

Community Responses toward Implementation of Government-Sponsored Community Based Programs in 2017: A Case in Aceh Jaya District

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Abstract—This study aims to find out the community perceptions, attitudes, and participation in the implementation of the government-sponsored community-based program including health insurance for poor, scholarship, electricity bill and social fund for elderly — the study focus on the programs sponsored by the newly elected government of Aceh Jaya district in 2017. This study uses the qualitative method with descriptive research type. The determination of informants was applied by purposive sampling method. To analyze this research, researchers used Ritual Interaction theory. The data is collected through observation, deep interviews, and documentation. Then it is analyzed using a qualitative approach. The result shows that there is the polarization of response. In term of knowledge about the programs, most informants exhibit partial knowledge and pessimistic view of the implementation of the program. There are signs of a skeptic in anticipating changes in the programs that proposed by the newly elected government. However, there are who remain optimistic of the future of the program and therefore proactive in supporting program. This can be seen from their continuous support and appreciation of the program even though they actually feel disappointed with the implementation. In term of direct participation on the program, there is various response showed from low attendance in any socialization gathering and verbal bullying to the apparatus.

Keywords—the community response; community divided; governmental programs; Aceh Jaya

I. INTRODUCTION

Perception is a process that is learned through interaction. According to Walgito (2010), there are three conditions the perception that: (1) the existence of a perceived object (2) their senses or receptor (3) their attention.

Based on these three conditions, the object perceived by the public in the form of implementation of the program which is a government-sponsored community based programs that causes the formation of a common concern among the public, their sense of disappointment (emotion) of the same against the government became a focal point of common concern which eventually form a response.

Attitude is the main predictor for behavior (action) daily, although there are still other factors, namely the environment and confidence. This means that sometimes the attitude is not manifest into action, consideration of all positive and negative impacts of action helped determine whether a person's attitude into action or not. In other words, in addition to the attitude, the other major factor affecting people's actions are social norms (Zuchdi, 1991).

Social attitudes are formed by their social interaction. In social interaction, individuals forming patterns on specific attitude towards psychological object faces. Seen from the structure, the attitude consists of three components: cognitive component, affective component, and component connotative (Anwar, 1988).

Successful interaction ritual that requires many elements. It may happen when there are two or more physically gathered at the same place, boundary-limits to outsiders, people who decide their attention on objects or activities together and they share a mood or emotional experience (Collins, 2004).

Emotional experience has a significant impact on people's perceptions of government-sponsored community-based programs program. Recognition of people who think the government never made any announcement regarding changes to government-sponsored community-based programs program, the public perception that the government did not respond to anything related to their complaints, it is certainly shape the perception of unfavorable and the emergence of responses uncomfortable from the community could even affect the perception of society as a whole.

The level of public knowledge that the half-and-half (partially) to the government-sponsored community-based programs program resulted in the formation of a negative response, where communities will feel pessimistic about the government-sponsored community-based programs program. This will result in the course of the implementation of government-sponsored community-based programs program in the future, because if public confidence is lost, then the government would also be in trouble.

The success of a government would not be separated from its performance. According Mahsun in (Mutiarin and Zaenuddin, 2014) Performance is a principal overview of the level of achievement of the implementation of an activity / program / policy in achieving the goals, objectives, mission, and vision of the organization as stated in the strategic plan of an organization. The term is often used to describe the performance achieved or a success rate of individuals and groups of individuals.

Hence also in order to achieve progress and win hearts of the people of Aceh Jaya district government, in this case, is shaped by the Aceh Party implement a wide variety of government-sponsored community-based programs that are scholarships, entrepreneurship fund, and electricity fund, free rice for the poor and elderly fund. People in Calang, especially supporting the Aceh Party put very high expectations on the Government of Aceh Jaya district through such programs indeed.

The post-election in 2017 is marked by the immersed of negative response from the public; the response is shown through direct interaction such as talks open in taverns and houses of citizens. People are starting to lose trust in the government. As revealed by one of the informants who managed to researchers encountered during the initial observation. "*Teuhadap peumerintah, masyarakat Jinoe harap na peucaya tan*" which means that the public has lost confidence in the government although there is still hope, hope that the implementation of the programs according to the promise. This study aims to determine the perceptions, attitudes and community participation in the implementation of the People's Government of Aceh Jaya Program Post-Election 2017 in Calang. The problem in this research will be discussed using the theory Interaction Ritual.

II. METHOD

A. Informants

This study used the descriptive qualitative method. The location of the study conducted was in the village of Krueng Sabee, Aceh Jaya. Informants were selected using purposive sampling technique, with the number of informants was as many as 18 people. The informants consisted of 6 informants from a member of a dominant political party that was Aceh Party, 6 community leaders including the head of the village, senior religious leader and youth leaders, and 6 were among regular community member.

B. Data collection

This research data collection techniques performed through three methods: observation, interview, and documentation. The observations were conducted in various places including community center such of "*meunasah*," mosque. The observation was particularly conducted at the coffee shop located at the center of the village where most of intents interaction in various forms took place. Furthermore, some of the observation were participants, and some are not. As for the interview, it was conducted by face to face and in-depth interview at the times and places upon their agreement. Documentations were conducted mainly on any written statements including newspapers, brochures, ballyhoos and short message circulated by cellphone that were found in informants.

C. Analysis

Data analysis was done through stapes and along the process of the research conducted. The examining data sources were constantly conducted to avoid the mistake in categorizing genuine data from the mere interpretation or miss interpretation. It followed by data reduction by systematic grouping and coding the whole data collected. The step of data presentation was taken and followed by conclusion / verification.

III. FINDING AND DISCUSSION

A. Public Perception of Program Implementation

It was found that the public had partial knowledge about the whole scheme of the programs being implemented. The most widely discussed by the public was scholarship and electricity fund programs. The two programs perceived to be directly benefiting to society. Thus any change in this two programs sparked concern and debate in society. This showed that public much focused on programs that have an immediate concern to them and therefore had a direct political and social impact. There was a strong negative reaction expressed toward a recent delay in scholarship distribution. Most of the informants claimed that scholarship program for school children also had not been distributed for almost a year. Although the government did promise that all government-sponsored community-based programs will be continued, but the reaction from community has divided effect.

The same reaction also found regarding electricity fund, negative expression was observed among the people, given that most informants claimed that they never received any notification regarding changes to the implementation of the program, they also claimed that from the government side there is no any response related to the problem. It contributed to the pessimistic view of the government.

According to informants who were a member of the Aceh Party argued that the implementation of the program of free electricity has been delivered by the government and that the changing in payment method only for evaluation purpose. The argued that the delay due to that government tries to evaluate the program because many undeserved beneficiaries are receiving

the aides, while the poor do not get help. On the other hand, public excused that more poor were left out from the list of beneficiaries.

Despite the above debate, there are informants mostly community leaders still optimistic about the commitment of the government to keep carry on the scholarship and electricity fund. The informants said that society hopes that the government could manage well, provide solutions best so as to avoid the disappointment of the people. In term of programs such as funding for entrepreneurship “*malem dagang*,” fund the elderly, free rice, home health care services to the residents, is still in implementation. Thus, there is no much debated going on in the community.

B. Public Attitudes toward Program

The attitudes were measured base on two variables that are feelings and actions. Based on data from informants, it revealed that feeling was associated with the acceptance / rejection of the implementation of the program resulted in disappointment and skeptical of the future but maintain to be proactive.

Factors that caused the dubious attitude was the changes in implementation that occurred especially in the electricity fund program. Informants perceived that monthly electricity bill has been burdensome and if the program no longer implemented will frustrate them. The government adoption to change in payment method from after-used payment to prepaid caused negative emotion such as stress the method did not compatible with electricity device available in their houses. Therefore, it causes heated debate between two groups which endorsed the change and those who are not which in turn draw them into opposing groups in the community. Most informants stated that did not agree to the changes that occurred since the new government took office, they perceived it instead of getting better but worsened even more unevenly the poor.

However, for the informants who were a supporter of the new government showed a positive attitude and had strong confident toward government. For some of them did not consider even to talk about it and claimed of those who criticized the government as baseless accusations. Still, according to them, that majority of the population accepted the changes that occurred particularly on the program electricity fund, they supposed that the change was made by the government in order the program to be more fair and equitable. They added that most of the population highly appreciated the program. It showed the sharp divide in the community.

It was observed that it was strong tendencies to harass opponent upon any debate, the harassment mostly in verbal forms such as insulting, labeling, and gossiping and threatening. However, there was no physical harmful contact made. Most informants said that people still do not take any action, they simply resigned to the situation.

C. Public Participation in the Socialization of Programs

To find out how the public two indicators were employed that were attendance and assistance. Based on the results of data acquired in the field showed that low tendency to attend socialization and involvement to the programs. There were informants from community leaders said that many times socialization organized that turned to be no participant. Other informants also confirmed that most of the community members never attend / participate in any socialization both in their village and outside the village.

Once out of the list of beneficiaries, people simply did pullout themselves from any socialization activity organized. There was a strong sentiment in the community that it is of no use to attend of socialization as the receivers of the program were chosen secretly without community consensus. It found out that the low level of public participation in the implementation of programs had a political impact. There were signs downgrading confidence among informants on the credibility of the government. It showed that decreased loyalty and solidarity to the government.

From the above finding showed that Perceptions and beliefs preceded trust. Trust would arise in the absence of precise information about an object. Emotional needs is often a major determinant for the formation of the trust. (Anwar, 1988: 17-18). As a result of different emotional needs and focus from both groups in their interactions paved the ways towards a more conflicting interpretation and responded. It is the extent to which they are contingent upon their interpretation. How focused the attention is a common part may depend on the mood of the meanings attached to the experience (Collins, 2004: 48).\

The changed in some aspect of the programs has triggered arousal emotional energy (feeling) in the form of disappointment, whereas the delay or temporary stop of the program di cause skepticism among people. This emotional energy maintained through daily ritual interaction. The extent to which elements of ritual and maintain inter-subjective results on the interaction (relations as a chain) determines the level of the collective bubble. Although researching this experience at the level of interaction cannot tell us exactly what people think and feel, using the theory of interaction ritual that one can infer emotions by observing the elements of emotional energy in the entire interaction (Collins, 2004: 59).

The results from the interaction of the chain successful among others, group solidarity, a feeling of membership, emotional energy, confidence, joy, strength, passion, and initiative in taking action, a group of symbols and a sense of morality, a sense of truth in the following groups, respect symbols. Generation of emotions among the group members determines the degree and longevity of a solidarity group and the ability to maintain relationships beyond certain situational events (Collins, 2004: 49).

IV. CONCLUSION

Based on the above discussion and analysis that the three indicators, namely: perception (knowledge and vision), attitudes (feelings and actions) and participation (attendance and contributions) appear that the three factors to be interrelated with one another in producing the outcome.

In terms of knowledge of the program shows that most people have partial knowledge of the government-sponsored community-based programs, and only small section have comprehensive knowledge. Differences in knowledge levels are influenced by lack of access to information, therefore resulting in insufficient participation in socialization events of the programs.

Seen from the point of view of the implementation of the program, most people have a pessimistic view. This is because the majority of the public believes that the government did not provide enough notification regarding changes to the implementation of the program. There are verbal bullying such as railed, talking in coffee shops and gossiping. It is in general expressed as a sign of frustration towards the changes implemented. Above all, as the result of this ongoing frustration, it affects people loyalty toward government.

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