



# Empathy in Virtual Organization: Lesson Learned from Indonesia Covid-19 Pandemic

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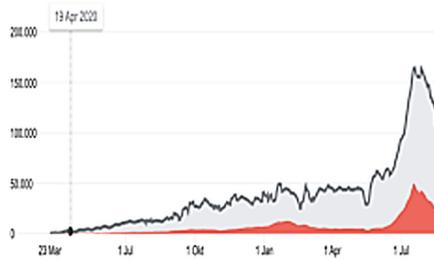
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**Abstract.** The crisis of oxygen availability that occurred during the COVID-19 pandemic created a sense of empathy for a group of communities and the general public who are interconnected with technological sophistication. The development of technology that is growing [1] and without limits, brings every individual to be able to carry out various activities and interactions without having to carry out face-to-face or what is called virtual. The purpose of this study is to find out more about the ways and purposes of virtual organizations via Telegram after the COVID-19 pandemic. This research was conducted using a qualitative method using a netnographic approach, observation and documentation data collection techniques in the Telegram group with 2,216 active members and will be analyzed in depth through data reduction, display data and drawing conclusions. The results of the study stated that empathy can appear through a virtual telegram organ called the “Jogja Oxygen Community” group. This is evidenced by several forms of empathy, including: firstly, providing information about oxygen cylinders in the Yogyakarta area, secondly, offering assistance and mutual support among members. The group, even though it is virtual, the three provide solutions to each other if there are difficulties related to oxygen cylinder information, finally reminding and taking care of each other if something is not in accordance with the group’s provisions.

**Keywords:** Empathy · Virtual Organization · Covid-19

## 1 Introduction

The crisis of oxygen availability that occurred during the COVID-19 pandemic created a sense of empathy for a group of communities and the general public who are interconnected with technological sophistication. The development of technology that is growing [1] and without limits, brings every individual to be able to carry out various activities and interactions without having to carry out face to-face or what is called virtual.



**Fig. 1.** Covid-19 Patient Chart

Virtual communication is quite effective to use because it does not require a large amount of time and space and can be carried out in various conditions and certain circumstances through a smartphone-owned smartphone. Continuous social communication or interaction accompanied by the same goal is able to form a virtual organization through social media groups such as Telegram.

Telegram is one of the applications with the most users on this application. It can provide various benefits if implemented wisely, one of which is to create a virtual group post-covid-19 that attacked Indonesia in early 2020 [2]. Covid-19 is spread by the corona virus disease. The spread of this virus caused quite a stir in the world, so that the WHO declared it a pandemic. The impact of COVID-19 is quite worrying because it is not only the health sector that is affected, but almost all sectors of life such as education, social, economic, political, are chaotic [3]. In addition, the impact of the COVID-19 virus has also caused many infected patients to die, even reaching millions of people in the world every day, including Indonesia, as a densely populated country [4].

The uproar of COVID-19 began to end in 2020 through various policies carried out by the government, such as the implementation of vaccines, restrictions on social interaction, and so on.

When the pandemic was still happening, the virtual Telegram group organization that was formed discussed the availability of oxygen in Yogyakarta D.I considered the difficulty and scarcity of oxygen at that time so that patients who had comorbidities would experience more fatal severity because covid-19 attacks the respiratory tract [5] in the midst of rising Covid-19 patient data from time to time [6] which in 2020 increased significantly as shown in the Fig. 1.

After covid-19 ended, there were still quite a lot of WhatsApp group members where this group not only discussed health but also shared various tips such as selling, just joking to warm the atmosphere, and so on, so that intimacy was formed not only during the pandemic, but even after the pandemic it's still the same.

Uniquely, although the group members do not have more knowledge of one another, a sense of mutual respect, understanding, and understanding can be well established through virtual communication.

Seeing how strong the interaction between group members was, the researcher wanted to find out more about "Empathy in Virtual Organizations: A Learning Post-Covid 19 Pandemic". The purpose of this study is to find out more about the ways and

purposes of having a virtual organization through WhatsApp after the COVID-19 pandemic. Because researchers realize that an organization will not be formed without a high sense of solidarity as one of the important values in social relations [7], in order to be able to have an attitude of mutual respect as well as to achieve a common goal called a social group [8]. If solidarity is not formed, the social group will be destroyed and the ability to meet the needs of one another will be difficult, especially if the group is in a virtual group that has never even met at all.

## 2 Literature Review

### 2.1 Empathy

#### 2.1.1 Definition of Empathy

Empathy is an attitude of feeling what other people feel as a socio-emotional form of what is experienced by others, so people who have an empathetic attitude tend to have a higher sense of social sensitivity as well as a better mentality, because they can manage emotions and share with others. Others [17]. A person's empathy can develop according to the living environment, where it has a close relationship with social competence as well as prosocial behavior [18].

Empathy, according to Goleman, is feeling what other people feel, being able to understand their perspective, and fostering a relationship of mutual trust and harmony with various people (Takamatsu 2022). Meanwhile, according to Santrock, empathy means reacting to the feelings of others accompanied by an emotional response that is similar to the feelings of others. According to him, although empathy is experienced as an emotional condition, feelings of empathy have a cognitive component, namely the ability to understand psychological conditions within a person, or what is commonly referred to as perspective taking (Permatasari and Syafruddin 2022).

#### 2.1.2 Empathy Characteristics

Stein and Howard have high empathy as can be seen from the characteristics they have. The characteristics or characteristics of people who have high empathy are as follows (Kural and Kovács 2022):

- a) Participate, meaning that individuals are able to feel an emotion or are able to identify the feelings of others (Winter et al. 2022).
- b) Built on self-awareness, the more open individuals are to their own emotions or to know their own emotions, the more skilled individuals are to read feelings, by increasing cognitive abilities, especially the ability to accept other people's perspectives, a person will gain a better understanding of other people's feelings and emotions. complete (Berzenski and Yates 2022).
- c) Sensitive to non-verbal language, namely being able to read speech tones, gestures, facial expressions and so on, because emotions are rarely expressed in words but are more often expressed through signs.
- d) Taking a role, namely giving birth to concrete behavior, not only expressed through words but also through actions.

- e) Do not dissolve or maintain self-control, namely by recognizing the hidden feelings or emotional signals in reactions to oneself that are empathetic so that they do not dissolve in social situations (Jiang et al. 2022).

### 2.1.3 Aspects of Empathy

According to Goleman and Utami, aspects of empathy include (Taufik 2012):

- a. Care  
Caring is an action that is raised by individuals towards other individuals involved in the problem. Individuals can be said to care when ignoring their own interests and be more concerned with the needs of others. People who care will try to behave well, try to always help and respect others, and try to make others happy (Taufik 2012).
- b. Tolerance  
Tolerance means mutual respect between individuals or groups that makes freedom and difference a right that each individual has. People who have a high sense of tolerance will try to appreciate and accept whatever they get (Hanggara 2019).
- c. Tolerance  
Tolerance can be seen when individuals take care of each other and respect the feelings of other individuals by placing themselves in the situation experienced so that they can feel what the individual feels. A person who has a considerate behavior can easily socialize and carry out his obligations as a social being, and can also place himself in a good environment so that a harmonious, harmonious, and balanced atmosphere and situation can be established between people Individuals (Hanggara 2019).

While Batson and Coke (in Asih and Pratiwi 2010: 36) state that the aspects of empathy are as follows (Asih and Pratiwi 2012):

- a) Warmth is a feeling one must keep warm to others.
- b) Gentleness is the feeling that one should take action and say gentle things to others.
- c) Caring, namely where someone pays attention to fellow individuals and their environment.
- d) Pity is the feeling that one should sympathize with another person.

Based on several aspects of empathy that have been put forward by several experts, it can be concluded that the aspects of empathy are caring for others, tolerance for other individuals, compassion for others, and tolerance between individuals and groups. Asih and Pratiwi 2012).

## 2.2 Virtual Organization

A virtual organization is a group of people who have the same goal, but in carrying out their activities or activities, they are supported by the internet without having to hold face-to-face meetings [19]. This virtual organization can have many members from various locations and regions both domestically and abroad, because the interactions are

carried out via smartphones that can be accessed anywhere and anytime. Here are some descriptions of virtual organizations.

### 2.2.1 Definition of Virtual Organization

Organization has the meaning of a place where people gather, work together rationally, systematically, control, and utilize resources (funds, materials, environment, methods, facilities, infrastructure, data) that are used effectively and efficiently to achieve common goals. Kaur Bagga et al. (2022).

Each member of the organization has a role and function of each, it can be seen clearly how the structure of the cooperation. Therefore, below are some of the benefits obtained from an organization for social life.

While virtual has the meaning of an adjective related to the results of character, it can be a work or idea that is virtual or imaginative but can also be applied in the world of modern technological developments such as the internet (Tohidi and Jabbari 2012b).

### 2.2.2 Characteristics of Virtual Organizations

a) Technology (technology)

In general, the notion of technology is science that studies skills in creating tools for processing methods to help complete various human jobs. The technology used in this research is the social media telegram (Tohidi and Jabbari 2012a).

b) no borders (no borders)

The meaning of no limit here is that the agreed time in the group is very broad, or it can be said whenever members need help.

c) improvement

Improvement is a process, a way of. doing something to raise something or an activity make an effort to advance something, something that is even better than before. This means that the quality of responding to fellow group members is improved every time, because oxygen cylinders are closely related to a person's critical condition (Walker 2006).

d) opportunity (opportunity)

Opportunity is a number price that shows how likely an event or event will occur (Arenas et al. 2008).

e) no clear identity (no clear identity)

Does not distinguish one member from another in terms of the characteristics, identity or sign attached to someone or something that is useful to distinguish it from something else. This means that everyone is allowed to become a member of the group, starting with people who are Covid-a9 patients, sellers of oxygen cylinders, sellers of medical devices and even humanitarian organizations are also allowed to join the telegram group (Tohidi and Jabbari 2012b).

## 2.3 Covid-19 Pandemic

The covid pandemic that occurred in 2019 around the world, starting from China, really shocked all humans, because the impacts felt were of various kinds, one of which was empathy that was starting to disappear in the community.

### 2.3.1 Definition of Covid-19

Corona virus or severe acute respiratory syndrome coronavirus 2 (SARS-CoV-2) is a virus that attacks the respiratory system. The disease caused by this viral infection is called COVID-19. Corona virus can cause mild disorders of the respiratory system, severe lung infections, and even death (Rudrapal et al. 2020). Severe acute respiratory syndrome coronavirus 2 (SARS-CoV-2), or better known as the Corona virus, is a new type of coronavirus that is transmitted to humans. This virus can attack anyone, from the elderly (older people), adults, children and infants, to pregnant women and breastfeeding mothers (Rozycki and Kotecha 2020).

### 2.3.2 Symptoms of Covid-19

Early symptoms of Corona virus infection or COVID-19 can resemble flu symptoms, namely fever, runny nose, dry cough, sore throat, and headache. After that, the symptoms may disappear and heal or even worsen. Patients with COVID-19 with severe symptoms may experience high fever, cough with phlegm and even blood, shortness of breath, or chest pain. These complaints arise when the body reacts against the Corona virus (Hafeez et al. 2020).

These symptoms of COVID-19 generally appear within 2 days to 2 weeks after the patient is exposed to the Corona virus. Some patients infected with the Corona virus can experience a decrease in oxygen without any symptoms. This condition is called happy hypoxia (Couzin-Frankel 2020). To determine whether these symptoms are symptoms of the Corona virus, a rapid test or PCR is needed.

### 2.3.3 Death Rate Due to Covid-19

According to data released by the Task Force for the Acceleration of Handling COVID-19, the number of confirmed positive cases as of June 21, 2022 was 6,069,255 people, with a death toll of 156,695. From this figure, it is known that the case fatality rate due to COVID-19 is around 2.6%. This number decreased from 3.4% in January 2022. Although the number of deaths from COVID-19 is relatively high, the recovery rate from COVID-19 is also increasing. The latest data states the number of survivors or people who have been infected with the Corona virus and then recovered is 5,903,461 people (COVID, 2020).

### 2.3.4 The Psychological Impact of Covid-19

Covid 19 not only attacks physical health but also attacks psychological health (Drew and Martin 2020). This situation makes individuals feel disturbed by their psychological health such as anxiety, fear, excessive worry and other psychosomatic impacts (Pragholapati 2020). Psychosomatic comes from the Greek psyche, which means soul and soma, which means body. Psychosomatic is a form of physical illness caused by psychological conflict and chronic anxiety (Wang et al. 2021). In line with this, (Gosal and Firman-syah 2021) states that psychosomatic is a physical disorder caused by psychological and social emotional factors that accumulate and can cause shocks in a person.

### 3 Research Methods

This research was conducted using a qualitative method using a netnographic approach to find out more about empathy that occurs in virtual organizations after the COVID-19 pandemic is over or gradually subsides. This is because, in 2022, when the country begins to stabilize, the communication that exists in this group is still going well with one another. Currently, there are 2.216 members of the group who are actively involved in the group where this group was formed to share information about oxygen [20].

Netnography is a study that focuses on understanding cyberspace in which there are people who interact with each other and are able to form their own culture and social system. Therefore, the research method is based on observational research where researchers do not just join a virtual community but actively participate as well. This method uses a separate analytical technique offered, namely AMS (Siber Media Analysis) which goes through 4 levels, namely: Media room level, media document level, media object level, experience level). This research uses telegram as a field (research area) (Nasrullah 2022).

### 4 Results and Discussion

Solidarity and empathy can be formed through telegram groups where members of the group interact with one another even without face-to-face contact, meaning that communication is done virtually. Based on the results of data analysis, it is known that members who are in the WhatsApp group regarding oxygen have a fairly high level of solidarity and empathy, which can be observed in the following behaviors:

#### 4.1 Giving Each Other Information

The results of observations or observations as well as documentation regarding interactions in the group are known that group members take turns responding to various questions in the group and other members who know information about the things being asked will answer them quickly and responsively. The information sought is usually about the availability of oxygen at a certain location, the price of oxygen and various accessories, and so on. There are even some group members who offer an offer if there are group members who need oxygen cylinders to be borrowed free of charge, where this is specifically for members with saturation. Low and the economy is difficult.

Sharing information about tips and tricks to overcome certain conditions during covid-19. When covid 19 attacked, not a few group members shared tips and tricks on several conditions, such as what BN did, where he shared about how to use oxygen cylinders for patients who need oxygen with high capacity, and also CC, who shared about how to increase endurance, such as by doing enough exercise, increasing consumption of fruits and vegetables, and so on. This is one proof that group members like to share and have a high attitude of empathy.

This is in accordance with the conversation in the group, that there is one member who is looking for an oxygen cylinder, then the other members quickly respond with pleasure. Here's the conversation: BN stated, "*Selamat malam, mohon infonya saya*

*baru bergabung di sini, untuk pembelian tabung oksigen+oksigen lengkap set di mana nggih?".* TB menjelaskan, *"Tabung isi oksigen 1m<sup>3</sup> Rp 3 juta, 1m<sup>3</sup> Rp 4.5 juta, 6m<sup>3</sup> (kondisi bekas) Rp 6.9 juta. Regulator Rp 1.2 juta. Trolley 1m<sup>3</sup> Rp 125rb, 6m<sup>3</sup> Rp 850rb, Tetap Siaga 24 jam siap kirim ke Yogyakarta".* The telegram group conversation shows that instant information is a form of empathy for someone even though they have never met in person before. TB shows his caring attitude to BN, who needs oxygen cylinders for one of his family, because people who care will try to behave well, try to always help and respect others, and try to make others happy.

## 4.2 Offering Help and Mutual Support

Offers of assistance were not only made by one or two people, but many group members offered assistance if there were group members in need, as was done by BN, SS, T, and R, where they offered assistance either in the form of objects such as gas cylinders or gas cylinders, in the form of services such as the purchase of oxygen, and so on. This is also categorized as an attitude of mutual cooperation to make it easier for others in need.

Providing virtual support has also had a positive effect on many people. The reason is, when conditions are uncertain, unstable emotions reading comments or support in the group can be used to stabilize themselves through positive thinking, as well as support to have fortitude and strength if there are family members who are unable to survive, Covid-19. As was done by FS where he expressed his condolences for the death of one of YN's family members who died. And this is not only done by FS but the majority of group members do the same and also pray for the family members who have died to get the best place in the sight of Allah.

This is in accordance with the conversations in the group, many members offer help and support among other members. Here's the conversation:

BN says, *"Mumpung saya masih di lokasi. Ada regulator 550 ribuan. Sik gelem tak cangkengke. Penak to.."* SS says, *"Teman-teman, ini saya dapat nomor antrian di X Gas, tapi adik saya ternyata sudah dapat di tempat lain, ada yang mau memanfaatkan nomor antrian saya?"* R says, *"Besok mau ambil satu tabung second. Ambil cod di daerah Pati. Harga tabung + trolley + regulator + isi = 3 juta (second tabung 1m<sup>3</sup>, keluaran tahun 2020. Ini masih ada 1, 1m<sup>3</sup> cuma minus trolley minta 3 juta. Sama tabung 6m<sup>3</sup> + regulaor + gas harga minta 4.900.000. Kalau mau silahkan japri biar bisa ambil bareng2 ngirit ongkos".* T says: *"Selamat sore, disini adakah yang anggota keluarganya saturasi oksigen terakhir 60–80 dan sudah memiliki regulator serta selang kanul? Jika ada silahkan japri saya dengan menunjukkan foto oksimeternya. Saat ini saya ada 1 tabung oksigen kecil penuh dan oxycan berisi + - 75%. Bapak saya dan nenek teman saya sudah meninggal jadi saya kira akan lebih bermanfaat jika oksigen ini bisa digunakan oleh teman2 yang membutuhkan. Silahkan kirim gambar oksimeter dulu nggih. Untuk biaya gratis penuh tapi tabung oksigennya nanti perlu dikembalikan".* NO says: *"Barangkali ada yang memerlukan nomor antrian pengisian oksigen di Magelang...silakan japri. Ada 1 slot nomor antrian".*

The example from the group conversation shows that there are so many members who have a sense of tolerance and warmth, which results in a harmonious, harmonious, harmonious, and balanced atmosphere and situation between individuals. Then the attitude of giving support is also reflected in the conversation in the virtual group. The following

is the conversation: The Group Admin said that, “*Temen-temen grup ini digunakan untuk saling membantu, kegiatan jual-beli disini juga tujuannya menolong.. Bagaimana jika ada yg jual produk disini langsung sertai harga saja.. Untuk mengantisipasi penjual yg “nuthuk” atau memanfaatkan kondisi.. Dan DILARANG SHARE INFO PENJUAL yang belum diketahui kebenarannya*”. The statement was immediately responded to by one of its members, namely BN, “*Pengertian ‘nuthuk’ ini juga rada hati hati. Misal: harga tabung 1m3 kondisi normal itu memang dibawah 1 jt. Namun, kemarin saya beli dari orang solo 3.5 juta. Nampak seperti nuthuk. Tapi, lha orangnya belinya juga pas heboh hebohnya.. Sudah di 4.9 jt. Jadi angka 3,5 jt itu yang sepintas nampak nuthuk, berubah jadi ‘nulung’*”. Such a warm atmosphere exists in daily conversations, that each member is very quick to respond to other members with pleasure and happiness.

### 4.3 Give Each Other Solutions

Finding a solution is easy for those who are in a stable condition. However, it becomes a polemic when the mind is confused and panicked, so that group members who feel deadlocked think that many prefer to express themselves in the group so that group members who understand how to solve the problem will respond swiftly. As LA did when she experienced difficulties and confusion in overcoming the oxygen cylinder regulator faucet that was not functioning properly, other members such as BN, LL, AF, AR and others appeared to help overcome LA’s problems as a form of solidarity and empathy between group members. Here’s the conversation between LA and BN:

LA says, “*Kalau untuk ganti kran nya itu berapa ya mas ? Dan bisa beli nya dimana ya ?*”

BN answer and provide solutions as follows, “*Harga krannya rada mahal ... Jasa kuras di mereka 200 rb, Kuras ini juga lepas kran ... Kan mesian ganti saja*”.

LA continue: “*Mau dibongkar yang sisi panjangnya itu, dia gak berani juga*”.

BN answer: “*regulator anda mungkin emang regulator khusus ... Jadi tetep saja dimensi inputnya juga kecil ....Sambungan panjangnya tidak merubah ukuran. Maka alat refill gak pas. Mungkin satu satunya jalan ganti kran mas ... Kalau regulator anda di foto itu regulator standar .... Brarti prinsipnya alatnya lapak refill pasti pas juga. Tapi kemungkinan lapak refill gak berani karena gak yakin sambungan sisi valve nya benar benar kokoh dan ndak bocor. Saya sedang tanyakan apakah yang di topped itu sesuai dengan ukuran lapak refill umum. Kalau sesuai, njenengan beli sendiri kemudian bawa ke mereka .... Sekalian minta kuras memastikan bahwa tabung itu sudah ready bener untuk O2*”.

Conversations between LN and BN show that both have an attitude of tolerance and are able to respect the opinions of members. The intended tolerance is an attitude of mutual respect between individuals or groups that makes freedom and difference as a right that each individual has.

### 4.4 Remind and Take Care of Each Other

Health is an important thing that must always be considered in order to minimize the risk of the severity of COVID-19 as well as to streamline the healing process. This can be seen

when there are group members who share information about OC and oxygen cylinders to compare the effectiveness of the two objects in increasing patient saturation. With this comparison, one can decide to buy an item without hesitation and it is appropriate.

In addition to the things above, the benefits of joining the telegram group regarding oxygen during the covid-19 pandemic are quite effective, where 95% of group members are assisted in the process of searching for oxygen effectively and efficiently amidst the scarcity of oxygen and the increasing data on covid-19 in DIY. These data are the results of observations on the activity of group members when interacting between one member and another where many members are grateful for the new information received. This is this. It can be seen that the solidarity possessed by group members is quite strong, where this can be observed from various things, such as the attitude of giving each other information, sharing tips and tricks to overcome certain situations, giving each other support, offering assistance, giving each other solutions, and reminding each other of kindness to one another. This also proves that the empathy attitude among group members also grows well through the various attitudes shown where social communication can actually occur, even though it is only through virtual. The process of forming this group is also quite easy, namely through the telegram application, and then the group link is disseminated through the admin's social media to invite the general public to join the group with the same goal of finding or marketing oxygen. If the goal has been or is not achieved, group members will ask for permission to leave the group by themselves. With this, it is known that virtual communication can provide a variety of real benefits with full sincerity and form a solid virtual family. The following is a conversation that shows an attitude of reminding and caring for each other.

AF explains the difference between Oxygen Concentrator (OC) and an oxygen cylinder. *“Sekali lagi terkait Oxigen Concentrator (OC) pastikan lagi kebutuhan medis pasien dengan spec yang akan anda beli, jangan hanya termakan omongan seller. Jangan menyesal dibelakang,...”*

LL says, *“Nah iya katanya OC hanya untuk orang sehat bukan untuk orang sakit”*.

AF says, *“OC untuk pasien juga bisa, tetapi kemampuan tiap OC berbeda, rata-rata yang dibutuhkan oksigen dengan kadar 90+% dengan flowrate 2-5 lpm, jadi pastikan dulu penggunaan dengan kemampuan alat OC-nya”*.

Regarding the difficulty of finding hospitals because many are full and do not accept patients, some N remind like this, *“Hari ini dari pagi sampai malam saya sudah keliling seluruh pengisian oksigen di Jogja, habis semua. Kami sedang berusaha merawat sendiri keluarga yang positif dan bergejala yang harusnya dirawat di rumah sakit. Tapi banyak rumah sakit yang tidak bisa menerima rawat inap karena penuh”*. *“Betul. Jangan mengandalkan web Siranap, saya 7 hari cari rumah sakit dengan datang satu per satu, adek saya bahkan pernah saturasi sampe 48, untung kemarin masih dapat oksigen tabung di rumah, hari ketujuh baru dapat igd di RSA Ux dengan fungsi paru tinggal 40 persen, beruntung masih tertolong. Sekedar info, semua igd rs di jogja juga main buka tutup. Kapasitas oksigen di RSA Ux relatif lebih aman dibanding RS Sx.*

From some of the conversations of the virtual group members, it shows an attitude of pity and tenderness between its members. It means the feeling that one should take action and say gentle things to others and be sympathetic to other people's problems (between members). As long as the search conducted by the author has not found a similar

discussion, it means that this article is unique and interesting to discuss. The virtual organization previously carried out by other researchers was related to the business and economic world.

First, the article by Yagmur Sacide BAHCECIK, et al, with the title “*A Review of Digital Brand Positioning Strategies of Internet Entrepreneurship in the Context of Virtual Organizations: Facebook, Instagram and Youtube Samples*”, which was conducted in 2019. The results of his research describe the existence of the Internet and the use of social transformation. All traditional processes can be virtualized through digital platforms. This transformation requires the presence of entrepreneurs on the internet to ensure their survival in the market. That frontier is disappearing thanks to the Internet making new entrepreneurial trends mandatory. Internet entrepreneurship provides entrepreneurs with various advantages and disadvantages. Internet entrepreneurs are structured in a different way from the classic organizational structure. All transaction processes and promotions and collaborations can be carried out through social media such as Facebook, YouTube and Instagram. The results of the article have similarities in utilizing existing social media, but the discussion is different (Bahcecik et al. 2019).

In addition, in another article entitled “Some ‘real’ problems of ‘virtual’ organization”, written in 2008 by John A. Hughes, et al. The results of this paper describe a change in the form of organization in retail banks with issues of virtuality, thus switching to a ‘virtual organization’. These changes certainly create problems in adapting, both for users and the supporting media. But this is very different from what the author wrote, that the existence of a virtual organization via telegram has actually helped many people who have the same mood and anxiety in dealing with the oxygen cylinder crisis during covid-19, especially the Yogyakarta area. (Hughes et al. 2008).

## 5 Conclusion

Empathy usually appears through face-to-face meetings, but the Covid-19 phenomenon in the Yogyakarta area can break this opinion. This is proven by the existence of a virtual organization called the “Jogja Oxygen Community” through telegram media, even though they do not know each other, but fellow members of the telegram group have the same feeling and goal, namely to help each other in finding the scarcity of oxygen cylinders in Yogyakarta. This is evident from some of the empathy attitudes of all members including, firstly, providing information to each other regarding oxygen cylinders in the Yogyakarta area, secondly, offering assistance and mutual support among group members, even though it is virtual, thirdly providing solutions to each other if there are difficulties related to, oxygen cylinder information, finally to each other. Remind and take care if something is not in accordance with the group’s provisions.

Based on the results of the research above, the researcher would like to give advice to all readers to maximize the use of social media and internet networks to help one another because humans are social creatures or zoon politicians. In addition, the researcher also hopes that this research can be used as a reference for conducting research in the next time. As well as increasing a sense of concern for others, even though they have never

met in person. The little things that are given to others are very valuable for the happiness of those who need them.

### Thank You Note

The researcher would like to thank all those who have helped and also pray that this research can be completed and the researcher apologizes for not being able to mention them one by one. However, the researcher hopes that this research can contribute ideas for future research.

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