



Community Participation in Covid-19 Response in Surabaya City

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Abstract. Community participation has an important role in efforts to overcome Covid-19 in Surabaya City. This paper aims to describe and analyse the factors that affect the participation of the people of the city of Surabaya. This research uses qualitative research methods and qualitative data analysis. The results of this study are Internal and external motivation factor becomes a force that supports to participate consciously, The ability to participate both in terms of time, energy and costs and others Perception of the role, awareness of the role that can be played in the context of overcoming Covid-19 in Surabaya and Situational factors, for example the competence and firmness of the task force; policies in the field of health and economy during the pandemic and so on.

Keywords: Participation · Community · Covid-19 · Surabaya

1 Introduction

Transmission of Covid-19 can occur between humans and other humans. So, it is necessary to encourage community involvement efforts to behave effectively in overcoming Covid-19 and living the new normal era. The increase in the number of Covid-19 cases is partly due to the behaviour of the community who do not comply with health protocols to prevent Covid-19. Reality indicates the emergence of negative behaviour in society, among others; first, acts of apathy. In apathy, we can see the actions of people who do not care about the government's instructions for physical distancing and do not return to their hometowns (homecoming).

Physical distancing is not effective, especially people who have informal employment status, namely the source of economic income is obtained daily and do not have a fixed basic salary (such as merchants and online motorcycle taxis). There are still many people that we can see doing gatherings and other crowd activities. In addition, at this time, many people have chosen to return to their hometowns. This action to return home to the community actually increased the number of Covid-19 cases and the distribution of their areas, both those with the status of ODP (People under Monitoring), PDP (Patients Under *Supervision*) and *Suspect Covid-19*. Secondly, irrational actions. In irrational actions, not a few people believe in various medicinal materials and prevention methods

so as not to get Covid-19 even though there is no scientific research evidence. Another irrational act, namely panic buying. Panic buying is a response from the community to not have difficulty in meeting their daily needs, and this actually makes various prices of necessities soar high and become a step because of illegal hoarding.

The next irrational action, which initially the public understands the high risks (such as high interest rates, and data theft) not to apply for loans to loan sharks, both loan sharks based on conventional loans and online loans (fintech). Third, criminal acts. The most worrying thing about the social vulnerability of the Covid-19 pandemic is the criminal acts committed by people in the community. Forms of criminal acts that occur include theft, snatching, pickpocketing, circumvention, looting, and even murder.

We can find a concrete example of criminal acts due to the Covid-19 pandemic in various news media that have begun to occur in other countries (such as Italy, India, China, America), even in Indonesia there have begun to be cases of theft with the motive of reducing economic income due to the Covid-19 pandemic.

One of the effective efforts in overcoming covid-19 through community participation. Behaviour in participation activities is fundamentally goal-oriented. In other words, our behaviour is generally motivated by a desire to achieve a certain goal. Such specific objectives are not always known consciously by the individual in question [1]. Community participation is emphasized by the Global health community where the public and healthcare officials work as a team in health promotion, research and delivery of services [2]. Community participation is essential for the sustainability of a policy or program. The World Health Organization (WHO) suggested the importance of community participation in handling the Corona Virus Disease 2019 (Covid-19) pandemic. Behavioural change by implementing health protocol is believed to be a crucial step to control the pandemic. By involving community participation, the effort to accelerate behavioural change will be more sustainable [3].

The approach to implementing the Top Down policy in overcoming Covid-19 is less effective if it ignores the importance of community participation. The implementation of Large-Scale Social Restrictions (PSBB) in the city of Surabaya has been running for two stages but has not been effective in reducing the number of Covid-19 cases in the city of Surabaya. This is partly due to the behaviour of the people who ignore the government's appeal. McShane and Von Glinow cited by Wibowo [4] formulate individual behaviour as a MARS model and are described show in Fig. 1.

The four elements of the MARS model, motivation, ability, role perception, and situational factors influence work behaviour in the workplace and its performance results. Motivation is the actualization of the forces that a person has that can influence reflecting the forces in the person that affect the direction, intensity and perseverance in behaving consciously to achieve goals. Intensity is how many people are pushing to complete the task. Meanwhile, persistence shows efforts made on an ongoing basis over a period of time. Abilities are natural talents and intelligences and abilities that can be learned and are necessary to successfully complete a task.

Talent is a natural talent that workers have in helping to learn certain tasks faster and work on them better. There is a lot of physical and mental intelligence, our ability to acquire skills is influenced by this intelligence. While the abilities learned are physical

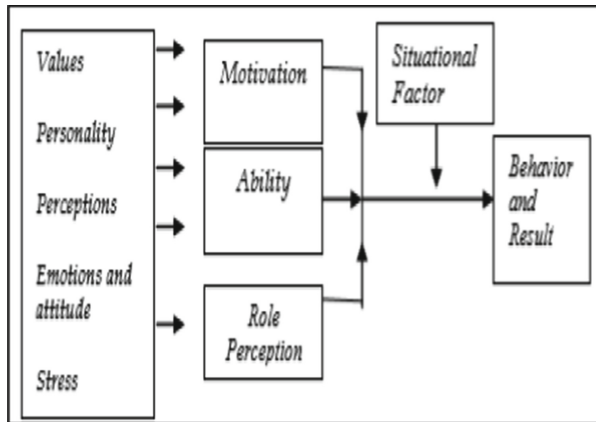


Fig. 1. Formulate individual behaviour as a MARS model

and mental skills and knowledge that we have acquired. The abilities that have been learned tend to decrease over time if they are not used.

The perception of roles is necessary to work well. Role perception is a person's level of understanding of job duties or roles assigned or expected of them. This perception is used to guide the operational direction of work and improve coordination with colleagues, suppliers and stakeholders. Situational Factors are conditions beyond the direct control of workers. Conditions beyond those controls that limit or facilitate behaviour and performance.

Some situational characteristics, consumer preferences and economic conditions, starting from the external environment and its consequences, are beyond the control of workers and organizations. But other situational factors such as time, people, budget and physical work facilities, are controlled by people within the organization. Therefore, the leader of the corporation needs to carefully regulate these conditions, so that workers can achieve their performance potential. The four elements of the MARS model, motivation, ability, role perceptions and situational factors affect voluntarily all behaviours in the workplace and their performance results.

Some situational characteristics, consumer preferences and economic conditions, ranging from the external environment and its consequences, are beyond the control of workers and organizations. But other situational factors such as time, people, budget and physical work facilities, are controlled by people within the organization. A leader needs to manage these conditions so that workers can reach their performance potential.

2 Metode

This research is a descriptive research using qualitative methods. The purpose of using qualitative methods in Semiawan [5] is to seek a deep understanding of a symptom, fact or reality. Facts, realities, problems, symptoms and events can only be understood if the researcher examines in depth. This research seeks to find a deep understanding of the symptoms, facts and realities related to community participation in the handling of

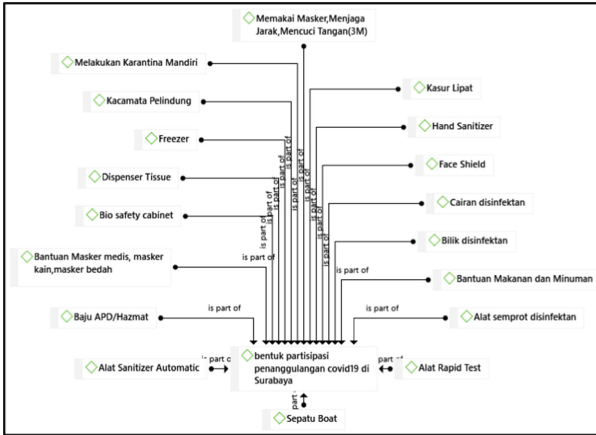


Fig. 2. Forms of community participation in the handling of Covid-19 in the city of Surabaya

Covid-19 in the city of Surabaya. Guba (Patton, 2002) calls discovery-oriented research is discovery-oriented research and new notions. This naturalistic inquiry is different from research that is made by means of controlled experiment design. Researchers focus on efforts to understand the meaning of the information submitted by informants related to research problems. The researcher will interpret what is known from the collected data. The data collection was through in-depth interviews with informants who knew the ins and outs of community participation in overcoming Covid-19 in the city of Surabaya.

3 Result

The burden on health and safety institutions becomes lighter when the community is actively involved. Members of society can take on the role of subjects rather than just being objects. The community cannot be forced to get involved, but it must be formed awareness and give the community the opportunity to get involved. [2] The picture below summarizes the forms of community participation in the handling of Covid-19 in the city of Surabaya.

The forms of participation of the people of Surabaya in efforts to overcome Covid-19 as shown in Fig. 2, include;

1. Personnel participation, for example as a Covid-19 task force or as a participation volunteer
2. Money participation that can be used to overcome the impact of Covid-19,
3. Participation of property that can be used as facilities and infrastructure in supporting Covid-19 mitigation activities in Surabaya.

The behaviour of participating or not carried out by the people of the city of Surabaya is motivated by several factors that support or inhibit participating behaviour. Factors affecting community participation can come from both internal and external factors.

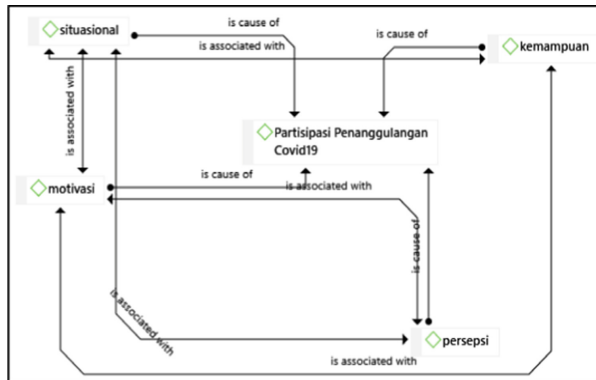


Fig. 3. Individual behaviour of the MARS model

Internal factors are the abilities of the community and the willingness of the community. It deals with sociological features such as age, gender, knowledge, occupation and income. Meanwhile, external factors are stakeholders who have an interest and influence on this program. These factors can also be said to be the factors behind the behavior to participate, among others:

Internal and external motivation, being a force that favours to participate consciously. Health promotion is clearly needed to improve the coverage. It is essential to shape people's representations of COVID-19 in an appropriate way to stimulate adaptive coping responses, for instance, raising awareness of risk and concerns about COVID-19 [6]. Forms of motivation include economic motivation, political motivation, and religious/spiritual motivation. Ability to participate both in terms of time, energy and costs and others Perception of the role, awareness of the role that can be played in the context of overcoming Covid-19 in Surabaya Situational factors, continuous participation in the handling of Covid-19 in Surabaya. The existence of potential misunderstandings regarding COVID-19 treatments, which may foster a negative attitude and perception toward study enrolment. Finally, the study recommends that increased collective engagement through social media and healthcare professionals can help improve attitudes and perceptions toward trial participation [7].

Below is a picture of factors that can support or hinder community participation in the handling of Covid-19 in the city of Surabaya based on the theory of McShane and Von Glinow quoted by Wibowo [4] individual behaviour of the MARS model show in Fig. 3.

Based on the picture above, it is clear that there are 4 (four) factors that can support or hinder community participation in overcoming Covid-19, namely perception, motivation, ability and situational factors. The four factors are interconnected in granting community participation in the Covid response. Perception is formed by an understanding of the information/message captured in a person related to Covid-19 so as to cause motivation/encouragement to participate. The realization of the form of participation needs to be supported by the abilities of a person, both in the form of wealth, energy,

time, resources and so on. While this situational factor is the existence of external factors that can support or hinder behaviour to excel. For example, supervision from the government can lead to community compliance.

Community participation in the covid-19 response in Surabaya needs to involve the community to identify problems and potentials that can be empowered and utilized for covid-19 mitigation. The community is actively involved and involved in finding solutions to solve problems to evaluate changes that have occurred for the actions that have been taken. Effective participation needs to be based on awareness of the behaviour / actions carried out as part of efforts to correct or solve existing problems. Thus the participation has contributions and benefits and is sustainable.

The community participation approach includes two conceptually different approaches, namely the vertical or 'top-down' approach, which is an approach that requires the development of centralized goals and an action plan for community participation through policy makers and professionals who then seek to convince the public to actively participate in its implementation. This approach has advantages in terms of logistical efficiency in the planning and coordination of large-scale implementation, selective diseases, and national programs. However, this approach tends to be paternalistic that imposes interventions on the community and convinces them to participate so that it can give rise to behavioural resistances that can be harmful.

A horizontal or 'bottom-up' approach for communities seeks to engage and provide support in identifying and prioritizing the issue of making democratic decisions about resource allocation, which are then required to be supported by professionals and local authorities. This process develops the empowerment of individuals and communities through a 'bottom-up' approach to continued participation in behavior change, however, participation requires a slow and repetitive process and a strong, interactive development involving all elements of society. The downside of this approach is that it lacks the institutional roots to produce sufficient resources to support the goals of the community, in addition, it is inefficient for rapid national-scale programs and is incompatible for programs especially those funded primarily through external donor agencies.

A combined approach has been advocated that aims to reconcile efficiencies while vertical approaches are required for large-scale coordinated planning and implementation, with the long-term goal of sustainable community-based programs. The discourse on the approach to community participation also highlights the importance of considering whether the goal of participation is a means to the end (the creation of an enabling environment for effective disease control) or as an end in itself (as a path of empowerment).

Community participation concerns social and political processes that are based on the individual's right to choice, information and consultation but include collective mechanisms and other real rights to engagement and voice along with organizational and community development strategies that allow the participation of all groups in society. This definition, in addition to capturing the three characteristics of community participation, also gives rise to three levels of participation, namely the individual level, the group level and the level of community participation. The three components of desirable community participation are self-care, demedicalization and democratization of

health services [8]. The principles of community development include the joint involvement of both parties, the motivation and encouragement of the community to cooperate, the relevance of the project to the needs of society, respect for human dignity through involvement in decision-making on matters affecting their lives, community education, support from the central level, attention to economic and social development, and the promotion of inter-sectoral actions [8].

Community participation rate Brown's definition of community participation shows the level of community participation in terms of groups at the individual level, group level, and community participation rate. This level is important because health professionals focus primarily on individual participation and view health and health interventions from a microscopic perspective (Brown 1994: 343; Sawyer 1995: 18; WHO 1995: 226). Rifkin [9] mentions five participation rates following an analysis of 100 case studies on community participation in health programs. Rifkin [9] states that people can be involved at one of the following five levels of participation: (a) receive Covid-19 benefits, services and information from experts/experts; (b) participation in Covid-19 mitigation activities, for example distributing aid or donating money for Covid-19 mitigation programs; (c) participation in implementing health programs such as implementing 3M, maintaining immunity, eating nutritious food; (d) participate in the monitoring and evaluation of Covid-19 mitigation programs; and (e) participate in decision-making and planning for Covid-19 response.

For this reason, a top-down and bottom-up synergy approach is carried out to increase community participation in a sustainable manner in overcoming Covid-19 in the city of Surabaya. These insights suggest that while citizen participation can play a considerable role for more inclusive responses to the current crisis, the covid-19 pandemic brought a transformative potential in this field that needs to be seriously addressed in the days ahead by policymakers, practitioners, and scholars [10].

4 Conclusions

Factors affecting community participation can come from both internal and external factors. Internal factors are the abilities of the community and the willingness of the community. It deals with sociological features such as age, gender, knowledge, occupation and income. Meanwhile, external factors are stakeholders who have an interest and influence on this program. These factors can also be said to be the factors behind the behaviour to participate, including: (a) Internal and external motivation, becomes a force that supports to participate consciously; (b) The ability to participate both in terms of time, energy and costs and others perception of the role; (c) awareness of the role that can be played in the context of overcoming Covid-19 in Surabaya, dan (d) Situational factors, for example the competence and firmness of the task force; policies in the field of health and economy during the pandemic and so on.

The recommendation in this paper is The people of Surabaya need to increase sustainable participation both in terms of quality and quantity of participation in efforts to overcome Covid-19 , Encourage people to have independent participation skills that are able to play a role as part of problem solvers, Providing continuous education through various media and effective methods in order to encourage community participation in the handling of Covid-19.

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