PUBLIC PERCEPTION OF THE SECURITY OF PUBLIC SERVICE FACILITIES IN THE ERA OF THE COVID-19 PANDEMIC

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ABSTRACT

COVID-19 is a relatively new disease where the cause, origin of this virus is not known with certainty. This virus is very dangerous, very easily transmitted to fellow humans. This study aims to analyze Public Perceptions of the Security of Public Facilities Services in the Era of the Covid 19 Pandemic. This research is an analytical survey research with a cross-sectional study approach, which was carried out in 2020. The research respondents were people who were parents of students majoring in nursing, collecting The data was carried out using a google form questionnaire. The analysis was carried out through univariate and bivariate methods. From this research, it is known that respondents with the average age of respondents are 34.75 years, 85.7% of respondents are female, 90 respondents work as housewives, 99.1% are Muslim, and 125 respondents are rural people. While the bivariate results of this study stated that there was no correlation between age and public perception, there was no significant difference in the average community perception between men and women (p-Value 0.059), there was no difference in public perception regarding the safety of health care facilities. During the COVID-19 pandemic with the respondent's occupation, there was no difference in perception with religion (p-Value 0.362), and there was no significant difference in the average perception of the type of society (p-Value = 0.334).

KEYWORDS	*Covid-19, Perception, Public Service, Security*

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INTRODUCTION

COVID-19 is a relatively new disease where the cause, origin of this virus is not known with certainty (Chana, Yip, & To, 2020). This virus is very dangerous, very easily transmitted to fellow humans. Transmission (transmission) of this virus occurs through close contact between individuals where one of the individuals has been previously infected, then expels or injects respiratory droplets from coughing and sneezing (Ghinai et al., n.d.). This virus resistance is quite strong, able to survive for three days with plastic or stainless steel and in aerosol for three hours. It was even later found in feces, but it is not yet known whether transmission through feces can occur (Ministry of Home Affairs Working Team, 2020). The current incidence of COVID-19 infection worldwide has reached 26.2 million with more than 867,000 deaths. In Indonesia alone until September 4, 2020, COVID 19 had infected 184,000 with 7,750 deaths (4.2%), while in South Sumatra 4,583 were infected and 262 people died (Arfan, Mayarni, & Nasution, 2021). The COVID-19 infection has a broad impact on all aspects of people's lives, not only the health aspect, the impact of this pandemic has also had an impact on economic, social, political and community life. The government is faced with various impacts that affect the life of the nation so that, after the implementation of Large-Scale Social Restrictions in Several Regions (PSBB). The implementation of the New Normal Adaptation Order (IMR) or New Normal is carried out in several regions (Fajri, 2017). The implementation of the New Habit Adaptation, it is possible to revive the socio-economic community which has been hampered due to the Covid 19 pandemic with strict health protocol restrictions, so that the community remains safe and productive. The implementation of strict health protocols needs to be implemented, for tat understanding, awareness and willingness of the community to behave positively needs to be strengthened (Hastono, 2006). The easing of the PSBB has been able to increase economic activity, however, it turns out that the easing of the PSBB and the increase in social and economic activities of the community have an impact on the spread of infection (Nasution, 2016). A number of infection clusters related to socio-economic activities are increasingly evident, such as the emergence of clusters of infections in companies, offices, markets, education, Islamic boarding schools and clusters of restaurants, malls, mosques including hospital service facilities that cause COVID infections which are increasing until now (Fauziya & Wage, 2016). The health protocol that should be maintained is not fully implemented by the community, as the community is even indifferent to the spread of infection. The increasing violation of health protocols has resulted in the spread of infection being uncontrolled (Mufidati, 2016). Through the family, each individual is built on his knowledge, understanding and the formation of behavior in accordance with health protocols. Therefore, the family as the smallest structure of society needs to get the right understanding, so that the implementation of a productive and healthy life can be implemented through the adaptation of new habits in the community (Ghinai et al., n.d.).

The high incidence of COVID infections in the world, South Sumatra has a detrimental impact on the community. A number of public services as infection

clusters began to be found such as market clusters, education, offices, places of worship. Implementation of health protocols, especially in the public area, must be carried out strictly. Positive public perceptions of the safety of public areas as a basis for positive behavior to comply with health protocols need to be developed. On this basis, the formulation of the problem in this research is how is the public's perception of the security of public services in the Pandemic Era, as well as an analysis of the characteristics of the community towards perceptions.

RESEARCH METHOD

This research is an analytic survey research with cross sectional design. The independent variables include respondent characteristics age, gender, occupation, type of society and religion, while the dependent variable is public perception of the security of public service facilities in the era of the covid 19 pandemic.

This research was conducted in 2020 with a sample of parents of students majoring in Nursing who were determined based on accidental sampling. The measuring instrument in this study was a questionnaire in the form of a google form where all samples were given 20 minutes to answer. Bivariate analysis in this study used the Chi Square test.

RESULTS AND DISCUSSION

1. Univariate Analysis

Table 1. Characteristics of Respondents (Age, Gender, Occupation, Religion, Type of Society and Public Perception)

Characteristics		n	Percentage (%)
Age			
	< 35 years old	94	40,9
	≥ 35 years old	136	59,1
Gender			
	Male	33	14,3
	Female	197	85,7
Occupation			
	working	61	26,5
	Unworking	169	73,5
Religion			
	muslim	228	99,1
	Non-muslim	2	0,9
Type of Society			
	Urban	105	45,7
	Rural	125	54,3
Public Perception			
	Good	126	54,8
	Bad	104	45,2

Based on table 1. it is known that most of the respondents are the same age or more than the mean with a percentage of 59.1% and a total of 136.

Table 2. Characteristics of Respondents Based on Perceptions of Public Service Security in the Era of the Covid-19 Pandemic

Public Service	Public Perception			
	Good		Bad	
	n	Percentage (%)	n	Percentage (%)
Shopping center	76	33	154	67
Government Offices	77	33,5	153	66,5
Health services	112	48,7	118	51,3
Educational institutions	73	31,7	157	68,3
Public transportation	140	60,9	90	39,1
Worship Center	78	33,9	152	66,1
Community Activities	61	26,5	169	73,5

Based on table 2. it can be seen that the community has the highest good perception of the safety of public transportation facilities with a total of 140 respondents (60.9%) and the highest bad perception of the security of public services in community activities (wedding events) with 169 respondents (73). ,5%).

Characteristics of respondents with the average age of respondents is 34.75 years where this age is the age of the adult category (WHO, 2020). Perception itself in terminology is a direct response from an absorption or process of someone knowing some things through sensing. The perception of each individual cannot be equalized so that there will be a lot of differences in perception between individuals. One of them is the perception of perceived benefit which describes a person's perception of the value or usefulness of a new behavior in reducing the risk of getting a disease (Susanti & Apriyanti, 2016).

adopt a behavior that is considered good when they believe the new behavior will reduce their risk for developing a disease. The results of statistical tests between the age variable and public perception in this study using the Pearson correlation test, it was concluded that there was no correlation between age and public perception. Nursalam, (2014) states that age is an internal factor of perception, where the older you are, the maturity and strength of a person will be more mature in thinking and working. This study is in line with research conducted by Mufidati, (2016) where the results of the study concluded that there was no age difference on public perception with a p-Value of 0.409. In addition, in the era of the Covid-19 pandemic, with continuous news and education provided by the government, it will certainly provide information on the dangers of Covid-19 to people of various age groups, so that in this study, age does not have a correlation or relationship with public perception. regarding the safety of public service facilities in the Covid-19 pandemic (Supriatna, 2020).

According to Nursalam, (2014) regarding perception states that one of the internal factors that support a person's perception is gender. According to (Eko & Sinaga, 2018) states that there are differences in perceptions and expectations between men and women. Women look more at appearance in detail, while men pay less attention to it, men pay less attention and don't think too much about something if it doesn't harm it, while women pay attention to small things (Nursalam, 2014). The results of this study are not in line with the research conducted by Eko regarding gender and perceptions of healthy living in 200 students of AkperYatnaYuanaLebak where from the research obtained a p-Value of 0.041 which means that there is an influence and difference in the proportion of perceptions between respondents of gender. male and female gender. However, this study is in line with research conducted by (Mufidati, 2016) in his research where a p-Value of 0.608 was obtained which also means there is no relationship between gender and public perception.

The results of univariate research based on the type of work in this study can be concluded that almost half of the respondents are not working or equivalent to 73.5% with 169 respondents. From the results of statistical tests, it can also be seen that the respondents who work and have a good perception are 40 respondents, while the respondents who do not work and have good perceptions are 86 respondents.

2. Bivariate Analysis

Table 3. Relationship of Independent Variables (Age, Gender, Occupation, Religion and Type of Society) with Public Perceptions of the Security of Public Service Facilities in the Era of the Covid19 Pandemic.

Characteristics	Public Perception				P-Value
	Good		Bad		
Age					
< 35 years old	49	52,1%	45	47.9%	0,591
≥ 35 years old	77	56,6%	59	43,4%	
Gender					
Male	22	66,7%	11	33,3%	0,196
Female	104	52,8%	93	47,8%	
Occupation					
working	40	65,6%	21	34,4%	0,068
Unworking	86	50,9%	83	49,1%	
Religion					
Muslim	125	54,8%	103	45,2%	1,000
Non-Muslim	1	50%	1	50%	
Type of Society					
Urban	57	54,3%	48	45,7%	0,995
Rural	69	55,2%	56	44,8%	

Table 3. regarding the relationship of independent variables (age, gender, occupation, religion and type of society) with public perceptions of the security of public service facilities in the era of the COVID-19 pandemic, it can be concluded that there is no difference in public perception.

Table 4. The Relationship between Age Independent Variables and Public Perceptions of the Security of Public Service Facilities in the Era of the Covid-19 Pandemic

Public Services	Age	Public Perception				P-Value
		Good		Bad		
Shopping center	< 35 years old	37	39,4%	57	60,6%	0,121
	≥ 35 years old	39	28,7%	97	71,3%	
Government Offices	< 35 years old	37	39,4%	57	60,6%	0,153
	≥ 35 years old		29,4%	96	70,6%	
Health services	< 35 years old	46	48,9%	48	51,1%	1,000
	≥ 35 years old	66	48,5%	70	51,5%	
Educational institutions	< 35 years old	35	37,2%	59	62,8%	0,179
	≥ 35 years old	38	27,9%	98	72,1%	
Public transportation	< 35 years old	58	61,7%	36	38,3%	0,938
Worship Center	≥ 35 years old	82	60,3%	54	39,7%	
	< 35 years old	35	37,2%	59	62,8%	0,548
	≥ 35 years old	43	31,6%	93	68,4%	
Community Activities	< 35 years old	35	37,2%	59	62,8%	0,009
	≥ 35 years old	43	31,6%	93	68,4%	

Table 4. Explaining the relationship of the independent variable Age with public perception of the security of public service facilities in the era of the covid 19 pandemic, it can be concluded that there is no difference in perception between respondents aged more than 35 years and respondents aged less than 35 years.

Table 5. The Relationship between Gender and Public Perception of Public Security Services in the Era of the Covid-19 Pandemic

	Gender	Public Perception				P-Value
		Good		Bad		
Shopping center	Male	13	39,4	20	60,6	0,523
	Female	63	32,0	134	68,0	
Government Offices	Male	15	45,5	18	54,5	0,169
	Female	62	31,5	135	68,5	
Health services	Male	19	57,6	14	42,4	0,360
	Female	93	47,2	104	52,8	
Educational institutions	Male	10	30,3	23	69,7	1,000
	Female	63	32,0	134	68,0	
Public transportation	Male	20	60,6	13	39,4	1,000
	Female	120	60,9	77	39,1	
Worship Center	Male	13	39,4	20	60,6	0,603
	Female	65	33,0	132	67,0	
Community Activities	Male	13	39,4	20	60,6	1,000
	Female	65	33,0	132	67,0	

Based on table 5. it can be concluded that most of the respondents, both male, 20 respondents (60.6%) and 134 female respondents (68.0%) have a bad perception and it means that there is no difference in perception between male respondents. with women on the safety of shopping centers in the era of the Covid 19 pandemic.

Table 6. The Relationship between Work and Public Perception of Public Service Security in the Era of the Covid-19 Pandemic

Public Services	Occupation	Public Perception				P-Value
		Good		Bad		
Shopping center	working	20	32,8	41	67,2	1,000
	Unworking	56	33,1	113	66,9	
Government Offices	working	19	31,1	42	68,9	0,770
	Unworking	58	34,3	111	65,7	
Health services	working	33	54,1	28	45,9	0,403
	Unworking	79	46,7	90	53,3	
Educational institutions	working	18	29,5	43	70,5	0,782
	Unworking	55	32,5	114	67,5	
Public transportation	working	36	59,0	25	41,0	0,847
	Unworking	104	61,5	65	38,5	
Worship Center	working	23	37,7	38	62,3	0,567
	Unworking	55	32,5	114	67,5	
Community Activities	working	12	19,7	49	80,3	0,213
	Unworking	49	29,0	120	71,0	

Based on table 6. it is known that 41 respondents who work and 113 respondents who do not work have a bad perception.

Table 7. The Relationship between Religion and Public Perception of Public Services in the Era of the Covid-19 Pandemic

Public Services	Religion	Public Perception				P-Value
		Good		Bad		
Shopping center	Muslim	76	33,3	152	66,7	1,000
	Non-Muslim	0	0	2	100	
Government Offices	Muslim	77	33,8	151	66,2	0,553
	Non-Muslim	0	0	2	100	
Health services	Muslim	112	49,1	116	50,9	0,498
	Non-Muslim	0	0	2	100	
Educational institutions	Muslim	73	32,0	155	68,0	1,000
	Non-Muslim	0	0	2	100	
Public transportation	Muslim	139	61,0	89	39,0	1,000

	Non-Muslim	1	50,0	1	50,0	
Worship Center	Muslim	77	33,8	151	66,2	1,000
	Non-Muslim	1	50,0	1	50,0	
Community Activities	Muslim	61	26,8	167	73,2	1,000
	Non-Muslim	0	0	2	100	

Based on table 7. it is known that there are 155 respondents who are Muslim and have a bad perception of the security of educational institutions and 1 respondent is non-Muslim and has a bad perception of the security of educational institutions, it is concluded that there is no relationship between religion and public perception.

Table 8. The Relationship between Types of Society and Public Perceptions in Public Services on Shopping Center Security in the Era of the Covid-19 Pandemic

Public Services	Type of Society	Public Perception				P-Value
		Good		Bad		
Shopping center	Urban	43	41,0	62	59,0	0,028
	Rural	33	26,4	92	73,6	
Government Offices	Urban	39	37,1	66	62,9	0,348
	Rural	38	30,4	87	69,6	
Health services	Urban	55	52,4	50	47,6	0,372
	Rural	57	45,6	68	54,4	
Educational institutions	Urban	36	34,3	69	65,7	0,536
	Rural	37	29,6	88	70,4	
Public transportation	Urban	36	34,3	69	65,7	0,667
	Rural	37	29,6	88	70,4	
Worship Center	Urban	40	38,1	65	61,9	0,277
	Rural	38	30,4	87	69,6	
Community Activities	Urban	33	31,4	72	68,6	0,163
	Rural	28	22,4	97	77,6	

Based on table 8. it is known that respondents with the type of urban community are 62 respondents and the type of rural community is 92 respondents have a bad perception with p-Value = 0.28 ($\alpha = 0.05$), which means that there is a difference in perception between respondents with the type of urban society and respondents with the type of rural community towards the safety of shopping centers in the Covid 19 pandemic era. bad perception.

The results of the chi square test also concluded that the p-Value (0.068) or greater than the alpha value so that it can be concluded that there is no difference

in public perception regarding the safety of public health services during the COVID-19 pandemic in respondents who work or do not work. The results of this study are in line with research conducted by (Akhmad, 2015) where in their research it can be concluded that there is no significant effect between work and public perception. This is contrary to the theory put forward by (Akhmad, Satibi, & Puspandari, 2015) which states that by working someone can do something useful, gain good knowledge about something so that they understand better and finally perceive something positive. However, during the Covid-19 pandemic, all types of work felt how the impact started, starting from work from home (WFH), not being able to work because of the PSBB, to ending in layoffs as a continuation of the declining economy, this will certainly have an impact on the economy Respondent (Chana et al., 2020).

Where all work will see the impact of Covid-19 so that they will give the same perception of service and security to public service facilities, compliance with health protocols, and also the efforts being made by the government, so this theory also supports that there is no difference in public perception with the type of work of the respondent..

Based on the univariate results regarding the respondent's religion, it can be seen that almost all respondents are Muslim with 99.1% (228 respondents), and a small proportion of respondents are Non-Muslim, namely 0.9% (2 respondents). The meaning of religion itself can be different because it has several factors including the opinion of Mukti Ali quoted by Adon Nasrullah Jamaluddin in his book Religion and Social Conflict. These factors are first, experience in religion is very subjective and individualistic, therefore sometimes everyone has a different definition of religion. Second, in the discussion of Religion, it always involves the strong emotions of each individual. The three conceptions of a person to define religion are influenced by the goals and methods of his approach. Generally everyone has a belief or belief in religion. A person's actions, behavior, and perspective towards himself and others are influenced by the teachings of the religion he adheres to. The importance of religion in a person's life is largely determined by how he perceives the religion he believes or adheres to. In the dictionary: Webster's New Twentieth Century Dictionary) perception is defined as (1) consciousness: awarenees, (2) the awareness of objects on other data through the medium of the senses, (3) the process or faculty of perceiving, (4) the result of this: knowledge; etc, gained by perceiving, and (5) insight or intuition, as of as abstract quality.

The understanding above explains that perception is a process of awareness, namely awareness of an object that leads to an understanding, process or ability to feel, the results of knowledge and so on which are obtained with feelings and understanding or impulses that are abstract. Therefore, perception will lead someone to understanding or giving meaning about something. In an article written by (Chana et al., 2020) regarding the integrity of science and religion, he stated that the integration of science (modern science) and religion in responding to all humanitarian problems, including the Covid-19 pandemic, is expected to be a solution, and both can play the same role. in ending this Corona epidemic. This shows that any religion will view the COVID-19 pandemic as an epidemic whose problems must be resolved immediately with various efforts that have been implemented, such as 3M, and knowing other health protocols. However,

Puspensos (2020) states that currently through various social media, we are presented with various kinds of religious narratives that ignore, reduce, and even "against" the Covid-19 preventive medical protocol. Among the religious narratives that are quite popular in the community are concerning the theology of death as God's prerogative, the Covid-19 pandemic as God's punishment for human sins, there is no need to fear anyone, including Covid-19, except only God. Social distancing is a strategy to shallow faith, and so on.

Based on the univariate results of this study, it can be seen that most of the respondents belong to the category of rural community type where the rural type community is 125 respondents (54.3%), while the remaining 105 respondents (45.7%) are urban communities from the results of the Chi square test it is also known that 57 respondents from urban communities have a good perception of security services in general, and 69 respondents from rural communities have a good perception of the security of public services. From this test, a p-value of 0.995 was also obtained, which means that there is no difference in the perception of urban and rural communities on the perception of service security in the Covid-19 pandemic era. Urban communities are people who live in urban areas where in this study it means that people who live in the city of Palembang, in urban communities the people tend to live with an individualistic attitude, but the thoughts and insights of urban people are more open in accepting outside influences or information. While rural communities are people who live outside the city of Palembang, where rural communities themselves are defined as people who live in rural areas with the characteristics of the community still being able to interact intensively, having high solidarity and being a small group where they will get information from of the group. This will affect the perception of rural communities where this type of community trusts more what information is provided

CONCLUSION

The results of the study regarding the relationship between the characteristics of the variables of age, gender, occupation, religion and type of society with public perception concluded that the p-Value is greater than the alpha value so that there is no difference in public perception between age, gender, occupation, religion, and type of society regarding security of public service facilities in the era of the Covid 19 pandemic. The results of the research on the relationship between the characteristics of the independent variables (age, gender, occupation, religion, and type of society) on perceptions in each public service (shopping centers, government offices, health services, educational institutions, public transportation facilities, worship centers, and community activities) concluded that there are differences in perceptions between adults and minors regarding the safety of community activity facilities in the Covid 19 pandemic era (p-Value = 0.009) and there are also differences in perceptions between urban and rural communities regarding the safety of shopping center facilities in the Covid 19 pandemic era. (p-Value=0.028).

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