

The Complexity of Managing Covid-19 Outbreak in Indonesia: Open Government Approach

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ABSTRACT

Indonesia, like many other countries across the world, is now dealing with shocks and problems that are not simply overcome due to the COVID-19 epidemic. Under these circumstances, the government's ability to cope with a pandemic was put to the test in front of the public. The COVID-19 epidemic has had a favorable effect on Indonesia's government development. This epidemic is primarily a catalyst for the implementation of open government policies that promote principle-based governance. The basic concept is that it is run with openness, involvement, and cooperation. This study employed the analysis of the grand theory of open government and a qualitative approach for it is a literature study research. The results of the study indicate that in managing Covid-19 in Indonesia, several aspects need to be criticized, including transparency, in which the data provided by the government regarding Covid-19 are not real-time and appropriate with field conditions. Furthermore, public participation generally only involves the community at the implementation stage of government decisions such as social distancing, wearing masks, washing hands frequently, not traveling, and so on. However, the concept of open government participation should be further interpreted, including in the political process of policymaking. However, it seems that it has not been fully implemented in Indonesia. Finally, concerning collaboration, the government invites all elements of society to jointly manage the Covid-19 pandemic. This act tends to be successful because many non-government parties are participating in controlling the bad situation caused by Covid-19.

Keywords: Covid-19 Pandemic, Government Complexity, Open Government.

1. INTRODUCTION

CoronaVirus Disease Pandemic 2019 (Covid-19) enters Indonesia starting from the first case announced on March 2, 2020. Until July 5, 2021 recorded 2,313,829 positive people for Covid-19, recovered 1,942,690 people, and 59,534 people died [1]. The impact, not only on the health crisis but also on the national economy and socio-economic community [2]. The government must guarantee that the public receives accurate and trustworthy information during severe emergencies, such as the present COVID-19

epidemic. In reality, as the number of COVID-19 positive cases rises, the Indonesian government has been even more reticent in disseminating information that should be available to the public [3]. The Indonesian government's policy is in contrast to other countries that diligently publish the development of COVID-19. For example, the Singaporean government provided age, gender, travel history, and links to previous cases [4]. Also, the British government, although not as detailed as Singapore, disseminates information on the number of tests that have been carried out along with positive cases [5]. Meanwhile in the

Netherlands, the authorities also provided a summary similar to the two countries [4]. Singapore, the UK, and the Netherlands have national unified data portals that monitor the development of COVID-19 cases in these countries. Meanwhile, Indonesia does not have such an integrated data portal. Following the open data concept, the data in these three websites can be downloaded and repurposed by the public or other parties that want to help combat COVID-19's impact.

In Indonesia, the central government only releases general statistics through news conferences, a dedicated Ministry of Health website with case data visualization, the Indonesian National Board for Disaster Management website, and the new COVID-19 platform. Only summary data in .pdf and .jpeg forms, as well as data visualization, are available on these three central government websites. However, because the data isn't in.csv or.xls format, others can't handle and reuse it [6]. Furthermore, data on the spread of COVID-19 in Indonesia is intermittent, as it came from local administrations such as DKI Jakarta, West Java, Central Java, the Special Region of Yogyakarta, and numerous other regions in the early days of the epidemic [7].

The absence of the central government in providing this integrated data portal could be due to two things. To begin with, there are insufficient resources at the national level to develop a single data gateway. Second, regional agencies have lost faith in the central government as a result of confusing policies about the COVID-19 epidemic. This makes the central government seem hands-off and frees every region to take the initiative. Meanwhile, the local government's steps are counterproductive because there is an impression of competition between the center and the regions. The discrepancy in data announced by Banten Governor with the central government spokesman for the handling of COVID-19 and restrictions on public transportation in DKI Jakarta earlier this week without coordination with the center and buffer zones are real examples of this counterproductive action [8]. In reality, preventing the spread of COVID-19 necessitates close cooperation between the two, in order to develop an effective reaction and suitable policies for all levels of society.

Therefore, this paper discusses in detail the

complexity of handling COVID-19 in terms of providing data for the community with an open government approach for Open Government Indonesia (OGI) is commonly known as a collaborative government-community initiative aimed at increasing the openness of the Indonesian government and speeding up the improvement of public services in the country Law No. 14 of 2008 on Public Information Disclosure and Law No. 25 of 2009 on Public Services demand this.

2. LITERATURE REVIEW

COVID-19's rapid growth in Indonesia necessitates a swift and proper reaction from the Indonesian government. Open Government is defined as a government culture based on innovation and sustainable public policies initiated through the principles of transparency, accountability, and participation that promote the growth of inclusive democracy [9]. The danger of transmission of Covid-19 is considered wild so far because there is no fix, and antibodies may just be accessible in the following not many months [5], which advances worldwide frenzy [10]. Financial results are now seen, with the cost of oil, the securities exchange, gold, monetary forms, and practically all spaces of the worldwide market being influenced [11]. As a result, the spread of this pandemic can be considered the best worldwide monetary danger as of late [12].

The public authority or government has a crucial job in the emergency, either by giving open information to help dynamic cycles of the public authority itself and for society, or as a specialist that characterizes public approaches and guides hierarchical assets to confront the pandemic. The ideas about open government have long been known by various circles, both academics, politicians, practitioners, and bureaucrats. This idea is getting popular and becoming a kind of mandatory agenda for every government central, local, and central bureaucracy run [13].

However, before the idea of open government is known as it is now, the notion has been around for a long time. In historical studies, for example, inspiration about open government became known in 1945-1955 driven by an association named ASNE (American Society and Newspaper Editors) [14]. This association encourages openness maximum by creating reports regarding the right of a journalist to get access to

government data [15]. By echoing more the idea of open government in many countries, the stronger the theoretical definition about open government itself. An open government known as the concept intends to encourage efforts by the government to improve the quality of openness in society. Open government is related to government commitment to make a broad impact using information technology to foster participation and collaboration in the form of a dialogue between government and society [16]. This is in line with [17] which provides a detailed explanation that open government has contributed to redefining the relationship between civil society and government. Thus, aspects of the social process become things that can't be left from any government policy.

Three pillars of open government since the idea of open government is getting grounded, various countries start implementing it with various motives. Generally, the motive to implement open government is to eradicate corruption and long-standing poverty by being the enemy of every form of government [18]. By then the pillar or principle contained in the substance of open government is not far from efforts to eradicate corruption, by realizing values openness in every element of government. In this case, referring to Gasco's perspective [19] there are three important pillars of open government which are transparency, that is, a government that provides guarantee and responsibility in providing information to its citizens [19]. This information is related to all activities carried out by the government from the start of the first stage to the last stage. Transparency can be realized by doing publication of government plans, strategies, and performance during run certain programs. A deeper point of transparency also relates to the extent to which the government can release systematic budget data promptly [20]. Collaboration, namely the mechanism government that opens space cooperation with citizens, actors external, and internal in each public service element agenda. The meaning is inside the principle of collaboration, there are activities democratic synergy between all actors to finish public problems. Accordingly, this implies that the process of collaboration can take the form of complex forms of cooperation from the design process, implementation to stage evaluation of a government policy. This scheme requires the government to recognize that in certain practices citizens or other third parties have additional information to solve problems

that are being faced [21]. Then, participation, in contrast to the meaning of collaboration, the meaning of participation is more likely to be limited to the involvement of non-state actors in the policy formulation process. This matter supports Gasco's view [19] that participation is more likely to refer to citizen involvement in the political process, and especially in public policy formulation. Participation in practice has the potential to encourage the government to have accountability, while at the same time encouraging the birth of quality improvement decisions made because more representative. Furthermore, according to Gasco's of the three principles or the pillar is in progress implementation is carried out using two main tools, namely open data and open actions [19]. Open Data is a scheme of implementing the principle of open government based on government-owned data. The meaning is in the open scheme government data can take advantage of structured and systematic data which can be read and analyzed by machines at any time as a tool to support the realization of open government. While in open action, schema implementation is more use of internet-based platforms either in the form of web 2.0, official blog government, and social media qualified in supporting the implementation of open government.

3. METHOD

This study employed a qualitative method for it is a literature study research. A qualitative technique is known as an attempt to collect and group journals, past summaries collaborate with analysis on research papers, literature reviews are conducted [22]. In an open government approach, the data gathering strategy utilized in this study was mining textual data from a range of sources, including books, journals, government statistics data, and the media mass that is directly connected to news concerning the handling of the Covid-19 epidemic. To clarify the research process, the researchers utilized three key concepts of study bibliographies [23]: a) methodologically analyzing and synthesizing high-quality literature; b) providing a firm foundation for a research topic; c) demonstrating that the proposed research adds something new to the overall body of knowledge or advances the research field's knowledge and understanding; d) demonstrating that the proposed research adds something new to the overall body of knowledge

or advances the research field's knowledge and understanding; e) demonstrating that the proposed research adds to the general body of knowledge or improves the topic of research. Overall, researchers adhered to this basis to conduct good research and to prevent biased debate.

4. RESULT AND DISCUSSION

COVID-19 pandemic has tested the resilience of humans as well as the state in dealing with crises. Not only are they faced with threats to health issues which is the main focus, but the social and economic are also two things that are seriously affected. Scholars in various countries continue to compete, draining energy and thoughts to race against time to find a vaccine that can cure this disease. The bad news, no one knows when the vaccine will be found and can be used. The information and data that are actual, accurate, and transparent will encourage the community to take intended actions (expected action) to reduce the risk of the spread of the virus [24]. The information data that is accurate and transparent will give the right decisions (policy) to the pandemic.

Issues regarding data transparency on the COVID-19 crisis had become a hot issue among experts, information, and media around the world. They question how the authorities (or in this case the government) handle the situation crisis through the use of data. Since, through these data are various model scenarios, projections, and also calculations especially curve equalization or flattening the curve can be done. As you may know, that the flattening the curve model had gone viral in various information channels and local media and global as well as social media, making models this has become an obsession in almost all countries in the world in preventing the increase in disease cases due to the COVID-19 virus at the regional (local) level and national [25]. Moreover, to support modeling, then the data becomes a very useful source, including in the information process regarding survival strategies collectively from the government to the community in the fight against the coronavirus.

Open government is a notion that discusses the government's transparency and interactive information built for businesses and citizens [9]. Transparency, social disengagement, and Source: Indonesian Task Force for COVID-19 Handling Acceleration.

In dealing with the ubiquitous coronavirus,

commercial and participative value governance are three reasons why open government is used in government activities [20]. Additionally, open governance is necessary to close the gap that has grown between the government and the general population [14]. Not just in regular government settings, but also in emergencies, open government is essential [21]. In times of crisis, such as natural disasters or worldwide pandemics, open government is essential [18].

Table 1. COVID-19 Information Data in Indonesia

| Menu | Description |
|-------------------------------------|---|
| COVID-19 news | The most recent information on the coronavirus. |
| Data on the spread of the COVI-19 | <ul style="list-style-type: none"> - The data distribution includes cases broken down by province and state. - Cases that have been confirmed, cases that have been recovered, and fatalities are mentioned by province. - Cases by state include national trends, daily change (recovered cases, deaths, and new cases), confirmed cases, treated cases, recovered cases, and fatalities. |
| COVID-19 protocol | The Indonesian government has issued some COVID-19 recommendations and public appeals. |
| COVID-19 education | Coronavirus and its prevention are discussed in various COVID-19 educational materials made available to the public by the government. The general public, parents, health-care practitioners, religious and community leaders, teachers and students, mothers and children, and entrepreneurs were all provided these materials. |
| Sections with questions and answers | The information on the coronavirus is given in the form of questions and answers. |
| Hoax debunker | This is a list of coronavirus hoax that have been reported in the media. |
| Additional information | The package includes regulations, independent studies, a list of referral hospitals, and a panel of experts. |

transparency data and data given by the government are two of the most significant aspects of open government [15]. To manage the

dread and expectation of ambiguity in choices, data transparency is necessary for the midst of a pandemic [26]. The government's foundation for recognizing positive cases is information transparency during a disease emergency. COVID-19 can track travel and clinical history symptoms based on that massive data analysis (Corpuz, 2021). To prepare for the spread of COVID-19, numerous governments and territorial entities have implemented data-driven transparency policies [26].

The Indonesian government was honest in providing data to the public at the outset of the coronavirus epidemic in March, according to the information above [27]. However, according to the results of the Charta Politica poll, at least 31.9 percent of the public still considers the government's transparency to be less or non-existent [27]. When the COVID-19 virus spreads, the Indonesian government has established a variety of closed-door procedures, notably in terms of public understanding [17]. Furthermore, the websites of the Indonesian National Board for Disaster Management and the Ministry of Health include data formats that are difficult to reprocess for use by non-state actors (universities, think tanks, or corporations) [17]. Meanwhile, to respond to the COVID-19 epidemic, the public requires clear, accurate, and comprehensive data. Open data on pandemic dispersal can help communities stay stable and improve public confidence in government [14]. Keeping information hidden from the public, on the other hand, will make the government unwilling to act in the case of a pandemic [21].

On the other hand, data transparency has had a positive impact on several countries that can make good use of it. As one of the most successful tales in the quest to flatten the curve, South Korea serves as a great paradigm for how a government should use data [28]. An effort to contact tracing taken seriously with the help of technology and an attitude of openness into a combination that is very good in helping the Korean Government South to control the situation. Not only disseminating positive victim data, but the South Korean government also opened information regarding time and location history visited by the positive cases, mode transportation used, as well as who made contact with positive cases [5]. By using technology that is embedded in the smartphone of every resident, CCTV footage, as well as credit card data, the effort of data collection is possible. In the data

collection process, only non-personal data are processed and published transparently and openly for anyone to access [29].

In Indonesia, the problem of transparency of the data has also been in the spotlight several times. The Indonesian government has repeatedly stated that it is always transparent and open to all existing data and does not have any intention to cover up data. However, some problems such as data mismatch between the central and the local government or the difference in data on the number of deaths between the government and the Indonesian Doctors Association are still a bit of transparency issue data to be corrected [17]. It is understandable too that there needs to be a balance of effort and dissemination of accurate and appropriate data. Therefore, people do not panic and can act rationally.

4.1 Minimum Citizen Participation Space

Citizen participation refers to creating opportunities to make room for members of the community to be actively involved and to benefit from the activities followed [30]. In terms of the case, people can feel benefits when involved in handling the spread of Covid-19. This idea of community participation is similar to the principle of developing community-based, where community members mobilize themselves and carry responsibility in handling this COVID-19.

The problem of transparency in all aspects, including in providing real and integrated data during the pandemic, has directly implicated the emergence of stigma against the government [26]. This stigma stems from public ignorance about the government's efforts to restrict the virus's spread, as well as an overabundance of fear in society as a result of the uncontrolled dissemination of information about the coronavirus during the onset of the epidemic. Given the conditions crisis due to this pandemic will only be effectively handled when trust from the public to government increases which is marked by improvement in the quality of transparency and communication risk in society [2]. In terms of this case, the government must not ignore the public's voice about policy choices in handling COVID-19. However, the government also has limitations in knowledge and experience. In this condition, involving the community (according to the spectrum above) becomes a necessity, if and only if the government is willing to open itself to the community [31].

4.2. Collaboration as A Key in Managing COVID-19 in Open Government

Approach

Stakeholders, the government, the commercial sector, and the community must work together to combat the spread of COVID-19. As the holder of power, the government must be able to rally the community to actively participate in stopping the spread of COVID-19. The government has taken a number of measures to slow the development of Covid-19. Collaboration is the fundamental process of working together that results in honesty, trust, and breakthrough. Collaboration is a process of cooperation, job desk division, equality, and accountability among multiple actors whose activities are linked and have the same goal [13]. Collaboration is an implementation strategy of open government.

In order for a policy to operate successfully in a crisis circumstance, coordination across sectors is required, particularly between the central government and local governments, as well as between the corporate sector, the community, and the organized society. Central administration delays in taking the momentum of information centralization provide opportunities for local government to move independently without narrative similarities. Coordination vacancies in the central level can't be allowed to continue because it will cause asynchronous mitigation in each area. To deal with the spread of the virus, Indonesia needs strong control of the central government. Collaboration with local governments should be more successful because President Jokowi signed Presidential Decree No. 7 of 2020 about the Task Force Acceleration of COVID-19 Handling. Furthermore, the quarantine area can be coordinated.

5. CONCLUSION

The global COVID-19 pandemic provides lessons on how countries and world leaders should be able to effectively use existing data to achieve the desired goal expected. Data transparency has the ability to prevent and address the risk of a wider spread of coronavirus. For example, data transparency is required to perform contact tracing. This means that data transparency can be useful for overcoming negative risks that are not only concerning public health but concerning the

social aspects of society. Furthermore, data openness can help governments make better decisions, giving people greater trust and allowing them to contribute to avoiding the COVID-19 epidemic in Indonesia. Furthermore, given the government's constraints, the necessity for coordination with diverse stakeholders is critical.

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