Indonesian Community Behavior during the Covid-19 Pandemic

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Abstract: The coronavirus disease is already at an alarming level because it spreads to 34 provinces in Indonesia, and the mortality rate has reached 7-8%, which is far above the global average. Nevertheless, the government has worked hard to reduce the spread through various policies, including the closure of schools and offices, encouraging people to stay at home, and implementing the Large-Scale Social Restrictions (PSBB).
The policy has an impact on people's behavior. Therefore, an online survey was conducted to describe it. This survey was carried out from 5-10 May 2020, with 556 respondents of at least 17 years old, and it extended to various regions in almost all the provinces. Because it was online, the survey had limitations that could not represent the entire population.

During the pandemic, various behaviors emerged in the community. Some people behaved as usual, while others acted like experts. Fifteen behaviors were studied, including COVID-19 knowledge, activities during the pandemic, anxiety levels, people's perception, and habit changes during the pandemic.

Keywords: COVID-19 Pandemic, community behavior, Indonesia

1. INTRODUCTIONS

In December 2019, the coronavirus disease (SARS-CoV-2) appeared, triggering an acute respiratory syndrome epidemic in humans, and centered in Wuhan, China.[1] Within three months, the virus had increased to over 118,000 confirmed cases and caused 4,291 deaths in 114 countries. This situation made the World Health Organization to declare the virus a global pandemic, which has caused a massive public health campaign to minimize the spread. Furthermore, several preventive measures have been implemented, such as regular hand washing, reduction in facial touch, wearing face masks, and practicing social and physical distancing. Meanwhile, efforts to develop anti-virus intervention are ongoing, and socio-behavioral sciences can provide valuable information and knowledge to manage the pandemic and its effects.

The disease spreads rapidly throughout the world, and its prevention was introduced to avoid overloading hospitals and intensive care units. After the Southeast Asian region, the virus finally attacked Indonesia, and two people tested positive on March 2, 2020. The first case was announced by President Joko Widodo and the Minister of Health, Terawan Agus Putranto, at the Merdeka Palace, Jakarta. According to Terawan, the case was from a Japanese who lives in Malaysia, had already been infected before coming to Indonesia, and was on antipyretic drugs to lower body temperature. Therefore, it could not be detected by thermo-scanner on arrival at Soekarno-Hatta Airport.

Minimizing disease spread during a pandemic requires a significant shift in behavior, and various aspects in social and cultural contexts affect its level and speed of change. Therefore, knowledge to deal with the virus is very important, especially the factors that drive behavior and awareness of change.[2,3] Other psychological challenges, such as misinformation, stigmatization, or panic (such as hoarding food or toilet paper) can be monitored to estimate their prevalence and identify the sources.[4]

2. RESEARCH METHODOLOGY

The method used was a survey and literature study conducted on respondents with active Facebook and WhatsApp accounts. For the literature study, the research object was literary works in the form of scientific journals, books, articles in mass media, and statistical data. It would be used to answer research problems, such as why Indonesian people show certain behaviors in dealing with the Covid-19 pandemic.

3. RESULTS

COVID 19 INFORMATION
The results showed that 7.9% of respondents accessed information about the disease through mass media, followed by social media (22.1%), friends, and relatives (1.5%). Furthermore, 68.5% of respondents obtained information from more than one source.
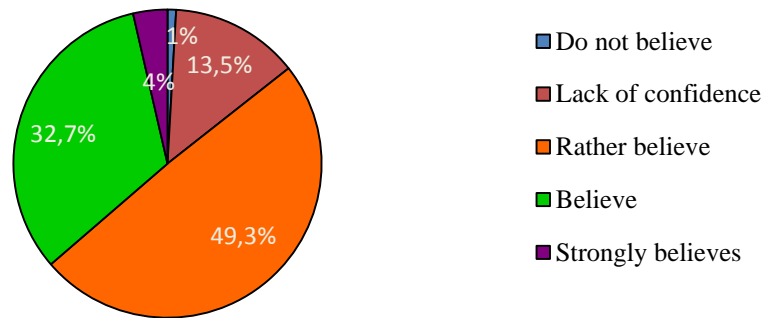
1. Where did you know about COVID-19 information and development?
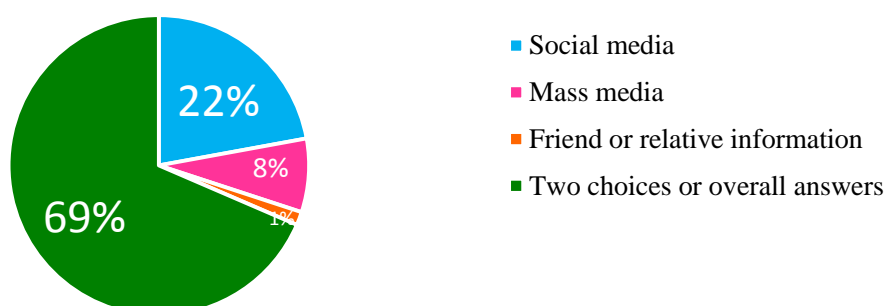
THE TRUST ON INFORMATION SOURCE
When respondents were asked whether they trusted the various information they obtained, 49.3% had enough trust, while 13.9% had less.

2. Do you trust various information about COVID-19 that you hear and see?
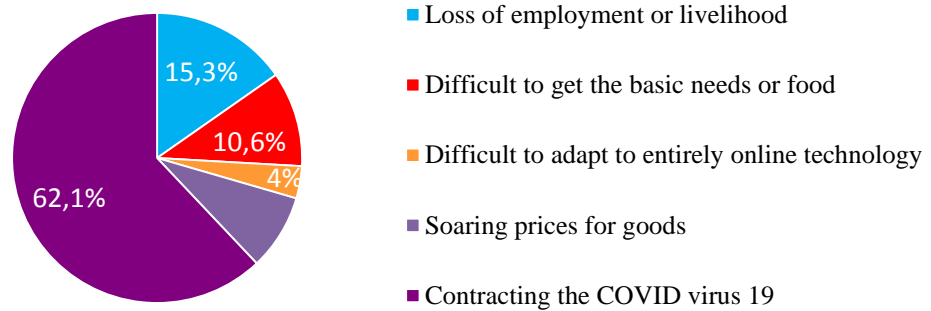

ANXIETY LEVEL

Based on the survey results, 41.7% answered "Worse" when asked for opinions about COVID-19 development compared to the previous two weeks in their region. Furthermore, when asked about their feelings, only 25.7% answered "Better". Therefore, the increase in spread made the public more alarmed, which could affect their mental condition.

3. How do you feel now about the development of COVID-19 outbreak in your area compared to two weeks ago?
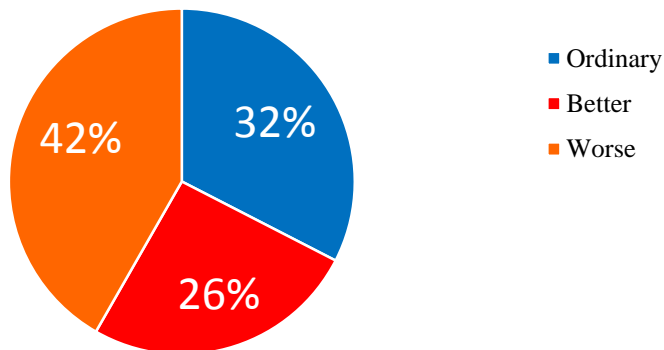
The results also showed 62.1% were worried about their family members contracting the virus, 15.3% were worried about losing their job or livelihood, and 10.6% were worried about food availability.

6. What is the "MOST" worrisome about the lenght of the COVID-19 pandemic?

- Loss of employment or livelihood
- Difficult to get the basic needs or food
- Difficult to adapt to entirely online technology
- Soaring prices for goods
- Contracting the COVID virus 19

COMMUNITY COMPLIANCE WITH HEALTH PROTOCOLS

To prevent a broader spread in the community, the government has also issued health protocols, including mandatory use of face masks and regular handwashing. According to the results, 86% always wore masks, and 69.4% always took the six steps of handwashing.

4. Do you wear a mask when you leave the house during the COVID-19 pandemic?


- Always
- Often
- Sometimes
- Never
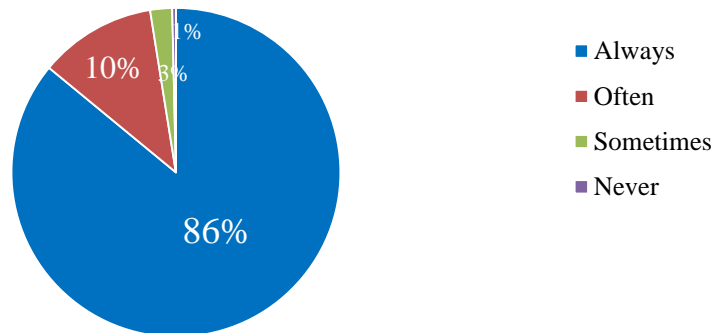
5. Do you take six steps to wash your hands?

- Always
- Often
- Sometimes
- Never
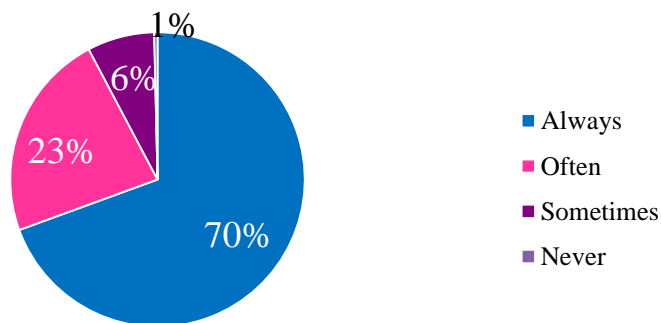
PUBLIC PERCEPTION

The public considered that local residents' discipline level and participation in practicing social or physical distancing was quite low.

7. How is the level of disciplin and participation of local community in carrying out the sosial/physical distancing in your area?
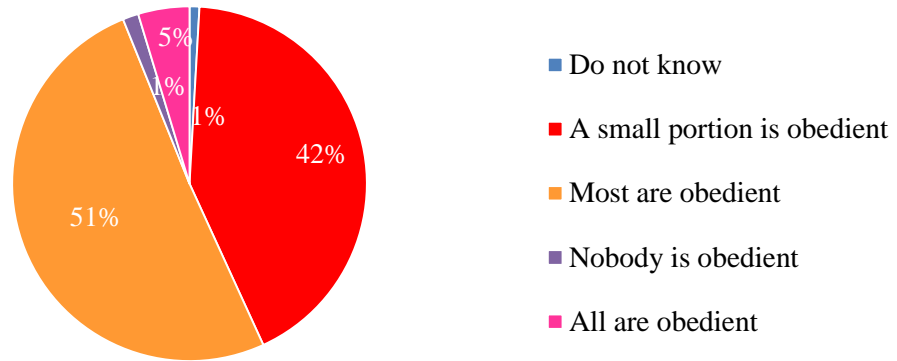

When the public was asked to assess local residents' discipline level and participation, the results showed only 4.2% rated 'All of them are 'really obedient', 42.3% rated 'A small percentage is obedient', 50.7% rated 'Mostly obedient', and 2.8% rated 'Not obedient'.

PERCEPTION ON GOVERNMENT RESPONSE

Relating to public perceptions of the government's response, only 30% rated it as very good, the rest considered it normal (47.5%) and bad (17.6%). In fact, 4.9% considered it very bad.

8. What do you think of the goverment's response in handling the COVID-19 so far?
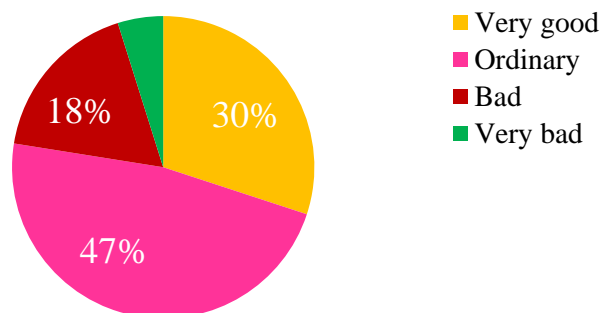
The low public perception indicated that the government has not been optimal in handling the spread. It will undoubtedly lead to new problems, not only health issues but also economic, social, and security issues. Therefore, the government needs to improve its current policy as soon as possible.

GOVERNMENT'S ADVICE ABOUT "#DIRUMAHAJA" (#STAYATHOME)
The majority implemented the recommendation to stay at home, and most of them left the house only 1-2 times a week. However, there was a tendency for community groups to have a high frequency of leaving their homes, which was more than ten times in the past week.

9. Did you follow the government's recommendation to stay at home during the COVID-19 pandemic?

■ Yes
■ No

82,9%

17,1%
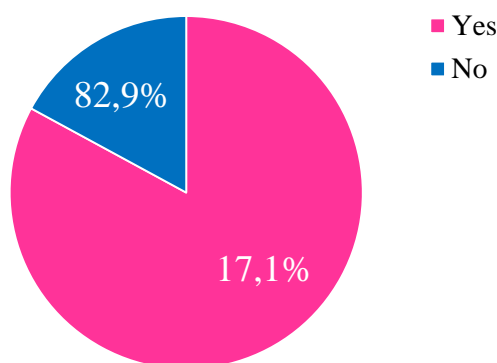
10. In the past week, how many times did you leave your house?

■ 1-2 times
■ 3-4 times
■ 5-10 times

15%

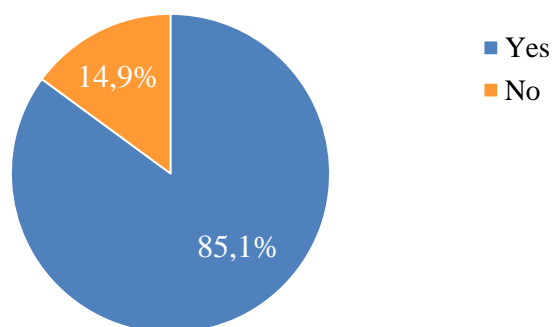55%

25%
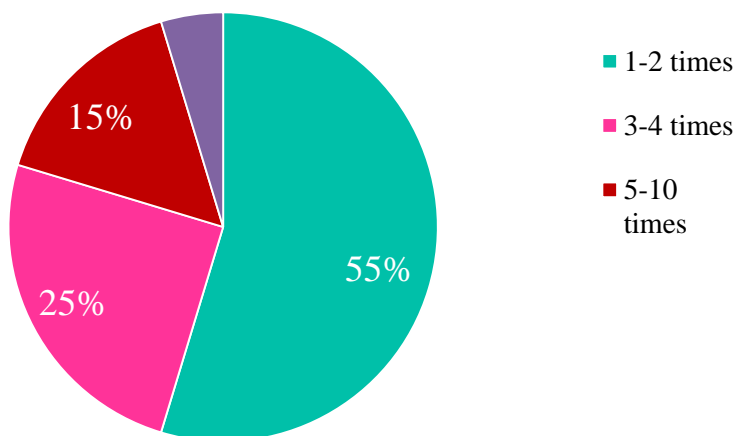
11. For what purpose do you leave the house?

Another factor that caused non-compliance was due to "expropriation," which was not accompanied by compensation. Therefore, the community experienced economic difficulties, and they were not allowed to leave the house and could not get income.

BEHAVIORAL CHANGES IN COVID-19 PANDEMIC
The virus spread did impact not only the business world but also changed people's behavior. Lately, there have been significant changes triggered by more time spent at home, which was mainly seen in communication behavior, shopping, and social life. The use of "Video Conference" and online shopping increased among the people.

The results showed that public communication through Video Conference was very high. Where 85.1% claimed to have participated with friends or colleagues for any purpose. Furthermore, 30.2% often did online shopping.

12. Have you ever participated in video conference or online activities with relatives or colleages for any purpose?

13. During this COVID-19 pandemic, how often do you shop online?
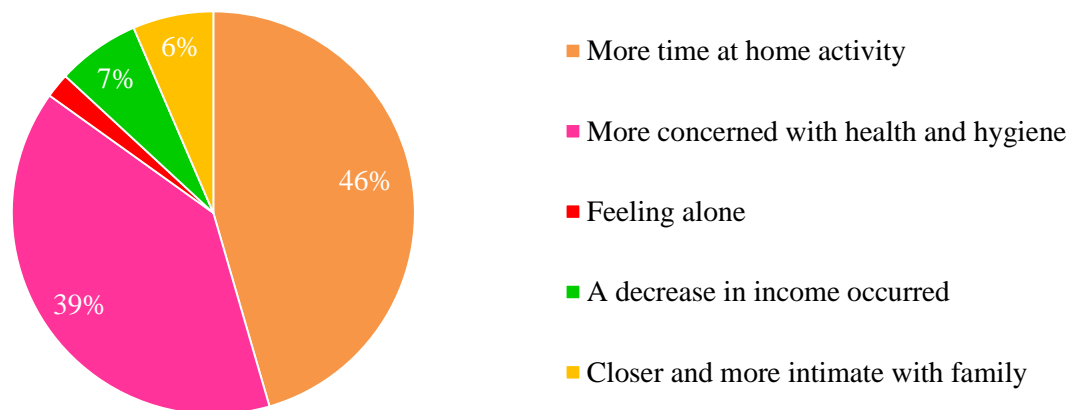

- Frequent (1-3 times in the past week)
- Always (always shop for needs online)
- Rarely (1 time in the last 2-3 weeks)
- Never
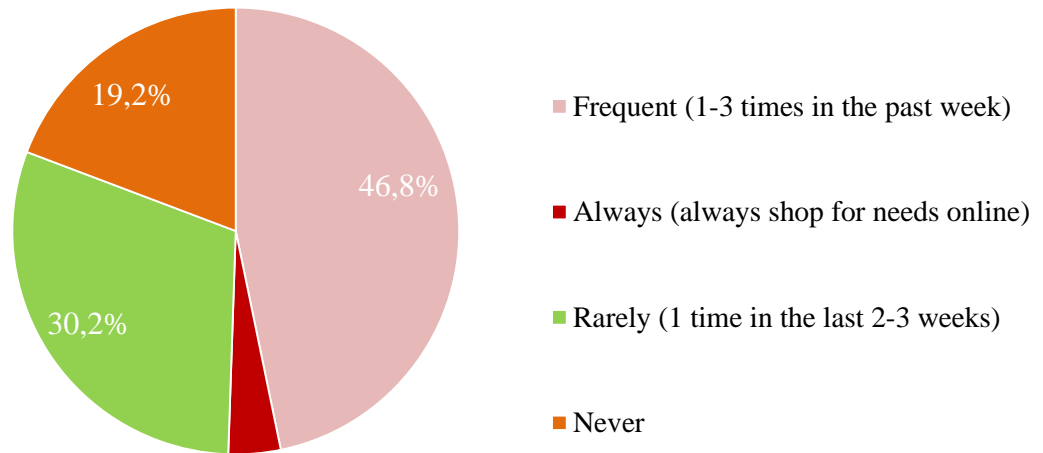
Because of the virus, 45.5% of the respondents had more time at home to worship, work, study, and interact socially online. Furthermore, public attention to health and hygiene was also quite high, and as many as 39.4% claimed to be more concerned with health and hygiene.

14. Which of the following habits or activities do you think MOST changed your life during in the COVID-19 pandemic?

- More time at home activity
- More concerned with health and hygiene
- Feeling alone
- A decrease in income occurred
- Closer and more intimate with family

Many people began to feel bored with the stay at home policy, which was implemented to minimize the spread, and the existence of health quarantine seemed to change the community's normal habits. Concerning the end of the pandemic, 57.2% said they wanted to return to normality, 26.6% wanted to visit family, relatives, or friends, and 26.6% wanted to go for tourist attractions.

15. When the COVID-19 pandemic is over, what do you most want to do?
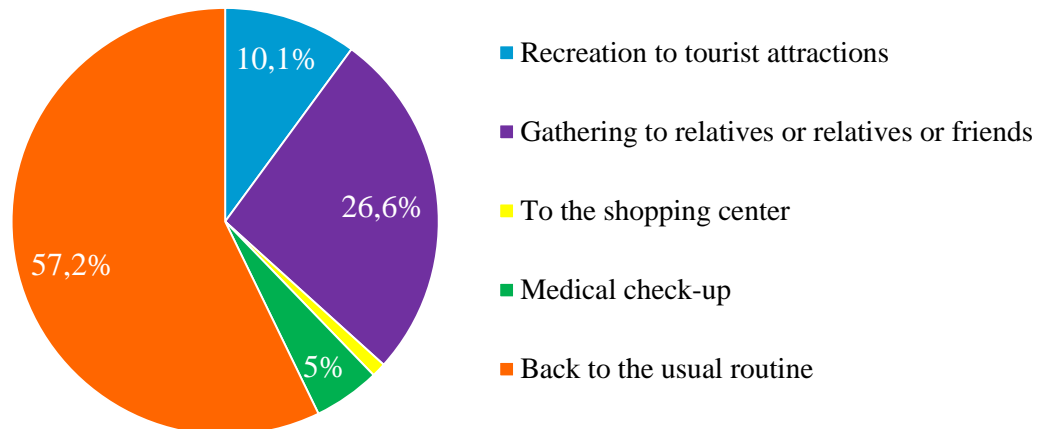
4. DISCUSSION

The impact of this virus is increasingly widespread in all aspects of people's lives, so maintaining mental health in good condition is necessary. Sound mental health is related to happiness, which boosts the immune system to handle the virus.[5,6] Furthermore, an individual with a full understanding of life's meaning will definitely be happy. [7] Therefore, it is good to think and interpret the positive side of a problem. With this pandemic, everyone can unite and foster mutual care for love to reign. Also, pollution is reduced, and the earth has time for the repair, thereby becoming a better place to live. Every human will become more aware of life's essence and behave better. Based on these things, humans will be calm and alert in dealing with this virus and be better prepared and stronger in facing other traumatic events in the future[8].

The next aspect is about positive emotions. An individual with a positive emotion will adapt well to traumatic situations.[8] Thus, several things can be done, including home entertainment, chatting with family members, eating, engaging in indoor sports together, and sharing ideas. These activities create positive emotions and divert the mind from negative information about the outbreak. The next thing that becomes an important concept in maintaining soul welfare is spirituality, which is how a person has coherence and purpose and gains personal experience through a believed power.[9,10] Using spirituality as a coping mechanism in difficult times is correlated with higher levels of hope, optimism, and positive life outcomes.[11] Consequently, many people do *Tafakur* at home, pray, and worship with full concentration and meditation, which is the best way to keep the soul stable. Furthermore, getting close to God can also improve mental health.[12]

In facing the global pandemic, avoiding stress is not an option, and it is known from the last twenty studies on coping stress, which does not show impact. Conversely, the mindset and situation assessment can change its impact.[13,14] For example, several studies have found that this mindset can increase the possibility of 'stress-related growth,' a phenomenon where stress can function to increase physiological toughness.[15,16] It can lead to more in-depth social relationships and more understanding of life's meaning. Furthermore, preliminary research showed that the mindset about stress could be changed by conducting short and targeted interventions, which did not focus on seeing stressors (such as viruses) as threats.[17,18] Several studies have found that adaptive thinking could increase positive emotions, reduce negative

health symptoms, and improve physiological function. However, more research is needed to determine whether adopting this mindset can help manage stress during a pandemic for positive growth.[19,20]

People's behavior is influenced by social norms, and literature has distinguished motives for conformity with norms, including the desire to learn from others and gain affiliation or social comfort.[21,22] Although people are influenced by norms, and their perceptions are often inaccurate.[23] For example, people can underestimate behaviors about health awareness (handwashing) and exaggerate unhealthy ones.[24] Therefore, changes by correcting misperceptions can be achieved along with information that is continuously delivered to the public (for example, norms that promote health). [25] Besides, providing accurate information about what most people do is needed (promoting health).

The theory of Reasoned Action (TRA) describes behavioral changes based on intention results, where social norms and individual attitudes influence it.[26,27] Subjective norms describe beliefs as normal and acceptable behavior in society. According to TRA, the behavior is influenced by individual intentions formed from subjective attitudes and norms.[28] Furthermore, attitude is influenced by past actions, while subjective norms are beliefs about other's opinions and motivations. Therefore, people will take action when it has positive values, and be supported by the individual environment.[29,30]

5. CONCLUSION

- COVID-19, which has been rampant for more than two months, has disturbed the people physically and mentally. Apart from being worried about family members getting infected, the public was also anxious about economic issues, especially those relating to food prices and employment.
- The effect of the disease was not the same for everyone. Older people and patients with chronic or congenital diseases have a higher risk than the young and healthy.
- The health of high-risk people depends not only on their behavior but also on others, and there are specific strategies that can encourage cooperation from the community. Effective communication is an important key and promoting group identity with phrases like "together we can" will encourage the community. This research also showed that highlighting the sacrifices made by others would encourage the act of providing assistance. Furthermore, evidence has shown that highlighting the risk of transmitting the virus to others was more effective than just giving advice or messages on how to avoid the infection.
- The virus spread can be stopped depending on two factors, firstly the accuracy and firmness of government policy, secondly discipline, and active public participation in implementing social or physical distancing.
- The community should balance anxiety and optimism, which is effective in handling the virus spread.

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