Information Uncertainty during the Indonesian Pandemic: Sociological Perspectives

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Abstract

This paper aims to describe how the development of information on COVID-19 handling policies adopted by the government in conditions of people who have cultural diversity and the ability to capture information and how the government's relationship with society in the policy. The pandemic in Indonesia began with the government's underestimation of the covid-19 virus. Almost all Ministers express their opinions openly to the public, which sometimes contradict each other, causing information uncertainty to arise. This paper uses a meta-analysis research method to collect scientific evidence regarding the uncertain information during the pandemic era in Indonesia. This paper uses a sociological perspective to conduct a systematic review and meta-analysis collected from books, previous research results, official government letters, and mass media articles. The study results show that: (i) government policies regarding the handling of covid-19 are generally successful, but there are shortcomings such as inconsistency, and does not provide protection for some people; (ii) there is non-uniform communication to the public, which makes the public angry; (iii) literacy and public access to information have different characteristics between different groups, and; (iv) the relationship between the community and the government is generally dominated by legal sanctions.

Keywords
Pandemic Sociology, Digital Society, Sociology of Development, and Post-Truth, and Digital Literacy.

1. Introduction
The Covid-19 virus was discovered in late December 2019 in China. The World Health Organization (WHO) called for international attention by declaring a public health emergency caused by the coronavirus / SARS-CoV-2 (Covid-19) on January 30, 2020. Then WHO, through a press conference on COVID-19 on March 11, 2020, confirmed the coronavirus as a global pandemic. Meanwhile, the first coronavirus case in Indonesia was found on March 1, 2020, in Depok, West Jawa. After receiving advice from the WHO, the Indonesian government stated that the Covid-19 pandemic was a national disaster. Officially the status of a national catastrophe was decided on March 31, 2020, by Presidential Decree of the Republic of Indonesia No. 11 of 2020 concerning the Determination of the Corona Virus Disease 2019 (COVID-19) Public Health Emergency, and also limiting community activities through Government Regulation of the Republic of Indonesia No. 21 of 2020 concerning Large-Scale Social Restrictions (PSBB). Furthermore, on April 13, 2020, the Presidential Decree of the Republic of Indonesia No. 12 of 2020 of the Determination of Non-Natural Disasters for the Spread of Covid-19 as a National Disaster was issued (Setiawan and Komalasari, 2020).

Other policies taken by the government include: observing and evacuating Indonesian citizens in Wuhan; alert the hospital; carry out strict supervision of 19 areas directly related to China; closing flights to and from China; establish a Task Force to speed up the response of coronavirus spreading; work, study, and worship from home; campaigning for social distancing; Prohibition of Homecoming through the SE Minister of PANRB Number 46 of 2020 concerning Restrictions on Traveling Out of Territory for State Civil Apparatus Employees (ASN); The New Normal Order accompanied by the guidelines for the Decree of the Minister of Health Number Hk.01.07/Menkes/382/2020 concerning Health Protocols for the Community in Public Places and Facilities, and; providing Social Assistance for residents affected by the pandemic since April 2020 (Muryanti 2020); Circular of the Covid-19 Task Force Number

13 of 2021 concerning the Homecoming Removal for Eid Ul-Fitr and Efforts to Control Covid-19 Spread During the Holy Month of Ramadhan 1442 H, followed by the Addendum to the Circular Letter; and various other policies. As of September 24, 2021, at least 173 regulations related to controlling Covid-19 (covid19.go.id, 2021).

However, the Indonesian government's handling of the Covid-19 pandemic is considered not to meet the expectations of the wider community and even related stakeholders. Savirani and Prasongko (2020) research findings divide the government into two phases related to its attitude towards the COVID-19 pandemic. The first phase occurred between December 2019 and February 2020, where the government had an anti-knowledge attitude, resulting in public outrage. This finding rests on the government's stance that underestimates the dangers of the virus with various assumptions that are contrary to science. Starting from official statements such as Minister of Health Terawan Agus Putranto stating that the coronavirus has not yet entered Indonesia because Indonesia has a tropical climate and has been prevented by public prayers. Minister of Transportation Budi Karya Sumadi joked that the coronavirus has not yet entered Indonesia because people often eat cat rice. Furthermore, Coordinating Minister for the Economy Airlangga Hartarto stated that the coronavirus did not enter Indonesia because of complicated permits. In addition to statements that generally view the virus outbreak as a reality in the media, the government is also known to provide funds to promote Indonesia, which is predicted to be affected by the coronavirus, with influencers in mind, providing discounted airline tickets and subsidies to airlines. This situation creates public anxiety and uncertainty about what action to take in this situation. The second phase, which has been taking place since March 2020, is the phase of the government's attitude that is starting to be pro-knowledge, selecting existing knowledge and adjusting it to the long-term direction of Indonesia's economic policy. Savitri and Prasongko (2020) has concluded that the knowledge position that forms the basis for policies in the governance of the Covid-19 seems irresponsible (Figure 1).
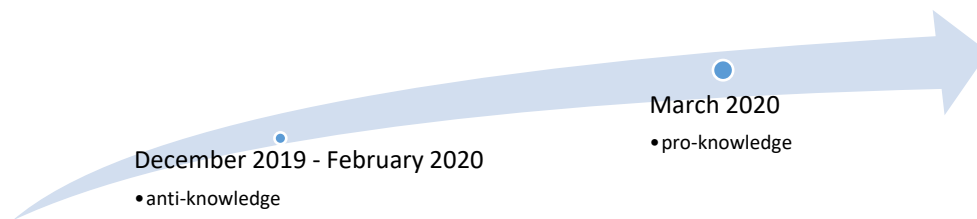

Figure 1. Government's handling of the Covid-19 pandemic, Savirani and Prasongko (2020)

In short, the pandemic in Indonesia began with the government's underestimation of the Covid-19 virus. Various official information submitted by government officials generally describes that the pandemic conditions will not stop economic development. Almost all Ministers express their opinions openly to the public, which sometimes contradict each other, causing information uncertainty to arise. Therefore, this paper seeks to find out how the relationship between the government and the community is in handling Covid-19 policies, especially on how the implementation of policies and the dissemination of information on managing COVID-19 have implications for the level of public trust in the government, which impacts general compliance with policies prepared by the government. With this reflection, it is hoped that policy-making and implementation can follow the wider community's expectations in the future, where we will face a new normal era. It is expected that public acceptance of the policy will increase public trust in the government and is reflected by voluntary compliance with the policy, not just by legal coercion.

2. Literature Review
The sociology of information has grown rapidly since the early period of the use of the internet. In 1969, Bell made a phenomenal work on The Coming of the Post-Industrial Society (1973). In the short period, Bell's sociological studies have read a transition in which the production of goods shifts to the production of knowledge systems through the information process. In the post-industrial era, coordinated society produces knowledge to exercise social control that directs change towards new possibilities of discovery. Discoveries for building economic productivity in the 1970s greatly influenced the emergence of the information society. Because in this period, developed countries experienced economic stagnation, information technology became a new hope to give birth to an increasing economic trend of developed countries (Garnham and Fuchs 2014).

In the information technology revolution era, control over the economy, social and politics are no longer vertical. Still, everyone can do it through communication technology channels and information production. In the previous era,

information production was only centered around mass media, with one-way message distribution by media institutions being constructed and disseminated to the public. Vaidhyanathan (2011) calls it The Googlization of Everything; everything can be found in this type of service, and therefore greatly influences the behavior of global society. It starts from personal information that is very easily accessible and free opinions and judgments on various aspects of people's lives.

The technological revolution changes communication capacity and allows everyone to influence and change the fabric of social life, humans have vast opportunities and power and can calculate various implications. New social change resulting from the information technology revolution is presenting strengthening autonomy and individuation. The primary source of productivity is to optimize the combination of various knowledge and information-based production. Some of the characteristics and characteristics of the information technology paradigm relate to five things, namely; 1) Information technology always responds to information, 2) Information becomes part of daily human life, so this technology has a pervasive effect, is very easy to spread and difficult to predict, 3) Network logic underlies all systems that use information technology, 4) New technology has high flexibility and can adapt, 5) Information technology is very specific, with the information it can be integrated with an integrated system (Castells 2005, 2015; Laili 2014). From this point of view, every act of mass communication through digital media has become valuable by being transformed into digital data that can be accumulated into a vast data set which have political and commercial value. The world's governments and commercial organizations collect and use digital data as part of their political and economic agenda (Lupton 2015). This phenomenon shows that interactive mass communication in internet networks changes power relations.

The consequences of such a phenomenon are creating an atmosphere where the flow of information cannot be controlled; it travels rapidly and can have unimaginable impacts. Mass communication-based information is not only for social purposes but also undergoes commodification. Youtube, Instagram, Facebook, and even TikTok are very promising economically. People can create information with the intention of viralizing messages even though they contain hoaxes or political projects. For the case in Indonesia, the government has tried to control it by creating the Law on Information and Electronic Transactions since 2008. Nevertheless, politically, based on Safenet's records, from 2008-2020, 70% of whistleblowers who use this law are public officials where some of whom are the initiators and the ratification of this law. So far, some people have pushed for changes to the law because anyone can be threatened if they criticize public officials on social media.

3. Methods

This paper uses a sociological perspective to conduct a systematic review and meta-analysis (Figure 2). The first exploration is about the dynamics of the Indonesian government's policies in managing covid-19. Second, regarding the dynamics of covid-19 information in Indonesia. Third, regarding the condition of public literacy which is difficult to accept the dynamics of knowledge as an implication of implementing rote education in a long time. Finally, regarding the relationship between the community and the government in overcoming covid-19.
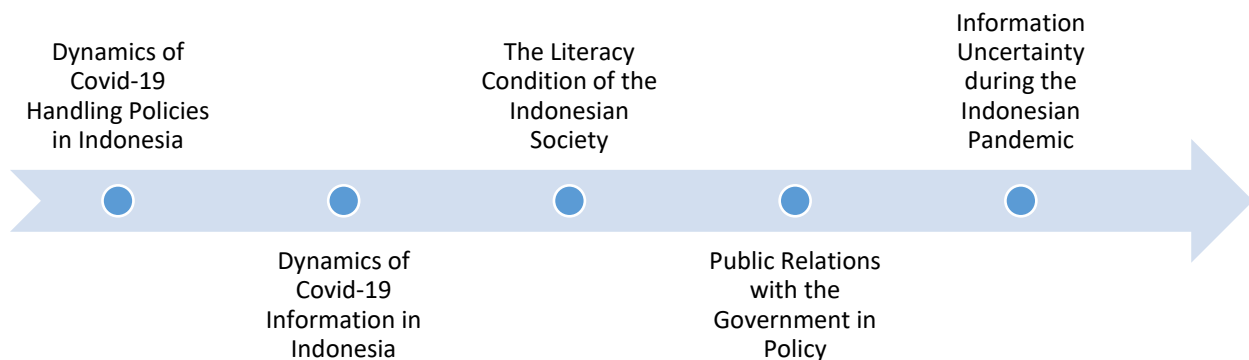
Figure 2. Research Framework

4. Data Collection

This paper uses a sociological perspective to conduct a systematic review and meta-analysis. The article writing fully uses secondary data collected from books, news clippings, official government letters, and tracking the latest research on the spread of the coronavirus. The first exploration is about how the dynamics of the covid-19 managing Indonesian policy. Second, regarding the dynamics of the development of covid-19 information in Indonesia. Third, regarding the condition of public literacy which is difficult to accept the dynamics of knowledge as an implication of implementing rote education in a long time. Finally, regarding the relationship between the community and the government in dealing with COVID-19.

5. Results and Discussion

5.1 Dynamics of Covid-19 Handling Policies in Indonesia

Mas'udi and Winanti (2020) stated that covid-19 had given rise to governance crises and policies for handling pandemics in various countries. The standard crisis management system seems to have lost its relevance, which has led various governments to adopt policies that tend to be trial and error. Indonesia faces similar challenges. Even the early phase of the pandemic is exacerbated by the nuances of the politicization of the pandemic, the neglect of science at the beginning of the crisis, the absence of national guidance to manage the pandemic situation, limited economic capacity, and a minimal health service system. This lack of seriousness causes the unavailability of an adequate early response and anticipation system resulting in a management crisis, which is indicated by, among others, weak coordination between government agencies, conflicting policies, unclear information, and indications of public doubt about the state's ability to manage the crisis. Mas'udi and Winanti then compiled several vital points to develop a framework for managing the covid-19 pandemic policy, namely as follows: (i) a single policy, since covid-19 has spread widely, does not recognize regional boundaries and form of government political system; (ii) strong leadership and dare to take measured risks; (iii) institutional synergy and coordination in dealing with crises; (iv) the availability and capacity of resource mobilization owned by the state. Indonesia already has preparations to deal with the pandemic situation, as seen from two epidemic handling laws, Law No. 4 of 1984 about Infectious Diseases Outbreaks and Law No. 6 of 2018 about Health Quarantine. Law 4/1984 explicitly states the role of the Minister of Health in handling infectious epidemics. As expressed in Article 1, the Minister is the Minister who is responsible for the health sector. The Minister determines the types of diseases that cause outbreaks (article 3) and stipulates or revokes the determination of the outbreak area (article 4).

Furthermore, the government implements the Implementation of Community Activity Restrictions (PPKM), which is continuously extended and divided into several periods; PPKM period I and II, PPKM Micro, PPKM Emergency, Level 4. PPKM period I is stipulated by the Instruction of the Minister of Home Affairs (Inmendagri) No. 1 in 2021, with a limitation period from January 11 to January 25, 2021, and applies to 7 provinces. PPKM period II is stipulated by Inmendagri Number 2 of 2021, with a limitation period from January 26 to February 8, 2021, which applies to 7 provinces (Bali, DKI Jakarta, East Jawa, Central Jawa, West Java, DI Yogyakarta, Banten). Furthermore, the PPKM policy changed the term to Micro-based PPKM, stipulated by the Minister of Home Affairs No. 3-14 in 2021, with a limitation period from February 9 to July 5, 2021. The term Micro-based PPKM then also changed to emergency PPKM, which was stipulated by Inmendagri No. 15 of 2021, with a limitation period from July 3, 2021, to July 20, 2021. PPKM The emergency then changed to PPKM Level 4, which was stipulated by Inmendagri Number 22 of 2021, which was valid from July 21, 2021, until July 25, 2021. Furthermore, until now, PPKM is still applied with changes in level.

Unlike the PSBB, PPKM is not regulated through laws and regulations because it is an Instruction from the Minister of Home Affairs, a policy rule. Policy rules are not included in the hierarchy of laws and regulations according to Law No. 12 of 2011 concerning the Establishment of Legislation. The similarity between PPKM and PSBB is that it contains activity restrictions, which make it look similar. However, PPKM does not explicitly state whether it is part of the PSBB or not and is based on Law Number 6 of 2018. Meanwhile, the substance of the Ministry of Home Affairs shows inconsistent arrangements for the implementation of the Health Quarantine Law. In addition, the Minister of Home Affairs No. 15 of 2021 concerning the Implementation of Emergency PPKM also contains criminal rules that laws and regulations should regulate. This provision contradicts the requirements regarding the formation of laws and regulations. It opposes the authority because the Health Quarantine Law emphasizes the power to regulate Health quarantine on the Minister of Health. This situation creates an unclear legal basis for implementing PPKM, especially

when the community expects to limit activities accompanied by guarantees for the government's fulfilment of people's daily needs (Fitri 2021).

Some parties see that PPKM is not on a legal basis. Like Public Policy Observer Agus Pambagio stated that one of the causes of the slow handling of the pandemic was policy-making that was not following the Act (UU). Based on Law No. 6 of 2018, the pandemic's policy is by regional quarantine (Masitoh, 2021, July 20). Widodo (2021) expressed a similar opinion, who saw that the revision of PP no. 21 of 2020 is the right step because this step is more constitutional than implementing PPKM policies, both Micro and Emergency, which have no clear legal basis. The President can change the PSBB mechanism through submissions from the regions or at the will of the Government.
In addition, Miharja (2021) found that PPKM policy regulations harmed the community and decreased public trust in the government. In implementing PPKM, field officers were arrogant, disbanding eating places and spraying disinfectant on the streets. Tirta Mandira Hudhi said that the dispersal of eating places or crowds amid Emergency PPKM should be carried out reasonably (Putri 2021).

Kurniawan et al. (2020) found inconsistencies and weak coordination among government institutions in handling COVID-19. This situation resulted in an adverse public reaction on social media against the government's performance, which was exacerbated by the disobedience of some people, for various reasons, to the health protocols. This problem caused the disappointment of some medical personnel who expressed their disappointment through social media in May 2020 and filled the social media space with the hashtags #indonesiaterserah and #terserahindonesia. Meanwhile, public trust in the government is very much needed. There is broad public support for government policies.

On the other hand, inconsistencies and failures to synchronize policies and between parts of government can deepen the crisis. This research provides recommendations to the government to strengthen public trust. The government must respond to public criticism by formulating integrated, directed, and consistent policies consistent with certain basic principles (such as considering participation, being openly drafted, and data-based policies) that serve as a reference for all regulations. Flexible space for policy evaluation must still be opened so that the government can respond to any developments based on reliable and accountable data. Finally, the policy and its changes must be communicated widely and continuously, and the public quickly understands the basics. Likewise with Marina (2021) revealed the inconsistency of the Indonesian government's policies in handling covid-19. She also pointed out that overlapping central government regulations and the rapid changes in-laws have made the regions as implementers in the areas experience a dilemma. On the one hand, local governments must obey the rules made by the centre. On the other hand, community pressure has resulted in protests. The government's pattern of relations in handling Covid-19 must also be participatory, not as described so far, namely centralized. Inconsistency in policy not only makes the policy ineffective but also makes people increasingly apathetic to pandemic policies.

5.2 Dynamics of Covid-19 Information in Indonesia
Orenstein and Ahmed (2017); Orenstein (2019), even before the pandemic came, had discovered that Vaccines do not save lives; it is vaccinations that save lives. He revealed that while vaccines are among the most effective and cost-effective prevention, they are of no use when not given to people recommended based on scientific studies. Vaccination needs to be done correctly and remove existing barriers, including vaccine funding problems and doubts about vaccines. Therefore, it needs to be overcome by building public trust. Likewise, Paltiel et al. (2021) found that its implementation determined the vaccination program's success. Factors such as manufacturing, distribution, public acceptance, and the pandemic's severity will contribute more to the success of a covid-19 vaccination program than the efficacy of the vaccine itself.

Meanwhile, the communication strategy related to handling the pandemic crisis is a particular problem in Indonesia. Since the government announced it on March 2, 2020, information about the early detection of covid-19 in Indonesia has been sporadic. The implication is that the government's response is not based on an in-depth study, even though the first case was found in Wuhan on December 31, 2019, and has spread globally. A study from the Faculty of Public Health (FKM) UI doubts the information released by the government based on two assumptions, first, data from the DKI Health Office, that since the second week of January 2020, there has been an increase in patients with covid-19

symptoms. Second, flights from the city of Wuhan directly to several major cities in Indonesia have not been monitored since the emergence of this virus (FKM UI 2021).

This situation triggered various criticisms regarding the handling of covid-19 through various social media networks and mass media. At the pandemic's beginning, the government covered up information to carry out early prevention tracing for foreigners and Indonesian citizens who entered and travelled abroad. Also impressed covid-19 as a symptom of common viruses such as SARS and MERS cases which did not have much sociological systemic effect in Indonesia. Indonesia. The digital trail of controversial statements and unclear information from the government since February 2020, before the first cases, were detected until this pandemic escalated drastically. When the global community began to panic, Terawan Agus Putranto, the Minister of Health, who had a vital role in overcoming the pandemic on February 17, 2020, stated, "The power of prayer is the reason the coronavirus does not enter Indonesia." The context of this answer emerged when many people questioned why covid -19 was not detected in Indonesia. This statement relates to public pressure related to the previous similar question on February 11, 2020. He was stating, "If not (there are findings of the coronavirus) then we are grateful, not questioned. That is what I cannot understand; we should be grateful that the Almighty is still blessing us", also showing the impression that the government is not transparent in providing the information needed by the community regarding the spread of covid-19 (Ihsanuddin 2020).

These statements are not only irrational but show the government's reluctance to face the crisis. Meanwhile, information on the spread and death of covid-19 globally permeates every citizen through various global media channels without being dammed. On the other hand, according to Savirani and Prasongko (2020), the government is anti-knowledge about handling covid-19. In April 2020, the unclear information on covid-19 case data was revealed from a statement by the Head of the Data, Information, and Communication Center of the National Disaster Management Agency (BNPB). The Ministry of Health was deemed not open to submitting the data needed to cope with the Covid disaster. -19 in Indonesia, even BNBP cannot fully access data (Widhana, Dieqy Hasbi. 2020, April 6.). Although the Ministry of Health has periodically announced covid-19 data within 24 hours on the particular website covid.go.id, the information on covid-19 data until December 2020 is still not in sync between national data and data announced by local governments on their respective sites.

The information chaos on handling covid-19 also came out of the President's spokesman regarding the ban on going home. Fajroel Rachman said that people could go home during a pandemic as long as they self-isolate. This statement was later corrected by the State Secretariat (Nugroho 2020). The inconsistency of officials' public communications continues. During PPKM 2021, the Coordinating Minister for Maritime Affairs and Investment, whom the President appointed as PPKM Coordinator on July 12, 2021, stated that the claim that the Covid-19 situation was under control for ten days of the implementation of the Java-Bali Emergency PPKM. After three days, claim covid-19 with the delta variant that cannot be controlled and ask all parties to understand (Tempo, 2021). Refers to the most recent information on the PPKM policy, political communication expert Jamiluddin Ritonga assessed that the central government's public communication was relatively poor and had not been coordinated from the beginning. On July 22, 2021, The President still uses the term PPKM-Emergency, while the Minister of Home Affairs No. 22 of 2021 has changed to PPKM Level 4. Ministers spoke out of sync; Coordinating Minister for Human Development and Culture Muhajir Efendi said the Java-Bali Emergency PPKM would be extended until the end of July 2021. Minister of Finance Srimulyani Indrawati stated that the Emergency PPKM scenario could last up to six weeks.

Meanwhile, Coordinating Minister for Maritime Affairs and Investment Luhut Binsar Panjaitan stated that he could not decide on the extension of the emergency PPKM because it was still in the evaluation stage (CNN Indonesia July 21, 2021). Government communications and actions have a broad sociological impact regarding handling the pandemic for the community. Of course, if from the beginning, the government can reduce misinformation. It optimizes the role of Kominfo to coordinate integrated public information about Covid-19 so that it does not appear passive only to inform hoax information in the community; one of the triggers is confusing information from the public officials themselves.

5.3 The Literacy Condition of the Indonesian Society
The dynamics of the lack of reliable information conveyed by state officials occur during a society moving from rote education to scientific education. Indonesia has long implemented rote education, where the learning process in the classroom is said to be more about memorizing theory and especially for certain rote subjects. Changes occur because

many parties realize that the purpose of education is to transfer information in the form of knowledge from educators to students and students. The knowledge conveyed is also not limited to cognitive but also affective and psychomotor aspects. Learning objectives can be achieved if these three aspects are in the assessment of the learning process.

Minister of Education and Culture explained that the habit of using the rote method is not the teacher's fault; there is a national exam per individual with many materials forcing teachers to do it (Liputan6.com. January 30, 2020). With the independence of learning, it is hoped that the barriers that hinder the quality of education in Indonesia will be removed. The assessment system is related to competence and not memorizing material. Abdurakhman (2016) revealed that remembering is not learning. The habit of education in Indonesia is that memorization is an essential part of the learning process. But actually, the duty of educators is not to provide memorization but to provide information that can provide understanding to students. Memorization also has a positive value, namely the existence of fast information in memory. However, memorization also needs to be reconsidered because memorization is a tool and not a central function in learning.

Curriculum changes have a positive goal, namely to improve Indonesian education quality. However, this is not necessarily readily accepted by the community, especially by educators. With the changing curriculum, many teachers in particular need adjustments. According to the 2003 National Education System Act, Article 1, paragraph 19, the curriculum is a set of plans and arrangements regarding the objectives, content, and learning materials and the methods used as guidelines for implementing learning activities to achieve specific educational goals. The curriculum in the reform era began with the use of a competency-based curriculum (KBK) in 2004. Mulyasa (2006) found seven things that facilitated the 2004 curriculum: the socialization of the school curriculum, a quiet environment, learning facilities, student discipline, independent attitude of the principal, teacher's perspective, and the ability of education personnel in schools. After the KBK was replaced with the 2006 education unit level curriculum (KTSP), the 2006 KTSP changed to the 2013 curriculum, and there was a discourse on changing the curriculum into a national curriculum in 2018.

Istanti (2019), a change, especially in a policy, often loses importance for solving a problem. This often becomes a dominance for the defense of power alone. Furthermore, Ritonga (2018) regarding the curriculum as an essential part of the world of education, the quality of education itself is determined mainly by the educational curriculum itself. The curriculum must also pay attention to various aspects, including students, education, society, and the curriculum developers themselves. His research shows that curriculum changes need to be carried out following the times, including advances in science and technology, socio-cultural and political aspects.

Changes in learning methods during the pandemic are considered burdensome for some parties, especially those who do not have sufficient readiness to face online learning. In a pandemic situation, it is undoubtedly a challenge, especially for educators, students, and students in using learning technology, especially those who are not accustomed to using online learning support technology, how to use technology that can have high value or be considered luxurious for certain circles. Technology that requires internet access in various regions is regarded as a new problem in education, where not all parties have a fulfilling economic life to provide internet facilities. Technology for the future is crucial, especially in the 21st century, which is all technologically advanced. We know that no matter how sophisticated learning technology is, it will not be able to replace the role of educators in delivering learning materials because basically, learning is not only conveying knowledge that can be done through technical assistance but also instilling character values that cannot be obtained, from technology but from exemplary attitudes that educators can give examples through the learning process.

Online learning demands creativity and independence in using technology, namely invention in the world of education. For an educator, creativity is needed in delivering learning materials, especially when learning online. Various learning models can be applied and combined with online learning. In addition, students and students can also take advantage of learning media such as the web related to the learning web to support independent learning during the pandemic. According to Setiawan and Kuntari (2018) research, web-based learning is effectively used in community development and empowerment courses, where the learning web uses a simple site design. Of course, web learning designed simply for learning purposes effectively supports independent education for students and students, as long as educators, teachers, and lecturers, have high creativity in designing web-based teaching materials.

Indonesian education faces a pandemic that requires us to master technology, especially in the current era of digital literacy. As the results of Setiawan (2021) research shows in the interaction between technology and education for students, information search is currently very closely related to the use of technology, especially by browsing using gadgets. Currently, both students, students, and educators are adapting to new habits in education after being affected. Sultonah and Kuntari (2021) revealed that the pandemic impacted speedy social transformation in education, where students were required to make adjustments by using online learning. Online learning carried out during the pandemic must be accompanied by an understanding of digital literacy. Digital literacy is an essential component in supporting education, especially during the pandemic. When currently mastery of technology, especially in online learning, is necessary, digital literacy supports using this technology. The use of technology must be following the needs and wisely. The use of technology, especially the internet, without any limitations, makes people get less educational information, especially for children. This shows that the high ability of the community, especially in utilizing digital media such as the internet, is a challenge for digital literacy itself. Of course, the heightened ability to access technology must be accompanied by an understanding of digital literacy. However, as Setiawan (2020) finds that related to digital literacy in Indonesia, there are differences in the characteristics of one society with another. Therefore, it requires a thorough evaluation of change decisions based on generalizations of current aspects of society. Sumiati and Wijanarko (2020) found ten benefits of digital literacy: saving time, learning faster, being safe, saving, getting the latest information, always connected, making decisions quickly, and making it easy to work, happier, influencing the world. Furthermore, Anggeraini et al. (2019) explained that digital literacy has a positive impact, especially in the learning process, including being able to help the learning process, knowing the difference between learning resources, teachers being more productive in making digital media. Educators in delivering online education must have high creativity in combining online learning with specific learning methods to achieve learning objectives, especially cognitive knowledge obtained through online learning. For example, when educators apply online learning by combining it with problem-based learning methods. Kuntari, et al. (2021) found that using online learning was problem-based learning to improve cognitive learning outcomes. Both educators and students need to understand digital literacy wisely to feel the positive benefits of digital media as a support for online learning.

5.4 Public Relations with the Government in Policy

Understanding digital literacy is critical, considering that most people are technology literate and accustomed to using digital media in their daily lives. People are used to information obtained through various media, especially digital media. In early 2020, people were looking for information on covid-19, which shows the high need for information during the pandemic. According to Harisanty et al. (2021), research conducted on 500 respondents in East Java shows that the literacy level of the Indonesian people can be said to be very high, where there are several factors, namely the existence of ethical awareness where people have ethics in absorbing information related to covid-19 through internet media. People trust covid-19 information more through health workers, and it is not easy for people to spread information about covid-19 because people are more careful with their actions. When evaluating the media, the public can analyze whether the news received is trustworthy or just a hoax. Media production, in this case, the public is seen very rarely sharing information related to covid-19. Access to media, the public prefers to use accurate information associated with covid-19, the community has been able to filter out hoax and factual information.

In the era of the information society, the quality of the legitimacy of power is decided by the extent to which the wider community can receive information through the digital world. On the other hand, if it reaps much criticism, it can be an indicator of a crisis of power legitimacy that will appear in people's actions of disobeying government policies. Public disobedience to basic government policies is mainly due to the management of information that is not transparent, uncoordinated between public officials, which triggers public confusion, and does not understand sociologically the condition of the global pandemic, whose information can be accessed by the public at any time. The report read from the international media is not in sync with the government's statement on dealing with the pandemic. The accumulation of these events from the very beginning caused distrust to arise in society. There is a knowledge gap from the covid-19 narrative (Perkasa, 2020: 4). Even at the beginning, the government denied the global situation and information by adopting a "Denial" communication strategy in the form of "Attack the Accuser" (Surahmat et al., 2021). As a result, many hoaxes about covid-19 are scattered on social media; reports from the Ministry of Communication and Information for January 23, 2020-September 20, 2021, were recorded at 4,779. Of course, the rise of hoaxes about covid-19 on social media must be seen as a form of criticism and confusion of information.

Even though the government, through the Ministry of Communication and Informatics, routinely collects data and blocks hoax content about covid-19, these actions will not be effective in breaking the spread of expressions that

appear in various forms on social media. One-click will spread to many platforms that not all can be detected. Information goes wild; people watch from one channel to another, from official government social media networks to open and closed group networks followed by the public, the information can be different. For example, the spread of hoaxes about vaccines arises from a critical analysis of vaccine commodification that cannot be denied globally. Even Indonesia has made a policy of selling individual vaccines, but they are called cooperation vaccines. Massive criticism towards the government even came from the WHO, who said that paid vaccines would cause ethical problems, and the President canceled the opportunity to access it for all (CNN Indonesia July 17, 2021).

Along with the pandemic situation, the term infodemic appears, where information is not controlled and confuses people's minds which has an impact on people's actions of disobedience, even hoaxes that run out of vaccines become Covid-reactive, causing people to be reluctant to vaccinate and harm policies that the government has prepared. Because the fundamental problem lies in the communication strategy to convey information objectively, honestly, coordinated, and on target from the government.

Kusman (2021) found that the pandemic was a disaster in the health dimension of the world's citizens and the socio-political dimension. Along with the covid-19 disaster and pandemic policies, the position of demos, or citizens of a democratic country, as the main subject in the democratic space has experienced a fundamental weakening. In other words, this technocratic model tends to use the covid-19 moment as a step to strengthen its political grip on demos, democratic citizens. In addition, Miharja et al. (2021) found that the enactment of the Copyright Law (Omnibus Law) in the scenario of a health emergency in Indonesia due to the covid-19 outbreak has become one of the causes of the decline in public/community trust in the government.

5.5 Proposed Improvements

Today the world is accepting the fact that the covid-19 pandemic is brutal to overcome completely. David Heymann, chair of the World Health Organization's (WHO) strategic and technical advisory group on the dangers of infection, said that the virus would become endemic, even when vaccinations have been carried out in many countries. He said that although the coronavirus pandemic had a significant impact on the world community, the world had to learn to live with Covid-19. Covid-19 will become endemic and will continue to mutate. It is also necessary to have a common perception regarding the concept of herd immunity so that there are no misunderstandings that exacerbate the pandemic situation. Living with covid must be understood as an acceptance of the existence of this virus, which coincides with efforts to provide adequate health facilities and simultaneously maintain good public health. As stated by the head of the WHO emergency program, Mike Ryan, even the availability of high-efficacy vaccines does not guarantee the complete eradication of infectious diseases. There is a constant threat of the virus, but an effective global vaccination program will bring the levels to deficient levels. Ryan also reminded us that this pandemic could be seen as a warning to learn a lot and improve pandemic management (science, logistics, training and governance, communication) because the next pandemic may be more severe (Davey 2020).

Different opinions come from Stéphane Bancel and Dame Sarah Gilbert. Moderna Inc Chief Executive Stéphane Bancel revealed that the pandemic would end in a year (Table 1), based on the availability of a vaccine to vaccinate everyone in the world against Covid-19 by the middle of next year. It also reveals the possibility of a booster every three years for youth and annually for the elderly if needed (Müller 2021). So as AstraZeneca vaccine pioneer Dame Sarah Gilbert said, Covid could not mutate into a more lethal variant and, in the end, would only cause the common cold. He revealed that the virus tends to 'become less virulent as it circulates through the population. In addition, he also said that there is no reason to think we will have a more virulent version of Sars-CoV-2. This opinion comes in response to Chris Whitty's warning that almost all unvaccinated children will become infected with Covid sometime in the future. About half of children have contracted the virus. Dame said that we already live with four different human coronaviruses that we never overthink about, and eventually, Sars-CoV-2 will be one of them. (Hayward 2021).

Table 1. Proposed Improvements based on Giddens (1984)

Political	Economical	Law
Not only carry out domination structures (mobilizing authority resources that produce orders against the community), but also	Not only carry out the function of allocative resource allocation in a liberal manner, but also pays attention to the equitable	legal legitimacy of policies relies on legal aspects and gets legitimacy from broader society, but also provide sanctions and

strengthens the significance of the policies by communicating reliable information on the approaches taken to the community and related parties.	distribution of resource allocations to gain significance or strong community support.	compensation to those who experience losses due to the procedure.

Preparation for the new normal era requires strengthening what Giddens (1984) calls the three structural clusters of society: significance, domination, and legitimacy. First, political institutions do not only carry out domination structures (mobilizing authority resources that produce orders against the community). However, it also strengthens the significance of the policies by communicating reliable information on the approaches taken to the community and related parties. Of course, its significance or modality in society, in the form of interpretation schemes or discourses, can only be strengthened when the policies have paid attention to the public good, not just the interests of a handful of people. With the interpretation scheme built in the community, the legitimacy of the policy can be seen as system integration. This will make the public see the sanctions attached to the policy, not as arbitrary sanctions. Second, economic institutions in a pandemic condition or later in the normal era should not only carry out the function of allocative resource allocation in a liberal manner. However, it also pays attention to the equitable distribution of resource allocations to gain significance or strong community support. Economic institutions must also run following legitimate laws. Finally, the legal legitimacy of policies relies on legal aspects and gets legitimacy from broader society. For example, in handling Covid with PPKM, the policy should provide sanctions and compensation to those who experience losses due to the procedure. Thus, legal sanctions against violators of these policies will create an acceptable discourse in society.

Thus, it is hoped that later unconscious motivation will be created, which in Giddens means a collection of actor knowledge created from social interactions, relationships, and management of appropriateness in the social system. This unconscious motivation will guide the practical actions of everyday people that are recursive to always be under these unconscious motivations. This will create voluntary community compliance with health protocols or other government policies to avoid the transmission of COVID-19. Finally, there must always be a discursive awareness in every actor, which is helpful as an individual evaluation tool for social structure and reproduction.

6. Conclusion

The Indonesian government has taken various policies to deal with COVID-19, ranging from PSBB, postponement of going home, and PPKM. This effort can be said to be successful, considering the rate of addition of positive corona is decreasing day by day, the availability of health facilities is poor, and the vaccination rate is getting better. However, there are also some weaknesses, such as changing terms and doubts about legal certainty in the policy. In addition, government policies also do not protect the entire community. Meanwhile, in the dynamics of information handling COVID-19, there are various uncertainties in the community. Such as differences in data between institutions, conflicting statements between government officials, and policy changes that do not reach the broader community due to limited literacy and access to public information. Finally, in the relationship between the government and the community and legal sanctions, government actions are needed to strengthen public trust in the government.

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