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Strengthening the Social Caring Character of the Citizens during the Corona Virus Disease-2019 (Covid-19) Pandemic

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Abstract:

This study aims to describe the strengthening of social caring character and the underlying values in strengthening the social caring character of community members during the Corona Virus Disease 19 (Covid-19) pandemic. This research is descriptive research with a qualitative approach. Data collection used interview, observation, and documentation techniques. Data analysis techniques employed inductive analysis. The results show that strengthening the community's social caring character is carried out by forming the Covid-19 task force team, whose activities raise public awareness to have concern for other residents affected by the Covid-19 pandemic. This research has novelty as it has provided tangible evidence of social care for the community by forming a Covid-19 task force team. The advantage in question is that it can minimize the transmission of Covid-19. The underlying values of citizens for strengthening the character of social caring are religious values and exemplary values of other citizens who have social caring. Religious and exemplary values show the importance of caring as social beings during the Covid-19 pandemic. Further research is recommended that caring for others in the Covid-19 era is an attitude that needs to be maintained and developed as a form of good citizen character. A good citizen is effective, reflective, competent, and highly concerned for others.

Keywords: Covid-19, social caring, citizens of the community.

在2019年冠狀病毒病（新冠肺炎）大流行期間加強公民的社會關懷品質

摘要：

本研究旨在描述在冠狀病毒病19(新冠肺炎)

大流行期間加強社會關懷性格和加強社區成員社會關懷性格的潛在價值觀。本研究採用定性方法進行描述性研究。數據收集使用了訪談、觀察和記錄技術。數據分析技術採用歸納分析。結果表明，通過組建新冠肺炎工作組來加強社區的社會關懷，該工作組的活動提高了公眾對其他受新冠肺炎大流行影響的居民的關注。這項研究具有新穎性，因為它通過組建新冠肺炎工作組為社區提供了社會關懷的切實證據。有問題的優點是它可以最大限度地減少新冠肺炎的傳播。公民強化社會關懷品格的基本價值觀是宗教價值觀和其他具有社會關懷的公民的模範價值觀。宗教和模範價值觀顯示了在新冠肺炎大流行期間作為社會存在的關懷的重要性。建議進一步研究，在新冠肺炎時代關心他人是一種需要保持和發展為良好公民品格的態度。一個好公民是有效的、反思的、有能力的，並且高度關心他人。

关键词：新冠肺炎，社會關懷，社區公民。

1. Introduction

In early 2020, the world was shaken by the new virus, namely SARS-CoV-2, the novel coronavirus that causes Covid-19 disease (Coronavirus disease 19). The virus first appeared in a seafood market in Wuhan City, China, in late 2019. Initially, the virus was thought to be transmitted through contact with infected animals. However, until now, the source is not known. Meanwhile, transmission from human to human occurs due to close contact between humans. Due to this inter-human transmission, this virus rapidly spread across the borders of the national territory. As of the end of April 2020, more than 200 countries have announced that their citizens have been confirmed positive for Covid-19. The number of people confirmed positive for Covid-19 worldwide also continues to increase. By the end of April 2020, more than 3 million people had been infected with the SARS-CoV-2 virus. This number will certainly continue to increase if there is no serious policy and handling from countries worldwide. For understanding the true level of Covid-19 infection, it is necessary to take into account the exact and correct explanation of the causes of infection up to death to draw correct conclusions about the number of infected and mortality (Fenton et al., 2020).

Indonesia is one of the countries hit by the Covid-19 pandemics. Covid-19 was known to enter and infect Indonesian citizens in early March 2020. After a positive confirmation from Indonesian citizens residing in Depok, West Java, the government formed a Task Force to Accelerate the Handling of Corona Virus Disease 2019 (Covid-19). The Indonesian government formed this task force to coordinate inter-institutional activities to prevent and address the impact of new coronary heart disease (SARS-CoV-2) in Indonesia. This task force was formed on March 13, 2020, based on Presidential Decree Number 7 of 2020 on the Corona Virus Disease 19 (Covid-19) Management Acceleration Task Force and is directly responsible to the President of the Republic of Indonesia.

The task force formed by the President of the Republic of Indonesia is under the scope of the National Disaster Management Agency, involving ministries, agencies, and other government units such as the Ministry of Health, State Police of the Republic of Indonesia, Indonesian National Army, and local governments. The formation of this task force is followed up by the formation of task force teams at the provincial and district/city levels. This task force team, both at the central and regional levels, has an important role in preventing the spread of Covid-19 outbreaks. Moreover, the task force teams are also established at the lower level, such as in sub-districts, villages, Neighbourhood and Community Association levels. Task force teams at the lowest level, such as the

Neighbourhood and Community Associations, play a very important role as they directly deal with citizens. Therefore, this task force must have various strategies to prevent the spread of the Covid-19 outbreak.

One of the important and strategic efforts that the task force can make at the neighborhood and community association level is to cultivate the social caring character of the community during the Covid-19 pandemic. The social caring character of the community is one of the important aspects that need to be cultivated to face the Covid-19 pandemic. Residents with a social caring character will not allow other residents or their neighbors to experience confusion, panic, and anxiety due to large-scale social restrictions or road access closures for activities carried out by some communities in a village. The character of social caring is one of the attitudes that need to be maintained and developed as a form of a good citizen. Citizens develop social caring character as one form of good citizenship character through various activities during the Covid-19 pandemic.

Since the Covid-19 pandemic hit, the government of Yogyakarta Special Region has issued a policy to do activities, work, and worship from home. Then, the government established the Covid-19 taskforce team at the lower level, such as at the sub-districts and village levels. The task force team was quite effective in growing social sensitivity and supporting policies issued by the central and local governments. The poor residents' basic needs have been fulfilled by a team that already had a supply of basic needs from the rich residents. The daily needs can be purchased from other residents via social media groups on WhatsApp and the internet, independently created by residents. In this way, residents stay at home while the economy grows by buying and selling from and for residents.

The Covid-19 taskforce team prepares updated data and information. The information provided by this team becomes important for residents to maintain health and encourage a healthy and clean lifestyle. For some residents, this information is very important to see the extent of the development of Covid-19 distribution data, especially in their areas. The team also regularly educates residents on the importance of maintaining social sensitivity and health during the Covid-19 pandemic. Hoax information that worries residents tries to be reduced to keep calm and peace of villagers. Immigrants or families who come from out of town must follow the health protocol that the team has made. In addition, to avoid the resident's boredom from doing activities at home, the team also held photo and video contests. The residents attended the competition with great enthusiasm because the selected residents would gain attractive prizes. Residents are increasingly growing in their social caring character through various activities carried out during the Covid-19 pandemic in

DY Province. In addition, the economy continues to run with buying and selling from and for citizens. Also, citizens remind each other to maintain a healthy and clean lifestyle.

The explanation above indicates that research to strengthen the social caring character of residents during the Covid-19 pandemic is very important. Therefore, this study aims to describe the reinforcement of social caring character and the underlying values in strengthening the social caring character of community members during the Corona Virus Disease 19 (Covid-19) pandemic. Furthermore, this research is hoped to find the values of local wisdom, especially the social caring character of the community, which can be built and developed in other areas or can be used as an example in the development of the Covid-19 handling policy. Thus, this study's results contribute to the development of social sensitivity in the community during the Covid-19 pandemic.

2. Materials

This study is a descriptive study using a qualitative approach. This research was conducted in three different places in the Special Region of Yogyakarta: the City of Yogyakarta; Sleman Regency; Bantul Regency, Province Daerah Istimewa Yogyakarta (DIY), Indonesia. Data collection utilized interview, observation, and documentation techniques. Informants consisted of the Neighbourhood Chairman, the Community Association Chairman, members of the Covid-19 task force team, and residents who have been exposed to Covid-19. Data analysis techniques utilized an inductive analysis. The data obtained were validated using the triangulation method, namely by rechecking the information from the interviews with documentation and observations.

3. Results and Discussion

3.1. Strengthening the Character of Social Caring in the Covid-19 Pandemic

The Corona Virus Disease 19 (Covid-19) pandemic has caused major disruption to global socio-economic life, including the largest global recession since the disease outbreak in Wuhan, China (Gössling et al., 2020). Unpredictable pandemics worldwide show how human beings become weak and very helpless before God Almighty. The Covid-19 pandemic has major consequences for many people. At least three important traits are the main focus of this Covid-19 pandemic: trust, sacrifice, and readiness (Balog-Way & McComas, 2020).

The global Covid-19 pandemic, which impacts all aspects of life, can be a reflection for humanity to reset a new way of life (Satria, 2020). Each country has made efforts to develop policies and strategies to end the Covid-19 pandemic. The efforts made by the countries affected by the virus are an epidemiological model that aims to understand the spread of the disease and the

impact of the interventions undertaken (Currie et al., 2020).

Humans must make various efforts to be "safe" from the Covid-19 pandemic. Facing the Covid-19 pandemic situation must raise awareness of the importance of human beings as social beings. Humans need others when dealing with various problems arising from the Covid-19 pandemic. One of the interesting aspects to be analyzed when the Covid-19 pandemic hit the world, especially Indonesia, is the rise of public care. The pandemic encourages the community's awareness that people must help and care for each other in difficult conditions. Benjamin et al. (2021, p. 20) explain that a person's care as a social being during the Covid-19 pandemic is very important to understand how people behave, think, act and have sensitivity to a new condition.

The social care performed by the residents when the Covid-19 pandemic hit included forming a special team which was later known as the Covid-19 taskforce team. Before the local government was instructed to form a Covid-19 task force team in each village/sub-district, the residents had the initiative to form their own team. The team works voluntarily, providing information, services, assistance, and meeting the needs of citizens with Covid-19. According to Torales et al. (2020, p. 2), support and follow-up that the government must realize in the face of the Covid-19 pandemic are the distribution of aid with food, clothing, accommodation, adequate health facilities, and accurate information.

The presence of the Covid-19 task force team is very helpful to residents who are exposed to Covid-19. At the pandemic's beginning, some people thought that residents who were positively infected by the Covid-19 virus were considered a "disgrace" and caused fear in other residents. However, the negative stigma against residents exposed to Covid-19 slowly began to change after the presence of the Covid-19 taskforce team at the village level. In addition, the team provides information or education to residents so that residents have a proper understanding of residents infected by Covid-19.

Strengthening citizens' social care is realized based on citizens' awareness of the importance of protecting each other and providing certainty that when citizens are positively exposed to the coronavirus will get help and protection from other citizens. Biafri (2020, p. 114) says that before the Covid-19 pandemic, training the citizens to perform social duties, guiding, and supervising them was done conventionally. The social caring character in society is even stronger due to the Covid-19 pandemic. According to Pudjiastuti et al. (2020, p. 130), the Covid-19 pandemic that has spread globally impacts and threatens the people's economy and socio-culture, but there is a lesson of caring for and helping each other behind the pandemic. The Covid-19 pandemic has strengthened social caring characters, family ties, and togetherness.

Strengthening the social caring character of the community during the Covid-19 pandemic is badly needed so that people can live side by side peacefully.

Also, they can overcome various problems due to the Covid-19 pandemic. The care for others during the pandemic period is very important because high care for others is one of the characteristics of a good citizen. Good citizenship in the perspective of citizenship education is closely related to the goals of citizenship education. Based on a broader perspective, citizenship education aims to form good citizens in national and global contexts (Wong, 2019).

The empathy and care developed in citizenship education are not just in a local and national context but also on a broader and global scale. Social sensitivity is strongly influenced by personal character and the environment where community members live (Zhang & Han, 2019). Citizenship education aims to develop a good citizen. A good citizen can be defined as a citizen who has various competencies and can carry out their functions effectively (effective citizen) in community life (Merry, 2020).

3.2. The Values Underlying the Development of Social Caring Character

The spread of Covid-19 has improved anxiety and distress disorders. Moreover, it can affect mental well-being globally. Therefore, it is important to determine the strategies to deal with the Covid-19 pandemic that impacts the world's mental health (Dubey et al., 2020, p. 780). Surveys conducted during the Covid-19 pandemic report that children and young adults are at high risk of developing anxiety symptoms (Saladino et al., 2020; Orgiles et al., 2020).

In particular, the Covid-19 risk affects people's mental health as they are to stay at home. People may be psychologically affected, so they lack proper guidelines or treatment to cure the illness due to Covid-19 (Kang et al., 2019; Keshky et al., 2020, p. 2). The social caring of the people in this pandemic is driven by the awareness of the importance of humans as social beings who cannot live alone without the help of others. Pandemic improves people's awareness of the importance of others' presence in the life to overcome problems that arise. Berg-Weger and Morley (2020, p. 456) state that people's involvement in dealing with the Covid-19 pandemic is required. Without a pandemic, people may not have strong social care. Therefore, the pandemic provides good lessons to most people.

The social caring character needs to be developed to produce a community member sensitive to the surrounding conditions and situations to help others (Wibowo, 2020). According to Wibowo's statement in Senjari (2020), social caring is an action and attitude of providing help to others in need. Social caring is a movement to help others. As social beings, humans need the presence of other human beings (Busyaeri & Mumuh, 2016).

Social caring actions include the attitude of social awareness. Social awareness is the ability to understand the meaning of a social situation. Social awareness is highly dependent on each person's empathy for others.

Social spirit is a general teaching of all religions. Through the attitude of social concern, there will be harmony in the diversity of religion, tribe, race, language, nation, and state (Tabi'in, 2017).

The main value used to strengthen the social caring character is worship. This value is a form of obedience to God as His creatures. According to Kurniawati and Irsyadillah (2018, p. 105), value is a preference reflected in a person's behavior, so that a person will do or not do something depending on the value they hold. Values deal with one's behavior and judgment. Values can foster an appreciation and a situation that is beneficial to humans as a determinant and reference in performing a process of action. Community members who help and have concern for others in difficult times due to the Covid-19 pandemic indicate obedience in worshipping God based on their respective religions. The practice of worshipping expects to get a reward from God Almighty rather than from human beings.

Another value is the role model values of community leaders. These values become important, especially for the younger generation conducting community activities. According to McLean and Tuite (2016), the role model value positively affects the citizens' character development. The active membership of the older generation in the Covid-19 task force team has inspired other citizens, especially the younger generation, to carry out community activities. The role model of the residents or village figures has inspired and reinforced the importance of the social caring character of the residents during the Covid-19 pandemic. Munawwaroh (2019, p. 114) states that the essence of a role model is imitation. Imitation is included in the conservative method. The imitation can occur consciously or unconsciously where a person imitates an object that is constantly admired, noticed, seen, and heard.

4. Conclusion

The Covid-19 pandemic is a global crisis and impacts all aspects of life. It can be a reflection for humanity to reset a new way of life. The social caring character of the community is one of the essential aspects that need to be developed to face the Covid-19 pandemic. Therefore, the efforts to strengthen the citizens' social caring character during the Covid-19 pandemic are strategic and urgent to be realized.

The results show that the reinforcement of the social caring character of the community during the Covid-19 pandemic is carried out through the formation of a Covid-19 task force that aims to raise public awareness to have concern for other residents affected by the Covid-19 pandemic. The advantage in question is that it can minimize the transmission of Covid-19. The underlying values of the citizens to develop a social caring character in facing the Covid-19 pandemic are religious values in the form of worship and exemplary values from other citizens who have social caring. The Covid-19 pandemic has improved the community's

awareness that they must help and have concern for each other in difficult conditions. Caring for others in the Covid-19 era is an attitude that needs to be maintained and developed as a form of good citizen character. A good citizen is an effective citizen who is reflective, competent, and has a great concern for others.

5. Limitations and Further Study

The limitations and recommendations of this study need to consider the social care shown by residents when the Covid-19 pandemic occurred, namely by swiftly forming a special team known as the Covid-19 alert team. Before there was an instruction from the local government to form a Covid-19 alert team in each village/ward, it turned out that the residents already had the initiative to form their own team to deal with the impacts caused by the pandemic. The team can work voluntarily and without salary by the government, tasked with providing information, services, assistance, and meeting the needs of residents who suffer from Covid-19.

This study enriches significant understanding in overcoming the unprecedented problems faced by the COVID-19 attack through efforts to strengthen the social care character of citizens during the Covid-19 pandemic, which is a strategic and urgent step to be taken.

Directions in future studies are, of course, expected to clarify these findings. Through this research, it is hoped that the values of local wisdom will be found, especially in the social care character of the community, which can be built and developed in other areas or can be used as an example in developing policies to handle Covid-19.

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Authors' Contributions

Mukhamad Murdiono is the main researcher who introduced the idea of this research and was responsible for quality articles. Marzuki and Eny Kusdarini helped collect and analyze the data. At the same time, Mitra Permatasari and Oktana Wahyu Perdana helped collect data.

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