



Performance of the Gotong Royong Task Force for Handling Covid-19 in Tulikup Village, Gianyar Regency

I Made Artayasa¹; I Ketut Ardhana²; Ni Made Ras Amanda Gelgel³; I Ketut Setiawan²

¹ Faculty of Social and Humanities Ngurah Rai University, Indonesia

² Faculty of Arts Udayana University, Indonesia

³ Faculty of Social and Politics Udayana University, Indonesia

<http://dx.doi.org/10.18415/ijmmu.v9i12.4377>

Abstract

Various policies have been attempted by the authority in order to tackle the outbreaks of Covid-19 in Indonesia, one of which is by involving the role of the village apparatus by forming a Gotong Royong Task Force in each village. This study aims to explore or describe in detail the performance of the Gotong Royong Task Force in Tulikup Village, Gianyar Regency in handling Covid-19. It is applied an interpretive qualitative analysis through collecting data of observation, in-depth interviews, and documentation. The results of the study show that (1) the performance of the Gotong Royong Task Force in terms of performance indicators is already optimal. However, there is still something that needs to be improved regarding the indicators of service quality which are still lacking in providing outreach to villagers regarding Covid-19 and the distribution of aid has not been on target. Budget and vaccine stock limitations are the two main obstacles to handling Covid-19. It can be further suggested that there is a guarantee from the government for the basic needs of the people affected by Covid-19 and the availability of vaccines, no manipulation of swab data by hospitals or puskesmas as well as accurate data collection and more intensive outreach.

Keywords: *Performance; Mutual Cooperation; Task Force; Covid-19; Vaccine*

Introduction

Because of its extraordinary worldwide pandemic, WHO, then, has stipulated Covid-19 becoming an emergency of public health in the planet, which is termed as PHEIC (Public Health Emergency of International Concern). In regards with its danger as it is categorized into SARS-CoV2 variant that attack system of human respiratory, it certainly could create everyone nightmares. In addition, it is easily transferred from one to another in which a liquid caused from coughing or sneezing left behind in public area of social activities yet it is not alive in the air (Huang and Wang, 2020).

It further can be elaborated that the virus slowly but surely will cause lungs illness and, of course, other parts of the essential organs such as heart, kidneys, even the brain can be affected that is why it is vulnerable for those suffer from asthma, diabetes, or heart diseases (comorbidities) (Alam et al, 2021). Despite its massive impacts, authorities who concern on the people's safety life are not afraid of facing the pandemic in careful actions so that they are not directly or indirectly affected by the virus. The preliminary step taken is the procedure of minimizing its spread out more widely by the issuance of regulation which is known as Presidential Decree Number 7 of 2020. This decree is emphasizing on task force that is able to strengthen and accelerate the pandemic handling. As an official regulation, it is under the umbrella of Republic of Indonesia Law Number 24 Year 2007 on Disaster Management Risk. Since the virus outbreaks come up in villages, a regulation also issued from the Ministry of Village and Transmigration Number 6, 2020 for procedural utilization of village funds in 2020. There are some guidelines promptly declared for the Covid-19 prevention and handling, namely the incentive of cash flow in villages addressed to labor and also a policy of managerial assistance in the village for the implementation of direct cash to those are eligible to receive. Additionally, it requires performance in the form of a work ethic of village officials who really work sincerely to minimize the spread of the corona virus which was so widespread at that time.

Performance (work achievement) is the result of work in quality and quantity achieved by an employee in carrying out his duties in accordance with the responsibilities given to him. In this regard, reviewing performance cannot be separated from the opinions of experts related to performance as described below. According to Pasolong (2012: 175) says that, performance is the quality of task-oriented behavior and work. According to Rivai (2009: 532) "performance means the willingness of a person or group of people to carry out an activity, and refine it according to their responsibilities with the expected results". Meanwhile, according to Prawirosentono (2012:

Based on several expert opinions regarding performance, it can be concluded that performance is the quality and quantity and working time of the actual achievements achieved by employees based on predetermined criteria. Performance indicators according to Agus Dwiyanto (2012:53) include productivity, service quality, responsiveness, responsibility and accountability.

Tulikup Village is situated not far from the capital of Gianyar Regency which supports the central government's program for the purpose of accelerating the handling of Covid-19 by forming a Gotong Royong Task Force. The formation and composition of the membership of the Task is stipulated in the Decree of the Governor of Bali Number 236/03B/HK/2020, dated 10 March 2020. The establishment of this Task Force is the implementation of Article 3 paragraph (1) of Permendagri Number 20 of 2020 regarding the Acceleration of Handling Covid-19 in Regional Government Environments and Circular Letter of the Minister of Home Affairs Number 440/2622/SJ dated 29 March 2020 concerning the Formation of a Task Force for the Acceleration of Regional Covid-19 Handling. The Task Force consists of a Chair, Deputy Chair, Daily Chair, Secretariat, and Field Task Force.

The duties of the Gotong Royong Task Force include (1) carrying out prevention (2) handling village residents who are victims of Covid-19 by collaborating with referral hospitals or local health centers, (3) always coordinating intensively with the Gianyar Regency government cq the Health Service and or the Human Empowerment Service and BPBD. To prevent the spread of Covid-19, the Tulikup Village Gotong Royong Task Force carried out a program of activities including spraying disinfectants, distributing logistical assistance to residents, providing basic food assistance to families infected with Covid-19 who were conducting independent quarantine, conducting free rapid tests on women in the context of Mother's Day and the implementation of education related to the prevention of covid-19.

In practice the Gotong Royong Task Force in distributing aid to the community is still not on target. The reality of double funding to people with civil servant or retired status, have died and wealthy

families whose names are registered in the aid recipient data, while there are people who should receive fund but their data is not registered is among others of the drawbacks. In addition, there is still a lack of outreach by the Gotong Royong Task Force regarding the handling of Covid-19 in Tulikup Village.

This research seeks to answer questions about how the Tulikup Village Tulikup Village Gotong Royong Task Force is performing in handling Covid-19 and the constraints faced by the Tulikup Village Gotong Royong Task Force in Gianyar Regency in handling Covid-19 and how to deal with it.

Research Methodology

The type of research used in this research is field research, with a qualitative descriptive approach, namely by direct observation to the research location which is the main object of this research, namely in Tulikup Village, Gianyar Regency. To analyze, see, know and describe the actual situation in detail and actual.

The informant determination technique used was purposive sampling, which is a type of non-probability sampling. Informants in this study consisted of: Head of Tulikup Village, Village Secretary, Head of Traditional Village of Tulikup Village, Kelian Banjar Menak and 3 people from Tulikup Village. Data collection techniques used in this study are observation, interviews, documentation and online.

The data analysis technique used in this research is qualitative analysis. Where data analysis is presented based on certain concepts, the data obtained in this research object is found, processed, and confirmed with the opinions of competent respondents who are being observed.

Results and Discussion

The performance of the Gotong Royong Task Force in Handling Covid-19 in the Village Tulikup Gianyar Regency

To measure the performance of the Gotong Royong Task Force in handling Covid-19 in Tulikup Village, Gianyar Regency, it can be done using five indicators including productivity, service quality, responsiveness, responsibility and accountability. In this case, regarding the performance of the Gotong Royong Task Force in handling Covid-19 in Tulikup Village, Gianyar Regency, seen from its productivity based on interviews conducted by researchers at the research site, stated that the performance of the Tulikup Village Gotong Royong Task Force was seen from its productivity in handling Covid-19 in Tulikup Village. has been optimal, this has proven that the Tulikup Village Gotong Royong Task Force in accordance with their duties and functions has provided services to villagers affected by Covid-19 more precisely and quickly. Every time there is an additional case of Covid-19, then the Tulikup Village Gotong Royong Task Force immediately distributed basic food assistance. Besides that, the Tulikup Village Gotong Royong Task Force is very active in coordinating with the Covid-19 Handling Acceleration Team at the Gianyar District Level so that they can quickly obtain information regarding the distribution of assistance from the government in accordance with applicable regulations.



Figure 1. Groceries distribution to residents by the Covid-19 Task Force
Source: Personal Photo

The performance of the Gotong Royong Task Force in handling Covid-19 in Tulikup Village, Gianyar Regency, seen from indicators of service quality based on interviews conducted by researchers at the research site, stated that the Performance of the Gotong Royong Task Force in Tulikup Village, seen from indicators of service quality in handling Covid-19 in Tulikup Village, had not optimally, seen from the services of the Tulikup Village Gotong Royong Task Force in the distribution of assistance not yet on target where there were still many residents who should have received assistance but were not registered, but there were residents with PNS status who were registered to receive assistance, and also the lack of socialization provided by the Tulikup Village Mutual Assistance Task Force to villagers related to Covid-19, so many villagers are ignorant of the importance of health protocols.

The performance of the Gotong Royong Task Force in handling Covid-19 in Tulikup Village, Gianyar Regency, seen from the responsiveness indicator based on the results of interviews conducted by researchers at the research site, stated that the performance of the Tulikup Village Gotong Royong Task Force from the aspect of responsiveness was very good, because it was responsive and immediately acted to distribute basic food assistance to the community while they are quarantined and ensure that people who are in direct contact with the Covid-19 community to carry out independent isolation as an effort to prevent the spread and addition of Covid-19 even more.

The performance of the Gotong Royong Task Force in handling Covid-19 in Tulikup Village, Gianyar Regency, can be seen from the indicators of responsibility based on interviews conducted by researchers at the research site, stating that the implementation of the Tulikup Village Gotong Royong Task Force's performance from responsibility has gone well where the Tulikup Village Gotong Royong Task Force in carrying out its duties and functions is based on the rules and policies that apply in providing services in handling Covid-19, therefore this responsibility is important to be maintained and improved in order to create the performance of the Tulikup Village Gotong Royong Task Force to be good in handling Covid -19.

Table 1. Recipients of Assistance in Tulikup Village regarding Covid-19

No	Banjar	Help Type				
		Hope Family Program	Non-Cash Food Rock	Cash Social Assistance	Village Fund Direct Cash Assistance	Groceries
1	Banjar Kembengan	59	10	77	34	27
2	Banjar Tegal	45	5	133	29	31
3	Banjar Kaja you	18	9	65	19	13
4	Banjar Menak	27	5	49	29	31
5	Banjar Roban	35	6	63	17	16
6	Banjar Pande	40	11	109	30	26
7	Banjar Siyut	19	5	26	10	6
Amount		243	51	522	168	150

Source: The Head of Tulikup Village Office, 2021

The performance of the Gotong Royong Task Force in handling Covid-19 in Tulikup Village, Gianyar Regency, can be seen from its accountability indicators based on interviews conducted by researchers at the research site, stating that the performance of the Gotong Royong Task Force in Tulikup Village, seen from its accountability, is already optimal, which in carrying out its duties and functions, the Gotong Royong Task Force Tulikup Village is always guided by the applicable rules. The Tulikup Village Gotong Royong Task Force is trying to fight for villagers who get direct impact of Covid-19 and they require help from both the village budget and budget at the sub-district level as well as the central budget.

Obstacles Faced by the Gotong Royong Task Force Handling of Covid-19 Tulikup Village

In the practice of public service delivery, there are still various problems, including the difference between expected performance and daily practice, the difference between the demands of community needs and the service capacity of government officials, the difference between limited government budget resources and leakage at the implementation level. Based on the interview results, it has been confirmed that there are still many obstacles faced by the Gotong Royong Task Force in handling Covid-19 in Tulikup Village, Gianyar Regency.

Some of the obstacles to handling Covid-19 include (1) budget limitations, frequent changes in government regulations regarding the requirements for beneficiaries which make it difficult for the Tulikup Village Tulikup Village Task Force to correctly record which residents are more entitled to receive assistance, (2) lack of information which is clearly related to the Covid-19 virus due to the lack of socialization from experts on the virus, (3) there is inaccurate information on swab results and the status of each death which is used by the hospital to obtain covid funds which causes the villagers' view of Covid-19 only mere manipulation, (4) the boredom of the villagers following the health protocols for too long without any change so that the villagers started to ignore them, and (5) there is no guarantee from the government to be able to meet the needs of the residents so that the villagers start going out for activities just to be able to meet their daily needs, and delays in giving vaccines to residents due to limited vaccine stocks available.

Conclusion

Judging from the productivity indicators where the Tulikup Village Gotong Royong Task Force in accordance with their duties and functions has provided services to villagers affected by Covid-19 can be more precise and fast, judging by the responsiveness indicators it is optimal where the Tulikup Village Mutual Cooperation Task Force is responsive and immediately acts to distribute assistance to villagers affected by Covid-19, seen from indicators of responsiveness that have been optimal where the Tulikup Village Gotong Royong Task Force in carrying out their duties and functions is based on the rules and policies that apply in providing services in handling Covid-19, seen from the indicators of accountability, it has been optimal where in carrying out its duties and functions the Tulikup Village Mutual Assistance Task Force is always guided by applicable regulations and efforts to overcome everyone who experiences adversity because of Covid-19 pandemic, judging from the service quality indicators the performance of the Tulikup Village Mutual Assistance Task Force, Gianyar Regency is still relatively not optimal due to the lack of socialization to villagers regarding Covid-19 and the distribution of aid has not been on target.

There are several obstacles faced by the Gotong Royong Task Force in handling Covid-19 in Tulikup Village, Gianyar Regency, such as budget constraints, frequent changes to government regulations regarding the requirements for beneficiaries which make it difficult for the Tulikup Village Tulikup Task Force to record residents who are entitled to assistance, lack of clear information related to the Covid-19 virus due to the lack of socialization, there is inaccurate information on the results of swabs and the status of each death which is used by the hospital to obtain covid funds which causes the views of villagers about Covid-19 to be mere manipulation, boredom of the villagers adhering to health protocols for too long does not change so that villagers start to ignore them, and there is no guarantee from the government to be able to meet the needs of the residents so that the villagers start going out for activities just to be able to meet their daily needs, and delays in giving vaccines to residents due to limited vaccine stocks available.

As a solution to solving these obstacles, several suggestions can be given, namely (1) the Gianyar district government can provide supports to those who found difficulty due to Covid-19 and also the availability of vaccines for everybody who deserves for it without any exemption, (2) it is hoped that the hospital and klinik will not manipulate the results of the swab, (3) the Tulikup village Covid-19 mutual cooperation task force can improve performance according to what is available, especially the quality of service, and (4) the mutual cooperation task force is able to overcome all the obstacles it faces in providing services to the community by being more active and more active in providing outreach about the importance of health protocols so that the community wants to participate in handling Covid-19 and it is further suggested that the Gotong Royong task force of Tulikup village will be more thorough in registering potential beneficiaries according to the requirements of them.

References

- Alam, M. R., Kabir, M. R., & Reza, S. (2021). Comorbidities might be a risk factor for the incidence of COVID-19: Evidence from a web-based survey. *Preventive Medicine Reports*, 21, 101319.
- Dwiyanto, Agus. (2012). *Reformasi Birokrasi Public Di Indonesia*. Yogyakarta: Gadjah Mada University Press.
- Effendy, Taufik. (2006). *Buku pintar pegawai negeri sipil*. Jakarta: Kementrian Negara Pendayagunaan Aparatur Negara.

- Huang C & Wang Y. (2020). *Clinical features of patients infected with 2019 novel coronavirus in Wuhan, China*.
- Komaruddin. (2001). *Ensiklopedia Manajemen*. Edisi ke 5. Jakarta: Bumi Aksara.
- Prawirosentono. (2012). *Manajemen Sumber Daya Manusia, Kebijakan Kinerja Karyawan, Kiat Membangun Organisasi Kompetitif Era Perdagangan Bebas Dunia*. Yogyakarta: BPFE.
- Pasolong. (2012). *Metode Penelitian Administrasi Publik*. Alfabeta cv. Bandung.
- Rosidah. (2003). *Manajemen Sumber Daya Manusia*. Cetakan Pertama. Yogyakarta: Graha Ilmu.
- Robbins. (2002). *Perilaku Organisasi, Konsep, Kontroversi dan Aplikasi*. Jakarta: Prenhallindo.
- Rivai, Veithza. (2009). *Manajemen Sumber Daya Manusia untuk perusahaan, dari teori ke praktik*. Jakarta, penerbit PT. Rajagrafindo Persada.
- Sinambela, Lijan Poltak. (2007). *Reformasi Pelayanan Publik (Teori, kebijakan dan implementasi)*. Jakarta: Bumi Aksara.
- Surat Edaran Menteri Dalam Negeri Republik Indonesia Nomor 440/2622/SJ. *Tentang Pembentukan Gugus Tugas Percepatan Penanganan Covid -19 Daerah*.
- Surat Edaran Menteri Dalam Negeri Republik Indonesia Nomor 3 Tahun (2020). *Tentang Penanggulangan Corona Virus Desiese 2019 (Covid-19) di Desa melalui Anggaran Pendapatan dan Belanja Desa*.
- WHO. *Novel Coronavirus (2019-nCoV) Situation Report-1*. Diakses tanggal 4 Januari 2021.
- Permendes PDTT No. 7 Tahun (2020). *Tentang Perubahan Kedua atas Peraturan Menteri Desa, Pembangunan Daerah Tertinggal, dan Transmigrasi Nomor 11 Tahun 2019 Tentang Prioritas Penggunaan Dana Desa Tahun 2020*.
- Permendagri Nomor 20 Tahun (2020). *Tentang Percepatan Penanganan Covid-19 di Lingkungan Pemerintah Daerah*.
- Keputusan Gubernur Bali Nomor 236/03B/HK/2020. *Tentang Pembentukan Gugus Tugas*.

Copyrights

Copyright for this article is retained by the author(s), with first publication rights granted to the journal.

This is an open-access article distributed under the terms and conditions of the Creative Commons Attribution license (<http://creativecommons.org/licenses/by/4.0/>).