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STAKEHOLDERS MAPPING ANALYSIS IN HANDLING COVID-19 IN BENGKULU CITY

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A B S T R A C T

Stakeholder analysis has an important role in designing, implementing, and evaluating the COVID-19 handling program in Bengkulu City. The research design used in this study is a qualitative descriptive research design. The location of this research was held in Bengkulu City. This study observes four aspects that are used as instruments in observing Stakeholder analysis is becoming increasingly important that the policies for handling COVID-19 in Bengkulu City are identification, analysis, mapping and prioritization. The population of this research is the entire Bengkulu City COVID-19 Handling Acceleration. Meanwhile, the informants in this study were conducted using the key informant technique. In collecting data the author uses techniques, by conducting, interviews, documentation. Data analysis technique is done by interactive analysis. Stakeholders involved in handling Covid-19 in Bengkulu City show that Health Workers, TNI Police, and Volunteers are in quadrant 1, namely as key players; BPBD, Health Service, Social Service for Covid patients are in quadrant 2 as subjects; Mayor, Kodim 0407, and Kapolresta, and Media are in quadrant 3 as context; NGOs, Business, and Society are in quadrant 4 as Crowd. The pattern of stakeholder collaboration in handling Covid-19 in Bengkulu City is based on the pentaholicx model, which involves five elements, namely the government, the private sector, religious organizations, universities, and the media. The factors that hinder stakeholders in efforts to deal with Covid-19 in Bengkulu City are First, citizens' ignorance of the dangers of COVID-19, Second, the existence of an interest in meeting the needs of life, resulting in some residents ignoring physical or social distancing orders.

INTRODUCTION

The slow pace of the initial handling of COVID-19 meant that the formation of the COVID-19 Task Force was also delayed after the virus had spread for two months. The crucial thing that must be addressed immediately is the relationship between the Task Force and local governments: what is the mechanism for authority and communication?

In the context of policy, this is known as stakeholders. Because public policy is a part, or interaction of political, economic, social and cultural. One implication is that public policy always interacts with the dynamics of the political, economic, social, and cultural conditions in which the policy is implemented (Nugroho, 2014). Many actors from various sectors can influence the policy process according to their respective interests. Parties whose interests are not accommodated can take actions that can affect the efficiency and effectiveness of achieving the objectives of a policy. In designing a program, the planning team often faces resistance or obstacles from stakeholders or stakeholders, especially from within the organization itself. Resistance from stakeholders if not managed properly can result in the program being made to fail or if the design is successful, but in its implementation it does not run optimally because it does not get a lot of stakeholder support. In general, the program planning team who felt this constraint did not attempt to identify and map stakeholders. In fact, stakeholder analysis can provide information for the program planning team and decision makers to determine an effective participation strategy so that the program it creates can be supported by all parties

affected directly or indirectly. In this context, stakeholder analysis has an important role in designing, implementing, and evaluating the COVID-19 handling program in Bengkulu City. Stakeholder analysis is becoming increasingly important that the COVID-19 handling policy in Bengkulu City that is designed is a new program to deal with the national disaster handling COVID-19 in Indonesia in general and in Bengkulu City in particular. In this case, stakeholder involvement is one of the keys to success.

MATERIALS AND METHODS

This research is a qualitative descriptive study that will describe how the stakeholder mapping process and identify problems that arise in the stakeholder mapping process in handling Covid-19 in Bengkulu City. Informants in this study were selected using purposive sampling method. The analytical model used in this study is an interactive analysis model, namely: a research model consisting of 4 analysis components: data collection, data reduction, data presentation, conclusion drawing, data analysis will rotate between items without end unless the researcher feels it is enough to draw a conclusion. conclusions as a result of the analysis (Miles & Huberman, 1992:20).
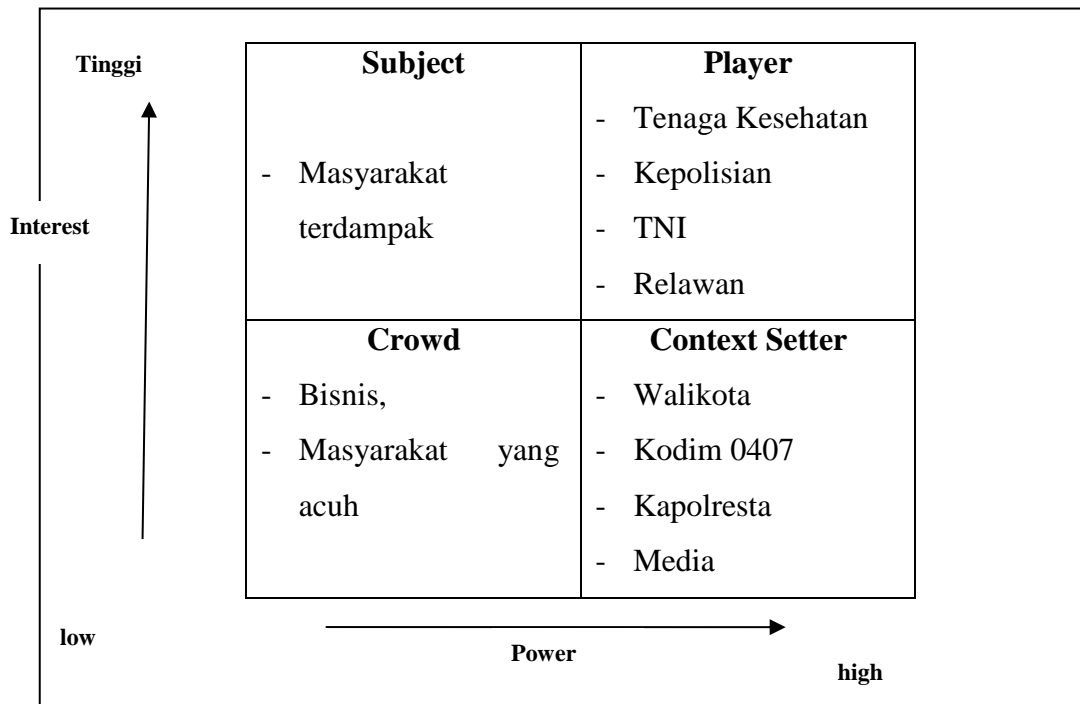
RESULTS AND DISCUSSION

The involvement of stakeholders in the process of implementing the COVID-19 policy in Bengkulu City has been regulated in the Bengkulu Mayor's Decree Number 167 of 2020 concerning the Establishment of the Bengkulu City Corona Virus Disease 2019 (COVID-19) Task Force. In the Bengkulu Mayor's Decree, it was explained

that the Task Force for Handling the Corona Virus Disease 2019 (COVID-19) tasked with changing behavior to adapt to new life in a productive and safe community due to COVID-19 carrying out health protocols.

In accordance with Presidential Regulation Number 82 of 2020 concerning the Committee for Handling Corona Virus Disease 2019 (COVID-19) and National Economic Recovery as well as a circular from the Ministry of Home Affairs to establish a behavior change desk. In terms of formulating policies for implementing changes in behavior to adapt to new life in a productive and safe society for Covid-19, the Regional Government has formed a Task Force for Handling Corona Virus Disease (Covid-19).

Figure 1 Identification of Stakeholders Mapping in Handling Covid-19 in Bengkulu City

*Mapping o*f the relative importance and influence of stakeholder stakeholders mapping in handling Covid-19 in Bengkulu City shows that Health Workers, TNI Police, and Volunteers are in quadrant 1, namely as key players; BPBD, Health Service, Social Service for Covid patients are in quadrant 2 as subjects; Mayor, Kodim 0407, and Kapolresta, and Media are in quadrant 3 as context; NGOs, Business, and Society are in quadrant 4 as Crowd.

1) Key Players

The role of Health Workers, TNI Polioians, and Volunteers in handling Covid-19 in Bengkulu City acts as the front line in handling the COVID-19 pandemic, health workers are figures who play a crucial role. How not, nurses are medical personnel who often have direct contact with COVID-19 patients. Whether it's bathing the patient, feeding him, cleaning up the patient's vomit, to changing the patient's diaper.

Furthermore, the presence of the TNI and POLRI also accompanied the government's appeal regarding the use of cloth masks and physical distancing. Unfortunately, there are still many people who are seen leaving their homes or doing activities without masks.

Through the COVID-19 Task Force, the Bengkulu city government also called on residents who were knocked to contribute their energy as humanitarian volunteers against COVID-19. These volunteers will play an active role in helping to overcome the spread of the Corona virus, by carrying

out various roles. For example, such as disseminating credible information, providing education, distributing basic necessities, taking preventive measures, and of course, many additional medical volunteers are needed to work in hospitals.

2) *Context setters*

As a policy actor (government/executive) who has authority in determining a policy, the presence of the Mayor as Chair of the Bengkulu City COVID-19 Task Force Team, Kodim 0407 and Kapolresta (as Deputy Chair of the Task Force) greatly influences the direction and policies related to the handling of the Covid-19 pandemic. 19 in Bengkulu City. This refers to the role and ability in terms of; 1) Establish an operation plan and carry out countermeasures; (2) Coordinate and control the implementation of handling activities; (3) Supervise the implementation of handling; (4) Mobilize resources for the implementation of handling activities; and (5) Report the implementation of the handling to the Covid-19 task force.

The next party that has the ability to influence other parties is the media. The media influence the policies made by the government because it has a main role as a liaison between the government and the community through information gates in order to convey the right information and put forward facts in the midst of this pandemic and ward off hoax media that lead to confusion and misunderstanding of the public in understanding and responding to this virus. . In addition to providing information about the dangers of this virus, it also provides understanding in changing the way people view this virus so that there is no discrimination against victims affected by COVID-19. Of course, it must be balanced with the information provided to the community to strengthen the community's psyche, so that there is no discrimination from the community towards victims affected by this virus who are treated socially unfairly, such as victims

who died from this virus who were rejected by the community in various regions. In terms of the Covid-19 handling policy in Bengkulu City, the role of the media in addition to supporting the policies made by the government, also supporting the information needed by the community regarding the development of COVID-19, and the media must provide more broadcasts that have an educational element, when schools are closed and children learn from home.

3) *Subjects*

The community as the target group of this policy, of course, are actors who have a big influence on this policy, such as the concept of public policy, the policy for handling Covid-19 in Bengkulu City certainly needs to involve the community through a community participation approach (PSM). Community organizations (Ormas) and other community organizations, even at the Rt/Rw level, have contributed to the policy for handling Covid-19 in Bengkulu City, so that a mutual understanding can be reached in mekanai this policy. However, the problems that occur in society are not everyone can fully implement this policy, especially for small communities or with a low economy, it is necessary to pay attention to not only the recommendations and appeals they need but a real form of empathy that the government does when this policy is implemented, as well as helping meet their basic needs, when this is not paid more attention to, the clear consequence is that many people are unemployed because large-scale social interaction is really limited, while the community needs to meet their daily needs, so it is not surprising that many people are still out of the house to earn a living. This of course must be considered by the government, both central and regional, in helping to alleviate the basic needs of the community, most of whom are small people.

4) Crowds

Elements of Entrepreneurs and Rulers are inseparable, of course this affects a policy, because many government officials who are also entrepreneurs, on the other hand, of course have their own interests, such as (business interests) the business interests of officials who double as entrepreneurs. Therefore, there is a need for the role of entrepreneurs who are not only concerned with personal interests but also prioritize the public interest. The Covid-19 handling policy in Bengkulu City must pay attention to the economic sector of the community and companies. In the absence of a mature social security scheme, it has the potential to increase unemployment and the poor.

One other problem that has made Indonesia in general and Bengkulu City in particular less successful in controlling the spread of the corona virus is the indifference (not to say indifference) of citizens to government appeals or instructions. This problem can be seen from the crowds of people gathering in coffee shops, cafes, malls, or places that have been banned by the government. Even though since the beginning the government has given directives to residents to do physical or social distancing to keep their distance from other people. This is because of the spread of the corona virus, one of which is, through saliva splashes. If people do not keep their distance, and it is known that the person they are talking to is infected or a carrier of the virus, then this has the potential to infect other people and spread it again to third, fourth, and so on. Therefore, physical or social distancing is one way out to inhibit the spread of COVID-19. The government's directives are only directions when most of the people are still huddled together at terminals, stations, shelters, markets, and others. Residents do not seem worried about the virus because they are more concerned with their daily activities. Similar to

physical or social distancing, the government's appeal for the use of masks is often violated by the wider community. The invitation to wash hands after leaving the house was also not followed by many residents. Why does this happen? Looking at the conditions on the ground, there are at least three possibilities why the people are not indifferent to the government's direction.

First, people's ignorance of the very deadly dangers of COVID-19. This ignorance is due to the weak socialization carried out by the government, including local governments and their staff. The Indonesian government is not optimal in socializing the need for clean and healthy living, including using masks and washing hands frequently because several mediums can be a carrier for the spread of the corona virus. For example, the study of van Doremalem et al. (2020) explained that the corona virus can survive for hours to days on different mediums. Corona viruses can survive several hours in air, survive 4 to 8 hours on copper medium, survive 24 hours on cardboard medium, and can also survive up to 3 days on plastic or stainless-steel media (van Doremalem et al., 2020: 1) . This virus resistance must be anticipated with a clean and healthy way of life. For the middle class, who get information from conventional media and social media, information is easy to obtain. And, they understand that the virus can be deactivated in minutes by spraying exposed surfaces with alcohol or household bleach. This is actually in line with the study of van Doremalem et al. (2020: 1), which explains that alcohol with 62-71% content, bleach containing 0.5% hydrogen peroxide, or bleach containing 0.1% sodium hypochlorite can inactivate the corona virus. The information obtained by these residents did not come from government socialization, but the community's independent efforts to find out. As a result of this ignorance, citizens

are indifferent to the government's appeal because they do not understand deeply about the deadly dangers of COVID-19.

Second, there is an interest in meeting the needs of life, causing some residents to ignore physical or social distancing orders. Even this ignorance was also seen during the implementation of psychological distancing in the city of Bengkulu. The prohibition includes teaching and learning activities (both at schools and campuses), religious activities, wedding receptions, concerts, tours, to the use of public and private transportation.

CONCLUSION

Stakeholders involved in handling Covid-19 in Bengkulu City show that Health Workers, TNI Police, and Volunteers are in quadrant 1, namely as key players; BPBD, Health Service, Social Service for Covid patients are in quadrant 2 as subjects; Mayor, Kodim 0407, and Kapolresta, and Media are in quadrant 3 as context; NGOs, Business, and Society are in quadrant 4 as Crowd.

The pattern of stakeholder collaboration in handling Covid-19 in Bengkulu City is based on the pentaholicx model, which involves five elements, namely the government, the private sector, religious organizations, universities, and the media.

The factors that hinder stakeholders in efforts to handle Covid-19 in Bengkulu City are First, citizens' ignorance of the dangers of COVID-19, Second, there is an interest in meeting the needs of life, resulting in some residents ignoring physical or social distancing orders.

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