

Capital social y confianza social: la respuesta del Estado ante la propagación de COVID-19 en Indonesia

Social Capital and Social Trust: The State's Response in Facing the Spread of COVID-19 in Indonesia

TAWAKKAL BAHARUDDIN
Doctoral Program of Islamic Politics – Political
Science
Universitas Muhammadiyah Yogyakarta
Yogyakarta, Indonesia
tawakkal.b.pasca18@mail.umy.ac.id

ZULY QODIR
Doctoral Program of Islamic Politics – Political
Science
Universitas Muhammadiyah Yogyakarta
Yogyakarta, Indonesia
zuliqodir@umy.ac.id

SJAFRI SAIRIN
Doctoral Program of Islamic Politics – Political
Science
Universitas Muhammadiyah Yogyakarta
Yogyakarta, Indonesia
sjafrisairin@umy.ac.id

ACHMAD NURMANDI
Doctoral Program of Islamic Politics – Political
Science
Universitas Muhammadiyah Yogyakarta
Yogyakarta, Indonesia
nurmandi_achmad@umy.ac.id

HASSE JUBBA
Doctoral Program of Islamic Politics – Political
Science
Universitas Muhammadiyah Yogyakarta
Yogyakarta, Indonesia
hasse@umy.ac.id
<https://orcid.org/0000-0002-4171-2501>

MEGA HIDAYATI
Doctoral Program of Islamic Politics – Political
Science
Universitas Muhammadiyah Yogyakarta
Yogyakarta, Indonesia
mega.hidayati@umy.ac.id

DOI: <https://doi.org/10.24197/st.2.2021.23-47>

RECIBIDO: 20/12/20
ACEPTADO: 12/03/2021

Resumen: El objetivo principal de este estudio fue analizar los pasos dados por el gobierno de Indonesia para implementar diferentes políticas para su lucha contra el COVID-19. El gobierno de Indonesia ha tomado varias medidas, la más pertinente fueron las Restricciones sociales a gran escala (PSBB), para reducir la propagación de los casos de COVID-19. Este estudio utilizó un enfoque cualitativo como un estudio contextual que buscaba enfatizar el significado de un fenómeno en una situación de pandemia de COVID-19. El propósito de la investigación cualitativa era crear una imagen compleja. Los datos analizados se obtuvieron de diversas fuentes, incluida Internet, como los medios en línea y las redes sociales, y la literatura relacionada. Los datos se recopilaron

Abstract: The main purpose of this study was to analyze the steps taken by the Indonesian government to implement different policies for its fight against COVID-19. The Indonesian government has taken various measures, most pertinently Large-Scale Social Restrictions (PSBB), to reduce the spread of the COVID-19 cases. This study used a qualitative approach as a contextual study that sought to emphasize the meaning of a phenomenon in a COVID-19 pandemic situation. The purpose of qualitative research was to make a complex picture. Data analyzed were obtained from various sources, including the internet, such as online media and social media, and related literature. Data were collected utilizing the Ncapture for the Nvivo feature. The time taken for analysis was from March to May 2020. In

utilizando Ncapture para la función Nvivo. El tiempo necesario para el análisis fue de marzo a mayo de 2020. Para realizar el análisis, este estudio también utilizó el software Nvivo 12 Plus. Esta investigación revela que las políticas gubernamentales, sobre todo las Restricciones Sociales a Gran Escala (PSBB), provocaron una disminución en la confianza pública. El aumento en el número de casos positivos de COVID-19 en varias regiones hasta mayo de 2020 ha hecho que las políticas gubernamentales consideradas no estén funcionando de manera óptima. Además, la crisis de confianza afecta el patrón de participación de la comunidad en la lucha contra la propagación de la pandemia de COVID-19 en Indonesia. Los hallazgos de esta investigación sugieren la necesidad de un estudio sobre cómo las políticas gubernamentales pueden funcionar bien y también respaldadas por la confianza pública

Palabras Clave: COVID-19; Política; Estrategia; Capital social; Confianza social

conducting the analysis, this study also used Nvivo 12 Plus software. This research reveals that the government policies, most importantly Large-Scale Social Restrictions (PSBB), triggered a decline in the public confidence. The increase in the number of positive cases of COVID-19 in various regions up to May 2020 has made government policies deemed not running optimally. Further, the crisis of confidence affects the community's participatory pattern in combating the spread of the COVID-19 pandemic in Indonesia. Findings from this research suggest the need for a study on how government policies can work well and also supported by the public trust.

Keywords: COVID-19; Policy; Strategy; Social capital; Social trust.

1. INTRODUCTION

Coronavirus is widely distributed among humans that causes several respiratory, enteric, liver and neurological diseases (Weiss & Leibowitz, 2011; Channappanavar & Perlman, 2017; Tan et al., 2020; Zhu et al., 2020). Novel Coronavirus emerged and became known as Coronavirus Disease (COVID-19) when the virus triggered an outbreak in China in December 2019, and finally, the outbreak spread in various countries so that WHO declared it as a global pandemic. The beginning of the emergence of coronavirus cases in Indonesia occurred at the beginning of March 2020. Indonesia's President, Joko Widodo, announced the findings of the first coronavirus infection case in Indonesia on Monday, March 2, 2020 (Hermansyah, 2020). The first case was found to attack a 64-year-old mother and a 31-year-old daughter who lived in Indonesian territory. Based on the case findings, the Indonesian government also emphasized some efforts and anticipations in dealing with the COVID-19 issue. The effort was to prepare more than 100 hospitals with isolation rooms with good isolation standards and equipment readiness that meets international standards (Liputan6.com, 2020). As for other readiness, the government also formed a joint team of TNI (Indonesian Army), Polri (The National Police), and civil, and formed a coronavirus handling task force nationally and in all regions in Indonesia.

In the case of coronavirus in Indonesia, Senior Advisor on Gender and Youth to the WHO, Diah Saminarsih explained some of the essential things and confirmed by WHO that is taking action to save the lives of many people. Therefore, civil society participation is needed to actively participate in reducing the spread of COVID-19 in Indonesia (Pranita, 2020). The Government of Indonesia and WHO greatly expect social participation to reduce the spread of coronavirus outbreaks in Indonesia and even globally. Social participation will reduce and help social problems such as health issues by maximizing the potential of participatory initiatives from the community (Campbell, Cornish, & Mclean, 2004).

The success of policy in handling coronavirus spread cases depends very much on participation that utilizes resources and considers the factors that can influence such participation. It is primarily the importance of social capital in encouraging community participation (Nenadovic & Epstein, 2016). Participation can work well if there is social trust in the community. The existence of social trust can help build more cooperative social relationships (Newton, 2001). Meanwhile, if there is no trust or lack of mutual trust in the life of the community, it will cause various negative perceptions (De Juan & Pierskalla, 2016). It is an argument and empirical evidence that shows that social capital is more an intermediary function in the structure (Burt, 2000). The impact of social capital on society and policymaking is very closely related to the issue of health and subjective well-being in society (Whiteley, 2015).

Social capital was introduced by Pierre Bourdieu (1986) in an article entitled *The Forms of Capital* (Riaz et al., 2010; Lin, 1999; Carrasco & Bilal, 2016). Bourdieu conceptualized three capital: economic capital (money and property), cultural capital (goods and services, education), and social capital (relations and networks) (Bourdieu, 1986; Yükses, 2018). Social capital as a conceptual tool for understanding the theoretical orientation of social action. Social capital has two characteristics, which are aspects of social structure and facilitate individual actions within the social structure (Coleman, 1988). In this sense, social capital is in the forms of obligations and expectations, potential information, norms and effective sanctions, authority relations, and social organizations, which can be used appropriately and give birth to social contracts. Social capital is primarily embedded in social networks and interactions that provide information and mutual support (Roche, Goto, Zhao, & Wolff, 2015). As stated by Putnam (1993), social capital is a value of mutual trust in the life of society and the state

(Putnam, 1993; Lins, Servaes, & Tamayo, 2017). The pillars are in the form of networks, norms, and social trusts that encourage social collaboration (coordination and cooperation) for the common good. Theoretically, there are factors of social capital, such as social networks, social trust, and shared goals (Chow & Chan, 2008).

Social norms are also an essential factor in social capital (Banerjee, 2016). Norms have become essential entities that are considered, can regulate and coordinate action and behavior, and have a direct impact on achieving an objective (Itaiwi, Ahmad, & Tang, 2018). When a crisis occurs, it certainly requires a shared responsibility in the community (Lins, Servaes, & Tamayo, 2017), so an effort is needed to build social trust, one of which is by paying attention to social norms (Pret, Shaw, & Dodd, 2016; Goddard, 2003; Hamilton, Helliwell, & Woolcock, 2016). Coleman (1990) argued that without the norms agreed upon and obeyed by the community, what emerges is an anomie situation where everyone tends to act according to their wishes without feeling any bond with others (Coleman, 1990). Social norms consist of understanding, values, expectations, and goals that are believed and carried out jointly by a group of people. These norms can be formed from religion, moral guidance, or standards, such as a code of ethics in the form of preconditions or social trust products. Trust arises when a community shares a set of moral values that are sufficient to foster behavior in society (Putnam, 1993; Fukuyama, 1995).

Social trust influences social change and social events (Schoon et al., 2010). Social capital is a mutual trust between community members and the community towards its leader. Social capital is defined as social institutions that involve networks, norms, and social trust that drive social collaboration (Putnam, 1993). Trust is growing hope in a society that is shown by the existence of honest, orderly behavior, and cooperation based on shared norms (Fukuyama, 1995). In the study of social capital, trust (social trust) becomes dominant in various goals in every capital development based on a pattern of actions that support each other and can help build more cooperative social relations (Putnam, 1993; Putnam, 2004; Newton, 2001). The importance of trust greatly influences organizational and institutional activities (Ishiyama, Mezvrishvili, & Zhgenti, 2018). The mutual trust that develops in the community can give birth to voluntary associations to participate and be involved actively. Trust can be formed through membership in the community, relationships, networks, and alliances (Pret et al., 2016). Social capital plays a vital role

in functioning and strengthening modern society's life. Social capital is a condition that must be met for human development, economic development, social, political, and democratic stability (Fukuyama, 1995).

Relationships become one of the social capital factors. The relationship network that is built makes it easy for social relations to work well. If social relations do not work well, it will affect social trust and the relational dimension of social capital (Goddard, 2003; Saffer, 2019). Trust based networks can be used as a measure of influence to drive decision-making processes and recommendation mechanisms in complex social networks (Ureña et al., 2019). Coordination, as the basis of reciprocal relations that allows to mobilize and link social capital, facilitates collective action aimed at the interests of society (Hatak et al., 2016). Multi-stakeholder networks have a positive impact on global issues and contribute to social capital, such as relational trust (Saffer, 2019). Thus, social capital is also considered necessary in the issues of the spread of coronavirus in Indonesia, with the hope that social trust can bring public participation in combating the coronavirus pandemic (COVID-19). Community participation is determined by existing social beliefs. It is very much determined by the relationship between the government and the community.

The coronavirus pandemic situation causes several social problems. These problems include the increasing number of cases and the increasingly widespread distribution in various regions in Indonesia. It also has a negative impact on the regional and national economy. Nevertheless, some things might be forgotten amid COVID-19 issues, which are the importance of maintaining and building social trust or social capital. Putnam explained that social capital and trust are values in the community's life and the state (Lins et al., 2017). Therefore, when the pandemic occurs, it also requires social capital, such as network relations, information and social networks, and social norms or policies. This social capital is expected to minimize panic and other social problems during the pandemic period. Thus, in an effort to build social capital, government attention and attitudes are needed. Firm government attitudes also affect social trust and the level of community participation. Social participation is crucial because, in a pandemic situation, support is needed from all parties. Participation can work well if there is social trust in the community. Social trust can help build more cooperative social relations (Newton, 2001; Nenadovic & Epstein, 2016).

In an effort to combat the spread of coronavirus, the Indonesian government has made various, including international relations efforts.

Besides, the government also built a network of relations between the central government and all local governments in Indonesia. To combat the coronavirus pandemic in Indonesia, the government also created an official website and shared information related to the issue of the spread of COVID-19. It aims to make information accessible to all parties so that the public gets education and information that contributes to the prevention and dissemination of COVID-19. During the pandemic period, the government issued several policies based on norms and other social conditions in Indonesia. Some of these policies are not enforcing the lockdown policy and prefer to apply Large-Scale Social Restrictions (PSBB). In this case, the government will limit the activities and community activities in an area deemed vulnerable to coronavirus spread. However, what the government does is still getting negative sentiment from the public. It is because the government at first was considered not serious and firm on global issues, such as coronavirus. In addition, the government is also considered to be less assertive in taking and implementing policy.

The main purpose of this study was to analyse the steps taken by the Indonesian government to implement different policies for its fight against COVID-19. The Indonesian government has taken various measures, most pertinently Large-Scale Social Restrictions (PSBB), to reduce the spread of the COVID-19 cases. This study used a qualitative approach as a contextual study that sought to emphasize the meaning of a phenomenon in a COVID-19 pandemic situation. The structure of the paper proceeds as follows. Section 2 discusses the Literature Review. The description of the methods is given in Section 3. The results are discussed in Section 4. Finally, conclusions are presented in Section 5.

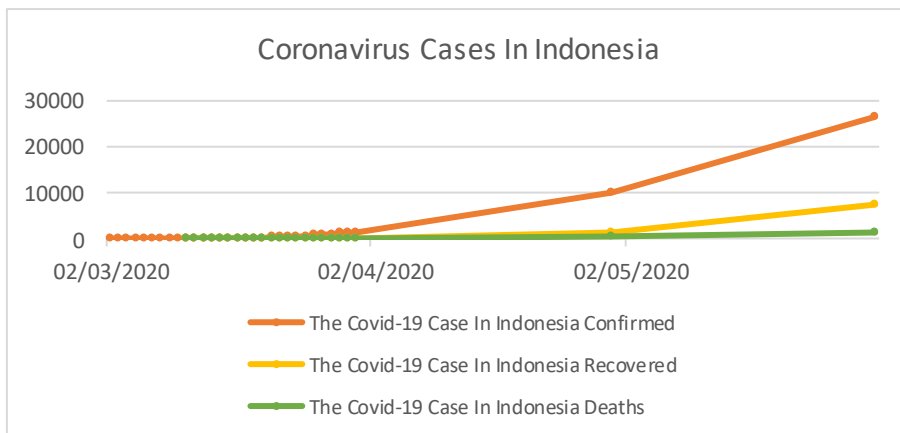
2. METHODS

This study used a qualitative approach as a contextual study that sought to emphasize the meaning of a phenomenon in a COVID-19 pandemic situation. The purpose of qualitative research was to make a complex picture. The qualitative analysis method was as an analytical method that employed logical thinking, induction, analogy, or interpretation. Data analyzed were obtained from various sources, including the internet, such as online media and social media, and related literature. Data were collected utilizing the Ncapture for the Nvivo feature. The time taken for analysis was from March to May 2020. In conducting the analysis, this study also used Nvivo 12 Plus software. This analysis then led to conclusions in responding to existing problems.

3. RESULTS

The issue of the spread of coronavirus in Indonesia was initially considered to be impossible. The Indonesian government, through the Ministry of Health Terawan Agus Putranto, revealed that Indonesia was safe from the case of the spread of coronavirus. Upon the statement, the government was finally late in anticipating the spread of coronavirus outbreaks in Indonesia. Coronavirus cases in Indonesia were first discovered in early March. The number of COVID-19 positive patients in Indonesia is increasing. In the first month period (March), the number of positive COVID-19 was 1528 cases (Mukaromah, 2020). The positive cases of COVID-19 in Indonesia continued to grow until the May 2020 period. The Figure 1 below presents the number of COVID-19 cases in Indonesia from the March-May 2020 period.

Figure 1. Number of Coronavirus cases in Indonesia March-May 2020



Source: Ministry of Health of the Republic of Indonesia. Accessed from <https://data.kemkes.go.id/> (2020)

The number of positive cases of coronavirus (COVID-19) in Indonesia continues to increase. In the March-May 2020 period, the cumulative number of positive cases of the coronavirus reached 26,473 cases. Of these, 7,308 people were declared cured, and 1,613 others died. In May 2020, the number of positive cases of COVID-19 jumped dramatically (CNN Indonesia, 2020). The number has doubled since April 2020.

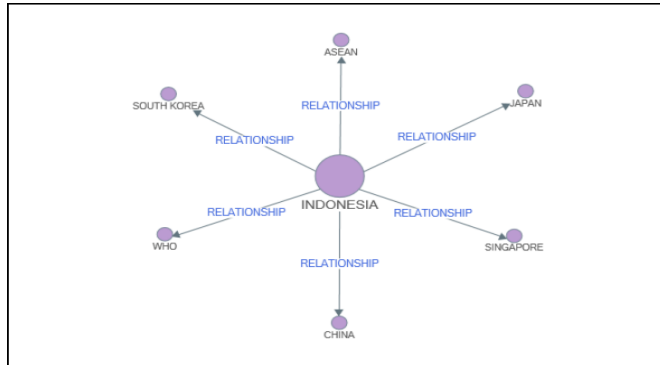
Counting from May 1 to May 31, the number of positive cases reached 16,355 people. Even so, the number of cases of patients recovering also continues to increase. Throughout May, the number of cured patients increased to 5,786. The number increased from the number of patients healed by 1,441 in April 2020 and jumped since March 2020 by 81 patients.

4. DISCUSSION

4.1. Government Strategy in Handling COVID-19

In an effort to deal with coronavirus cases in Indonesia, the Government of Indonesia formed international cooperation with several countries and other international organizations, such as South Korea, Japan, China, Singapore, ASEAN, and WHO. The relationship produced some assistance for handling cases in Indonesia. South Korea gave priority to Indonesia in terms of exports of the coronavirus test tool (Aditya, 2020). The Chinese government, through President Xi Jinping, expressed support for cooperation (CNN Indonesia, 2020). The collaboration between the Government of Indonesia and the Japanese government was talked over in a discussion between Indonesian Foreign Minister Retno Marsudi and Japanese Foreign Minister Motegi Toshimitsu via telephone (Minanews.net, 2020). The Director-General of the International Health Organization (WHO), Tedros Adhanom Ghebreyesus, also made telephone contact with the President of Indonesia (Thertina, 2020). Indonesia also encourages relations and efforts to strengthen ASEAN cooperation to mitigate economic and social impacts for the ASEAN community, mainly through several efforts, such as encouraging forums to exchange information on handling coronaviruses and assessing their impact on the economy in the ASEAN region (Detikfinance.com, 2020). The existence of an international cooperation relationship is a positive response from the Indonesian government to handle the coronavirus spread. The following is the relationship between the Indonesian government and foreign governments and other international organizations to address coronavirus issues (Figure 2).

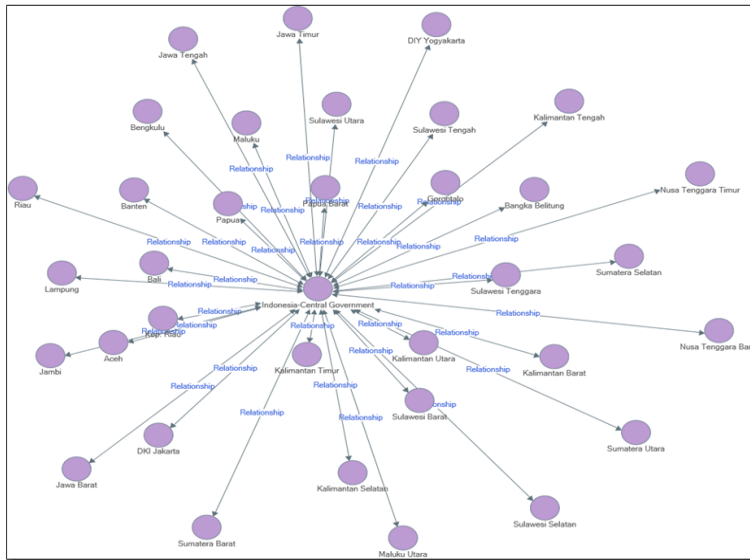
Figure 2. Relationships between the government of Indonesia and international parties regarding Coronavirus issues



Source: Processed by researchers using Nvivo 12 Plus (2020)

In addition to building relations with international parties, the Indonesian government also built relationships and strengthened the cooperative relations between the center and all provinces or regions in Indonesia. The handling of the spread of COVID-19 cases also involved all regional heads in Indonesia. The government asked all regional heads to be pro- active in handling COVID-19 cases in the regions. The policy is aimed at governors, regents, and mayors, as well as provincial and district/city DPRD heads (Purnamasari, 2020). Figure 3 below presents the relationship between the central government and regional governments in indonesia related to handling COVID-19 cases.

Figure 3. Relationship between central and regional government relations related to COVID-19 issues in Indonesia



Source: Processed by researchers using Nvivo 12 Plus (2020)

Further, the central government has sought to collaborate with all local governments in Indonesia. The central government asked the regional government to relocate the budget to accelerate the alleviation of coronavirus impacts, both in terms of health and economy. The President of Indonesia, Jokowi, asked the central government and regional governments to guarantee the availability of basic commodities, followed by ensuring the purchasing power of the people and anticipating the risk of termination of employment for employees during the pandemic period. Through the Financial Services Authority (FSA), the government provided the credit relaxation under Rp 10 billion for Micro, Small, and Medium Enterprises (MSMEs). The relaxation takes the form of lowering interest rates and delaying installments for a year, both from the banking and other non-bank financial industries (Ihsanuddin, 2020a).

Social capital studies experience a variety of broadening topics so that social capital can be assessed through several other aspects, such as information exchange (Katungi, Edmeades, & Smale, 2008). The relationship of social capital with information and social networks is seen as a factor in the success of social capital in building electronic-based networks

(Huysman & Wulf, 2004). Information is a social need. Therefore, in many cases, the situation is resolved through interaction in social networks (Johnson, 2004). Coleman explained the importance of a smooth flow of information in social structures to encourage the development of society's activities (Coleman, 1988). In forming social networks, a communication space is needed to grow the information on the network between individuals and other groups to give birth to trust in the community.

In facilitating the flow of information and communication, networks are needed, which may have a lot to contribute to the development of sustainable social capital, such as the emergence of cyber networks or online social networks. Online-based social networks are becoming increasingly popular and are used as a means for various activities in social life (Liu, Wang, & Orgun, 2010; Mou & Lin, 2017). Thus, the participation of individuals involved in interaction and networking can produce benefits. In general, three reasons can be offered why capital in social networks contributes to improving the results of actions, among which is the flow of information, social ties, and resources (Lin, 1999). Consequently, the existence of communication space fostered social trust and provide opportunities for the community to be more participatory and increase collective interest (Pulla, Jaysawal, & Saha, 2019).

In an effort to combat the coronavirus pandemic in Indonesia, the government created an official website and shared information about facts and information to prevent the spread of COVID-19 cases. The official site contained information such as the latest news, education, protocols, and call centers (Gugus Tugas Indonesia, 2020). Besides, the government also provides information on the development of the situation abroad through international institutions websites. It is also the responsibility of the government for Indonesian citizens who are abroad. Table 1 mentioned below provided the list of official information sites of the Indonesian central government, local governments, national institutions, and international institutions related to COVID-19 information. In summary, the government websites that can be accessed by region (province) is provided below.

Table 1. List of official information sites of national and regional governments related to COVID-19 in Indonesia

| Region | Official Website of The Indonesian Government Related to The Coronavirus Issues | |
|-------------|---|------------|
| | Official Website | Release |
| Indonesia | covid19.go.id | 18/03/2020 |
| DKI Jakarta | corona.jakarta.go.id | 19/02/2020 |

| | | |
|--------------------|--|------------|
| West Java | pikobar.jabarprov.go.id | 16/03/2020 |
| East Java | checkupcovid19.jatimprov.go.id | 19/03/2020 |
| Central Java | corona.jatengprov.go.id | 15/03/2020 |
| DIY Yogyakarta | corona.jogjaprov.go.id | 18/03/2020 |
| Banten | infocorona.bantenprov.go.id | 18/03/2020 |
| West Nusa Tenggara | corona.ntbprov.go.id | 15/03/2020 |
| Aceh | covid19.acehprov.go.id | 21/03/2020 |
| West Sumatra | corona.sumbarprov.go.id | 07/03/2020 |
| Riau | corona.riau.go.id | 19/03/2020 |
| Riau Islands | corona.kepriprov.go.id | 07/03/2020 |
| North Sulawesi | corona.sulutprov.go.id | 26/03/2020 |
| South Sulawesi | covid19.sulselprov.go.id | 06/03/2020 |
| Bali | infocorona.baliprov.go.id & disk.es.baliprov.go.id | 02/03/2020 |
| Lampung | geoport.al.lampungprov.go.id | - |

Source: Task Force for the Acceleration of Handling COVID 19. Accessed from <https://covid19.go.id/> (2020)

At the Ministry, Agency, and Task Force level, several sites are also presented to make it easier for the public to find out information about COVID-19 in Indonesia. Besides, several sites (international level) also provided the variety of COVID-19 information. In brief, these sites are described in Table 2.

Table 2. List of national and international institutional information sites related to COVID-19

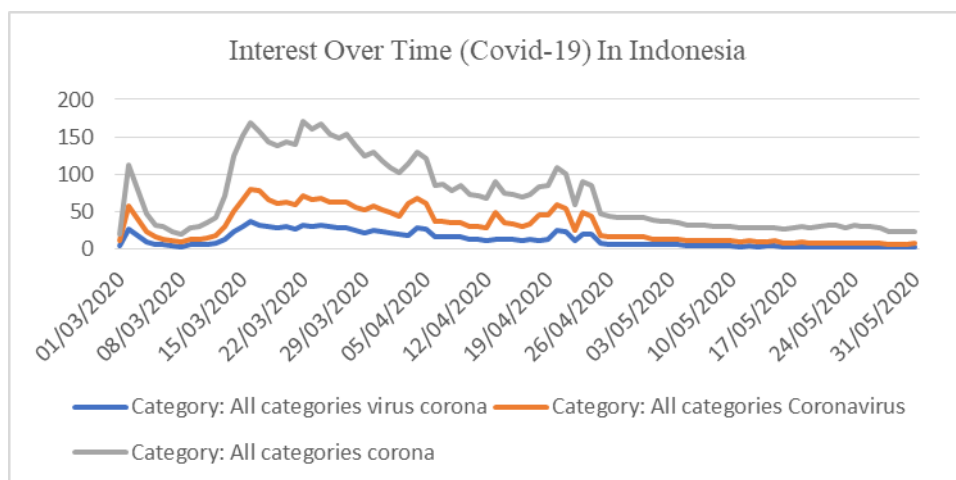
| <i>Lists of National Institutions</i> | <i>Official Website</i> |
|---|---|
| Satgas COVID-19 (BNPB) (<i>COVID-19 Task Force</i>) | https://www.covid19.go.id/ |
| Kantor Staf Presiden (KSP) (<i>Presidential Staff Office</i>) | http://ksp.go.id/waspada-corona/index.html |
| Kementerian Kesehatan RI (<i>Ministry of Health of the Republic of Indonesia</i>) | https://covid19.kemkes.go.id/ |
| Badan Informasi Geospasial (BIG) (<i>Geospatial Information Agency</i>) | https://portal.ina-sdi.or.id/big-lawan-covid19- mobile |
| <i>List of International Institutions</i> | <i>Official Website</i> |
| Johns Hopkins University and Medicine | https://coronavirus.jhu.edu/map.html |
| WHO | https://www.who.int/emergencies/diseases/novel-coronavirus-2019 |
| Healthmap | https://www.healthmap.org/COVID-19/ |
| Nextstrain | https://nextstrain.org/ |
| Centers for Disease Control and Prevention (CDC) | https://www.cdc.gov/coronavirus/2019-ncov/cases-updates/world-map.html |
| Microsoft | https://www.bing.com/covid |
| New York Time | https://www.nytimes.com/interactive/2020/world/coronavirus-maps.html |

Source: Task Force for the Acceleration of Handling COVID 19 (2020). Accessed from <https://covid19.go.id/> (2020)

4.2. Norm and Trust Crisis: Community Response to Handling COVID-19

The prevailing social norms was also considered as the factor in enacting a public policy that is expected to change social behavior and a belief (Hamilton, Helliwell, & Woolcock, 2016). In other studies, such as the World Happiness Report research, it also believed that a regulation significantly affects public trust. More effective regulation by the state can help to provide trust in interpersonal trust (Sachs, 2015). Social trust as a form of willingness to take risks in social relationships is based on the expectation that others are also involved in a pattern of mutual support. Trust as a growing hope in a society is characterized by honest, orderly behavior, and cooperation based on shared norms (Fukuyama, 1995).

The crisis of trust in society can be seen from the Government of Indonesia's response, which tends to be slow in paying attention to global issues, such as COVID-19. It can be proven by the official website related to information COVID-19, which was released two weeks after the number of positive coronaviruses is increasing. The official website of the government was released on March 18, 2020. It is different from regional governments, such as DKI Jakarta, which released information about COVID-19 since February, at which time, there were no positive cases found in Indonesia. Another problem is that there is a difference in information data from the central and regional government websites (Damarjati, 2020). It indicates that there are also communication and information problems between the central and regional governments. The existence of communication and information problems can also disrupt social trust during the coronavirus pandemic. The lack of information causes people to choose other sources of information. The community chooses news references related to COVID-19 through commercial websites available on the search engine (Google) feature. Interest in this information can be seen from the number of active internet users searching for news and information sources. Figure 4 below presents the data on Indonesia's internet usage trends related to COVID-19 issues during the March-May 2020 period.

Figure 4. Trends in COVID-19 Issues in Indonesia

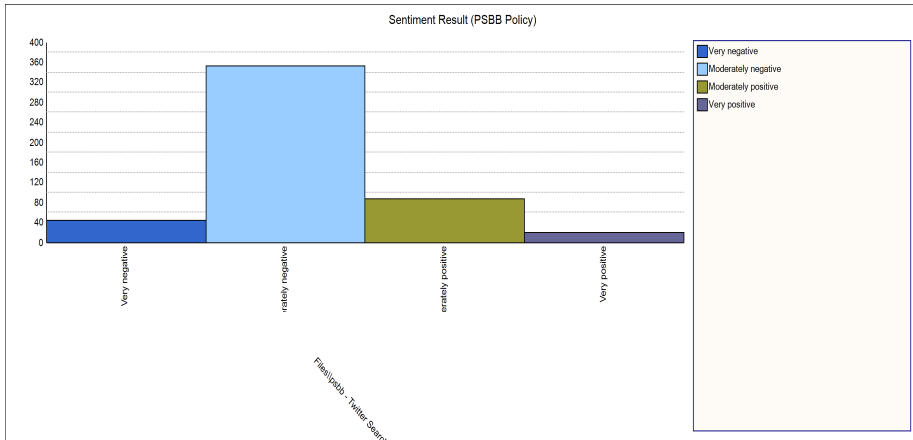
Source: Processed by researchers using Google Trends (2020)

News and information related to COVID-19 issues are trending in the search engine (Google). Internet users in Indonesia generally look for sources of information using keywords, such as the corona virus, coronavirus, and corona. It is evident that the coronavirus pandemic also requires good information. Good information from good sources can also minimize false information (hoax) and reduce panic in the community. As explained earlier, the importance of good information can contribute to social capital and social trust (Liu et al., 2010; Lin, 1999).

In a case study of coronavirus issues in Indonesia, the government issued several policies based on norms and other social conditions in Indonesia. Some of these policies are not enforcing lockdown policies like other countries because they are considered to be able to disrupt the economy. The Indonesia's policies and calls as an initial step are to limit activities outside the home, such as Work-From-Home (WFH), social distancing, and physical distancing. It is the first step the government has made in cutting off the spread of COVID-19 in Indonesia. The government also issued a national policy, namely Large-Scale Social Restrictions (PSBB) (Ihsanuddin, 2020b). The policy that had previously been tried by the Indonesian government was a civil emergency policy but was contradicted by various parties. During the COVID-19 period, the government received a public response in the form of positive and negative

sentiments on social media. The following is the public response related to the national policy (PSBB) taken by the government to reduce the number of the spread of COVID-19 cases in Indonesia in the March-May 2020 period (Figure 5).

Figure 5. Public responses to PSBB policy in Indonesia



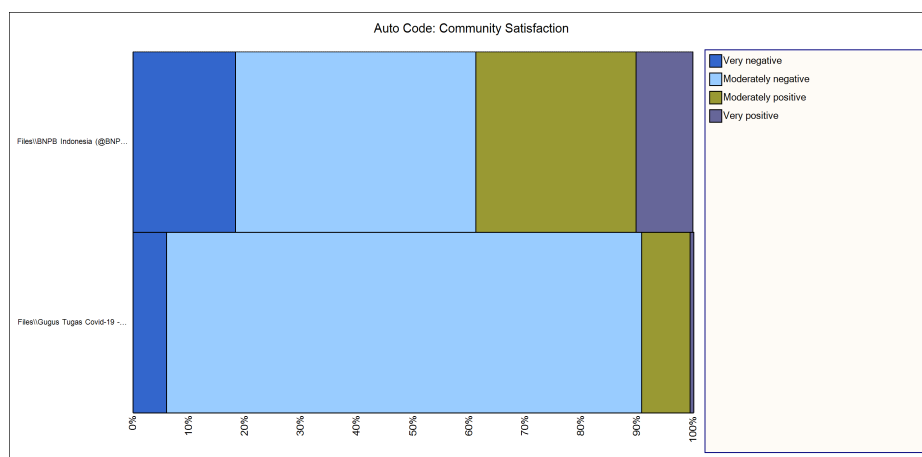
Source: Processed by researchers using Nvivo 12 Plus (2020)

PSBB policy is still considered not running optimally. Some obstacles are the absence of a roadmap and the targets that are considered unclear. During the PSBB, there are also other problems, such as the uneven distribution of assistance to the community. Various pros and cons also occur because, on the other hand, people are asked not to move outside the home, but, at the same time, the government has not been able to guarantee all the community's needs during the pandemic. Therefore, the government's policies and appeals cannot be entirely accepted and carried out by the community. The crisis of confidence in the government has occurred since the beginning, even before discovering the first COVID-19 case in Indonesia. As for the crisis of trust, it happened when the government, through the Ministry of Health, Terawan Agus Putranto, was considered less serious about responding to the pandemic coronavirus issues. As a result, many said that Indonesia was late in anticipating and disseminating information (Kamil, 2020).

In addition to implementing the PSBB policy, the Government of Indonesia also formed the Task Force for the Acceleration of Handling COVID-19 in response to the government through the National Disaster

Management Agency (BNPB). The functions of the BNPB and the Task Force are to formulate and determine policies and coordinate the implementation of activities in a planned, integrated, and comprehensive manner (BNPB, 2020). The performance of the BNPB and the Task Force in carrying out its functions gets the pros and cons of the community. The following is the level of community satisfaction on social media related to handling COVID-19 cases in the March-May 2020 period (Figure 6).

Figure 6. The community satisfaction level related to handling COVID-19 cases in Indonesia



Source: Processed by researchers using Nvivo 12 Plus (2020)

Various problems arise in handling COVID-19 cases, such as the lack of responsiveness of the government to global issues (COVID-19), the number of cases continues to grow, the emergence of polemics in the community, controversial policies, and the unequal distribution of aid. Finally, the government to reduce the number of the spread of COVID-19 cases in Indonesia received a negative response and affected the level of public satisfaction. Public response to the government must be a serious evaluation material so that to reduce the number of the spread of COVID-19 cases can run optimally. The role of government policy is also expected to contribute positively to social capital and social trust in society. The existence of social capital can also have implications for the level of social participation in society during the COVID-19 pandemic period in Indonesia.

5. CONCLUSION

COVID-19 is set as a pandemic spread globally in various countries, including Indonesia. Trends in case the development of COVID-19 continued to increase in the number of cases in various regions in Indonesia. The situation makes the government continue to make prevention efforts by limiting activities in public spaces. The government also established the Corona Virus Handling Task Force to coordinate inter-agency activities and provide a website- based information service center. The Indonesian government also continued to coordinate and cooperate internationally. The Indonesian government then chose to implement national policy, namely Large-Scale Social Restrictions (PSBB). The national policy is expected to reduce the distribution of cases in various regions in Indonesia. Nevertheless, the Government of Indonesia is considered slow in taking action and policies in anticipating global issues, such as the COVID-19 pandemic.

During the implementation of the PSBB policy in several areas, the policy still caused problems, such as the uneven distribution of assistance to the community. Various pros and cons also occurred because, on the other hand, people are asked not to move outside the home, but, at the same time, the government has not been able to guarantee all the community's needs during the pandemic period. The impact of this also resulted in the emergence of other social problems, such as anomie. Anomie refers to the state of a society marked by deregulation (Teymoori, Bastian, & Jetten, 2017; Romania, 2020). The situation also affected the level of community participation in combating the spread of the COVID-19 case and, at the same time, impacted people's trust in the government. Social trust is one of the crucial things to be considered by the government in implementing policies. The existence of social trust influenced the pattern of community participation to support government activities in combating the distribution of COVID-19 cases. This social trust also strengthens social capital during the pandemic and help build more cooperative social relations (Newton, 2001; Nenadovic & Epstein, 2016).

REFERENCES

- Aditya, J. I. (2020). Indonesia Masuk Prioritas Korsel dalam Ekspor Alat Tes Virus Corona. *KOMPAS.Com*. Retrieved from <https://www.kompas.com/global/read/2020/03/28/140246870/indonesia-masuk-prioritas-korsel-dalam-ekspor-alat-tes-virus-corona?page=all>
- Banerjee, R. (2016). Corruption, Norm violation and decay in social capital. *Journal of Public Economics*, 137, 14–27. <https://doi.org/10.1016/j.jpubeco.2016.03.007>
- BNPB. (2020). Tugas dan Fungsi BNPB. *Bnpb.Go.Id*. Retrieved from <https://www.bnpb.go.id/tugas-dan-fungsi-bnpb>
- Bourdieu, P. (1986). *THE FORMS OF CAPITAL*. <https://doi.org/10.4324/9780429494338>
- Burt, R. S. (2000). The network structure of social capital. *Research in Organizational Behavior*, 22, 345–423. [https://doi.org/https://doi.org/10.1016/S0191-3085\(00\)22009-1](https://doi.org/https://doi.org/10.1016/S0191-3085(00)22009-1)
- Campbell, C., Cornish, F., & Mclean, C. (2004). Social capital, participation and the perpetuation of health inequalities: obstacles to African-Caribbean participation in “partnerships” to improve mental health. *Ethnicity & Health*, 9(3), 305–327.
- Carrasco, M. A., & Bilal, U. (2016). A sign of the times: To have or to be? Social capital or social cohesion? *Social Science and Medicine*, 159(May 2016), 127–131. <https://doi.org/10.1016/j.socscimed.2016.05.012>
- Channappanavar, R., & Perlman, S. (2017). Pathogenic human coronavirus infections: causes and consequences of cytokine storm and immunopathology. *Seminars in Immunopathology*, 39(5), 529–539. <https://doi.org/10.1007/s00281-017-0629-x>
- Chow, W. S., & Chan, L. S. (2008). Social network, social trust and shared goals in organizational knowledge sharing. *Information and*

Management, 45(7), 458–465.
<https://doi.org/10.1016/j.im.2008.06.007>

CNN Indonesia. (2020a). Lonjakan Drastis Kasus Corona pada Mei 2020. *CNNIndonesia.Com*. Retrieved from
<https://m.cnnindonesia.com/nasional/20200601103545-20-508637/lonjakan-drastis-kasus-corona-pada-mei-2020>

CNN Indonesia. (2020b). Presiden China Telepon Jokowi, Siap Kerja Sama Lawan Corona. *CNN Indonesia*. Retrieved from
<https://www.cnnindonesia.com/internasional/20200403093056-106-489878/presiden-china-telepon-jokowi-siap-kerja-sama-lawan-corona>

Coleman, J. S. (1988). Social capital in the creation of human capital. *The American Journal of Sociology*, 94, 95–120. Retrieved from
https://www.crcresearch.org/files-crcresearch/File/coleman_88.pdf

Coleman, J. S. (1990). *Foundations of Social Theory*. Harvard university press.

Damarjati, D. (2020). Data Corona Pemerintah Pusat dan Pemprov Berbeda, Kok Bisa? *DetikNews*. Retrieved from
<https://news.detik.com/berita/d-4947653/data-corona-pemerintah-pusat-dan-pemprov-berbeda-kok-bisa>

De Juan, A., & Pierskalla, J. H. (2016). Civil war violence and political trust: Microlevel evidence from Nepal. *Conflict Management and Peace Science*, 33(1), 67–88.
<https://doi.org/10.1177/0738894214544612>

Detikfinance.com. (2020). *RI Dorong Perkuat Kerja Sama Ekonomi di ASEAN Redam Dampak Corona*. Retrieved from
<https://finance.detik.com/berita-ekonomi-bisnis/d-4935889/ri-dorong-perkuat-kerja-sama-ekonomi-di-asean-redam-dampak-corona>

Fukuyama, F. (1995). *Trust: The Social Virtues And The Creation Of Prosperity*. New York.

Goddard, R. D. (2003). Relational networks, social trust, and norms: A social capital perspective on students' chances of academic success.

- Educational Evaluation and Policy Analysis*, 25(1), 59–74.
<https://doi.org/10.3102/01623737025001059>
- Gugus Tugas Indonesia. (2020). Satgas Penanganan COVID-19. *Covid.19.Go.Id*. Retrieved from <https://www.covid19.go.id/>
- Hamilton, K., Helliwell, J. F., & Woolcock, M. (2016). Social Capital, Trust And Well-Being In The Evaluation Of Wealth. *National Bureau Of Economic Research*, 53(9), 1689–1699.
<https://doi.org/10.1017/CBO9781107415324.004>
- Hatak, I., Lang, R., & Rößl, D. (2016). Trust, Social Capital, and the Coordination of Relationships Between the Members of Cooperatives: A Comparison Between Member-Focused Cooperatives and Third-Party-Focused Cooperatives. *Voluntas: International Journal of Voluntary and Nonprofit Organizations*, 27(3), 1218–1241. Retrieved from <https://pub.wu.ac.at/5102/>
- Hermansyah. (2020). Presiden umumkan kasus coronavirus pertama di Indonesia. *Alinea.Id*. Retrieved from <https://www.alinea.id/nasional/presiden-umumkan-kasus-coronavirus-pertama-di-indonesia-b1ZJ49rYO>
- Huysman, M., & Wulf, V. (2004). Social Capital and Information Technology. In *Journal of Documentation*. Retrieved from <https://mitpress.mit.edu/books/social-capital-and-information-technology>
- Ihsanuddin. (2020a). 9 Kebijakan Ekonomi Jokowi di Tengah Pandemi Covid-19: Penangguhan Cicilan hingga Relaksasi Pajak. *Kompas.Com*. Retrieved from <https://nasional.kompas.com/read/2020/03/26/07412441/9-kebijakan-ekonomi-jokowi-di-tengah-pandemi-covid-19-penangguhan-cicilan?page=3>
- Ihsanuddin. (2020b). Jokowi Akhirnya Blak-blakan Soal Alasan Tak Mau Lockdown. *Kompas.Com*. Retrieved from <https://www.google.com/amp/s/amp.kompas.com/nasional/read/2020/>

04/02/05405561/jokowi-akhirnya-blak-blakan-soal-alasan-tak-mau-lockdown

Ishiyama, J., Mezvrishvili, L., & Zhgenti, N. (2018). An oasis of democracy in an authoritarian sea? Civil society, social, and institutional trust in Georgia. *Communist and Post-Communist Studies*, 51(1), 19–26. <https://doi.org/10.1016/j.postcomstud.2018.01.005>

Itaiwi, A. M. K., Ahmad, M. S., & Tang, A. Y. C. (2018). Norm's trust model to evaluate norms benefit awareness for norm adoption in an open agent community. *International Journal of Advanced Computer Science and Applications*, 9(2), 54–61. <https://doi.org/10.14569/IJACSA.2018.090209>

Johnson, C. A. (2004). Choosing people: The role of social capital in information seeking behaviour. *Information Research*, 10(1).

Kamil, I. (2020). Indonesia Dinilai Kehilangan Golden Time Antisipasi Penyebaran Covid-19. *Kompas.Com*. Retrieved from <https://nasional.kompas.com/read/2020/07/13/18011841/indonesia-dinilai-kehilangan-golden-time-antisipasi-penyebaran-covid-19?page=all>

Katungi, E., Edmeades, S., & Smale, M. (2008). Gender, social capital and information exchange in rural Uganda. *Journal of International Development*, 20(1), 35–52. <https://doi.org/10.1002/jid.1426>

Lin, N. (1999). Building a Network Theory of Social Capital. *Connections*, 22(1), 28–51.

Lins, K. V., Servaes, H., & Tamayo, A. (2017). Social Capital, Trust, and Firm Performance: The Value of Corporate Social Responsibility during the Financial Crisis. *Journal of Finance*, 72(4), 1785–1824. <https://doi.org/10.1111/jofi.12505>

Liputan6.com. (2020). *Antisipasi virus corona, Pemerintah siapkan 100 rumah sakit rujukan*. Retrieved from <https://www.liputan6.com/bisnis/read/4165057/antisipasi-virus-corona-pemerintah-siapkan-100-rumah-sakit-rujukan>

- Liu, G., Wang, Y., & Orgun, M. A. (2010). Optimal social trust path selection in complex social networks. *Proceedings of the National Conference on Artificial Intelligence, 10*, 1391–1398.
- Minanews.net. (2020). *RI-Jepang Sepakat Kerjasama Cegah Penyebaran Virus Corona*. Retrieved from <https://minanews.net/ri-jepang-sepakat-kerjasama-cegah-penyebaran-virus-corona/>
- Ministry of Health of the Republic of Indonesia. (2020). Dashboard Kasus COVID-19 di Indonesia. Website. Retrieved from <https://data.kemkes.go.id/covid19/index.html>
- Mou, Y., & Lin, C. A. (2017). The impact of online social capital on social trust and risk perception. *Asian Journal of Communication, 27*(6), 563–581. <https://doi.org/10.1080/01292986.2017.1371198>
- Mukaromah, V. F. (2020). Melihat peningkatan kasus covid-19 di indonesia dari bulan ke bulan. *KOMPAS.Com*. Retrieved from <https://www.kompas.com/tren/read/2020/09/01/200200165/melihat-peningkatan-kasus-covid-19-di-indonesia-dari-bulan-ke-bulan?page=all>
- Nenadovic, M., & Epstein, G. (2016). The relationship of social capital and fishers' participation in multi-level governance arrangements. *Environmental Science and Policy, 61*, 77–86. <https://doi.org/10.1016/j.envsci.2016.03.023>
- Newton, K. (2001). Trust, social capital, civil society, and democracy. *International Political Science Review, 22*(2), 201–214.
- Pranita, E. (2020). *Pesan WHO untuk Indonesia dalam Hadapi Corona, Prioritaskan Kesehatan*. Retrieved from <https://www.kompas.com/sains/read/2020/03/19/200200123/pesan-who-untuk-indonesia-dalam-hadapi-corona-prioritaskan-kesehatan?page=all>
- Pret, T., Shaw, E., & Dodd, Sarah Drakopoulou. (2016). Painting the full picture: The conversion of economic, cultural, social and symbolic capital. *International Small Business Journal: Researching*

Entrepreneurship, 34(8), 1004–1027.
<https://doi.org/10.1177/0266242615595450>

- Pulla, V., Jaysawal, N., & Saha, S. (2019). Challenges and Dilemmas of Civil Society movements in India. *Asian Social Work and Policy Review*, 13(2), 169–178. <https://doi.org/10.1111/aswp.12167>
- Purnamasari, D. M. (2020). Mendagri Minta Seluruh Kepala Daerah Tunda Perjalanan ke Luar Negeri. *KOMPAS.Com*. Retrieved from <https://nasional.kompas.com/read/2020/03/15/13141871/mendagri-minta-seluruh-kepala-daerah-tunda-perjalanan-ke-luar-negeri>
- Putnam, R. D. (1993). *Making Democracy Work: Civic traditions in modern Italy*. New Jersey: Princeton University Press.
- Putnam, R. D. (2004). *Bowling alone: The collapse and revival of American community*. New York: Simon and schuster.
- Riaz, F., Zafar, M. I., Maann, A. A., & Ali, T. (2010). Parent'S Cultural Capital and Its Effects on Children Academic Performance. *Pakistan Journal of Agricultural Sciences*, 47(2), 157–161.
- Roche, A., Goto, K., Zhao, Y., & Wolff, C. (2015). Bonding and Bridging Social and Cultural Capitals: Perceived Factors Associated With Family Eating Practices Among Hmong, Latino, and White Mothers and Fathers. *Journal of Nutrition Education and Behavior*, 47(6), 540-547.e1. <https://doi.org/10.1016/j.jneb.2015.08.017>
- Romania, V. (2020). Interactional anomie? Imaging social distance after COVID-19: A goffmanian perspective. *Sociologica*, 14(1), 51–66. <https://doi.org/10.6092/issn.1971-8853/10836>
- Sachs, J. (2015). Investing in social capital. In J. Helliwell, R. Layard, & J. Sachs (Eds.), *WORLD HAPPINESS REPORT 2015* (pp. 152–166). Retrieved from <http://eprints.lse.ac.uk/47487/>
- Saffer, A. J. (2019). Fostering social capital in an international multi-stakeholder issue network. *Public Relations Review*, 45(2), 282–296. <https://doi.org/10.1016/j.pubrev.2019.02.004>

- Schoon, I., Cheng, H., Gale, C. R., Batty, G. D., & Deary, I. J. (2010). Social status, cognitive ability, and educational attainment as predictors of liberal social attitudes and political trust. *Intelligence*, 38(1), 144–150. <https://doi.org/10.1016/j.intell.2009.09.005>
- Tan, W., Zhao, X., Ma, X., Wang, W., Niu, P., Xu, W., Wu, G. (2020). A Novel Coronavirus Genome Identified in a Cluster of Pneumonia Cases — Wuhan, China 2019–2020. *China CDC Weekly*, 2(4), 61–62.
- Task Force for the Acceleration of Handling. (2020). Update Data Link Website Terkait Penanganan COVID-19. Retrieved from covid19.go.id website: <https://covid19.go.id/p/berita/update-data-link-website-terkait-penanganan-covid-19>
- Teymoori, A., Bastian, B., & Jetten, J. (2017). Towards a Psychological Analysis of Anomie. *Political Psychology*, 38(6), 1009–1023. <https://doi.org/10.1111/pops.12377>
- Thertina, M. R. (2020). Bos who telepon jokowi sepakati kerja sama tangani corona. *Katadata.Co.Id*. Retrieved from <https://katadata.co.id/marthathertina/berita/5e9a4214b8497/bos-who-telepon-jokowi-sepakati-kerja-sama-tangani-corona>
- Ureña, R., Kou, G., Dong, Y., Chiclana, F., & Herrera-Viedma, E. (2019). A review on trust propagation and opinion dynamics in social networks and group decision making frameworks. *Information Sciences*, 478, 461–475. <https://doi.org/10.1016/j.ins.2018.11.037>
- Weiss, S. R., & Leibowitz, J. L. (2011). Coronavirus pathogenesis. In *Advances in Virus Research* (1st ed., Vol. 81). <https://doi.org/10.1016/B978-0-12-385885-6.00009-2>
- Whiteley, P. F. (2015). Social Capital. In *International Encyclopedia of the Social & Behavioral Sciences: Second Edition*. <https://doi.org/10.1016/B978-0-08-097086-8.93127-1>
- Yüksek, D. A. (2018). Evaluating the Importance of Social Capital for the Conversion of the Forms of Capital: A Critical Approach to the

Bourdiesian Model. *Gaziantep University Journal of Social Sciences*, 17(3), 1090–1106. <https://doi.org/10.21547/jss.383047>

Zhu, N., Zhang, D., Wang, W., Li, X., Yang, B., Song, J., Tan, W. (2020). A Novel Coronavirus from Patients with Pneumonia in China, 2019. *New England Journal of Medicine*, 382(8), 727–733. <https://doi.org/10.1056/nejmoa2001017>