

Governance Services Against Pandemic Covid 19 as a Form of Good Governance

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Abstract

The government service against the Pandemic has been globally planned, measured and well-organized in the world. The Government services also has been the pillar of terms from the good of governance itself, which means every government in the state should perform its role as the extension of people's hand responsibility to the society environment, honestly, and the effectively of working to create a good implementation against this pandemic. Thus, we should clearly understand that in every governance services against the pandemic is it related or not to the implementation of good governance. So, the purpose of this study is to elaborate the application of the good governance services during this pandemic, so that we will be able to understand widely all about the good governance principle.

Keywords: *The Governance Service, Implementation as the Good Governance*

Abstrak

Layanan pemerintah melawan Pandemi telah direncanakan secara global, terukur, dan dikelola dengan baik di dunia. Layanan Pemerintah juga telah menjadi pilar istilah dari kebaikan tata kelola itu sendiri, yang berarti setiap pemerintah di negara bagian harus menjalankan perannya sebagai perpanjangan tanggung jawab tangan rakyat terhadap lingkungan masyarakat, secara jujur, dan secara efektif bekerja untuk menciptakan implementasi yang baik terhadap pandemi ini. Dengan demikian, kita harus memahami dengan jelas bahwa dalam setiap layanan tata kelola terhadap pandemi itu terkait atau tidak dengan penerapan tata kelola yang baik. Jadi, tujuan dari penelitian ini adalah untuk menguraikan penerapan layanan tata kelola yang baik selama pandemi ini, sehingga kita akan dapat memahami secara luas semua tentang prinsip tata kelola yang baik.

Kata Kunci: *Layanan pemerintah, pengembangan tata kelola pemerintah yang baik*

A. Introduction

The basic concept of good governance is to carry out solid and responsible development management of the country's principles. Moreover, the concept is obliged to refer to the process of achieving decisions and implementation that can be jointly accounted

for as an entity that is fulfilled by the government, citizens and also the private sector for the administration of government in a country¹.

In realizing a state governance that is needed the participation of the community itself, furthermore, this participation intends to ensure that every policy and service taken by the government reflects the aspirations of the people. Not only that, the upholding the rule of law is a reference for how a government can run well, so that in every legal framework it must be fair and be applied indiscriminately accompanied by transparency or what we know as openness to all policy actions taken by the government to create mutual trust between government and society through the provision of information.

During the covid 19 pandemic, the government must be careful and effective in taking the necessary policies as forming government services for the covid 19 pandemic. Therefore, each policy needs to be studied in depth so that it will produce proper policies during this pandemic. Because, in upholding the principles of good governance the government itself must meet the criteria of effective and efficient namely efficient and effective. In order for the government to run effectively and efficiently, government officials must also have full capability in preparing plans that are in accordance with the needs of the community and are designed as rationally and measurably as possible.

The better governance of a government, the more complex problems will be improved, especially during this pandemic. therefore in realizing the principle of good governance can be done by achieving good conditions and synergy between the government, the private sector and civil society in the management of natural, economic, social and environmental resources. The principle of good governance is used to be a reference for the process and structure of good political and socio-economic relations. Because basically, this concept refers to the achievement of a decision and its implementation that can be jointly accounted for. The state is very fully involved in providing good services for the welfare of the people with a good justice system and a government system that can be accountable to the public.

¹ <https://bulelengkab.go.id/detail/artikel/pengertian-prinsip-dan-penerapan-good-governance-di-indonesia-99>

B. Discussion

1. Declaration of Covid-19 as The National Disaster

The government officially declared that the non-natural disasters caused by the spread of Corona Virus Disease 2019 (COVID-19) is now a national disaster. Government were finally making an official statement that made the citizen more aware of the breakout and the spread of the COVID-19. Taking into account that non-natural disasters caused by the spread of Corona Virus Disease 2019 (Covid-19) have had an impact on increasing the number of victims and property losses, expanding the scope of the affected area, as well as having implications for broad socio-economic aspects in Indonesia.

In addition, the World Health Organization (WHO) has declared Covid-19 as a Global Pandemic on March 11, 2020². For this reason, President Joko Widodo (Jokowi) established Presidential Decree (Keppres) No. 12 of 2020 concerning Determination of Non-Disaster in the Spreading of Corona Virus Disease 2019 (Covid-19) as a National Disaster.³

It was thought that the government made some kind of Task Force and to suppress the spread of the COVID-19. The Task Force is very important for the welfare of the citizen. The detail of the duty of the Task Force is stated in the Presidential Decree no. 7 year 2020. For the carrier and the procedure of the Task Force can be found in Presidential Decree no. 9 year 2020.

For the sake of the public interest, welfare, and health, the central government appointed governors, regents, and mayors to become the leader of Task force. I think this division is very important, because every leader can focus on controlling in any field. I think this is made because the central government wants to avoid inequality in handling the runaway COVID-19.

Since the virus at first comes suddenly, it is difficult to predict the time or date set for the virus to be fully controllable. The Government declares that the rules on all matters relating to the COVID-19 are enforced until the date is set, so that the rules must be

² <http://www.euro.who.int/en/health-topics/health-emergencies/coronavirus-covid-19/news/news/2020/3/who-announces-covid-19-outbreak-a-pandemic>

³ <https://peraturan.bpk.go.id/Home/Details/135718/keppres-no-12-tahun-2020>

complied with up to an unspecified time. Even people are disturbed by disasters, let alone government officials. Government officials also modify the way they work, ranging from basic things like working from home. For larger cases, government officials in exercising their authority must make a number of decisions.

2. The Impact of Covid-19 on The Government

The spread of Corona viruses or covid-19 in the community is involved in inhibiting the pace of Indonesia's economy. Almost all economic sectors have slowdown. In fact, there is a concern where this pandemic can cause an economic crisis that will lead to the termination of the work relationship (LAYOFFS) masal.

With the implementation of social distancing and physical distancing will help the government in this pandemic, by giving the boundaries of the movement and mobility space of the wider community. Not only that, lockdown also resulted in the public being unable to move outside the house even for those working as daily workers or street vendors. To be recognized, many parties feel the negative impact of the current Corona virus pandemic.

Public income is greatly reduced, especially those with daily income, such as online ojek, parking lots, street vendors, and others. On the other hand, Statqo Analytics provides reports about the community's concerns as well as the willingness of food stocks that are thinning, due to the low availability of groceries. To emerge various negative sentiment of society to the willingness of the Sembako in accordance with the sentiments of President Joko Widodo. Based on data, about 59% of the news and online discussions about the president, he gained negative sentiments from the community. "The government needs to provide an effective stimulus to dampen negative Covid-19 impacts for business actors and workers and to answer public concerns about the issue of basic food availability and the improvement of layoff⁴ " as reported by Warta Ekonomi Press.

Not only stopped in the economic sectors, tourism and hospitality industry also experienced the economic slowdown. Both of them are equally as achieving their success

⁴ <https://www.wartaekonomi.co.id/read279471/dampak-negatif-corona-masyarakat-khawatir-ada-phk-massal>

at the end of the holiday, where the tour is always crowded even full of crowds of tourists both domestic and foreign. Similarly, the lodging has always experienced a hike, almost no hotel room is empty, all filled with guests. But the condition has now changed drastic, in the presence of pandemic corona virus resulted in people reluctant to leave home for it, and increase alertness so they chose to stay at home and restrict or even do any activity outside of the rumah. In tourism sectors, including the business of travel agents such as travel, trains, and airlines. Although they still provide travel services to and from various destinations. However, the maximum passenger count and capacity is certainly limited, due to physical distancing

Furthermore, the decline in low is also contained the Industry of SMES (Small Medium-Sized Enterprise). Keep in mind that not all people have a fixed job status, and most of them are small and medium-sized micro enterprises, which are categorized as unfixed and daily income groups. With this they are "forced" to stop the land of its income in other words practically their revenue will be reduced even not having a nail. By the time they were in Jobless's position without income, they were required to fulfill the impostor for a life bias. Obviously they won't be able to survive easily in such conditions. Therefore, there is a need for government interference that provides subsidies that are at least able to guarantee their primary needs. In this case, the government needs to build partners with related parties to provide allowance in all forms of payment, such as loan fees, credit installments, and others

Medical personnel also experience physical and mental fatigue. As we know, doctors and nurses are the leading guard in the face of "battle" against Corona viruses. They do a job which can not be done by millions of laymen besides them, because they have skills, knowledge and also skills that are capable to cure patients infected with Corona virus. They should also conduct treatment for patients with a positive indication of Corona virus for 24 hours with full service. The number of patients each day is always increasing which in the beginning tens now become hundreds of patients on a daily basis, therefore they are forced to work harder than usual. This is what causes fatigue both physically and psychic.

Secretary of the Directorate General of Pharmacy and Health equipment Ministry of Health, Arianti Anaya, judging that the availability of personal protective equipment is very vulnerable, therefore, there are not few medical personnel who fall in the fight against this corona outbreak⁵. Moreover, the availability of personal protective equipment is also the distribution is uneven so that many medical personnel in the remote areas complained of government subsidies to immediately distribute personal protective equipment in Indonesia to minimize the number of victims.

Thus, from the explanation above we've clearly understood the damaged caused by the spread of the pandemic of covid 19. Covid19 pandemic that hits almost all countries including Indonesia caused a lot of devastating impact and loss. The coronavirus outbreak led into major sectors such as social and economy. Due to the policies to do social and physical distancing, it affects the interpersonal relationships between people and incapability of people to carry out daily activities as usual.

3. The Services Given By the Government Program as the Good Governance.

The government certainly wants to give great attention and make it a top priority to meet the basic needs of society and increase the purchasing power of people in the lower layer. This is done in order to keep people's welfare in the middle of this pandemic. All elements of the community also feel the contrast below whether it is entrepreneurs, officers, factory workers, online ojek drivers, parking attendants, craftsmen to merchants and many others.

The president of Indonesia, Joko Widodo, presented a support program on 31 March ago. The following is a relief program that has been spread to the community;

1. The policy on beneficiaries of the Harapan family Program, which is given to 10 million recipient families with a total budget of Rp37,4 trillion.
2. The basic food card, given to 20 million recipients, per person is given Rp 200.000 per month and the total is Rp43,6 trillion
3. Prakerja card, which has been delivered as much as 5.6 million people, the post-training incentive of Rp 600,000 for 4 months the prepared budget is RP20 trillion

⁵ <https://koran.tempo.co/read/nasional/452508/menyiasati-kekurangan-alat-pelindung-diri?>

4. Exemption of electricity tariff 540 VA and discount electricity tariff for 900 VA. With the number of users each of the 24 million customers and 7 million customers. The budget prepared is RP3, 5 trillion

Moreover, the president decided for some additional policies, namely;

1. The new social Assistance (BANSOS), special assistance staple groceries from the central government to the community in DKI (Jakarta)

That will be allocated for 2.6 million people or 1.2 million KK, with a magnitude of Rp 600.000 per month for 3 months. Budget allotted Rp2, 2 trillion "president added

2. Food aid for Bogor, Depok, Tangerang, and Bekasi areas are given to 1.6 million inhabitants or 576 Rbu KK, amounting to Rp 600.000 per month for 3 months, with a total budget of RP1 trillion

3. For the community outside Jabodetabek, will be given social assistance to 9 million KK who did not receive the Bansos PKH or Bansos Sembako, amounting to Rp 600.000 per month for 3 months, and the total budget prepared is RP16, 2 trillion

4. Some village funds are also immediately allocated for social assistance in the village which is given to approximately 10 million recipient families with a magnitude of Rp. 600,000 per month for 3 months and the total budget prepared is RP21 trillion.

5. Strengthening the cash work intensive Program in the ministries, whose total budget is Rp16,9 trillion

6. Polri will also carry out the safety Program. This is like the Prakerja card Program, the name of the safety Program by POLRI, which combines social assistance and training. With the details of the target, 197 thousand taxi drivers, bus driver or truck and kernet, will be given an incentive of Rp 600.000 per month for 3 months. The budget prepared here is Rp360 billion.

The addition of a number of government facilities have not forgotten, in terms of infrastructure and also health facility both centered and area. The health protocol in an effort to mitigate this disaster has been conveyed, all elements of society are included in this movement. As we know, social distancing policy (keep distance) in the community has also been lived, the appeal to stay away from or leave the association with relatives, reduction to working hours, school at home both from basic education to

college, performing worship at home, and various other social activities. However, reality in the field is not as expected. There are still a lot of people who disengage this health protocol by hanging out with relatives of friends doing activities with various base.

This is often used as a problem as various community activities that violate the health protocol after being delivered by the government, the Government must be careful to respond to this as well as in the good aspects of public services. Which is listed in LAW No. 25 year 2009 about public services which govern the principles of good governance is the effectiveness of the functions of the Government itself lately we are aware that there are some things that deserve to be noticed, in the context of public interest, the government is judged very late in minimizing the risks facing the interests of the wider community⁶. Similarly, the anticipatory steps run by the government is less maximum. Therefore, Indonesia occupied the number of dead patients from Corona-positive in ASEAN.

The government also held Combudsmen complaints Service of the Republic of Indonesia for all Indonesians who have complaints to be complained to the government⁷. Then, all complaints will be followed up first and will be done validation of incoming complaints. If a complaint/report that meets the requirements will be forwarded to the relevant person, as well as in the relevant ministry, the agency or the local government and the unit of work or resolved and the Cebat response pattern Ombudsman (RCO). And reports or complaints that do not meet the requirements will be categorized as a rejected report.

In response to the follow-up report/public complaint, carried out periodically with the procedures that have been set in coordination with related K/L/D, and for the reports/complaints that are followed up with the mechanism of RCO, will be followed up according to the regulation of Ombudsman No. 26 year 2017 on procedures of acceptance, examination and settlement of community reports, hereinafter re-confirm

⁶ https://id.wikipedia.org/wiki/Undang-Undang_Pelayanan_Publik

⁷ <https://ombudsman.go.id/artikel/r/artikel--penanganan-wabah-covid-19--dalam-pengamatan-ombudsman>.

K/L/D as reported to provide data update follow-up report/complaint to Ombudsman RI.

Ultimately, all the Government's efforts in tackling this Corona plague are both in the form of a health protocol's address, assistance in various forms and also the complaint of complaints in tackling this plague Corona will not run smoothly as expected millions of people in Indonesia if from the community itself does not show a good *i'tikad* to commit and cooperate *Berbondong Bondong* in the fight against this pandemic by obeying the government regulations , with obedience to health protocols that have been in the demanded for a long time to avoid corona viruses. The government in each area also has been concerned about the community to always do healthy lifestyle and prevention of Corona virus. Then also, awareness is needed for communities that have been expressed as people in monitoring (ODP) and patients in supervision (PDP) to adhere to the advice of medical personnel and isolate themselves for fourteen days.

C. Conclusion

In the context of information disclosure, I considered that the Government was not transparent in the handling and dissemination of information about the Covid-19 outbreak in the early phases, causing many residents in Indonesia not to have a clear description or knowledge of the current phenomena and conditions related to the Corona outbreak. Until then, when the Government is aware of it, it immediately establishes a special task force and designates an official spokesman to broadcast and provide the actual information at every step and the progress that occurs every day to the wider public.

If you have to think positively, this corona can be used as a measure for measuring the strong durability of this nation in the face of this pandemic. It can also be used as a tool to measure the level of readiness and reliability of public service organizers across all lines in carrying out their orders and obligations as service providers. It is to be observed that, despite the late impression, our support as the people of Indonesia is worth to be addressed to the Government and the staff who are livestock to take care of Corona, especially the medical personnel as the leading guard in handling the case. Also, the support of the wider

community to comply with health protocols, various policies of the government for social distancing and always to live a healthy life to break the chain of this spreading virus.

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