

PalArch's Journal of Archaeology
of Egypt / Egyptology

**COVID 19 AND TOURISM INDUSTRY IN MALAYSIA:
RECOMMENDATION FOR FUTURE RECOVERY**

Mohamad Khairi Alwi¹; Ataul Karim Patwary¹; Nur Ilyani Ramly²

¹ School of Tourism, Hospitality and Event Management, Universiti Utara Malaysia, 06010 UUM,
Sintok, Kedah, Malaysia.

² Tourism and Hospitality Department, Politeknik Tuanku Syed Sirajudin,
02600, Arau, Perlis, Malaysia

Correspondence: Mohamad Khairi Alwi (email: mkhairi@uum.edu.my)

Mohamad Khairi Alwi, Ataul Karim Patwary, Nur Ilyani Ramly: Covid 19 And Tourism Industry in Malaysia: Recommendation for Future Recovery -- Palarch's Journal Of Archaeology Of Egypt/Egyptology 17(8), 383-401. ISSN 1567-214x

Keywords: Covid-19, Tourism Malaysia, Recovery, Recommendation

Abstract

Travel and tourism play a key role in Malaysia's economy, with almost 50% of Malaysia's export trade in services reflecting only travel. There are approximately 27 million annual tourist arrivals to Malaysia. The effect of coronaviruses on the Malaysian tourism industry will rely on how coronaviruses spread across Singapore rather than China, as tourists from Singapore are around 39 percent highest, while tourists from China are about 12% low. The coronavirus is a threat to economic life globally. This study aims to provide some recommendations to recover from the business and economic downturn caused by the Covid-19 pandemic. Proper mitigation and recovery programs need to be identified to minimize the impact of coronavirus on the economy. Unlike other businesses, tourism will take more time to get back to normal during the recovery

period, as visitors have to ensure that the situation is safe and stable before they have the motivation to engage in tourism activities again.

INTRODUCTION

The chartered flights and airline travel banned to Sabah in January 2020 led to a serious impact on operators and companies that solely depends on the markets in China and South Korea. Sabah recorded 4.2 million tourist arrival in 2019 alone. Of the numbers, about two third of the number of arrivals recorded are from the domestic market, which are Sabahan, Sarawakian, and Peninsular Malaysian, while the remaining market comes from international arrivals at 1.5 million (IDS, 2020). The Institute for Development Studies (IDS) has conducted a survey to determine the impact of the pandemic on tourism businesses in Sabah. The survey was conducted among the tourism players owners, with the total number of staff being employed by the respondents are 435 employees. From the survey, it is stated that 32% (141) of the employees received a reduction in their pay, 34% (148) are taking unpaid leave, while the other 26% (111) have lost their jobs due to the pandemic as business worsens. Due to visitor absence and travel restriction throughout the implementation of MCO, owners are having a hard time generating revenue, and most are left with zero earnings, thus making it hard for them to pay their employees and keep the business running while covering other costs and expenses. The study indicates that government funding, a loan, or cash payments were highly needed to keep their companies and small enterprises alive during the MCO and economic crises. The tourism business is based on the interaction of individuals. Hence the best way to minimize unnecessary disruptions to travel and trade is to implement effective public health measures.

Another survey was done by the Tourism Educators Association of Malaysia (TEAM) (2020) to summarize the impact of COVID-19 on businesses in Malaysia. Among the identified impacts are:

1. COVID 19 had multiple impacts on tourism enterprises.
2. From the perspective of tourism as the servicing industry, the Human Resource is essential, while online service is considered less effective.
3. The majority of players in the industry fear that profits will continue to

decline over the next three months and predicted more losses.

4. The number of staff will be generational and potential asset replacement, and growth spending will shift dramatically.
5. The players in the sector must review and update their business strategy and reduce the expenditure expected.
6. They also aim to seek new markets and businesses to stay afloat and reduce operating costs.
7. They are planning to switch their business model, considering initiatives to expand innovation and explore opportunities for collaboration, like mergers and acquisitions.
8. Many players in the sector expect to pursue new businesses and markets to stay in operation and to reduce operating costs.
9. Shockingly, most of the respondents indicated that they would not take action, as COVID 19 issues are anticipated to be better and easier in the coming months.

FUTURE CONCERN OF THE INDUSTRY

Travel controls have been implemented by nations around the world to prevent coronavirus transmission. In ASIA alone, among the country that imposing travel banned are Cambodia, China, Malaysia, Hong Kong, India, Japan, Nepal, Myanmar, Philippines, Singapore, South Korea, and several others (Salcedo, Yar & Cherelus, 2020). Currently, some of the countries have begun to allow and lifted the lockdown measure to domestic travel, and however international travel is yet to operate any time soon as the fear of the second wave of the outbreak. The tourism industry has to rely solely on the domestic market for the business to bounce. At the same time, the industry is required to improve and implement hygienic travel and operation as a precaution to combat more transmission of the virus. It is still too early to predict what will happen within the industry for the next few months. Thus, it is very important for the industry to be able to move forward and adapt to the new norm, especially in travel. Currently, most of the industry is looking into technology that will help to trace, track, and intervene in the outbreak of COVID 19. In China and South Korea, this strategy has been successful. Unfortunately, it is impossible for the entertainment sector to track potential infected participants (Solaris, 2020). In

addition, this is a precautionary step that can restrict but cannot be implemented to secure involvement in the spread of the virus.

	Apr-Jun 2020	Jul-Sep 2020	Oct-Dec 2020	Jan-Mar 2021
Likelihood of comeback	Unlikely	Unlikely	Somewhat Likely	Somewhat Likely
Risk of hosting the event	Very High	Very High	Moderate	Moderate

Table 1: The likelihood and risk of hosting the event in the near future

Source: Solaris, 2020

Table 1 displayed the likelihood and the risk of conducting any event in the near future. As the numbers of cases keep increasing around the world, on a global scale, it is still very risky to conduct and host an event in 2020. Thus, both the business owner and consumer are expected to accept the new norm and begun to adapt to changes and innovation in service deliverance. Online concerts, seminars, and webinars are the new gathering option of being practice. The usage of social media as a form of interacting has become wider. Researchers cautioned that minimizing prevention measures too soon could lead to another epidemic of the virus, which would presumably mean that when there is a relapse, sporadic social exclusion measures are enforced (Solaris, 2020).

According to ATTA (2020), among the three most effective crisis management strategies are change the cancellation and transfer policies, reduce the general business/ organization expenses and reduce employee hours or pay, or laying off. Among other strategies that being implemented are get in touch with the other industry members and communicate on ways to weather the crisis together. At the same time, the tourism board in the affected area shall provide tools and resources as well as updated information among the industry members. Other than that, it is crucial to plan for post-COVID 19 promotion in order to get ready to go back in business once the situation slowly bounces to normal. Others also believe that lobbying and educating the industry on economic measures from the government are just as important.

Currently, when asked about their organization's key short-term concerns concerning COVID-19, about 78% of the respondent from the survey done by ATTA (2020) voted 'cash flow' as their main concerns. 76% reside on the general economic uncertainty, and 59% on travel restrictions. While 58% worries about staffing and employment, 32% distresses cancellation policy and 24% on how to adjust the current marketing strategies. As for long term concerns, the main four concerns are: building an economically-resilient business operation (64%), modifying the existing cancellation policies, terms and conditions (40%), the need to modify or diversify the market source (37%), and forming a new partnership with new buyers (30%).

The survey conducted by Tourism Malaysia is it reported that 30.7% intended to travel within 6 to 12 months after MCO end, 22.8% within 2 to 6 months after, 22.6% intended to travel less than two weeks after MCO ends, 14.4% voted for more than one-year period, and 9.5% intend to travel within two weeks to 1 month after MCO as shown in Table 2.

	COVID-19 has greatly affected my attitude towards leisure traveling	After MCO, I believe traveling within Malaysia is safe	After MCO, I prefer to travel domestically than overseas
Strongly agree/agree	84.2%	50.9%	71.3%
Neutral	14.3%	32.0%	22.0%
Disagree/strongly disagree	1.5%	17.1%	6.7%

Table 2: Travel Perception after MCO

Source: Tourism Malaysia, 2020

It is also reported that hygiene and safety have become the main concern before deciding tours. The majority of the respondents commented that COVID 19 had influenced their traveling attitude. Tourism Malaysia (2020) recorded that 97.4% respondent agrees that hygiene and safety have become their main priority before deciding on tours other than prioritizing on the pricing and attractiveness of the destination. At the same time, 91.5% of respondents voted to avoid traveling in crowded areas due to fear of COVID-

19 possible transmission. 67.6% will avoid traveling for shopping activities, 63.1% does not intend to engage in theme park related activities, and 47.9% and 47.2% will avoid traveling for food and beverage activities and traveling for sports and recreation activities, respectively. Most respondents favor domestic travel rather than abroad.

A survey done by DOSM (2020) indicates that 90.9% of the respondent prioritize the aspects of their life, hygiene, and safety at the time like this, followed by the importance of having their income and getting life back on track with 4.6% and 4.5% respectively. Overall, the outbreak of COVID-19 affected the lifestyle of 96.3% of respondents. While 3.7% of respondents' lifestyle was not affected by the outbreak. 92.9% of the 38,455 respondents were prepared to maintain their current lifestyle after returning to normal life after the end of MCO. As shown in Figure 2, 93.6 percent will improve their daily life routine by implementing proper sanitation and hygienic practice, followed by limiting social activities (83.3%) and limiting tourism activities (67.1%). It was found that only 6.2% of respondents were financially less affected throughout the Movement Control Order period, while 52.6 percent of respondents were highly affected during this period. Among the states most affected by the MCO were Sabah (66.7%), followed by Kelantan (65.5%) and Perlis (64.0%) (DOSM, 2020).

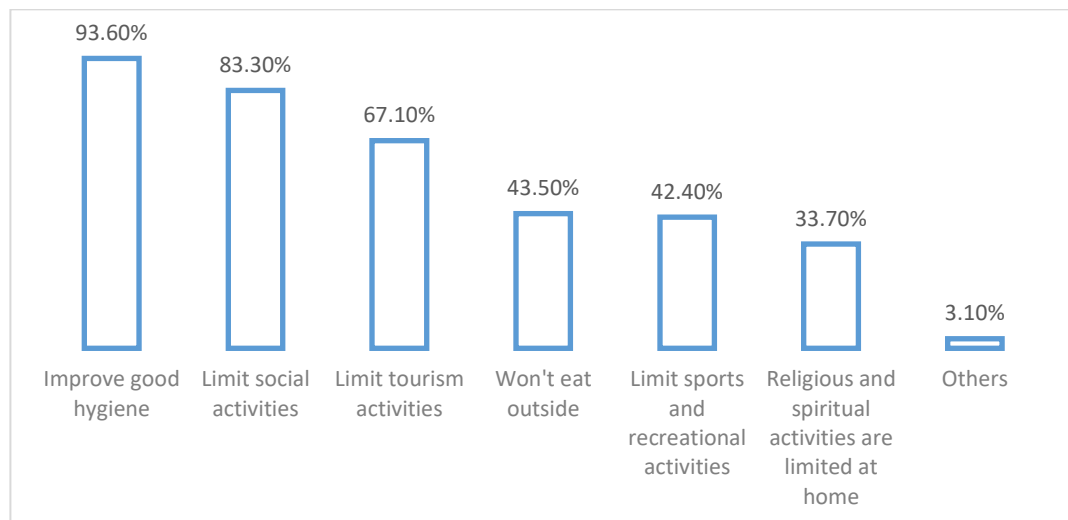


Figure 1: Changes of lifestyles that will be done after MCO

Source: DOSM, 2020

RECOMMENDATIONS FOR RECOVERY



Figure 2: International Tourist Arrivals 1995-2019

Source: UNWTO, 2020

Despite occasional shocks, international tourism has seen its continued growth, showing the strength and resilience of the sector and benefiting all regions worldwide. This situation, however, is like no other and calls for fast and concerted action. UNWTO Secretary-General Zurab Pololikashvili mentioned that while it is too early to completely evaluate the possible impact on tourism of COVID-19, it is clear that millions of job losses are at risk within this industry. Roughly 80% of all tourism enterprises are SMEs, which have driven the sector to provide jobs and other opportunities for women, youth, and rural communities. UNWTO highlights the historical resilience and capacity of tourism to build employment during crisis situations while stressing the value of international cooperation and ensuring that the sector is a vital part of recovery efforts. Since the outbreak, UNWTO has worked closely with the broader United Nations program as well as with the World Health Organization (WHO) to directly guide the sector and make important recommendations both for top leaders and individual visitors and to better consolidate and toughen the response, UNWTO has established the Global Tourism Crisis Committee. Despite no guarantee as to the nature of this crisis or the final economic and systemic effects on tourism, everybody was concerned about the millions of jobs that could be lost. The broader social effect of the crisis would go far beyond that of tourism, with small- and medium-sized businesses accounting for 80 per cent of the industry in the country (UNWTO, 2020). Among the first

comprehensive set of actions for government and private sector can refer now are the UNWTO 'The Recommendation for Action,' which focuses on three key areas that deliver 23 actionable recommendations.

1. Managing the Crisis and Mitigating the Impact:

The main recommendations are on work security, self-employed assistance, liquidity protection, the advancement of skills, and the review of taxes, travel, and tourism charges and regulations. The proposals are made because it is likely to be a global economic crisis. Tourism will be badly affected because it is labor-intensive and will entail millions of jobs at risk, in particular women and youth and the vulnerable groups.

2. Providing Stimulus and Accelerating Recovery:

This set of recommendations stresses the importance of providing a financial stimulus to boost the economy, improving marketing and consumer trust to speed up recovery, including favorable policy on taxes, lift travel restrictions as soon as the health emergency permits. The Recommendations also recommend that tourism be the priority of national policies and action plans on recovery.

3. Preparing for Tomorrow:

Increasing the unique potential of tourism to lead local and national growth, the recommendations emphasize the sector's contribution to the Sustainable Development Agenda and create resilience learning from the current crisis lessons. The recommendations call on governments and players in the private sector to develop preparedness plans for the circular economy.

UNWTO also introduces the tagline of 'Stay home today so you can travel tomorrow' that being promoted on digital media under the hashtag of #TravelTomorrow. Among the potential recovery steps should include temporary tourism and travel aid from national governments, including the provision of money to allow fast and easy access to short- and medium-term loans to address liquidity shortages, fiscal relief for SMEs, and protection of workers from unemployment and loss of income. Lastly, the alliance recommends the simplification of visa laws, the reduction or removal of travel taxes, and the promotion and marketing of economically affected destinations to

attract visitors and guarantee a rapid recovery in the midst of this crisis.

Stimulus Packages

In Malaysia, the pandemic outbreak has devastatingly affected the supply chains, particularly as China has been the largest trading partner of Malaysia for the last ten years, and the exchange between both countries was valued at 68 million in 2019 alone (Medina, 2020). In February 2020, the Government of Malaysia released a RM 20 billion emergency stimulus package to deal with the economic effects of the coronavirus outbreak (Covid-19). On 27 March 2020, about RM 250 billion more are added into the packages under Economic Stimulus Package Prihatin Rakyat (PRIHATIN) and an additional RM 10 billion for SME Economic Stimulus. The package incorporates policies that boost economic growth, foster investments, and enable companies in their processes to introduce automation and digitalization. The government has planned a range of initiatives targeted mainly in the tourism industry to reduce the short-term effects of the Covid-19 outbreak. Several of the essential features are below (Medina, 2020).

1.1.1 Mitigating the immediate impact of Covid-19

- Restructuring and rescheduling of loans
- Cash flow assistance for small and medium-sized businesses
- Tax exemptions and deferments
- Offer discount vouchers for tourism
- Tax relief for domestic tourists
- Extra funding for skills training

1.1.2 Stimulate economic growth

- Reduction of worker contributions to the Employee Provident Fund (EPF)
- Financial aid to households with low income
- Implementing small scale infrastructure projects
- Strengthen the Agrofood industry

1.1.3 Encourage investment growth

- Offer funding for startups
- Digitalization and automation of SME
- Waiver of listing fees

In order to cope with the economic effects of the outbreak, other states also announced their own stimulus package in addition to the assistance on the federal level. The State of Sarawak has announced a stimulus package of RM1.15 billion, and the state also declared that loan interest, interest waiver, and discounts for basic government services were postponed (NST, 2020).

Looking from Malaysia's perspective, the announcement of the Stimulus Package is seen to be able to help the industry, especially the SME and tourism businesses. However, it will only be a good help for a short period of time provided that the MCO is going to be extended again, which restricted the tourism business from operating as social distancing is still enforced. In the effort to mitigate the immediate impact of the coronavirus, the government has introduced a range of initiatives directed mainly in the tourism sector to reduce the short-term consequences of the Covid-19 outbreak. Some of the key features are below (Medina, 2020; NST, 2020):

1. Restructuring and rescheduling of loans

The government has required financial institutions by rescheduling or restructuring loans to provide financial relief for creditors and to provide moratoriums for payment. The exemption from stamping duty resulting from the rearrangement, restructuring, or moratoriums would be 100% dated from 1 March 2020 to 31 December 2020.

2. Assisting the cash flow of small and medium-sized enterprises

Bank Negara Malaysia (BNM) offers the RM2 billion special aid facility for Small Medium Enterprises with an interest rate of 3.75%, in particular in the form of working capital. Bank Simpanan Nasional (BSN) will allocate RM200 million to micro-loans that will give the affected companies an interest rate of 4%. The approval process will also be more simplified for the current loan funds as for example, the RM1.5 billion of Bank Pembangunan's Tourism Development Fund.

3. Tax exemptions and deferments

Individuals are eligible for domestic tourism expenses from 1 March 2020 until 31 August 2020 for a special tax exemption of RM 1,000. It covers entrance fees and lodging expenses on-premises registered with the Ministry of Tourism, Arts, and Culture.

4. *Discount vouchers for tourism*

For tourism industry support, the state has given RM 500 million in travel discounts, with the government providing discount vouchers of up to RM 100 per person starting in March 2020, along with airlines, resorts, and hotels and an increase in the level of tourism promotion, which will add RM 30 million to Malaysia's Tourism Industry.

5. *Extra funding for skills training*

To assist businesses affected by COVID-19 to upgrade the skills of its workers, the government will provide RM 100 million funds, which includes aid for sectors such as retail, hospitality, and tourism in addition to electrical, electronic, and automotive manufacturing. An addition of RM 50 million will be provided to finance short courses focusing on improving the digital skills of employees, while RM 20 million more will be allocated to fund short courses for workers in the manufacturing sector.

In an article by Flanders Trade (2020), TAPiO Management Advisory has outlined several recommendations, thus offering alternative views on the attempt to recover from the situation and staying competitive.

1. Diversifying and modernizing the healthcare industry through R&D investment and collaborating with key external stakeholders.
2. Improve the standard of the education system in Malaysia. Partnership with institutions of overseas higher education to promote the international experience of students.
3. Diversify and modernize the livestock, forestry, and manufacturing industries from only planting crops to a new/existing crop with larger work and downstream operations.
4. Diversify Foreign Direct Investment (FDI) into the country, the main contributing factor for the oil and gas industry. It can be accomplished by facilitating the introduction, across all traditional or emerging markets, of innovative, advanced technology.
5. Stimulate the adoption or relocation of subsidiaries to and from international investors in Malaysia. Malaysia may benefit from the present

global supply chain instability as a variety of multinational corporations are withdrawing from China.

6. Malaysia is still prepared for the implementation of the National Liberation and Connectivity Plan (NFCP), which is intended to improve digital connectivity by deploying 5 G in Q32020, despite the current economic uncertainties. The Minister of Communications and Multimedia has confirmed that the main driver for introducing FDI in Malaysia's digital economy is a stable and affordable high-speed broadband link. The NFCP is also projected to have a beneficial impact on Malaysia's Global Business Services (GBS) by encouraging workers to work from home.

7. In the midst of COVID-19, the Malaysian government will boost national productivity by implementing policies and opportunities that would be more investor-friendly in terms of FDI.

Looking from the tourism perspective, TEAM (2020) reported that only 13.8% of respondents voted that government assistance is sufficient, and 35.6% disagree. Meanwhile, 46.7% and 4.0% voted 'not sure' and 'have no idea' respectively. The government needs to continue providing continuous advice and support for recovery measures, including tourism events and fairs, for the private and public tourism sector. Academics will collaborate together with industry and government; provide much-needed skills. The tourism industry has to be forward-looking, confident, and ready for travel demands if restrictions are lifted. Citizens are going to fly again, but with a different take on the traditional travel behavior. Tourism firms have to adapt rapidly and ready to accommodate the changes after COVID 19.

The survey was done by IDS (2020) also suggested that the government should aggressively offer assistance on campaigning for domestic travel once the MCO is lifted. At the same time, the government should evaluate attractions and recently developed rural destinations that are not yet listed at the Federal Ministry of Tourism (MOTAC). Other than that, issuing more travel discount vouchers will encourage the locals to travel within. As for the business owners, the government should introduce zero percent interest for rolling modal, offer minimum conditions for SME loans and subsidy/cash assistance for small business operations and maintenance expenses.

CONCLUSIONS

The pandemic of Covid-19 has devastatingly impacted daily lives all over the world. The pandemic has rapidly created a chain reaction all over the planet, as

the global community's increasing interdependence has been affected. The global economy is affected by the pandemic, and Malaysia's tourism industry is one of the most affected. Governments across the globe have already implemented containment policies that require time to achieve positive results. Most countries, like Malaysia, depend on support from the stimulus package introduced by the government and other opportunities to reduce economic risks. Governments and the private sector will now rely on post-pandemic action to restore a global disrupted economy (Permal & Jamal, 2020). However, given the threats emerging, it is clear that the fiscal stimulus of Malaysia should go beyond the February stimulus package to protect the lives of people (Cheng, 2020) and sustaining the business and economy as a whole, and, in this case, ensuring the sustainability of tourism businesses. The causes behind this pandemic disease are being sought by researchers. This pandemic situation can only be tackled according to China if techniques and tactics of response control are implemented (Hasanat, Hoque, Shikha, Anwar, Hamid & Tat, 2020). This paper includes the effect of the coronavirus on the Malaysian tourism industry. When examining it, it has found that due to this pandemic epidemic, the tourism industry is severely affected as movement control order is imposed and borders are secured tightly and social distancing being practiced in order to flatten the curve, which directly suggests that no means of travel are supposed to take place in the meantime. Malaysia is suffering greatly as the death rate rises as the economic situation increases. It is expected to return to normal in few months; however, it is only fair to address that it is not going to be an easy job to be done as it is much harder to regain tourist travel motivation as safety and health become the biggest concern. Given the risks emerging, it is clear that fiscal policy must go beyond the stimulus package in February in order to safeguard the citizens' livelihoods. Overall, robust public health measures will finally resolve the present COVID-19 epidemic, but the economic wounds it has left are unsatisfactorily long-term without a reasonably broad and effective fiscal answer. Thus, it is recommended that more research should be conducted on ways to minimize the impact of coronavirus, especially on tourism in Malaysia, at every possible outcome to assist not only on the federal level but also from the perspective of tourism player and destination owners directly.

References

- Alom, S., Patwary, A. K., Khan, M. M. H. (2019). [Factors Affecting the Turnover Intention of Bangladeshi Migrants in the United Arab Emirates: An Empirical Study on the Hotel Industry](#). *International Journal of Innovation, Creativity and Change*. 8 (3), 344-360.

- EdgeProp, (2020). Plenitude shuts down 3 hotels, downsizes others on Covid-19. Retrieved from <https://www.edgeprop.my/content/1676315/plenitude-shuts-down-3-hotels-downsizes-others-covid-19>
- Ekstein, N., (2020). The Coronavirus's Effect on Tourism Will Carry Into 2021, Experts Say. Retrieved from <https://www.bloomberg.com/news/articles/2020-02-13/coronavirus-s-effect-on-tourism-will-carry-into-2021-experts-say>
- Ernst & Young (2020). Economic impact of COVID-19: A Malaysian context. Retrieved from https://insap.org.my/wp-content/uploads/2020/04/COVID-19-Economic-Impact_Malaysia_080420.pdf
- Faus. J., (2020). This is how coronavirus could affect the travel and tourism industry. Retrieved from <https://www.weforum.org/agenda/2020/03/world-travel-coronavirus-covid19-jobs-pandemic-tourism-aviation>
- Flanders Trade. (2020). CORONA VIRUS – The situation in Malaysia. Retrieved from <https://www.flandersinvestmentandtrade.com/export/nieuws/coronavirus-%E2%80%93-situation-malaysia>
- Gomes. V. (April 2020) Left to entertain themselves. Retrieved from <https://www.theedgemarkets.com/article/left-entertain-themselves>
- Hasanat, M. W., Hoque, A., Shikha, F. A., Anwar, M., Hamid, A. B. A., & Tat, H. H. (2020). The Impact of Coronavirus (Covid-19) on E-Business in Malaysia. *Asian Journal of Multidisciplinary Studies*, 3(1).
- IATA, (2020). COVID-19 Wider economic impact from air transport collapse. Retrieved from <https://www.iata.org/en/iata-repository/publications/economic-reports/covid-19-wider-economic-impact-from-air-transport-collapse/>
- ICAO (2020). Effects of Novel Coronavirus (COVID-19) on Civil Aviation: Economic Impact Analysis Retrieved from https://www.icao.int/sustainability/Documents/COVID-19/ICAO_Coronavirus_Econ_Impact.pdf
- Institute for Development Studies. (2020). Results of The Survey On The Impact Of Covid-19/ MCO On Tourism Product Operators In Sabah. Retrieved from <https://ids.org.my/main/wp-content/uploads/2020/04/IDS-Tourism-Product-Operators-Survey-Report.pdf>
- Islam, R., & Patwary, A. K. (2013). Factors influencing to the policy and strategies used to disabled employment in hospitality industry. *Advances in*

Environmental Biology, 2598-2606.

Hafiz Waqas Kamran, H. W., Pantamee, A. A., Patwary, A. K., Ghauri, T. A., Long, P. D., Nga, D. Q. (2020). Measuring the association of environmental, corporate, financial, and social CSR: evidence from fuzzy TOPSIS nexus in emerging economies, *Environmental Science and Pollution Research*. Krungsri Research, (2020).

Coronavirus Outbreak: Impact on Thai Economy. Retrieved from https://www.krungsri.com/bank/getmedia/d706b776-0f5f-4041-b6c9-71c263fff796/RI_Coronavirus_Outbreak_200211_EN.aspx

Malaysia Association of Hotel. (2020). Surviving Covid-19 Hotel Industry of Malaysia. Retrieved from <http://www.hotels.org.my/>

Malaysian Institute of Economic Research MIERS, (2020). The Economic Impacts of Covid-19. Retrieved from <https://www.mier.org.my/the-economic-impacts-of-covid-19/>

Medina, A., F., (2020). Malaysia Issues Stimulus Package to Combat COVID-19 Impact. Retrieved from <https://www.aseanbriefing.com/news/malaysia-issues-stimulus-package-combat-covid-19-impact/>

Moore, M. (2020). COVID-19 impact on tourist arrivals APAC 2020 by country or region. Retrieved from <https://www.statista.com/statistics/1103147/apac-covid-19-impact-on-tourist-arrivals-by-country/#statisticContainer>

Murallitharan, M. (2020). Deep impact of Covid-19. Retrieved from <https://www.freemalaysiatoday.com/category/opinion/2020/03/14/deep-impact-of-covid-19/>

New Straits Times. (2020). 2020 Economic Stimulus Package - full speech text (in English). Retrieved from <https://www.nst.com.my/news/nation/2020/02/569732/2020-economic-stimulus-package-full-speech-text-english>

New Straits Times. (2020). Sarawak CM announces RM1.15bil aid package. Retrieved from <https://www.nst.com.my/news/nation/2020/03/577410/sarawak-cm-announces-rm115bil-aid-package>

Oğuz, B., Gordon, G., & Cruz, H. H. (2020). Global tourism and the COVID-19 pandemic. Retrieved from <https://www.dailysabah.com/opinion/oped/global-tourism-and-the-covid-19-pandemic>

Patwary, A. K. (2017). The Influence of Socio-Demographic Factors in Domestic

- Tourists Complaining Constraints with Hotel Services. Published Masters Dissertation, Universiti Utara Malaysia.
- Patwary, A. K., Omar, H., Tahir, S. (2020). A Conceptual Model of What Influences Consumers When Visiting Green Hotels in Malaysia. *International Journal of Innovation, Creativity and Change*, 11 (11), 11-25.
- Permal, S., & Jamal. N. (2020). Geo-Economic Impact of COVID-19 on the Maritime Sector in Malaysia. Retrieved from <http://www.mima.gov.my/phocadownloadpap/seaviews/Ge-Economic-Impact-of-Coronavirus-and-the-impact-to-Maritime-Sector-in-Malaysia.pdf>
- Prime Minister Office of Malaysia. (2020). Movement Control Order: FAQ & Info. Retrieved from <https://www.pmo.gov.my/2020/03/movement-control-order-faq-info/>
- Reuters. (2020). Malaysia's AirAsia founders not taking salary; staff accepts up to 75% pay cut. Retrieved from <https://www.reuters.com/article/us-health-coronavirus-malaysia-airasia-g/malaysias-airasia-founders-not-taking-salary-staff-accepts-up-to-75-pay-cut-idUSKCN21U054>
- Reuters. (2020). Malaysia's AirAsia seeks government loan amid pandemic: Bloomberg Markets. Retrieved from <https://www.reuters.com/article/us-health-coronavirus-airasia-loan/malaysias-airasia-seeks-government-loan-amid-pandemic-bloomberg-markets-idUSKBN21L1A9>
- Russell, M. (2020). COVID-19 Impact on Events Research: Top-line Results for Planners. Retrieved from <https://www.pcma.org/covid-19-impact-events-industry-planners-survey-results/>
- Sabah Tourism Board. (2020). Sabah Tourism Arrivals. Retrieved from <https://www.sabahtourism.com/statistics/?locale=en>
- Saez, E., & Zucman, G. (2020). Keeping Business Alive: The Government as Buyer of Last Resort. EfIP Policy brief, 20.
- Salcedo, A., Yar, S. & Cherelus, G. (2020). Coronavirus Travel Restrictions, Across the Globe. Retrieved from <https://www.nytimes.com/article/coronavirus-travel-restrictions.html>
- Simpleflying. (2020). Airbus To Sell 6 Planes Originally Destined For AirAsia. Retrieved from <https://simpleflying.com/airbus-air-asia-sale/>
- Solaris, J. (2020). Coronavirus and Events: Outlook and Recovery Timeline. Retrieved from <https://www.eventmanagerblog.com/events-coronavirus>

- STR, (2020). COVID-19 webinar summary: 5 key points on ASEAN, 16 April. Retrieved from <https://str.com/data-insights-blog/covid-19-webinar-summary-5-key-points-asean-16-april>
- TEAM. (2020). Tourism Business Survey 2020. Retrieved from <https://teamsecretariat.wixsite.com/team-malaysia>
- The Star. (2020). 70% of Malindo Air staff to take unpaid leave. Retrieved from <https://www.thestar.com.my/business/business-news/2020/04/08/70-of-malindo-air-staff-to-take-unpaid-leave>
- The Star. (2020). Event companies in Penang feeling the strain of Covid-19 Retrieved from <https://www.thestar.com.my/news/nation/2020/02/19/event-companies-in-penang-feeling-the-strain-of-covid-19>
- The Sun Daily. (2020). Group announces closing down hotels in Penang, Ipoh. Retrieved from <https://www.thesundaily.my/covid-19/group-announces-closing-down-hotels-in-penang-ipoh-CC2334499>
- Tourism Malaysia. (2020). Survey on Domestic Travel in Malaysia after Movement Control Order (MCO). Retrieved from <https://www.tourism.gov.my/files/uploads/DomTravelerSurveyafterMCO4.pdf>
- TRINET. (2020). Initial TRINET Responses to COVID-19 Tourism. Retrieved from <https://ttra.com/wp-content/uploads/2020/04/TRINET-COVID-19-Recovery.pdf>
- UNWTO. (2020). Impact assessment of the COVID-19 outbreak on international tourism. Retrieved from <https://webunwto.s3.eu-west-1.amazonaws.com/s3fs-public/2020-03/24-03Coronavirus.pdf>
- UNWTO. (2020). International Tourist Arrivals Could Fall By 20-30% in 2020. Retrieved from <https://www.unwto.org/news/international-tourism-arrivals-could-fall-in-2020>
- UNWTO. (2020). UNWTO Convenes Global Tourism Crisis Committee Retrieved from <https://www.unwto.org/unwto-convenes-global-tourism-crisis-committee>
- UNWTO. (2020). UNWTO Launches A Call For Action For Tourism's Covid-19 Mitigation And Recovery Retrieved from <https://www.unwto.org/news/unwto-launches-a-call-for-action-for-tourisms-covid-19-mitigation-and-recovery>

- Wilder-Smith, A. (2006). The severe acute respiratory syndrome: impact on travel and tourism. *Travel medicine and infectious disease*, 4(2), 53-60.
- World Health Organization. (2020). Considerations for quarantine of individuals in the context of containment for coronavirus disease (COVID-19): interim guidance, 19 March 2020 (No. WHO/2019-nCoV/IHR_Quarantine/2020.2). World Health Organization.
- Yunus, R. (2020). Tourism Malaysia looks at new markets to ease Covid-19 impacts. Retrieved from <https://themalaysianreserve.com/2020/03/10/tourism-malaysia-looks-at-new-markets-to-ease-covid-19-impacts/>