

# The Behavior of Mataram City Residents in Facing Covid-19

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## Kata Kunci:

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Hadapi, Covid-19.

**Abstract:** At the beginning of 2020, humanity around the world was shaken by the Covid-19 pandemic which caused panic everywhere. The government has appealed to the public to tackle this outbreak so that it runs effectively and efficiently. But in reality, there are still many Indonesians who do not listen to this call. Therefore, this study aims to analyze why some people lead to such behaviors and how to overcome them. The research method used in this study is a literature study with a descriptive analysis approach. The results showed that the behavior and attitudes in the policy were related to the background of political behavior, trust in the government's ability to handle Covid-19, employment status, income, education, religion, and gender. The people of Mataram City will not be effective because the number of residents who have to work outside the home is very large. On the contrary, subsidizing citizens from working during the pandemic but it is not clear when it will end, is certainly not a realistic policy. For this reason, the policy of changing the people of Mataram City by allowing residents to work again as before the Covid-19 period and accompanied by strict health protocols is a more realistic solution. Socialization of the urgency of health protocols must be carried out through various community groups and through influential figures because they tend to be heard more.

**Abstrak:** Di awal tahun 2020, umat manusia di seluruh dunia diguncang oleh pandemi Covid-19 yang menyebabkan kepanikan di mana-mana. Pemerintah telah menghimbau kepada masyarakat untuk mengatasi wabah ini agar berjalan efektif dan efisien. Namun kenyataannya masih banyak masyarakat Indonesia yang tidak mendengarkan seruan ini. Oleh karena itu, penelitian ini bertujuan untuk menganalisis mengapa sebagian orang mengarah pada perilaku tersebut dan bagaimana cara mengatasinya. Metode penelitian yang digunakan dalam penelitian ini adalah studi kepustakaan dengan pendekatan deskriptif analisis. Hasil penelitian menunjukkan perilaku dan sikap pada kebijakan tersebut berhubungan dengan latar belakang perilaku politik, kepercayaan pada kemampuan pemerintah menangani Covid-19, status pekerjaan, pendapatan, pendidikan, agama, dan gender. Masyarakat Kota Mataram tidak akan efektif karena jumlah warga yang harus bekerja di luar rumah sangat banyak. Sebaliknya, memberikan subsidi pada warga agar tidak bekerja selama pandemi tetapi tidak jelas kapan akan berakhir, tentu bukan kebijakan yang realistis. Untuk itu, kebijakan mengubah Masyarakat Kota Mataram dengan kembali membolehkan warga bekerja seperti sebelum masa Covid-19 dan disertai protokol kesehatan yang ketat adalah solusi yang lebih realistis. Sosialisasi mendesaknya protokol kesehatan harus dilakukan lewat berbagai kelompok masyarakat dan lewat tokoh-tokoh berpengaruh karena mereka cenderung lebih didengar.

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## A. LATAR BELAKANG

The average increase in the number of patients who died showed that the provincial government of NTB needs to give more serious attention to handling COVID-19 patients (Negara et al., 2021). Covid-19 has emerged and the fact is that it has not experienced a significant decline (Purwanto et al., 2020; Saleh, 2020). So it needs serious, appropriate, and direct handling for this disaster management. Menurut Gani & Saddam (2020) industrial revolution 4.0 greatly affects aspects of life, both educational, social, political, cultural, and economic.

The very rapid development of information technology in addition to contributing to the improvement of welfare and the progress of human civilization has also become an effective arena for unlawful acts in the community (Saddam et al., 2021). Likewise with the people of West Nusa Tenggara Province, especially Mataram City. In this case, it is related to the behavior of the residents of Mataram City in dealing with covid-19, including related to government regulations related to Covid-19 in Mataram City. Mujiburrahman et al. (2020) increased public knowledge is needed to improve COVID-19 prevention behaviors.

Mujani (2020) dan Kuipers et al. (2021) pay attention to how the public behaves and behaves regarding policies to overcome the Covid-19 pandemic. The study (Mujani, 2020) focuses on public assessment of the government's performance in dealing with Covid-19 in Indonesia, while (Kuipers et al., 2021) are limited to public attitudes and behaviors regarding the policy of not worshipping outside the home. However, it is clear how the attitudes and behaviors of the people of Mataram City towards government policies related to government regulations related to Covid-19, not only the prohibition of worship outside the home, and health protocols. However, it discusses and focuses on the scope of behavioral education for the residents of Mataram City. Harapannya contributed to the study of the Covid-19 problem in Indonesia, especially in Mataram City.

The current situation in Mataram City, the acceleration of handling the coronavirus in the 2019 (covid-19) area of the Mataram City Government, reported that the number of covid-19 cases in Mataram has accumulated to reach 674 people, namely as many as 448 people in the care of medical teams at referral hospitals, 205 people recovered, and 21 people died. Meanwhile, the latest report of new or positive confirmed cases of coronavirus disease 2019 (covid-19) has decreased, compared with the number of daily positive confirmed cases in Mataram during the 2021 period, which fell by 6.7% (Albayani & Istiana, n.d.; Dewi et al., 2021; Kurniati et al., 2021; Rasidi et al., 2021; Samudera, 2020). Mataram City is one of the provinces that received appreciation from the national COVID-19 handling task force because the number of active cases decreased, the cure rate increased, and the number of death cases did not increase.

The purpose of this writing is to know and analyze how the residents of Mataram City behave in dealing with covid-19. This paper looks at the quality of government policies to the influence of political and democratic constituencies on policies for handling Covid-19. However, what explains people's compliance with Covid-19 policies is still not much even though studies on this are important to estimate the effectiveness of these policies.

## B. METODE

Metode yang digunakan dalam penelitian ini adalah studi kepustakaan, yaitu studi yang objek penelitiannya berupa karya-karya kepustakaan, baik berupa jurnal ilmiah, buku, artikel dalam media massa, maupun data-data statistik (Hermawan, 2019; R. N. Putri, 2020; V. D. Putri, 2020). The literature will be used to answer the research problem of how the residents of

Mataram City behave in dealing with covid-19, and how to overcome it. The nature of the study carried out is descriptive analysis, which is to provide education and understanding to readers, and the type of data used in this study is secondary data.

### **C. HASIL DAN PEMBAHASAN**

At the beginning of 2020, around 2,374,294 people were working and 136,064 people were open unemployed. There are about 13.56 percent who work in the agricultural sector, then there are about 18.36 percent who work in the industrial sector, and the largest labor force in NTB Province works in the service sector, which is 68.08 percent (Statistik, 2020).

The issuance of Law Number 30 of 2014 concerning State Government Administration aims to improve the performance of state administration and improve the quality of public services to the community. During this pandemic, swift and appropriate decisions from the government are needed by the community. The first case of corona in Indonesia occurred in the city of Depok, two residents were indicted by the virus, after which it gradually began to spread cloudy throughout Indonesia (Khathir & Gani, 2021; Tapisa, 2020; Zahara et al., 2020).

This certainly surprised residents how dangerous the virus is. Therefore, the government acted swiftly by organizing meetings of local government coordination forums both at the provincial and district/city levels. After the death of the first covid-19 patient, the Mataram City Government issued a joint appeal containing that the implementation of daily government activities and community activities was guided by the Central Regulation number. 21 concerning Large-Scale Social Restrictions (PSBB) in the Context of Accelerating Covid-19 Handling. A day later a letter numbered 440/5242 was issued, regarding a request addressed to the Mayor of Mataram City containing the closure of all shops in Mataram City to prevent the spread of Covid-19. Based on the request, the Mayor of Mataram City closed all coffee shops so that crowded centers could be controlled. This was also followed by the closure of some mosques located in the city of Mataram City which is the capital and other cities.

A few days later, precisely on March 29, 2020, a proclamation on the implementation of a two-month curfew was issued from the Ntb Provincial Forkominda which aims to prevent the spread of the Covid-19 pandemic in this province. However, a week later the important decision was again revoked by the Mataram City Government due to the insistence of every element of the community that with this decision, the wheels of the economy in Mataram City would not run and there was a traumatic fear from most of the people of Mataram City about the memory of the bloody conflict that had occurred in this province. Then at the Regency/City Level, the Mayors and Regents are also trying to prevent the spread of this pandemic so as not to infect their citizens. One of them is a policy from the Regent of Lombok Timu Regency which prohibits the entry of residents from outside into the regency, only logistics vehicles are allowed to enter. The Mayor of Mataram City also issued a Mayor's Regulation on the use of Masks in every citizen activity and those who do not comply with the regulation will be sanctioned. From the flow of events above, it can be seen that there are efforts from the Mataram City Government to do everything in its power to prevent the spread of Covid-19. There is a change in the atmosphere in the daily life of the citizens of the community. Activities that have the potential to cause crowds seem to be reduced with the decision. Mosques and shops and shopping centers do not look crowded at all and the flow of transportation between regencies/cities is reduced, which means compliance from residents.

However, there are some of the middle and lower classes consisting of employers and workers who feel a huge impact on the decision. This can be seen by the protests raised by them

related to the government's policy in dealing with this pandemic. One of them is related to the decision to impose a curfew. There are so many strong protests that are feared to lead to bad things that cause an unfavorable atmosphere during the outbreak of the pandemic that finally the decision was annulled by the Mataram City Government a week after it was issued on the assumption that the enactment of the PSPB regulations and not being permitted for airlines to carry civil society by itself will reduce the spread and transmission of the disease in NTB Province.

In each option, of course, there are its own risks. Likewise, the policies carried out by the Central Government and the Mataram City Government will certainly bring impacts and consequences that will be caused by this choice. In connection with this pandemic, of course, policies from the government will affect the lives of many people. The government's efforts to reduce the development of the Covid-19 virus are quite worrying for the public. No firm decisions were taken to reduce the spread of the pandemic. Every day the cases that have contracted this pandemic continue to increase, even to the level of worry. The policies that should have been made to save the community turned out to be unable to work optimally. The government's indecisiveness in formulating policies related to Covid-19 will cost the lives of many people.

From an economic point of view, the negative impact that is immediately felt with this policy is the massive decline in economic growth. Many people are affected, especially in the service sector (Dirkareshza et al., 2021; Nurliana, 2021; Sulasmi et al., 2020). Many stalls and business places that close result in a large number of workers being laid off, If economic activities do not go well, more and more people will fall into poverty. The difficulty of finding income causes changes in behavior patterns in responding to this disaster by changing work behavior. There is a defiance of the PSBB regulations that are applied. At first, the behavior of the owners of coffee shops, grocery stores, shopping centers and the tourism industry was reluctant to follow the health protocols implemented. Many health facilities are required by the government to business places, such as hand washing stations, mandatory wearing of masks and distancing. After the health protocol is met, the shops are allowed to operate. This has a positive impact on the wheels of the economy, and the number of new jobs that have sprung up, but the negative effect is that the longer the PSBB regulation begins to be abandoned by business actors, many people do not wear masks when traveling, then do not wash their hands when entering the surrounding shops and stalls and do not keep their distance anymore when activities, the impact of which causes an increase in the transmission of the Covid-19 virus in this province in one In the last month, there were 146 confirmed cases recorded as of June 20, 2020, then in the next month to be precise on August 21, 2020, there was a tenfold spike to 1140 confirmed patients.

Then in terms of socio-cultural aspects, it also affects the order of life of the people of Mataram City. In the early days of the pandemic, some mosques were closed so that religious ritual were disrupted. But over time, mosques reopened to the public and shared when carrying out prayers and wearing masks during prayers. At first, the wearing of masks became a pro-con because when the nose prostration was not directly exposed to the floor, but with the scholar's explanation that there was an obligation to protect themselves from the plague, it was reduced by itself so that it became commonplace to see people wearing masks when worshipping. Likewise, the assembly of knowledge returned to existence and the recitations began to become active again. It is recorded that during the month of Ramadan, many mosques are filled even though there is a stretch of Prayer and the implementation of the Ied Prayer despite calls from the government for the implementation to be abolished.

Security is an important thing to enjoy comfort, Mataram City, which was originally an area visited by local and international tourists, suddenly became quiet and quiet, especially when the night time came in. This can cause vulnerabilities such as robbery and theft. The conditions are exactly the same as when Mataram City was still hit by conflict. During this pandemic, massively every village installs road portals so that the inflow and outflow of vehicles are conditioned in one lane so that it is easy to monitor. However, this causes conflicts among fellow citizens, some agree, some disagree. These changes have an impact on the order of people's lives, many new things that were not done before in the past have become the norm during the Covid19 era. Complying with health protocols is a breeding solution to reduce the spread of covid-19 (Maulana & Rizky, 2021; Nomor, 2019; Purwata et al., 2022; Wicaksono, 2020). Such as the use of hand sanitizers and then the protocol of washing hands and checking body temperature when entering an area and wearing masks at every opportunity both when socializing and when worshipping.

#### **D. SIMPULAN DAN SARAN**

The life cycle of the people of Mataram City changes along with the implementation of new habits. There are positive and negative impacts that will occur as a result of these policies that have a relationship with socio-cultural and economic aspects. These changes have an impact on the order of people's lives, many new things that were not done before the past have become the norm during the Covid-19 era. Such as the use of hand sanitizers and then the protocol of washing hands and checking body temperature when entering an area and wearing masks at every opportunity both when socializing and when worshipping. There is a cultural and socio-cultural change in understanding how important it is to maintain personal health. There is a desire to maintain personal, family, and environmental hygiene in the community. This can be seen in the people of Mataram City in their daily lives.

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