

Public Assessment of the Performance of the Indonesian and Taiwanese Governments in Handling Covid19

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ABSTRACT

Coronavirus (COVID-19) is a newly discovered disease in 2019 which has a transmittable trait. People who are infected with this virus will experience respiratory disease from mild to moderate category and be able to recover without special treatment. Government policies for handling Covid19 in Indonesia and Taiwan from March 2020 until now continue to find the spotlight in terms of public satisfaction. Citizens are also used to respond and assess the government's performance in running the government, including dealing with the pandemic. Citizens measure how responsive, how good or bad, how satisfactory or unsatisfactory is the government's performance in dealing with the pandemic. Those measurements are the common questions to assess the government performance which is included in the rubric of the study of public support for the political system. The research was conducted to compare the Indonesian and Taiwanese governments on how public supervision of the policies was carried out by the two countries for handling Covid19. The policies that were taken by the Indonesian government are almost the same, some of those are the same, with the policies taken by the Taiwanese government. This research will also examine how social media Twitter responds in the process of disseminating false information or hoax news on the performance of both the Indonesian and Taiwanese governments which makes government policies sometimes misinterpreted by the public. The purpose of this research is expected to be a reference for the government in making policies for handling Covid-19 in the aspect of building public satisfaction. Nine indicators will be discussed, namely (1). Clarity of goals and objectives, (2). What is Measured and Will Be Done, (3). Data and Operations Transparency (4). Assignment of Explicit and Unquestionable Accountability (5). Accountability for Trickle Down Results, (6). There must be an incentive to do (7). The Importance of Communication in Public Policy Implementation, (8). Whole Government Approach and (9). Information Systems. The method of this research used literature or secondary studies using journal articles, websites, social media, etc. The source of data is processed with Nvivo 12 Plus and VosViewers in order to get accurate data.

Keywords: *Assessment Public, Indonesian, Taiwan, Covid-19.*

1. INTRODUCTION

Coronavirus disease (COVID-19) is a newly discovered disease in 2019 which has a transmittable trait. People infected with this virus will experience respiratory illness from mild to moderate categories and be able to recover without special treatment. This disease can develop into a more serious illness for the elderly and patients with cardiovascular, diabetes, chronic respiratory, and cancer [1]. The key to assessing

a country's performance in the fight against COVID-19 is not related to the quality of talking points, messages, public relations, processes, and activities [2]. All that matters, in this case, is the lives that are saved [3]. The government of Indonesia and Taiwan have made many efforts in dealing with the COVID-19 pandemic by issuing policies, both short and long term [4]. One of the indicators of policies or activities to improve public services is compiling a Community Satisfaction Index as a benchmark for optimizing the performance of public services by government officials to the community [5].

When Taiwan reported its first case of the Sars-Cov-2 virus on January 21, 2020, the country was predicted to experience a worse impact of the COVID-19 pandemic than other countries [6]. The prediction is based on the fact that the distance of Taiwan is only about 130 kilometers from China. Every day there are direct flights from Taipei to Wuhan, which is the epicenter point of the COVID-19 outbreak. About 850 thousand of the total 23.78 million Taiwanese citizens living in China and until the end of December 2021 the active cases in Taiwan reached 99,931. Indonesia is one of the countries which experienced the impact of COVID-19 [7].

The pandemic has caused anxiety and fear for all Indonesians because it can be transmitted easily through humans. Indonesia reported that the number of corona cases had reached 977,474 cases on January 24, 2021. The Indonesian government has carried numerous policies, one of which is maintaining the economic growth in anticipation of the pandemic to large-scale social restrictions. The Taiwanese government also implemented a travel ban from countries with the most COVID-19 cases at that time, namely China, Hong Kong, and Macau. Based on this phenomenon, the author wants to find out more about how the policies of the Indonesian and Taiwanese governments in handling COVID-19 are seen by public satisfaction. The researchers want to analyze the approaches taken by the Indonesian government and the Taiwan government from March 2020 to date regarding Public Satisfaction and compliance.

2. METHOD

The method used in this research is a qualitative method. The qualitative approach is a research technique that produces descriptive data in written or spoken words or measurable behavior. The qualitative approach used in this research includes a complete picture in the perception of reality under study using a systematic approach rather than quantifying a portion of reality. Qualitative research is carried out by comparing and providing credible information that can be obtained. The aim of the study is expected to provide a more comprehensive understanding of this theme. The Entman model framing analysis sees framing in two main dimensions: collecting and evaluating the problem or the importance of some aspects of reality or issue.

The data in this study were collected through the documentation method, data retrieval from news media, and relevant journals through the Ncapture Nvivo 12 Plus stage. The Nvivo 12 Plus is a software analysis tool that was utilized to analyze internet-based qualitative data, encode data, test validity, and reliability, and

visualize the results of the data analysis. Nvivo 12 Plus analysis was used to analyze qualitative data to produce more professional results.

3. BASIC THEORY

Anticipating and reducing the number of coronavirus sufferers in Indonesia has been carried out in all regions. The government implements a policy of limiting activities outside the house, dismissing school activities, working from home (work from home), and even dismissing worship activities. The policy, surely, is based on the considerations that have been maximally analyzed [4]. Regarding the dismissed activities, the policy must be carried out in particular conditions. This policy is expected to be able to overcome the problems that occur in the community. This policy was set by several parties, especially the government, which was oriented to meeting the needs and interests of the community [8]. The meaning of implementing public policy is a relationship that allows the achievement of goals or objectives as the result of activities carried out by the government. The weaknesses and mistakes of the public policies will be discovered after implementing the public policy itself [9]. The success of the implementation of public policies can be seen from the impact caused by the evaluation of the policy's performance.

Every public policy product must involve the public as the main component and instrument because every policy product will impact people's lives. Therefore, viewed from the process, public policy must work in the sense of being drafted and designed in a dialogue space that involves the community as the main element. In addition, Suryono, in his journal, which is also quoted explains that "policy can be interpreted more as a process of interaction between the state and the people. Public policy is a policy made in the public sphere, which is a shared scope.

Policy formulation explained that "basically the process of formulating public policies must be in close contact with democratic values because without involving them it will allow the creation of a policy that is only a tool of the ruling regime to carry it out [10]. Manipulative for the benefit of a few people (oligarchic democracy)", namely the formulation of public policies can coordinate the interests of the community in the resulting policies, which also involves community participation in the process and implementation of policies [1].

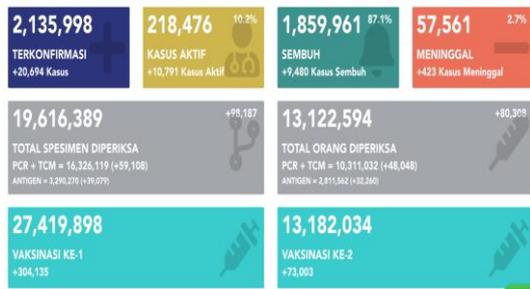
Furthermore, public policies are made to solve identified general problems. The solution requires public action, namely through the determination of policies; on the other hand, public satisfaction affects public policy[3]. When the community no longer has trust in policymakers, then the policy will be challenging to

implement correctly, which results in the low carrying capacity of the community, thus allowing for apathy and a priori attitude from the community towards the policy, which can further lead to non-compliance of expected compliance. Public assessment, according to Robbins (1996: 20), can be measured through five indicators, namely: Quality, quantity, cooperation, initiative, and reliability/responsibility.

4. FINDINGS AND DISCUSSION

4.1. Public Assessment of the Indonesian Government performance in handling Covid-19

The COVID-19 pandemic in Indonesia is entering its 2nd (two) year, where the government's efforts, both the central government and regional governments, have been implemented through policies. The policies issued by the government are deemed ineffective in suppressing the transmission rate of the COVID-19 pandemic in Indonesia.



Source: covid19.go.id

Figure 1 COVID-19 Distribution Map

The data above shows that there are 2,135,998 confirmed positive cases of Indonesians with an additional 20,694 cases per day. One of the causes of the addition of COVID-19 cases in Indonesia is the lack of firm policies from the central government, this is exacerbated by the political communication of President Joko Widodo's cabinet during the Covid-19 pandemic. Being in the public spotlight and producing various analyses, the common thread is that during the pandemic caused by the coronavirus, it was found that the government made many blunders or errors in communication.

This blundered communication coupled with several policies that are difficult to understand by bureaucrats and also the public. Some policies are considered detrimental to the community in the economic field, which is a quite difficult challenge faced by the government in formulating and determining the covid19 pandemic policy whether to focus on the health sector or the economic sector. The policies taken by the central

government are divided into several sectors, namely:

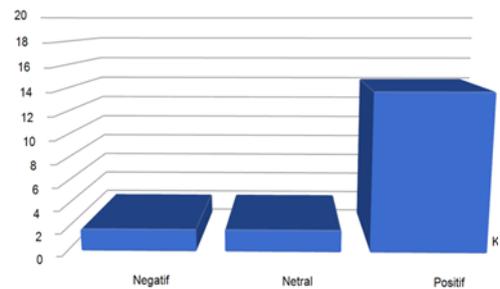
Table 1. Indonesian government policies in handling COVID-19

| No | Sectors | Policies |
|----|----------|--|
| 1. | General | Establishment of STPC-19 and Issue Covid-19 Regulation |
| | | 3M Health Protocol Campaign |
| | | Large-scale Social Restrictions |
| 2. | Religion | Prohibition on returning to one's home area |

Source: kompas.com

4.1.1. STPC-19 Establishment Policy and Covid-19 Government Regulation

In response to this situation, various policies have been issued by President Joko Widodo to accelerate the handling of Covid-19. On March 13, 2020, Presidential Decree (Keppres) Number 7 of 2020 concerning the Task Force for the Acceleration of Handling Covid-19 was issued as an amendment of the Presidential Decree Number 9 of 2020 concerning Amendments to Presidential Decree Number 7 of 2020. Through this Presidential Decree, the synergy between ministries/agencies is regulated, and local governments, where governors, regents, and mayors as Chair of the Task Force for the Acceleration of Handling Covid-19 in the regions, in setting policies in their respective areas must pay attention to the policies of the central government. This seems to be responding to the international distrust of information regarding the Covid-19 Cases which is different from the policy issued by the central and regional governments. From the results of data processing using Nvivo taken from online news analysis, it shows that the public response to the STPC-19 Establishment Policy is as follows:



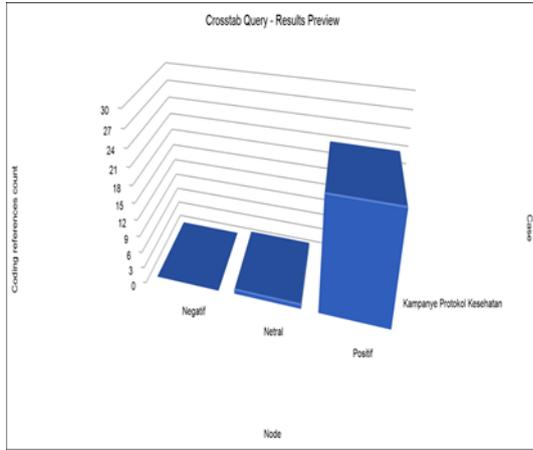
Source: Crosstab Query, Nvivo 12 Plus

Figure 2 Public Assessment of the STPC-19 Establishment policy

4.1.2. 3M health protocol policy

Implementing the health protocol is a policy issued by the government in preventing the transmission of

covid-19. The 3M health protocol application, namely wearing a mask, washing hands with soap, and keeping a distance from other people/staying away from crowds, should be obeyed to prevent transmission of COVID-19.



Source: Crosstab Query, Nvivo 12 Plus

Figure 3 Public assessment of 3M health protocol Policy

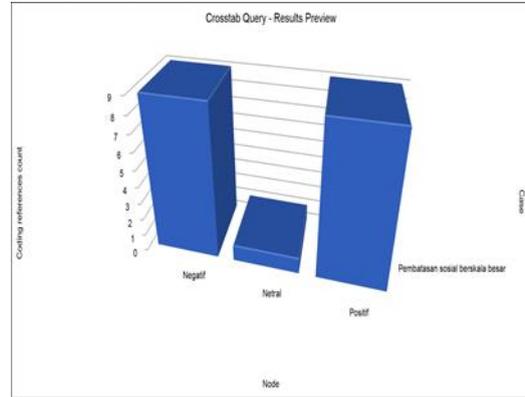
The public response to the health protocol policy carried out by the government to prevent the transmission of COVID-19 by using masks, washing hands, and keeping a distance has received a positive response from the public by 90%. This is based on the public's fear of the Covid-19 virus. Washing hands reduces the risk of transmission by 35%, wearing a mask also reduces the rate of decline by 70%, and maintaining a distance of 1 meter reduces the risk by 85%.

The public perceives the 3M protocol as a positive new habit and can be accepted by the entire public. One of the causes of perceived barriers is because some of the violators experience obstacles in obtaining and understanding complete information about COVID-19. The barriers come from within themselves and from outside themselves (the environment). Residents who work as traders, porters at the market, construction workers, couriers, and office workers cannot access information freely.

The policy implementation is also supported by witnesses of violations of health protocols for people who do not comply. This is none other than so that the transmission of the Covid-19 pandemic in Indonesia will immediately decrease. This is evidenced by the government providing strict sanctions, namely the crime in Law No. 6 of 2018 concerning Health Quarantine.

4.1.3. Large-scale Social Restriction Policy

Implementing large-scale social restrictions / regional quarantine policies in several regions in Indonesia has caused several responses from the public in viewing this policy.



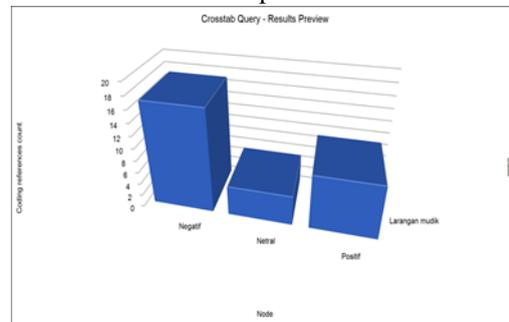
Source: Crosstab Query, Nvivo 12 Plus

Figure 4 Public Assessment of Large-scale Social Restriction Policies

The data above shows that the negative response and positive response have the same numbers. With this policy, the public assesses that it will affect the economy, both in the transportation, culinary, hotel sectors or on Indonesia's economic growth in general. The public's positive response in supporting the PSBB policy is more about choosing the economic sector and breaking the chain of distribution of COVID-19.

4.1.4. Prohibition on returning to one's home area

The ban on going to their hometown for the people of Indonesia in 2020 and 2021 makes people feel different. Of course, this policy will continue until this year, considering the high number of transmission and deaths due to Covid-19 in Indonesia. The ban on going to their hometown for Eid this year aims to reduce the chain of occurrence of the spread of the Coronavirus.



Source: Crosstab Query, Nvivo 12 Plus

Figure 5 Public Assessment of the Homecoming Ban Policy

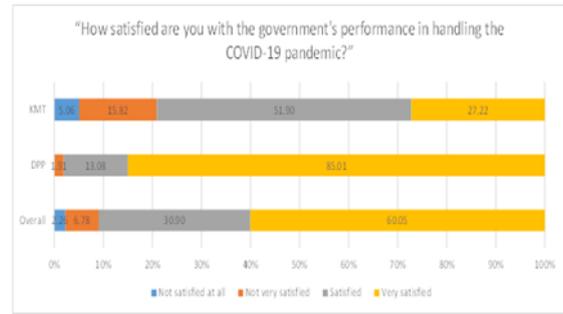
The public thinks that this policy gets a negative response from the society because the public feels that the ban on going their hometown for Eid can affect the income of specific sectors of the business world, which are expected to increase sales during Lebaran the ban is removed. For example, in the clothing industry, many Eid clothes will be sold when they return to their hometown.

4.2. Public Assessment of the Taiwan government's performance in handling Covid-19

The Taiwanese Public Opinion Foundation (TPOF) conducted a couple of surveys throughout the pandemic, which resulted in the following outcomes: The approval rate of President Tsai Ing-wen is at seventy-one p.c, with sixty-nine percent of individuals having religion in the current Democratic Progressive Party (DPP) government. Additionally, the satisfaction with the government's money relief arrangement during the pandemic is rated at fifty-five percent, and a complete of thirty-eight percent of respondents are dissatisfied.

Not only ongoing surveys but the presidential election in January can also be interpreted as an indicator of government support: On January 11, 2020, Tsai Ing-wen of the DPP has been elected to a second four-year term as President. She received 57.13 percent of the total valid ballots cast. In addition, her 8.17 million votes are stated to be the highest ever recorded for a candidate in the presidential elections in Taiwan. As early as March, 84% of Taiwanese polled supported the administration's measures, with even high approval ratings for health minister Chen Shih-Chung. Later polls show positive evaluations on the COVID response and Tsai's public approval rates. However, poll results are rarely disaggregated by partisan identification or analyzed for how views of the response may influence other views.

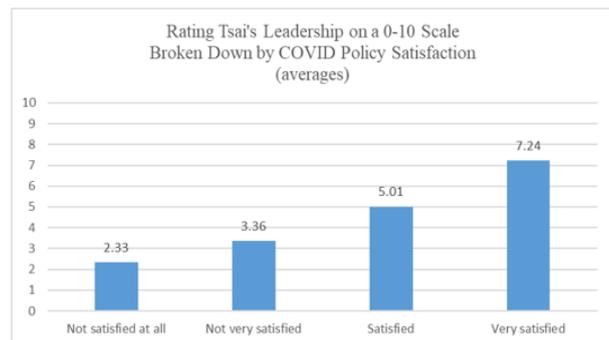
To address perceptions of Taiwan's handling of COVID-19, we analyze newly released individual-level survey data from National Chengchi University's Taiwan's Election and Democratization Study (TEDS2020_PA09), with a sample of 1,214 Taiwanese respondents surveyed in September. The figure below shows that overall, 90.95% of respondents were satisfied or very satisfied with government performance regarding COVID-19. Yet, even here, we see a clear partisan divergence, with 98.09% of Democratic Progressive Party (DPP) supporters satisfied, compared to 79.12% Kuomintang (KMT) supporters.



Source: <https://taiwaninsight.org/>

Figure 6 Citizen Satisfaction in Taiwan Government Performance

Regression analysis shows that this partisan divergence endures after controlling for age, education, gender, and position on Taiwan's future status (unification, status quo, or independence) (Rich, 2021). Of particular note, we find that education negatively corresponds with satisfaction, surprisingly. Potentially, more educated Taiwanese have focused on relatively minor flaws in Taiwan's strategy, such as the Central Epidemic Command Center (CECC) controversial decision not to allow children of Taiwanese-Chinese couples to repatriate to Taiwan. We also wanted to see if views on the government's handling of COVID positively influenced evaluations of Tsai's leadership more broadly. The TEDS survey asks respondents to evaluate Tsai's overall administration on a 0-10 scale. Thus, we find an average score of 6.18 overall, a 7.90 among DPP supporters and a 3.89 among KMT supporters. Separating these views on COVID shows a clear positive correlation, with those not satisfied at all on average scoring Tsai's leadership a 2.33, compared to 7.24 for those very satisfied.



Source: <https://taiwaninsight.org/>

Figure 7 Rating Tsai's Leadership in Covid-19 Policy

Admittedly, this pattern may just be picking up those who were already generally supportive of Tsai's policies separate from the COVID response. To unpack perceptions further, we conducted additional regression analyses. Using the 0-10 leadership scale as the

dependent variable and satisfaction on COVID policy as the primary independent variable, we see evaluations of Tsai's leadership increases by 1.92 points for each increase in COVID policy satisfaction, even after controlling for other factors. Furthermore, we also tested models held to evaluate Tsai's performance on cross-strait relations, diplomacy, national defense, economic development, and livelihood issues. Here we found that satisfaction on COVID policy had the second-largest positive effect on views about Tsai's overall leadership, with only handling of livelihood issues registering a similar substantive impact. Moreover, the statistical relationship's strength was even stronger when only analyzing those who did not identify with the DPP. The results suggest a broad implicit acknowledgment of the administration's efforts while potentially providing Tsai greater leeway on other issues than otherwise expected.

Another potential reason Taiwanese citizens are satisfied with the government's COVID response is the projected economic growth for Taiwan compared to most other countries. The Taiwanese GDP is expected to expand 2% this year, and exports have increased by 5% while global trade has shrunk by 10%. Similarly, Taiwan's relatively COVID-free lifestyle has attracted talent from all over the world, with some residency permits more than doubling. For most countries, COVID has pushed them into one of the worst recessions in recent memory, impacting unemployment rates and debt levels. However, for Taiwanese, life is relatively the same. We directly assessed whether the handling of COVID influenced perceptions of Taiwan's economic future. We found that those more supportive of the handling of COVID expected a better future economy, not only after controlling for the same demographic and partisan factors previously mentioned, but economic evaluations of the previous six months. Thus, it appears that the Taiwanese realize that the administration's COVID response has prevented the economic downturns seen elsewhere.

Overall, the results suggest that even with a minor partisan divergence in views on the country's COVID response, Tsai appears to receive an additional boost in public satisfaction due to the administration's handling of the pandemic. Such positive perceptions are valid for Tsai, who has historically accumulated political capital and invested in long-term projects, such as the New Southbound Policy, to diversify Taiwan's economic relationships in Asia. However, we should also be cautious in assuming that the Taiwanese public would continue to place COVID response evaluations in a separate category if COVID cases spike. In other words, the Tsai administration has benefited from positive coverage of

their response to the pandemic, but this can only endure if the administration quickly responds to any cases that do emerge. Otherwise, it risks undermining goodwill.

5. CONCLUSION

In response to the spread of COVID-19 in Indonesia, various policies have been issued by President Joko Widodo to accelerate the handling of Covid-19. The public's response to the STPC-19 Establishment Policy received mixed reactions from the people from the data above, as many as 77.77% positive, 11.11% neutral, and 11.11% negative. The public response stated it was positive that the government had taken progressive and responsive steps in responding to the COVID-19 pandemic. The public's response to the government's health protocol policy to prevent the transmission of COVID-19 by using masks, washing hands, and keeping a distance received a positive response from the public by 90%. This is based on the public's fear of the Covid-19 virus. In addition, there is public dissatisfaction with the Large-scale Social Restriction Policies. People think that the government is not serious about implementing these policies. In addition, the public responded negatively to the homecoming ban policy. This is because the public feels that banning people from going to their hometown for Eid can affect the income of specific sectors of the business world, which are expected to increase sales during the Eid homecoming if allowed.

On other hand, to measure the Taiwan People satisfaction, we see evaluations of Tsai's leadership increase by 1.92 points for each increase in COVID policy satisfaction, even after controlling for other factors. Furthermore, we also tested models that controlled for evaluations of Tsai's performance on cross-strait relations, diplomacy, national defense, economic development, and livelihood issues. Here we found that satisfaction on COVID policy had the second-largest positive effect on views about Tsai's overall leadership, with only handling of livelihood issues registering a similar substantive effect. Moreover, the statistical relationship's strength was even stronger when only analyzing those who did not identify with the DPP. The results suggest a broad implicit acknowledgment of the administration's efforts while potentially providing Tsai greater leeway on other issues than otherwise expected.

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