

## Research Article

# Implementation of Physical Distancing Towards Public Services in Palangka Raya City

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## Abstract.

Physical Distancing as an effort to prevent the spread of corona virus (Covid-19) in the City of Palangka Raya, is expected to be carried out by all elements of society, including various fields of public service that are in direct contact with the community. Central and local government directives are obediently implemented. Like the application of keeping the distance in the form of a seat line marked with a yellow line has been arranged in such a way. The purpose of this research is to find out how the application of Physical Distancing to public services in the City of Palangka Raya that affects COVID-19. The results of this study as the direction of e-government based public services to improve service quality during the Covid-19 period. Research methodology uses descriptive qualitative This type of research is a qualitative research method that focuses research by describing the deepest phenomena and digging deep information using sentences or words, where the researcher himself is directly in the field. Based on the results of the study it can be concluded that public services in the City of Palangka Raya continue to run as usual. However, it still implements health protocols and physical distribution in public services. Of the five public services there are those who implement online-based public services and there are also those who perform public services directly by referring to the applicable health protocols in the City of Palangka Raya.

**Keywords:** Implementation; physical distancing; public services

## 1. Introduction

Since being designated a pandemic by the World Health Organization (WHO), Corona Virus Disease (Covid-19) has made quite drastic changes to the lives of all people in the world (Chen et al., 2020). The presence of COVID-19 has had an impact on all aspects of life, both within the community structure and in the government system (Syafriada, 2020).

In Indonesia on April 5, 2020 there were 2,092 people who were positive for Covid-19, 150 people recovered, and 191 people died. Meanwhile, April 4, 2020, the Indonesian Doctors Association (IDI) stated that 16 doctors died due to contracting Covid19. these figures position Indonesia as the highest death toll in Asia (Yurianto, 2020). Therefore,

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the impact of the spread of Covid-19 which is fatal to human deaths must be the object of the government's strategic policy formulation in order to minimize the loss of life. Not only casualties, the government must organize authoritative decisions to intervene in the economy of citizens who experience decreased purchasing power, micro and middle economic bankruptcy and hunger due to difficulties in accessing food.

The high fatality rate and the increasing escalation of the Covid-19 outbreak in Indonesia over the last 3 (three) weeks, have made many parties consider the Indonesian government to be unprepared and less transparent in controlling the Covid-19 outbreak which began to spread since early March 2020 (Telaumbanua, 2020) . Even before the Covid-19 case was confirmed, Indonesia's response through the Minister of Health Terawan Agus Putranto was very controversial and worrying, seemed dismissive and anti-intellectual and did not reflect the Government's strategic thinking ability. This was conveyed by Benjamin Bland, one of the researchers and Director of the Southeast Asia Program at the Lowy Institute, an Australian think tank. What was said by Minister of Health Terawan regarding the Covid-19 outbreak showed that the Jokowi government lacked strategic thinking (Bland, 2020).

In Indonesia, with reference to the Instruction of President Joko Widodo at the beginning of March, the Ministry of Administrative Reform and Bureaucratic Reform (PAN-RB) issued a policy as stated in the Circular Letter of the Minister of PAN-RB No. 19 of 2020 concerning Adjustment of the Civil Apparatus Work System. State (ASN) in Efforts to Prevent Covid-19 in Government Agencies, as a guide for government agencies in carrying out official duties by working at home/where they live (Work from Home / WFH) for State Civil Apparatus, with the aim of minimizing the spread of Covid-19 especially in government agencies. In addition, through the circular letter, it is intended that the implementation of the duties and functions of each government agency can run effectively by achieving good performance and ensuring that the implementation of public services in government agencies continues to run effectively.

In the midst of the current outbreak of the corona virus, the comfort, health and safety of the public and service personnel must be seriously considered. The application of physical distancing or keeping the distance along with signs based on health protocols, must be fulfilled in all public service units in general and Palangka Raya in particular. In addition, the public can be disciplined in carrying out government recommendations and provisions, so that the condition of the Covid-19 outbreak can end soon, and people can carry out their normal activities as usual.

Physical Distancing as an effort to prevent the spread of transmission of the corona virus (Covid-19) in Palangka Raya City, is expected to be carried out by all elements

of society, including various fields of public services that are in direct contact with the community. The directives of the central and local governments are obediently implemented. Such as the implementation of social distancing in the form of queuing for seats marked with a yellow line that has been arranged in such a way. Not only the application of distance, the provision of hand washing containers is also prepared, so that the community, including service officers, can continue to get used to the clean pattern by washing hands before or after serving.

The steps and responses taken by the government appear to be several things that need to be underlined, such as from the aspect of good public services in accordance with the principles regulated in Law Number 25 of 2009 concerning Public Services, at least there are several things that deserve attention by the government with assistance (utilize) information and communication technology. In the sense of transforming the work process system manually to an electronic-based system. Of course, not all work processes can be transformed into electronic systems. There are some who still have to use the manual system, but there are most of the others that can be done more quickly, effectively and efficiently through the help of electronic systems.

Services that have been provided with online access are still accessible to the public. However, it does have a bit of an impact, because not all of them can enforce physical distancing in public services.

Public service is an activity or series of activities in the context of fulfilling service needs in accordance with laws and regulations for every citizen and resident of goods, services, and/or administrative services provided by public service providers, namely every state administration institution, corporation, independent institution. established under the law for public service activities, and other legal entities formed solely for public service activities. These activities are carried out by officials, employees, officers, and everyone who works within the organizing organization in charge of carrying out an action or series of public service actions.

## 2. Literature Review

According to the World Health Organization (WHO), physical distancing is defined as maintaining physical distance. It aims to recommend physical distancing over social distancing by encouraging people to stay connected through social media. According to WHO, the idea is to clear up the context that has been circulating in the wider community, namely the appeal to stay at home during the Corona virus pandemic, not

about cutting off contact with family, relatives, friends, and friends, but more in the context of maintaining physical distance to ensure that COVID-19 does not spread.

Utilization of technology is also related to the behavior of using the technology to adjust the task. The theory of attitudes and behavior (theory of attitudes and behavior), the use of personal computers (PCs) by workers who have knowledge in the environment who can choose (optional) will be influenced by individual feelings (affects) towards the use of personal computers, social norms (social norms) in a workplace that pays attention to the use of personal computers, habits related to computer use, the expected individual consequences (consequencies) of using personal computers and facilitating conditions in an environment conducive to PC use.

E-Government is a form or model of a government system based on the power of digital technology, where all administrative work, public service, supervision and control of the organization's resources, finances, taxes, user fees, employees and so on are controlled in one system. E-Government is a new development in the context of improving public services based on the use of information and communication technology so that public services become more transparent, accountable, effective and efficient.

Quality service or customer-oriented excellent service is very dependent on customer satisfaction. Lukman (in Harbani Pasolong 2013: 134), mentions that one measure of success in providing quality service (prime) is very dependent on the level of satisfaction of the customers served. This opinion means that towards external services, from the customer's perspective, it is more important or more prioritized if you want to achieve quality service performance.

### 3. Research Methods

This type of research is a qualitative research method that focuses on research by describing the phenomenon as deeply as possible and digging for deep information using sentences or words, where the researchers themselves are directly in the field. The location of this research was carried out in the city of Palangka Raya

The data collection technique is through observational interview techniques, questionnaires and documentation. The data sources consist of primary and secondary sources.

## 4. Results and Discussion

A government in Indonesia with its mandatory capacity is to provide public services. The government already has regulations based on the law in the process of public services, namely the Law (Number 25 of 2009) regarding public services. The community has the same rights in receiving services from the government. The things that the government must serve to the community include education and teaching, work and business, housing, communication and information, the environment, health, social security, energy, banking, transportation, natural resources, tourism and other strategic sectors. In carrying out the service process, the government is also obliged to have principles or standards and good service rules. Based on (article 4) in the Act, several important principles are mentioned as service guidelines, which include: services that must pay attention to the public interest, the principle of legal certainty, equality of rights, balance of rights and obligations, professionalism, transparency, accountability and various other principles. which is a reference for good public service.

In this section, we will discuss the results of research on the Application of Physical Distancing to Public Services in Palangka Raya City which aims to determine the extent to which Physical Distancing is being implemented by Public Service offices in Palangka Raya City. This study uses five Public Service Offices, namely the Office of Occupation and Civil Registration of the City of Palangka Raya, BPJS Health of the City of Palangka Raya, PT. POS Indonesia Palangka Raya Branch, Tax Pratama Palangka Raya and RSI PKU Muhammadiyah Palangka Raya City.

### A. Data Exposure and Data Analysis

After the researchers conducted research in several Public Service Offices in Palangka Raya City with the methods of observation, documentation, interviews, the research findings could be described as follows:

#### 1. Office of Occupation and Civil Registration of Palangka Raya City

During the Covid-19 pandemic that hit the City of Palangka Raya which resulted in the entire process of Public Service in the City of Palangka Raya changing the Service System which was originally a direct service to an online service. This is due to the non-natural disaster response status of the Covid-19 pandemic that occurred in Palangka Raya City, so far the Palangka Raya City Government (Pemko) has implemented social restrictions and physical distancing, especially at the Palangka Raya City Dukcapil office.

#### 2. BPJS Kesehatan Palangka Raya Branch

As a public service provider organization whose performance is measured by the ability to serve the community well, BPJS Kesehatan always places the element of participant satisfaction as its priority. The entry of Palangka Raya City as a red zone for the spread of the corona virus or Covid-19 continues to be anticipated by all parties, including the BPJS Health Office. In accordance with the Government's recommendation, BPJS Health invites all people who will take care of administrative files at the BPJS Health Office to use masks.

### 3. PT. POS Indonesia Palangka Raya Branch

In almost all countries, their respective governments have set various policies in an effort to prevent the spread of the Corona virus (Covid-19). One of the policies that must be implemented is the restriction of population movement and crowding. This policy certainly has an impact on various public service sectors. Restrictions on movement in several cities/regions and the cessation of office activities during the COVID-19 emergency response period are challenges for Pos Indonesia. For us, conveying the trust and serving loyal postal friends is a matter of pride. Especially at this time in a situation that is quite difficult but still getting tremendous trust. When the postal friends have to obey the #dirumahaja appeal then allow us to continue to serve, "we stay at work for you, you stay at home for Indonesia". With the spirit of serving and still prioritizing safety by carrying out joint health protocols, service operations are adjusted.

### 4. Palangka Raya Primary Tax

Starting June 15, 2020, Face-to-face Tax Services at the Tax Service Office and Tax Counseling, Service and Consultation Offices throughout Indonesia are reopened. However, not all tax services can be done face-to-face. Taxpayers are also required to comply with health protocols when coming to the Tax Office.

### 5. RSI PKU Muhammadiyah Palangka Raya City

The Islamic Hospital General Health Center or RSI PKU Muhammadiyah Palangka Raya has canceled visiting hours for patients starting from March 20, 2020. This policy was implemented after it was announced that two Palangka Raya residents had contracted the corona virus (covid-19). RSI PKU Muhammadiyah vigilance is reasonable given that there are two Palangka Raya residents who have contracted COVID-19. Moreover, in the hospital class, there will certainly be many people who visit it.

## 5. Conclusion

Based on the results of the research and discussion above, it can be concluded that public services in Palangka Raya City continue to run as usual. However, still implementing health protocols and physical distancing in public services. Of the five public services, there are those that implement online-based public services and there are also those who carry out public services directly by referring to the health protocols that apply in the City of Palangka Raya.

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