

Crisis of Trust in the Government in Handling COVID-19 in Palopo City

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Abstract

Covid -19 is a virus that is quite likely to have spread in China since August 2019. This means that this outbreak had spread several months before it was thought to have broken out in Wuhan and spread throughout the world. Indonesia is one of the countries that has suffered quite concerning impacts due to Covid-19. All regions in Indonesia are quite concerned about Covid-19. South Sulawesi Province is one of the provinces of Indonesia where the spread of Covid-19 is quite active and is in the Orange zone for districts/cities including Palopo City. So that there are several policies taken by the Palopo City Government, one of which is refocusing the 2020 APBD budget for handling Covid-19. However, with the budget issued by the Palopo city government, the number of victims has increased so that the public thinks there is an effort to end budget in handling covid-19 by increasing the number of victims of covid so that people start to be afraid to go to the hospital to carry out this examination based on several cases that have occurred in the hospital. In Palopo, the majority of patients with hypertension, high blood sugar, asthma, and shortness of breath are victims of Covid-19. This article examines the crisis of trust in the Palopo community in the government in handling the Covid-19 case. Due to an indication of the game in determining the victim of Covid-19. The purpose of this study is to examine the crisis of public confidence in the government in handling Covid-19 in Palopo City. The conclusions are used to draw some recommendations for dynamic governance.

Keywords: Covid-19, Dynamic, Governance

1. Introduction

On December 31, 2019, the WHO China Country Office reported a case of pneumonia that occurred in the city of Wuhan, Hubei Province, China with no known etiology, In January 2020 China has identified the unknown pneumonia symptom as a new type of coronavirus (coronavirus disease, COVID-19). So that on January 30, 2020, WHO has issued a notification as a Public Health Emergency of International Concern (KKMMD / PHEIC). The spread of the number of COVID-19 cases is very fast and the spread is occurring in various countries. As of March 3, 2020, 90,870 confirmed cases were reported in 72 countries with 3,112 deaths globally (CFR 3.4%) (Kota Palopo). Indonesia is one of the countries that has experienced quite a concerning impact due to Covid-19, for now, the number of confirmed victims is 808,340 (*Peta Sebaran COVID-19*). so that the government has carried out various ways of handling covid-19 patients and has even looked for solutions to overcome the impact of Covid-19 in both the economic and political sectors so that the government issued Government Regulation Number 21 of 2020 concerning Large-Scale Social Restrictions in the context of the Acceleration of Handling Corona Virus Disease 2019 Covid-19). In fact, the government has budgeted for handling Covid-19 through the Ministry of Finance amounting to Rp 695.2 trillion. Of the Rp 695.2 trillion, the details of Rp. 87.55 trillion for the health budget, Rp. 203.9 trillion for social protection, Rp. 120.61 trillion for business incentives, Rp. 123.46 trillion are prepared for the MSME sector, corporations to Rp. 53.57 trillion, and for sectoral support of K / L and local governments of Rp. 106.11 trillion (Mega). Handling of covid in Indonesia is not only focused in the capital area but in other areas, the spread of the virus is very fast, including in South Sulawesi at this time, which confirmed the number of Covid-19 victims in South Sulawesi, 32,187 people, from 24 districts/cities in South Sulawesi.

The spread of the coronavirus in South Sulawesi is very worrying, currently, South Sulawesi is included in the Orange zone which means it is at moderate risk. The entire area of South Sulawesi is at moderate risk, which means that it needs a handler, especially the people who live in the area. Palopo City does not exclude, currently, the number of confirmed Covid-19 victims in Palopo City is 635 cases, while 506 recovered, and died 24. In handling COVID-19, the government has issued various alternatives, one of which is large scale restrictions, social

distancing, and even the government has poured funds for handling covid-19, which is IDR 17.9 billion. The budget will create a legal umbrella in the form of a Mayor's Regulation. The budget comes from the refocused APBD. This budget is used to resolve the Covid-19 problem in Palopo City. However, based on the facts in the field, the existence of this budget causes an increase in problems, namely the number infected with Covid-19 is increasing.

Covid-19 in Palopo is increasing, even Palopo was once in the Red Zone, this is a question of whether the refocusing budget makes patients increase even though the budget should be expected to reduce the number of people infected with Covid-19. The government as a public service is not a business entity that is looking for profit, the government should think about how Palopo is in the Green Zone instead of thinking about How to spend the Covid-19 budget. In the settlement of covid, the government must have dynamic thoughts, namely Thinking ahead, Thinking Again, and Thinking across. In essence, dynamic governance occurs when policymakers continue to think ahead to see a changing environment, think again to reflect on what they are doing, and think across to learn from others, and constantly incorporate new perceptions, reflection, and knowledge into their beliefs, rules, policies, and structures to enable them to adapt to changing environments (Neo and Chen). Covid-19 resolves that there must be several actions that are more directed at educating the public, not by frightening the public with sudden inspections and then carrying out rapid tests. Currently, the Palopo people are already afraid that if they have fewer symptoms and have congenital diseases such as sugar and hypertension, they will not want to go to the hospital because the public thinks that when they have sugar disease and hypertension, it is likely to be positive during the rapid test and in Palopo City the majority were positive on the Rapid Test and then followed up with the Swab results for sure the results were positive. This makes the community afraid, especially since there is a spreading issue that the Palopo City government is trying to spend the 2020 Covid-19 budget as the best alternative to make some hospital patients positive for Covid-19. So that public trust has faded in the government in dealing with Covid-19.

2. Literatur Review

Public trust in the government in handling Covid-19 is starting to disappear, to rebuild this trust the government should apply the concept of governance. Governance is the relationship between governments and citizens that enable public policies and programs to be formulated, implemented, and evaluated (Neo and Chen). However, what is feared is that there is a shift in governance itself a shift that has deviated from its actual function. Some of the most dominant ways of thinking about shifts in government include shifts from politics to markets, from communities to markets, from politicians to experts, from political, economic, and social hierarchies to fragmented markets, partnerships and networks; from bureaucracy to regulocracy, from service provision to regulation; from positive status to regulatory status; from Big Government to Small Government; from national to regional; from national to global; from hard power to soft power, and from public authorities to private authorities (David and Faur).

Good governance is not only about the correct use of government power in a transparent and participatory manner, but also requires a good and loyal exercise of power. In essence, it concerns the fulfillment of three basic tasks of government: ensuring the safety of individuals and communities; to manage an effective and accountable framework for the public sector, and to promote the country's economic and social objectives following the wishes of the population. There is a difference between institutional and functional approaches in achieving good governance (Addink 16). Good Governance will be good when there is a community or public involvement. In the context of public administration, participation refers to the involvement of the community or citizens in the form of concrete actions and has a close relationship with democracy and the theory of deliberative democracy. The context of participation according to (Addink), namely: Engagement can have different views depending on the context in which it occurs. Participation can refer to taking part in the initial arrangement, influencing the decision-maker, or taking part in the actual decision-making process; But participation can also be justified from the point of view of a prudent government that finds potential shortcomings and embodies ownership (Addink).

The government should respect the views of citizens whether it is under any circumstances. It should be noted that although the term 'public participation' assumes that the initiative and procedures are in the hands of citizens, the participation process is generally managed by a public entity (Addink). Building a pattern of collaborative relationships synergized between the government (governance structure), the business world, the community, and the information media will certainly provide positive values to overcome several problems (Harun) .What causes governance to fail is because of several causes, namely 1) network governance depends on critical social and political processes and occurs in an uncontrolled political and economic context'. The governance traits that make it particularly vulnerable to failure include high transaction costs of developing partnerships and network failures,

mismatches between the time or spatial horizons of various actors, and weakness or lack of capacity for those responsible for meta tasks. 2). Conflicts drove by issues of religion, race, language, or ideology, which have a 'one or' character and present considerable difficulties for governance. 3). They are not inherently insoluble but insofar as they appear strong they tend to make the compromises and chaos that are central to government appear inadequate (Chhotray and Stoker).

Therefore, governance that is built must be dynamic but Dynamic governance does not happen by chance, but is the result of deliberate leadership intention and ambition to structure social and economic interactions to achieve your desired national goals (Neo and Chen).

2.1. Framweork Dynamic Governance

Our framework of a dynamic governance system shown in Figure 1 depicts a supportive institutional culture interacting with proactive organizational capabilities to produce adaptive paths that incorporate continuous learning and change, which in turn result in the continual evolution of rules, policies, incentives, and structures to meet new challenges resulting from environmental uncertainties and technological developments. Dynamic governance is the outcome of the capacity to develop adaptive paths and policies, and their effective execution (Neo and Chen).

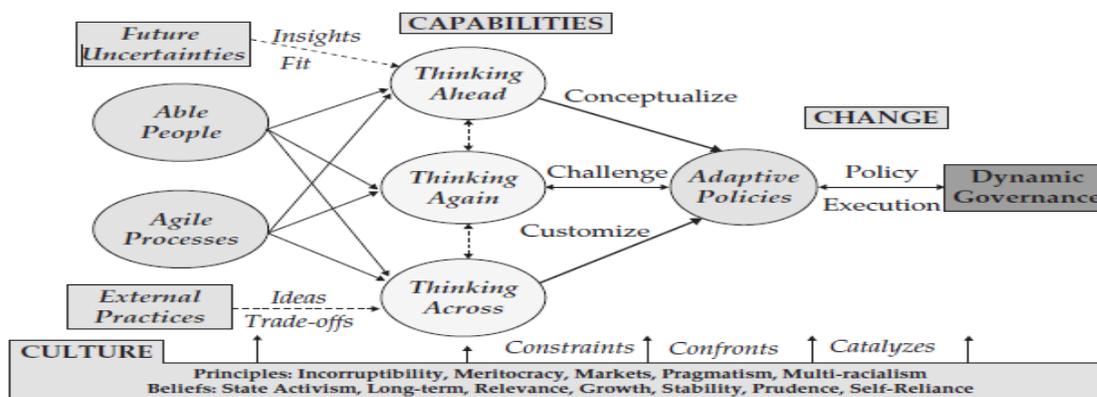


Figure 1. Framework Dynamic Governance System (Neo and Chen)

2.2 Democratic Citizenship

Concerns about citizenship and democracy are particularly important and visible in political and social theory, both of which call for a reinvigorated and more active and involved citizenship. But citizenship can be viewed in different ways. The first and obvious definition focuses on the rights and obligations of citizens as defined by the legal system; that is, citizenship is seen as a legal status. An alternative, broader view considers citizenship as concerned with more general issues related to the nature of one's membership in a political community, including such issues as the rights and responsibilities of citizens, regardless of their legal status. In this view, citizenship is concerned with the individual's capacity to influence the political system; it implies active involvement in political life (Denhardt and Denhardt Robert B 27). Democracy is actually the ability of society to accept justice and openness in the information.

3. Methodology

The methodology adopted in this research is Qualitative Research. The research chosen was research on the Inductive approach, where the authors conducted a literature review to find out the existence of a crisis of public confidence in the government in handling Covid-19, as well as the benefits or impacts for society if the government implemented a dynamic governance system. Besides, literature is being collected to find out how the government is dealing with covid-19 in Palopo City. Data were collected from observations, interviews, and documentation made to achieve research results (Bin Tahir). This research considers the facts related to the topic. The data analyzed is data collected at the time of the research, the data analysis used is interactive using the Huberman model with data condensation steps, Data Display, and Conclusion Drawing (Miles et al.).

4. Results and Discussion

Based on the observation and interview results found that the lack of public trust regarding the Covid-19 problem in the government in handling it due to patients who are referred to the hospital with congenital diseases are then positive for Covid-19. This is what causes people to start feeling panic when they want to be hospitalized. To improve the government's performance in handling Covid-19, it is necessary to apply the concept of dynamic governance. Dynamic governance is characterized by new ideas, fresh perceptions, continuous improvement, fast action, flexible adaptation, and creative innovation. Dynamism implies continuous learning, fast and effective execution, and endless change. Dynamic governance can enhance the development and prosperity of a country by continuously improving and adapting the socio-economic environment in which people, businesses, and governments interact. They influence economic development and social behavior through policies, rules, and structures that create incentives or constraints for various activities (Neo and Chen). The improvement of a government organization is seen from the ability of human resources to carry out a program or policy without any element of personal interest from the staff or employees (Ferdian)

The application of the concept of dynamic governance to government should be applied. The government is a servant for the community who provides good services like what the community needs to prevent Covid-19, not being used by the government in handling Covid. Since the concept of "governance" has been the lexicon of political science for decades, governance is "how an activity or collection of activities is controlled or directed, in such a way as to produce a variety of acceptable outcomes by some established social standard. more macro interprets the process of social coordination and control as an integral dimension of making and implementing public policies (Koliba et al. 56). The government as a means of control for public welfare, whatever the problems of society, the government is obliged to resolve with the aim of the benefit of the community, not personal interests. This needs to be done because the development of Covid-19 is quite alarming, while the socio-economic life of the people of Palopo City has decreased per capita income. You can see the figure below the development of Covid-19.



Figure 2. Palopo City Covid-19 Distribution Map

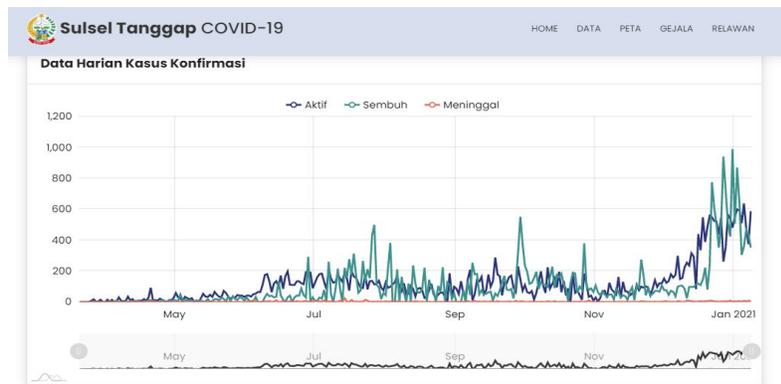


Figure 3. Daily Data on Covid-19 Information Cases in South Sulawesi

Based on the figures above, the development of Covid-19 is increasing day by day. It can be seen that in the monthly covid-19 chart in South Sulawesi, the number of recoveries has increased, meaning that even though Covid has

increased, patients who recover have also increased. When we see that the government's ability to provide services is quite good, but on the other hand, it is easy for patients to be confirmed by Covid-19. The public thinks that the government now easily positives the community to become covid when they have congenital diseases such as hypertension, glucose, and tuberculosis. The community thinks they are considered a business field to spend the Palopo city APBD budget which is refocusing on Covid-19. The current phenomenon is that people who die are mostly due to Covid-19 even though they have congenital diseases. Good governance, the basic rights, and the obligations of society must be fulfilled.

The indicators used to understand and analyze the level of governance that is categorized as good have been identified by various world organizations. The most commonly used are human rights, rule of law, accountability, transparency, responsiveness, fairness and inclusion, efficiency and effectiveness, and finally participatory (Mahajan). Meanwhile, Dynamic Governance has three abilities in building public trust. Three abilities in Dynamic Governance, namely i) *Think ahead* - the ability to understand early signals in future developments that can influence a country to stay in line with the world, ii) *thinking again* - the ability and willingness to rethink and remake currently functioning policies so that they perform better; and iii) *thinking across* - the ability and openness to cross boundaries to learn from the experience of others so that new ideas and concepts may be introduced into an institution (Neo and Chen). The adaptation of dynamic governance should not be passive to changes from outside the environment but should be more active in innovation, contextualization, and implementation. This means that policy from the concept of dynamic governance must have new and fresh ideas that must be included in a policy so that better and different results can be achieved. Therefore, this concept should be used in handling Covid-19. Because of our cultural heritage, our shared values, beliefs, institutions, and customs influence the behavior of the Palopo people. Dynamic governance is the right thing in changing the concept of government thinking in handling Covid-19 by paying attention to three indicators, namely: *Think ahead* capacity (Neo and Chen).

Thinking ahead can identify environmental changes and understand the consequences it will have for the future with social and economic goals, both in handling Covid-19. So that with Go ahead, the community and government have a strategy to handle it and be able to overcome various threats posed by the environment. Not creating cultural behaviors that take advantage of each other between the community and the government. With the concept of Go ahead being able to create a culture that involves shared expectations, values, and attitudes, organizational culture influences individuals, groups, and processes in the organization. For example, if quality service to society is important in culture, then society is expected to adopt this behavior. Conversely, if following a certain set of procedures in dealing with society is the norm, then this type of behavior is expected, recognized, and appreciated by the government (Gibson and Ivancevich 33). Because this is what can distinguish weak cultural behavior and strong cultural behavior, The more people share and accept core values, the stronger the culture and the more influential it is on people's behavior, this is what the government needs to pay attention to in handling Covid-19. The think ahead process involves the following (Neo and Chen): explore and anticipate developments and impacts for the future that have a very significant impact on policymaking; understand a development that can affect achievement, and test the effectiveness, strategies, policies, and programs that are running; devise an alternative strategy that can be used to deal with emerging threats and exploit new opportunities, and influence a decision of stakeholders to consider emerging issues and involve the community in a conversation related to policies or goals (Neo and Chen)

Think again capacity (Neo and Chen). *think again* relates to assessing a work, implementation, existing policies, and programs, then tinkering again to make improvements to achieve better results. Here, the concept of thinking again is needed to study all the problems and obstacles to the program, policy, or strategic constraints undertaken by the government to handle Covid-19. Then improve programs or policies that cause problems in the field. What we must understand is that policy issues are rooted in two kinds of changes taking place internally and externally on the agenda. The first is the difference between something that is observed and what is expected. When the policy does not produce the desired results, it will result in problem identification. However, problems need not have a basis in existing public policies or involve a mismatch between policies and real-world conditions. Problems also arise as a result of disruptions in issues monitored by bureaucrats and policymakers (Workman 17). The *thinking again* indicator poses involves (Neo and Chen): review and analyze actual job data and understand feedback from the public; b) investigate the causes underlying the feedback or observed facts, information and behavior, either to meet or find out the missing targets; c) reviewing strategies, policies, and programs to identify characters and activities that are functioning properly or not; redesign policies and programs, in part or in full, so that their performance can

be improved and objectives are achieved, and implementing new policies and systems so that citizens are better served and enjoy meaningful results (Neo and Chen)

Think across capacity (Neo and Chen). Think across the ability to learn from experiences from others, so that new and good things can be adopted and adapted to internal environmental conditions so that adoption results can run as expected. Covid handlers should learn from foreign countries or cities in solving problems related to Covid. Describing the systems or methods, policies carried out by outside regions that have succeeded in resolving the Covid-19 problem. find new and interesting things that can be adopted and implemented by others that are similar to internal problems; imitate what they do, why and how they do it, and the lessons they learn from experience; evaluating what might apply to the local context, taking into account conditions and circumstances that differ from the environment being imitated, and the acceptability of the local population; the existence of relationships between new ideas and different combinations of ideas that create innovative approaches to problems as they arise, and e) adjusting policies and programs to suit the problems and policies that exist in the internal environment (Neo and Chen)

The government is unable to take an innovation because the policy flow is top-down where all decisions come from above so they only follow existing policies or regulations. Handling covid-19 is difficult because it is limited by rules or policies from above. The administrative process should be changed because it is due to the managerial reform system or because of the style of government, it should be more participatory because it is largely irrelevant. Therefore, the concept of meta-governance must be imitated. The idea of meta-governance is that some organizations and processes in the public sector have achieved a substantial degree of autonomy - a condition often referred to as governance and that there may be a need to exert control over these components of government. Finally, meta-governance can be conceptualized as something that is directed to control the environment of the public sector or society, rather than controlling an action directly (stephen P 37,38). Therefore, in running the government it is necessary to consider who has the right to participate and what are the rules for making decisions. What needs to be considered to participate in what kind of resources are relevant to internal environmental conditions with the substance of the problem that must be resolved. Regarding decision-making rules (consultation, voting, negotiation, consensus, unanimity), the most effective options for governance related to consultation and negotiation (or, in other words, debate, and bargaining) which aim to reach a consensus-based on differences. that exists between the government and the community on the covid-19 issue, and efforts to convince each other to change views about the handling of covid-19 and several processes to reach compromises through joint concessions so that the government can improve decision making. There are three different ways to improve the quality of decision making (Coghlan and Brydon-Miller) namely: (1) they increase opportunities for shared accommodation through the exchange of reasoned arguments; (2) they serve to generate a higher level of trust among those who participate and this, in turn, (3) enables them to include a longer period in their calculations because present sacrifices and losses can be recovered more reliable in the future (Coghlan and Brydon-Miller)

5. Conclusion

Handling of covid-19 in Palopo City is according to standards but the level of public confidence is experiencing a crisis, this is due to the consumption of Covid-19 without considering various environmental changes, social and economic conditions. To accelerate the handling of covid-19, the government should change regulations or have innovations in handling covid must adapt to the community environment. The main thing in handling covid-19, the government is obliged to make the budget transparent and show the results of rapid tests or swabs in the form of photos, not in paper form or letters, this is the crisis of public confidence in the government.

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Biography

Ishak Runi successfully completed his doctoral education at UMI Makassar in 2017 in the field of Management Science. An early career he became a Lecturer at the STISIP Veteran Palopo foundation in 1986-1988. Lecturer at the Regional IX Kopertis DPK at Andi Djemma University until now. Has served as chairman of the STISIP Veteran Palopo 1992-2018. Assessor Guru 2011 until now. Chairman of the Aptisi Commissariat of South Sulawesi 2004-2009.

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