerations during the COVID-19 outbreak", 18 March 2020.

Yi, S. and Baumgartner, H. (2004), "Coping with negative emotions in purchase-related situations", *Journal of Consumer Psychology*, Vol. 14 No. 3, pp. 303-317.

Yiu, R.C., Yiu, C.P.B. and Li, V.Q. (2020), "Evaluating the WHO's framing and crisis management strategy during the early stage of COVID-19 outbreak", *Policy Design and Practice*, pp. 1-21.

Yu, M., Li, Z., Yu, Z., He, J. and Zhou, J. (2020), "Communication related health crisis on social media: a case of COVID-19 outbreak", *Current Issues in Tourism*, pp. 1-7.

Zenker, S. and Kock, F. (2020), "The coronavirus pandemic—a critical discussion of a tourism research agenda", *Tourism Management*, Vol. 81, p. 104164.

Zheng, Y., Goh, E. and Wen, J. (2020), "The effects of misleading media reports about COVID-19 on Chinese tourists' mental health: a perspective article", *Anatolia*, Vol. 31 No. 2, pp. 337-340.

Zheng, D., Luo, Q. and Ritchie, B.W. (2021), "Afraid to travel after COVID-19? Self-protection, coping and resilience against pandemic 'travel fear'", *Tourism Management*, Vol. 83, p. 104261.

Zhu, M., Gao, J., Zhang, L. and Jin, S. (2020), "Exploring tourists' stress and coping strategies in leisure travel", *Tourism Management*, Vol. 81, p. 104167.

Further reading

Lazarus, R.S. (1974), "Psychological stress and coping in adaptation and illness", *The International Journal of Psychiatry in Medicine*, Vol. 5 No. 4, pp. 321-333.

Samson, A.C. and Gross, J.J. (2012), "Humour as emotion regulation: the differential consequences of negative versus positive humour", *Cognition & Emotion*, Vol. 26 No. 2, pp. 375-384.

Appendix

Table A1 Interview protocol

<i>Before lockdown</i>		
Name		Date
Age		Sex
Occupation		Status: Married/single
<i>Instruction</i>		
1. Opening greetings		
2. Inform the respondent about the purpose of the study		
3. Inform the respondent about ethical research considerations (confidentiality and anonymity)		
4. Inform the respondent about the interview procedure (the respondent's choice to turn off the recorder because of the information they do not want to save)		
<i>Screening question</i>		
Did you travel of International or Domestic or both for holiday in the past two years?		
<ul style="list-style-type: none"> • (Stop the interview if the respondent does not have travel experience in the past two years) • (If the respondent knows about COVID-19, continue to the next question) 		
<i>Ice breaking</i>		
What is your opinion about the situation of tourism in the world and in Indonesia today?		
<ul style="list-style-type: none"> • (Stop the interview if the respondent does not relate it to COVID-19) • (If the respondent knows about COVID-19, continue to the next question) 		
Main question	Mini question	Outcome
Traveller emotions related to COVID-19	How do you feel about COVID-19 affecting your future travelling decision now?	Identifying emotions about the COVID-19 pre-event crisis
Appreciation		
Interview protocol during lockdown		
Main question	Mini question	Outcome
Traveller emotions related to a COVID-19 lockdown situation	"what do you think about travelling in the future during the lockdown?" and "how do you feel now?"	Identifying emotions about the COVID-19 in the prodromal stage
Coping mechanism strategy	"how are you dealing with this situation?"	To find out the coping behaviour during lockdown
Appreciation		

Corresponding author

Sari Lenggogeni can be contacted at: sarilenggogeni@eb.unand.ac.id

For instructions on how to order reprints of this article, please visit our website: www.emeraldgrouppublishing.com/licensing/reprints.htm
Or contact us for further details: permissions@emeraldinsight.com