

# The Urgency of Crisis Management for Social Distancing Implementation in the Yogyakarta Sultanate

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## ABSTRACT

The emergency for national health demands that governments in various regions respond and immediately provide solutions due to the increasing spread of the outbreak from time to time. To anticipate the spread of the Coronavirus disease 2019 outbreak, the DI Yogyakarta government implements various policies to reduce cases with rules in line with the government central, namely implementing restrictions on community activities through large-scale social restriction policies (PSBB). The DI Yogyakarta provincial government has also taken preventive measures by dismissing schools and work activities with the study from home (SFH) and work from home (WFH) schemes. Furthermore, this research sees that various studies have been carried out to see the implementation and evaluation of PSBB or social distancing in multiple regions. Still, the concept of crisis management associated with the performance of PSBB is very minimal, so the next researcher examines more deeply by looking at the implementation of PSBB policies with The crisis management approach uses the concept of George Edward III theory and crisis management theory. Thus this study focuses on the performance of PSBB, which is seen in the urgency of crisis management in the pandemic period in Yogyakarta with several critical indicators assessments, namely communication, resources, disposition, and organizational structure as seen by methods, decisions, and monitoring of crisis management during the COVID-19 pandemic. On the implementation of SFH and WFH. This study uses descriptive qualitative methods, and data sources are obtained through timeline series news, interviews, report documents, and journalism-related to the research. Data analysis used the Nvivo 12 Plus application with crosstab analysis tools and word frequency results. The results show that crisis management in the implementation of PSBB (especially in the SFH and WFH programs) still finds various deficiencies with internet-based systems that are still not ready. It happened with internet networks, techniques, and government facilities and services that have decreased due to productivity and supervision that do not positively affect the successful implementation of SFH and WFH.

**Keywords:** Crisis Management, Social Distancing, Study from Home, Work From Home.

## 1. INTRODUCTION

Coronavirus Disease 2019(COVID-19) is increasingly spreading until it becomes epidemiological and is declared a global pandemic [1]. The number of cases of the new Coronavirus shows a spike indicating that ordinary life is still far from expectations. The US Johns Hopkins University research shows that COVID-19 infection has crossed 29 million cases worldwide, with 924,953 deaths and 19.7 million recoveries.

Furthermore, based on the Deep Knowledge Group report, Indonesia is at high risk of failing to deal with COVID-19 [2].

The Sultanate of Yogyakarta is one of the cities in Indonesia that has been exposed to the COVID-19 virus. Yogyakarta is experiencing an increase in cases with positive possibilities as of June 2021, as 55,463 issues, a record high of 694 patients in a day [3]. The COVID-19 outbreak confronts the government in crisis. Therefore, recommendations preventing COVID-19 must be

implemented based on WHO [4], key emergency policy points, prevention strategies, and coordination of government coordination must relate to emergencies COVID-19 [5]. In addition, people must implement social distance and self-isolation because some people with COVID-19 are called call care [6]. Therefore, it is implemented to suppress the mobility of the population, which is very influential with the transmission of the virus, and positive numbers confirmed for COVID-19.

Many studies state the importance of controlling population mobility to minimize the spread of cases due to population mobility being one factor for the rapid spread of COVID-19. However, even this can prolong the outbreak, so the anticipation of population mobility is needed. For example, the study of Fang, Wang, and Yang state that limiting community activities or population mobility with social distancing can reduce the potential for an increase in confirmed cases of COVID-19 in Wuhan, China [7], and Indonesia is an archipelagic country where population mobility between islands is much high. As a result, it will affect the spread of the virus.

Regarding human movement or population mobility, the Sultanate of Yogyakarta took anticipatory steps by implementing social distancing or PSBB to suppress the spread of issues [8]. Five regencies/cities in the Yogyakarta area, Sleman, and Bantul have red zones COVID-19, three regencies, Yogyakarta City, Gunung Kidul Regency, and Kulon Progo Regency, is in the orange zone and also have a relatively high risk of spreading the virus [9]. The increased cases that continue to soar highlight the source of transmission from community public activities. The study from home programs and work from home or work from home efforts are made to suppress cases in the Sultanate of Yogyakarta [10]. This program has changed the pattern of learning and working the face-to-face method to the during or offline mode [10]. Besides that, the Yogyakarta sultanate area, the largest student city in Indonesia, has had a significant impact on the implementation of study from home and work from home during the performance of the PSBB, especially for parents' productivity. The world of work requires workers to be more flexible in carrying out their duties. Hence, it has finally caused new problems in undergoing the social distancing process, especially in Yogyakarta.

Research Center for Strategic and International Studies by Philips J Vermont illustrates that governance with policy implementation formations is better prepared to carry out crisis management related to the COVID-19 pandemic [11]. Therefore, this research is considered necessary, especially since the concept of crisis management lacks viewing the performance of PSBB during the COVID-19 pandemic through concept

implementation. So, through this study, the Urgency of Crisis Management for Implementation of Social Distancing in the Yogyakarta Sultanate will be explained with the limitation study and working from home programs measured from a crisis management perspective in an emergency.

## **2. METHOD**

This type of research used descriptive qualitative with a case study approach [12]. Qualitative research is a type of research whose findings are not obtained through statistical procedures or other calculation forms by collecting genetic data as a data source [13]. This research focuses on case studies by analyzing online media content regarding the Implementation of Large-Scale Social Restrictions (PSBB), especially in Yogyakarta. An area located in the south-central part of the island of Java, Indonesia. A unique autonomous region with a sultanate government, a blend of the Ngayogyakarta Hadiningrat Sultanate and Kadipaten Paku Alaman. The Sultanate of Yogyakarta has a strong regional culture, natural beauty, and creative society, even famous for its student city. This area is also the distribution of population mobility between regions in Indonesia.

Consequently, it became a crowded area with immigrants. This research then used field data collection techniques through online data such as online news media content with timeline series data, interviews, and various research-related documents. This research is supported by a literature review on crisis management and social distancing policies in the Sultanate of Yogyakarta. Finally, data analysis using the Nvivo 12 Plus application is document processing software on a computer device as qualitative data with crosstab query rate, analysis tools, and word frequency results from big data into various research sub-factors [14].

## **3. BASIC THEORY**

### ***3.1. Crisis Management***

Crisis management is an unstable condition that can cause chaos and an organizational process in dealing with unexpected events. While defining a crisis, there are three essential elements: surprise, threat, and quick decision [15]. In addition, according to Gluten [16], crisis management is a leader's actions in times of crisis that are carried out to reduce public risks in times of emergency.



#### 4. FINDINGS AND DISCUSSION

##### 4.1. Implementation Study from Home Program in Sultanate of Yogyakarta

The DI (special region) Yogyakarta government issued regulations for the implementation of PSBB, namely through the Decree of the Governor of DIY No. 65/Kep, 2020, concerning the Determination of the Status of Emergency Response to the COVID-19 Disaster in DI Yogyakarta and regulations (SE Governor No. 1/SE/III, 2020). In addition, the government of DI Yogyakarta issued a code related to study from home law for implementation about PSBB in the Sultanate of Yogyakarta. The Decree of the Education Office No.421 with rules for eliminating learning processes or school activities, intended to continue Decree of the Governor DIY No. 421/8194 concerning Education Policy in Extension COVID-19 Emergency Response Period.

Variable	Google Classroom	Google Meet	Ruang Guru	Tv	Video Call	Whatsapp	Youtube	Zoom Meeting	Total
I. StudyFrom Home Apps	12,5%	12,5%	6,25%	6,25%	12,5%	25%	12,5%	12,5%	100%

Source: Coding Analysis through NVivo 12 plus Software

**Figure 4** Crosstab Query-Rate(%)Survey on the use of the Study from Home Program

Based on the results of the Crosstab Query-rate (%) in the application of Study from Home seen from the theory of George C.Edward III's policy implementation on communication indicators in Yogyakarta, the application of learning tends to use the WhatsApp application with a percentage gain of 25%, higher than other applications. Furthermore, various findings were shown in implementing the study from home using George C.Edward III's implementation variables, namely communication, resources, disposition, and bureaucratic structure.



Source: Coding Analysis NVivo 12 plus Software

**Figure 5** Word Frequency Rate (Barriers to the Implementation of Study From Home)

The problem with studying from home with the theme in implementing study from home in Yogyakarta is communication, making it difficult for students to understand the lesson. Furthermore, the resources that

are not adequate to deal with learning during such as inadequate and inaccessible internet networks, are no exception for teachers who are also difficult to access; even many parents are burdened with expensive online learning systems. When viewed further, the problems in Yogyakarta tend to be access that hinders learning, and discipline problems, and lack of skill levels in online learning methods. The issue of disposition or attitude of teachers and students is also often a concern, it has been found that the majority of students feel bored to do learning during, but some feel enthusiastic and keep trying. Different things from the disposition of educators who show enthusiasm in delivering education are found in Yogyakarta. While a bureaucratic structure only benefits from establishing regulations and some access assistance with the help of quotas, the supervision is relatively low.

##### 4.2. Crisis Management Study From Home Program in Sultanate of Yogyakarta

In crisis management, the implementation of the learning from home program in the Sultanate of Yogyakarta is described in the following table:

**Table 1.** Crisis Management for Implementation Study From Home Yogyakarta

Method	Decision	Supervision
1. Problems were found in the quality of the internet network, infrastructure, internet access, limitations in conducting learning during, and disciplinary issues in the implementation of SfH	1. Applying the visiting teacher model 2. There is free wifi access in 211 areas 3. Online study assistance from universities in Yogyakarta 4. Issued Jogja Achievement Cards and financial aid for students	1. Create a post for monitoring the control of learning during by Disdik 2. Quality Supervision in monitoring learning during education for student
2. Smartphone Limitations		
3. Lack of skills		

Source: Coding Analysis through NVivo 12 plus Software

Based on the results of the Crosstab Query-rate(%) on the Work from Home application in

Source: Author (processed from various sources), 2021

Crisis management to problem social distancing (PSBB) in Sultanate Yogyakarta, the government decided

by implementing a visiting teacher model for students who cannot do so during learning. Besides, the government provides 211 areas with free wifi to facilitate learning activities. However, as reported by Kompas, the provision of free wifi has not been able to cover the Yogyakarta area fully, so it is still difficult to access the internet. Furthermore, the decision to provide assistance programs through the Jogja achievement card is quite helpful for students when facing the current crisis; besides that, Harianjogja stated that assistance provided through the list of target families for social protection insurance (KSJPS) is beneficial for low-income people in dealing with situations require access to social security. Meanwhile, in supervising learning during Yogyakarta, the government has prepared a monitoring post for understanding that requires schools to report on the learning process through the Department of education and culture. In addition, Disk DIY has also carried out various socialization in the tribun jogja to monitor the learning process.

**4.3. Implementation Work from Home Program in Program in Sultanate of Yogyakarta**

Sultanate Yogyakarta stipulates rules related to working from home through (SE Governor Number 800/5316, 2020) concerning Adjustment of the Employee Work System in the Status of Emergency Response to the Covid-19 Disaster in DIY

Variable	Hangout	SLAK	Skype	Whatsapp	Zoom Meeting	Total
1. Work From Home Apps	6,25%	12,5%	6,25%	43,75%	31,25%	100%

**Figure 7** Crosstab Query–Rate (%) Survey on the use of the Work from Home Program

Yogyakarta, many use the Whatsapp application with 43,75%, followed by zoom meeting with 31,25%, which are the top two WFH applications. The application is used to perform work interactions of employees. Furthermore, using George C. Edward III's theory, the implementation of Work from Home (WFH) in Yogyakarta shows various problems when social distancing occurs.



Source: Coding Analysis NVivo 12 plus Software

**Figure 8** Word Frequency Rate (Barriers to the implementation of Work from Home)

Based on the Word Frequency Result results in the implementation of WFH in DI Yogyakarta, problems were found in the resource and disposition indicators, namely the lack of effectiveness of employee performance. DI Yogyakarta issued a 50:50 division of labour policy for services, especially administration, to continue to provide excellent service; in fact, this still impacts the decline in service quality initially maintained. Seeing service problems during the PSBB tends to reduce the rate of agency services plus the time that tends to be short in operating services provided DI Yogyakarta has issues with the presence of ASN. It refers to the disposition or attitude of Internal ASN or agencies, where the implementation of online presence is still a new thing that hinders the performance of WFH and becomes a problem for the implementation of WfH. The bureaucratic structure itself has an impact due to the WFH work system.

**4.4. Crisis Management Work from Home Program in Sultanate of Yogyakarta**

Crisis management in Yogyakarta in the implementation of WFH is synchronized with various indicators in crisis management.

**Table 2.** Crisis Management for Implementation Work From Home Yogyakarta

Method	Decision	Supervision
1. Using the during and WfO. methods found in government services and the presence supervision and work schedule	1. Issued an application-based service platform, namely Jogja Smart Service 2. Issued a circular letter from the Governor of DIY No. 8 70/00130 concerning the Implementation of Attendance for ASN and Local Government Employees of DIY during the PSBB Period 3. Conducting online media socialization	1. Monitoring is carried out based on Applications 2. The agency carries out supervision through performance monitoring with the assistance of the TNI and Polri

Source: Author (processed from various sources), 2021

The DI Yogyakarta government carries out crisis management with the Work from Home scheme using online and offline 50;50 methods but is strengthened by issuing service-based applications through the Jogja Smart Service/JCC. With this application, the public can

get services quickly and easily, such as ticketing services, consultations, and various administrative service registrations that can be accessed through this application. Then in overcoming the problem of attendance that is still unknown to ASN, the government socializes the use of the online attendance system and issues the Governor of DIY's SE No. 8 70/00130 concerning the Implementation of Attendance ASN and Local Government Employees in the DIY PSBB Period. Furthermore, in the supervision of the DIY government, using an e-performance-based application to see the achievement of tasks.

## 5. CONCLUSION

The results showed that crisis management in the implementation of the PSBB of the Sultanate of Yogyakarta, especially in the SFH and WFH programs, still found various shortcomings, viewed from the perspective of crisis management, problems in methods, decisions, and supervision were still found, especially regarding the methods used and findings that were difficult to synchronize. Furthermore, the theory of implementation also shows various obstacles to the Sultanate of Yogyakarta during the PSBB, and communication is still relatively complex so that there is no 2-way communication, minimal resources in the implementation of the system during, dispositions that tend to show strengths and weaknesses, and bureaucratic structures that are not essential points in implementing the PSBB. Furthermore, internet-based systems that are still not ready, internet network, technical, and government facilities and services have decreased due to productivity and supervision, which do not positively impact the successful implementation of Study From Home and Work From Home.

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