

Original Research Article

Economic Recovery through Social Dialogue Policy to Reduce the Impact of COVID-19

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Abstract: Creating a social dialogue policy in the Indonesian tourism industry to lessen the effects of COVID-19 is one of the goals of this research. Qualitative analysis is the research methodology used. The findings of this study suggest that the Indonesian government should develop five measures to promote social discourse in the travel industry, including The tourism industry's allocation of cash for managing COVID-19, along with economic stimulation for corporate actors, which constitutes the first social dialogue policy. To prevent worker layoffs, the economic stimulus is meant to encourage corporate actors to keep up their operations. The second strategy involves social dialogue in the tourism industry, offering initiatives in the form of income tax benefits, easing loan/credit payments, and, soon, a policy easing social security contributions for employment will be published to alleviate formal sector workers. The third strategy is to offer an informal sector workforce with a social safety net. Workers in the unorganized sector are considered poor and vulnerable, and the government provides social support for them. The fourth idea is to give laid-off people priority in receiving training incentives through a pre-employment card scheme. The government has offered training incentives with a target year of recipients, and it has become clear that the beneficiaries are primarily laid-off workers. The fifth policy is to expand job opportunities through initiatives including entrepreneurship, cash labour intensive, productive labour intensive, Applied Appropriate Technology, and Independent Manpower. In addition, the protection of Indonesian migrant workers, particularly those working in the tourism industry and those who have returned to Indonesia and those still overseas.

Keywords: Policy, Social Tourism Dialogue, Covid-19.

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INTRODUCTION

Understanding and implementing restrictions on the percentage of workers/labourers who work in the office/workplace or Work From Office (WFO), understanding the definition of working from home or Work From Home (WFH), and understanding what it means to be laid off a worker are just a few examples of policies to control the spread of the Covid-19 pandemic that affect the implementation of working relationships during the Covid-19 pandemic (ILO, 2020).

In light of this, it is essential to create Guidelines for Implementing Employment Relations During the Coronavirus Disease 2019 (Covid-19) Pandemic, which can be used as a guide in implementing work relations in businesses during the

Covid-19 pandemic, especially for businesses affected by Covid-19 in the field of tourism, given that the travel and tourism industry is one of the sectors most influenced by the Covid-19 pandemic era. The flow of people between cities has been constrained since widespread social restrictions were implemented in several locations with distinct variations. The number of tourists dropped to nearly zero due to the government's call for people to temporarily remain home to stop the COVID-19 disease from spreading (McKibbin & Fernando, 2020).

As a result of growing boredom and economic pressures that caused most people to lose their jobs, the government started to relax these social limitations over time. Leading tourist locations in Indonesia are

preparing to resurrect their tourism industries as pilot projects. The Indonesian government's policy measures are based on ILO standards to support the tourism business and maintain employment and income, which are very important. They include (Indar, 2020). The East Java Province is one of the tourist destinations prepared by the Ministry of Tourism and Creative Economy, based on the ILO policy to support the tourism business and maintain employment and income.

In general, the Indonesian government has planned steps in the form of a disaster response social dialogue policy to lessen the impact of the Covid-19 pandemic on the work sector. The approach concentrates on the labour market and its institutions and seeks to reestablish favourable conditions. The first social dialogue policy is to allocate USD 46.6 billion for managing COVID-19, including giving corporate actors a USD 17.2 billion in economic stimuli. To prevent worker layoffs, the financial incentive is designed to encourage corporate actors to keep up their operations (Indar, 2020).

To relieve roughly 56 million workers in the formal sector, a policy of employment social security contribution relaxation will be announced soon. The second policy is social dialogue, which focuses on how to offer programs in the form of income tax incentives, loan/credit payment relaxation, and other similar initiatives. The third strategy is to provide an informal sector workforce with a social safety net. The government offers social support to 70.5 million needy and underprivileged workers in the informal economy (Eman & Alnimer, 2020).

The fourth idea is to give laid-off people priority in receiving training incentives through a pre-employment card scheme. With this year's objective of 3.5–5.6 million beneficiaries, the government has offered training incentives. More than 680 thousand beneficiaries—mostly laid-off workers—have taken advantage of these programs. The fifth strategy is to boost programs designed to absorb workers, such as intense cash labour, productive labour intensive, Applied Appropriate Technology, Independent Manpower, and entrepreneurship. Protection for Indonesian migrant workers is also provided for those who have returned to Indonesia and those currently working abroad (Batista *et al.*, 2020).

Reviving the tourism industry does not imply doing so hastily. Countries/regions that will implement the new normal are those that at the very least comply with a few of the requirements of the current health system criteria and can recognize, isolate, test, trace contacts, and confine affected individuals, according to WHO and the ILO. This healthcare system consists of both hospitals and medical gear. For regions or locations with high vulnerability, the risk of an outbreak of the coronavirus must be reduced, primarily in

densely populated areas, nursing homes, and mental health facilities. They are deciding on preventative actions for the workplace. The utilization of physical distance, the accessibility of hand washing facilities, and the implementation of respiratory ethics such as wearing masks are some of these preventive measures. Controlling the risk of virus carriers showing up in a region is necessary. The community must be given a chance to offer suggestions, voice their opinions, and participate in adjusting to the new normal, which is the following requirement (Shin & Kang, 2020).

According to the Ministry of Tourism and Creative Economy, leading tourism attractions must adhere to the HCS (Healthy, Clean, and Safety) philosophy to be ready to accommodate repeat visitors. The guiding points will detail how this principle is to be applied. All the industries concerned with tourism development must be prepared for this. The key to tourist locations being ready to welcome the new average period is preventing the spread of COVID 19. This manual was developed to serve as a resource for tourism stakeholders supporting COVID-19 prevention efforts and preventing tourist locations from developing new COVID-19 transmission clusters (ILO, 2020).

This research aims to identify implementation strategies and foster social conversation with business owners, employees, and labourers to foresee the effects of the Covid-19 pandemic and ensure business and job continuity. In addition, the corporation must safeguard its business continuity from the pandemic's results and stop the virus that is causing it from spreading inside the organization.

LITERATURE REVIEW

Tourism business owners carry out a sequence of program plans, activities, actions, decisions, attitudes, and to-act or-not-to-acts to resolve issues. Setting policies is crucial to the company's success in achieving its objectives. Dimensions of the Implementation of Public Policy The execution of this policy is measured and evaluated based on several ideas and the types of actions connected to the implementation of good governance, including Consistency: By following the relevant processes and norm, the policy is being implemented in a consistent manner, which is progressing well (Shin & Kang, 2020).

Transparency is the openness of information that the general public and interested parties should have access to. All parties requiring it has been given access to information about how public policies are being implemented in a transparent, simple, and easy-to-understand manner. c. Accountability: To carry out a social conversation, every action taken to implement public policy must be accountable on both an administrative and substantive level. The justice, it can be interpreted generally as goodness, virtue, and truth,

which unite community members in realizing harmony between exercising rights and fulfilling obligations (Shin & Kang, 2020; Nafi & Supriadi, 2017)

Services that are provided without discrimination are a manifestation of justice in public policy. When governmental policies are implemented, a target group's quality of service is provided regardless of ethnicity, colour, religion, class, or social standing. e. The community's involvement and participation in the execution of policies are referred to as participatory. On the other side, community involvement will affect the evaluation/control process on government performance and can reduce abuse of power in addition to helping the acceleration of policy implementation. Because involvement involves elements of oversight and ambitions, community participation is essential to the effectiveness of public policy implementation (Im *et al.*, 2021; Nafi *et al.*, 2017).

The oversight mentioned here includes the executive management by the legislature. This statement suggests that policies should be implemented participatory, namely, approaches promoting community involvement by considering the community's ambitions, needs, interests, and expectations. Effectiveness is always measured by product or service units and is always related to the achievement of specified results or the accomplishment of the objectives of the implementation of the activity. The achievement of attaining the purposes outlined in public policy is used to determine the efficacy of its performance. Efficiency has to do with how many resources are used to achieve a particular degree of effectiveness. The link between energy and Efficiency is Efficiency. Putting policies into action should be collaborative, specifically putting policies into action that can foster community involvement by taking into account the goals, needs, interests, and expectations of the community (Im *et al.*, 2021; Herman & Supriadi, 2017).

Guidelines for the Implementation of Tourism Sector Policies Based on International Labor Organization (ILO) Standards Due to the Impact of COVID-19, including guidelines for managing employment relations during the pandemic of the coronavirus disease in 2019, creating a plan for business continuity in the event of a disease pandemic, and managing COVID prevention in the tourism sector. 1) A worker or labourer is anybody who performs work for pay or other types of compensation. 2) An entrepreneur is a person, partnership, or legal entity that manages a company that they own; a person, partnership, or legal entity that operates a company independently that is not their own; and a person, partnership, or legal entity that resides in Indonesia and acts as a representative for a company listed in letters a and b that is based outside of Indonesia's borders (Nafi *et al.*, 2017).

The relationship between a business owner and a worker or labourer based on a work agreement that includes work, pay, and orders are known as an employment relationship. According to a work agreement, agreement, or statutory regulations, the wage is the right of the worker or labourer that is received and expressed in the form of money as a reward from the business owner or employer to the worker or labourer. Wage includes allowances for workers/labourers and their families for a job and service that has been or will be performed. Termination of employment is ending the employment relationship as a consequence of a specific event that results in the termination of the worker's or labourer's rights and obligations toward the employer (Kusman, 2020; Nafi & Supriadi, 2017).

RESEARCH METHODS

The range of the study

This study is a qualitative literature evaluation of approved rules that covers the following topics: stimulating the economy and employment, supporting tourism businesses, jobs and income, and instructions for holding work dialogues during the Covid-19 pandemic. The implementation of a work-from-home system and working in an office or workplace, the protection of tourism industry employees when they are at work, the implementation of salaries and other workers and labour rights, and measures to stop Nafi Bambang from being fired from his job.

RESEARCH RESULTS & DISCUSSION

Among other things, stimulating the economy and employment, supporting tourism enterprises, maintaining jobs and income, and protecting workers will all be essential for this sector. Social dialogue policy measures in the tourism sector support tourism businesses and maintain employment and incomes.

Workplace relations must be implemented by Ministry of Manpower and Immigration Order No. 104 of 2021 during the 2019 Coronavirus Disease (Covid-19) Pandemic. Work System Implementation During the Covid-19 Pandemic. Work from home, Work From Home (WFH), the Office, or a remote location (WFO). Working from home, or WFH is a work activity during the Covid-19 epidemic performed by employees/labourers from home as commanded by employers while still obtaining compensation. During the Covid-19 epidemic, working in an office or workplace, or WFO, is a work activity that workers or labourers perform in the Office or workplace that the entrepreneur has hired in exchange for payment (Kusman, 2020; Supriadi, 2016).

The following are possible ways to implement WFO. Calculating the proportion of workers or labourers who engage in WFO relates to the government's policy of restricting civic engagement—

regulating the rotation of working days throughout 1 (one) month to give workers and labourers opportunities to work while considering the government-set maximum capacity. Expend fewer hours at work. By implementing shift work under government regulations, businesses can reduce working hours while maintaining tight health standards. The total number of employees or labourers performing shift work must not exceed the permitted number while adhering to government regulations imposing limitations on neighbourhood activity. Lay off labour or workers. To stop the spread of Covid-19 or similar policies, employers may choose to fire or release workers/labourers from their jobs by forcing them to stay at home for a set period. Workers and labourers who don't work due to the company's rotational workday program are covered by this scope (ILO, 2020).

In theory, even if the employees or labourers do not perform any work, they still have a working relationship with the business owner and are not trying to end the employment relationship as long as the company is affected by the Covid-19 pandemic, which results in the firing of employees or labourers. Workers and labourers who don't work due to the company's rotational workday policy are included in this scope. In theory, even if the employees or labourers do not perform any work, they still have a working relationship with the business owner and are not trying to end the employment relationship as long as the company is affected by the Covid-19 pandemic, which results in the firing of employees or labourers. Workers and labourers who don't work due to the company's rotational workday policy are included in this scope. As long as the Covid-19 pandemic affects the business and causes layoffs, it is theoretically possible for employees to continue working with the business owner even if they are not actively seeking to do so (Im *et al.*, 2021; Supriadi & Roedjinandari, 2016).

Countries that rely on social discussion for solutions create innovative measures to lessen the effects of the crisis through tripartite social dialogue. Due to the broad spectrum of economic impacts, social dialogue methods, as mentioned in the following paragraphs, include representatives from all severely impacted sectors, including the tourism industry. Tourism employers' and workers' organizations are involved in talks on policy measures pertinent to the tourism sector, despite the mechanism being not industry-specific. In general, the Indonesian government has established pandemic impact mitigation measures. Covid-19 takes the shape of quick policy solutions in the employment sector (Im *et al.*, 2021; Supriadi & Roedjinandari, 2016).

The policy concentrates on the labour market and its institutions and seeks to reestablish favourable conditions. The first strategy is to set aside USD 46.6

billion for managing COVID-19, including USD 17.2 billion in economic stimulus for business actors. To prevent worker layoffs, the financial incentive is meant to encourage corporate actors to keep up their operations. To alleviate around 56 million workers in the formal sector, the second policy will offer programs in the form of income tax incentives, a relaxation of loan/credit payments, and a policy of relaxing social security contributions for employment. Third Policy: Offer an informal sector workforce a social safety net. The government gives social support to 70.5 million needy and underprivileged casual sector workers (Kusman, 2020; Supriadi *et al.*, 2017).

The fourth idea is to give laid-off people priority in receiving training incentives through a pre-employment card scheme. With this year's objective of 3.5–5.6 million beneficiaries, the government has offered training incentives. More than 680 thousand beneficiaries—mostly laid-off workers—have taken advantage of these programs. The fifth strategy is to boost programs designed to absorb workers, such as intense cash labour, productive labour intensive, Applied Appropriate Technology, Independent Manpower, and entrepreneurship. Protection should also be provided to Indonesian migrant workers who have returned to their country and those currently working there. Reviving the tourism industry does not imply going into it carelessly (Goeldner & Ritchie, 2012; Roedjinandari & Supriadi, 2016).

WHO and the ILO claim that the current health system's regulations allow for identifying, isolating, testing, tracing contacts, and quarantining infected individuals. This healthcare system consists of both hospitals and medical gear. For regions or locations with high vulnerability, the risk of an outbreak of the coronavirus must be reduced. Mostly in densely populated areas, nursing homes, and mental health facilities. They are deciding on preventative actions for the workplace. The utilization of physical distance, the accessibility of hand washing facilities, and the implementation of respiratory ethics such as wearing masks are some of these preventive measures. Controlling the risk of virus carriers showing up in a region is necessary. The Ministry of Tourism and Creative Economy has stated that top tourist destinations ready to welcome repeat visitors must adhere to the Healthy, Clean, and Safety 1. The following requirement is that the community be given a chance to provide input.

The guiding points will detail how this principle is to be applied. All the industries concerned with tourism development must be prepared for this. The key to tourist locations being ready to welcome the new average period is preventing the spread of COVID 19. This manual was developed to reference tourism stakeholders supporting Covid-19 prevention efforts

and preventing tourist locations from developing new Covid-19 transmission clusters.

Discussion regarding the implementation of other workers/laborers' rights and wages. Wages for employees or labourers who perform WFO or WFH. Workers and labourers who perform WFO, WFH or a combination of the two are still entitled to pay. Employers may change wages for business owners who, due to the Covid-19 epidemic, cannot pay workers/labourers the wages they are used to receiving. The wage adjustment is carried out proportionately and adequately by taking into account the worker's/survival labourer and the firm's continuation and is based on an agreement between the entrepreneur and the worker/labourer. Companies that employ shift workers must also abide by this clause. Pay for fired employees/labour (ILO, 2020).

The actions that the business owner can take if the worker or labourer is temporarily laid off are as follows: Maintain paying workers and labourers their regular salary. If the company has specified how the pay of workers laid off will be implemented in the Work Agreement, Company Regulation, or Collective Labor Agreement, then the relevant. Employers and employees might agree to modify the quantity and mode of payment of wages provided that wages are still paid in that month for companies who are financially unable to pay the earnings regularly received by workers/labourers owing to the impact of the Covid-19 outbreak (Ahla, 2020). Employers' wage changes during the COVID-19 epidemic are based on: a deal, which is the outcome of a conversation between employees/labourers and employers. The discussion is conducted through discourse grounded in kinship, openness, and good faith. The written wage adjustment agreement specifies the number of payments, how they will be paid (either all at once or in instalments), and the duration of the contract.

The business owner submits the outcomes of the written contract to the employee/labourer and reports them online to the provincial workforce sector administration agency. Saying on agreements signed between employers and workers/labourers is meant for data collecting, guidance, supervision, and law enforcement purposes. The exception is the modification of the wage amount used to determine other rights (Atika *et al.*, 2018). The value of pay before wage adjustments based on the agreement is used as the foundation for calculating contributions and social security benefits, rights to consequences of termination of work, and other rights that can be calculated with wages. Through the organization that oversees government affairs in the local workforce sector, the government has the responsibility of Advising business owners and employees/labourers; Assisting the parties in the process of coming to a wage adjustment agreement; and Monitoring the implementation of the

understanding of the wage amount and payment method (Nepal, 2020).

Social dialogue prevention strategies. To maintain company continuity and the ability to operate, employers, employees, trade unions, and the government must seek to communicate. After exhausting all other avenues to resolve the industrial relations issues brought on by the Covid-19 outbreak, the final resort is to terminate employment. For businesses that are feeling the effects of the Covid-19 epidemic, which affects business continuity and work, the following steps can be taken to prevent termination of employment: workplace modifications; WFH is used for work that can be done at home to lower production costs for the company as well as work activities and mobility (Ramadan, 2020).

Adjusting working hours; if WFH has been introduced, but the business is still having trouble managing the manufacturing process costs, the following actions can be taken: a schedule for work shifts; Eliminate or severely restrict overtime employment. Shorten working days. Lay off employees/labourers in a rotating fashion for a while; modify the amount and method of paying employee/labourer wages; gradually reduce employee/labour facilities and allowances, for instance, starting at the managerial level and so forth; refrain from extending the term of the work agreement for a specific amount of time that has expired, which is done selectively; and retire employees/labourers who have satisfied the requirements and offer early retirement (Dinarto *et al.*, 2020).

To avert the potential of employment termination, the choice of alternative preventative measures, as mentioned in number 2, necessitates a bipartite conversation to establish an agreement between employers and workers/labourers and trade unions/labour unions. If attempts have been made to avoid terminating an employee's job, but it is still necessary, the provisions of laws and regulations must be followed to resolve any disputes over the termination of employment (Centeno & Marquez, 2020).

To guarantee the continuation of work and business, the Guidelines for Implementing Work Relations During the Covid-19 Pandemic Period were created to instruct employees/labourers and employers in implementing work relations during the Covid-19 pandemic. With the help of this policy, it is hoped that the working relationship between employers and employees/labourers during the Covid-19 epidemic can continue to be favourable (Correa-Martínez, 2020).

Changes to the Minister of Manpower's Regulation No. 14 of 2020 about Policies for Offering Government Support in the Form of Salary/Wage Subsidies for Workers/Labourers in Handling Effects of

Coronavirus Disease in 2019 (Covid-19). Areas of Application of Level 3 and Level 4 Restrictions on Community Activities For Requirements for Those Receiving Government Assistance in the Form of Salary/Wage Subsidies (ILO, 2020).

Areas where Community Activity Restrictions are Enforced Level 4 and Level 3 With Higher Minimum Wages and Rounded Minimum Wages Tourist locations significantly influence tourism development in a region serving as the region's tourism symbols. According to Law No. 10 of 2009, tourist destinations are geographical locations that are part of one or more administrative regions and contain tourist attractions, public amenities, tourism infrastructure, accessibility, and communities that support tourism development in these places (Nepal, 2020). Including tourist destinations, both natural and artificial tourist attractions. It is hoped that administrators of tourist destinations have prepared themselves for the inauguration of this tourist destination during yesterday's vacuum.

The following are the required protocol standards: Ensure that all communal places are clean; perform disinfectant cleaning at least three times each day, particularly in the morning, afternoon, and evening, at each representative location. Body temperature readings are taken at each entrance to tourist sites. If the community's body temperature is 38°C or higher, it is advised to visit a medical facility right away to check on the body's condition and is prohibited from visiting tourist places (Gössling, 2020).

While delaying significant events that draw a lot of people (e.g. concerts, seminars, etc.), there can only be a maximum of 20 people in a meeting. While restricting visitation to the region until the Office, in consultation with the Bantul Regency Covid-19 Task Force, determines otherwise. Encourage complete hand washing regularly. Posters explaining the value of and recommended methods for hand washing should be visible. Ensure that hand-washing facilities with soap and water or alcohol-based hand sanitisers are available at tourist destinations. In tourist destinations, provide hand sanitiser dispensers in convenient locations open to the public and ensure they are routinely refreshed (Dabestani *et al.*, 2016).

Posters on the significance of practising cough/sneeze etiquette and sneezing/coughing procedures at tourist attractions should be placed there, and tourist site managers are required to give all visitors and passengers who are coughing or have flu symptoms face masks and tissues. Regularly update Covid-19 information and post it where visitors can easily view it—placing a medium for communication, news, and education on COVID-19 prevention and management in key tourist locations. Collaboration with the nearby medical institution is encouraged for treating ill tourists,

as well as for staff training on PPE and infection control. They reset the reservation, cashless payment, and ticketing systems in tourist areas. This reservation line produces tourist-selected instructional packages, particularly for tourist villages. Visitor limitations based on the number of police and tourists related to the land area (Nafi *et al.*, 2017).

CONCLUSION

Five policies were discovered as a result of this study's findings. The initial strategy for implementing social conversation was allocating resources for managing COVID-19, including financial incentives for commercial actors. To prevent worker layoffs, the economic stimulus is meant to encourage corporate actors to keep up their operations. The second strategy is to offer programs in the form of reduced loan/credit payments, income tax incentives, and, soon, a policy that will ease social security contributions for employment, relieving formal sector workers. The third strategy is to offer an informal sector workforce with a social safety net.

Workers in the unorganized sector are considered poor and vulnerable, and the government provides social support to them. The fourth policy is giving laid-off employees a pre-employment card program that prioritizes training incentives. The government has provided training incentives with a target year of recipients, and it has become clear that the beneficiaries are primarily laid-off workers. The fifth strategy is to boost programs designed to absorb workers, such as intense cash labour, productive labour intensive, Applied Appropriate Technology, Independent Manpower, and entrepreneurship. In addition, the protection of Indonesian migrant workers, particularly those working in the tourism industry and those who have returned to Indonesia and those still overseas. The government has offered training incentives with a target year of recipients, and it has become clear that the beneficiaries are primarily laid-off workers. The fifth strategy is to boost programs designed to absorb workers, such as intense cash labour, productive labour intensive, Applied Appropriate Technology, Independent Manpower, and entrepreneurship.

In addition, the protection of Indonesian migrant workers, particularly those working in the tourism industry and those who have returned to Indonesia and those still overseas. The government has offered training incentives with a target year of recipients, and it has become clear that the recipients are primarily fired employees. The fifth strategy is to boost programs designed to absorb workers, such as intense cash labour, productive labour intensive, Applied Appropriate Technology, Independent Manpower, and entrepreneurship. In addition, the protection of Indonesian migrant workers, particularly those working in the tourism industry and those who

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