Analysis of COVID-19 information problems in the Special Region of Yogyakarta

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ABSTRACT

This study aims to reveal the problematic information on Covid-19 that occurred in the Special Region of Yogyakarta. The method used in this research is a case study qualitative approach. While the paradigm used is the interpretive paradigm. The results found that a lot of hoax information was found scattered in the community and there were still many difficulties in the coordination flow and the emergence of miscommunication in the DIY Government in the process of distributing information.

1. Introduction

The Covid-19 pandemic is still not over until now, when it first entered Indonesia in March 2020, the first time was in Wuhan City, China and until now it is still spreading almost all over the world (Hao et al., 2020). Many new conditions and problems were found that had never existed before, prevention and treatment efforts were also continuously carried out (Handayani et al., 2020). Since the beginning of 2022, confirmed cases of Covid-19 have increased until the peak point was on February 16, 2022, reaching 64,718 positive cases of Covid-19 with the Omicron variant, with the total number of Covid-19 cases in Indonesia reaching 5,54,448 cases seen from last update on 28 February 2022. Most of the Covid-19 risk maps in Indonesia are of moderate risk status with a total of 351 (68.29%), which are dominated by the islands of Java, Kalimantan and Sulawesi (Felsenstein & Hedrich, 2020).

The increase and even decrease in Covid-19 cases in Indonesia is inseparable from the rapid flow of information spread across various social media platforms (Prayudi et al., 2021). The highly sophisticated digital era is also a factor in the speed of information dissemination, be it valid information and information or fake news that cannot be proven true (Ashrianto & Sosiawan, 2020). This condition is also referred to as an infodemic so that it is not only a pandemic but also a problem that must be able to be resolved by various parties, of course with the support of the community (Simbolon & Hasibuan, 2021).

Infodemic itself is a term for a situation where there is a lot of information circulating, making it difficult to distinguish which information is correct and which is incorrect information about Covid-19. Instead of helping the process of handling the Covid-19, the infodemic actually made things worse, because the public would be confused about sorting out the information that was really needed (Wiganarto et al., 2021). The emergence of the infodemic is no less disturbing than the pandemic itself.

The difficult conditions and situations at the beginning of the Covid-19 pandemic made many people panic because they had to be able to adapt to conditions that were very different from normal

conditions, for example, the government asked the public to reduce or even stop mobility (Santos-Roldán et al., 2020). The situation at that time was that valid information was needed, but in fact the information was very booming causing a lot of information that had not been confirmed to appear (Aeni, 2021). As a result, instead of helping the public to get information (Siagian et al., 2021). Information related to the treatment and handling of Covid-19 is one of the most popping up information, but of course most of this information has not been studied further. (Shereen et al., 2020).

The Covid-19 pandemic, as of now, has been almost 2 years since the first case in Indonesia in March 2020, the problems during the pandemic are not only the spread of the virus itself, but also a lot of information problems (Pawito, 2013). A lot of hoax information emerged, until when the Covid-19 vaccine began to be found, various information circulated in the community (Salsabila & Jamiati, 2022). The RI Kominfo released a Hoax Issue Report that was widely spread on social media, explaining that the Indonesian government provided funds of 30 trillion to conduct clinical trials of vaccines, when in fact the government spent 30 trillion funds to buy vaccines that had undergone clinical trials. (Kominfo, 2021).

The condition that there is a lot of information that is unclear and cannot be ascertained the truth does not only appear at the national level, but also in the regions including Yogyakarta. The information related to the vaccine described must be neutralized when it enters the body by drinking a salt solution, so the hoax messages scattered on WhatsApp are very disturbing to the public. (Detikcom, 2022)

Information problems during the Covid-19 Pandemic that occurred in Yogyakarta, the problem of too much information also caused overlapping and miscommunication, and also the public became bored with the amount of information circulating. There are many problems in information and communication management, communication between institutions is still a lot of mixed up, there should be sorting out. communication problems between Public Relations, Health Office, Kominfo Hospital, and also factories.

2. Theoretical Framework

2.1. Covid-19

The SARS-CoV-2 viral infection that causes Covid-19 was first discovered in December 2019 in the Chinese city of Wuhan, in the province of Hubei. Worldwide, Covid-19 has expanded to many nations, including Indonesia (Zimmermann & Curtis, 2021). The frequency of corona virus (Covid-19) positive cases in Indonesia keeps rising. Before the World Health Organization (WHO) changed its name to Covid-19 in February 2020, it was known as Novel 201 Novel Coronavirus (2019-nCoV) respiratory illness (Liu et al., 2020). The SARS-CoV-2 virus belongs to a family of viruses called coronaviruses, which also includes viruses that cause the common cold, and viruses that cause more serious infections such as severe acute respiratory syndrome (SARS), which was caused by SARS-CoV in 2002, and Middle East Respiratory Disease (MERS), caused by MERS-CoV in 2012 (Sukmawati & Maryanti, 2022). The SARS-CoV-2 virus, like other coronaviruses, primarily causes respiratory tract infections. Covid-19. illness severity can vary from mild to fatal. Acute respiratory distress syndrome and pneumonia's start signal a serious infection. (SARS) (Handayani et al., 2020).

A large family of viruses known as corona viruses can infect both mammals and birds, including people. The World Health Organization (WHO) claims that this virus can lead to illnesses like a simple cold or more serious respiratory diseases like MERS-CoV and SARS-CoV. Because the corona virus is zoonotic, it is an illness that can spread from animals to people. Examples of current zoonotic illnesses include malaria and rabies. Similar is true for MERS, which is passed from camels to people. Scientists have discovered that the corona virus can affect mice, rats, dogs, cats, turkeys, horses, pigs, and other animals over the past 70 years. These creatures can occasionally spread the coronavirus to people (Vărzaru et al., 2021).

A new corona virus known as COVID-19 recently appeared, causing an outbreak in China in December 2019 and spreading to other nations before the WHO declared it a global pandemic. Because of the corona virus's shape, which has protruding spikes that resemble a crown and a solar

corona, the term Corona is derived from the Latin word corona, which means crown. Infectious bronchitis in chickens is brought on by the corona virus, which was first discovered by scientists in 1937. Then, in 1965, two scientists named Tyrrell and Bynoe discovered proof of the corona virus in individuals who had the common cold by using embryonic tracheal organ cultures isolated from these flu patients' respiratory tracts (Karimi-Zarchi et al., 2020).

Tyrrell oversaw a team of virologists who investigated virus strains in both people and animals in the late 1960s. These include transmissible pig gastroenteritis virus, rat hepatitis virus, and infectious bronchitis virus. It has been established that all of these viruses share a similar morphology under the microscope. The 2019-2020 coronavirus pandemic, also referred to as the COVID-19 pandemic, is a global outbreak of the 2019 coronavirus illness. This illness is brought on by SARS-CoV-2, a brand-new coronavirus. In Wuhan City, Hubei Province, China, the COVID-19 epidemic was first discovered in December 2019.

Wei Guixiang, a 57-year-old patient who sells shrimp at the Huanan Seafood Wholesale Market in Wuhan, is thought to be the mastermind behind this epidemic. He initially felt ill on December 10 of 2019 and had a temperature. He registered himself at a neighborhood facility. He did, however, examine himself before starting to sell again. SARS-CoV-2 then began to proliferate. Following that, several people reported having the same symptoms, and on December 31, 2019, Wuhan received an urgent notice that 25 people had pneumonia of unknown origin.

Here are a few minor corona virus symptoms: blocked nostrils, Headache.Cough.pharynx pain.Fever. not feeling well. The fact that some coronaviruses can produce serious symptoms must be emphasized. The COVID-19 virus can cause bronchitis and pneumonia, which can lead to signs like. Fever, which may be quite high if the patient has pneumonia: (1)Mucus-filled cough; (2)Difficult to breathe; (3)Coughing or shortness of breath or chest discomfort. In some populations, infection may deteriorate. For instance, sufferers of heart or lung illness, those with compromised immune systems, young children, and the elderly. Dry cough, fever, and loss of breath are the three most typical signs of COVID-19. The estimated time for the onset of symptoms is 2–14 days after exposure, though a few rare instances suggest it could take longer. To stop the illness from spreading to the neighborhood, we must remain at home if you start to exhibit symptoms. The illness can be stopped from spreading by using a face mask. According to a recent research that was published in the Annals of Internal Medicine on March 10, 2020, the typical incubation period is thought to be five days, and nearly all patients who have been infected (98%) will experience symptoms within 12 days.

2.2. Information Problems

The process of building a website is incredibly simple, and with as little as Rp. 80–100,000. already possess a name (Chen et al., 2021). If you want to create a website, it's also free. Currently, a free website can be created using a variety of CMS. To create an online shop, use Tomato Cart or Magneto. To create e-learning, use Tutors and Moodle. To create a blog, use Blogger or WordPress.

Information is the primary offering of the website, whether it be product information (online store), business, school, or university information (company profile), or activity information on a daily basis like a diary.,(blog). If creating a website is so simple, how will we know which news is accurate and which writing is false until students, lecturers, police, journalists, politicians, and con artists equally can create websites? While that website states B, this page states A. Of the ten websites you've perused, C. Which team are you now on? Which news should I combine—A, B, or C?. Many individuals today do not want to take the time to investigate the reliability of the information source. don't want to do it or perhaps lack the patience or talent to do it. He was unaware that the source of that knowledge might be used to evaluate his quality (Guo & Ma, 2022).

On the monitor screen, the text is simple to view and easy to scan. Writing for web publications should be safe for readers' eyes. Readers of online media scan rather than peruse. The size and type of the typeface, as well as the text structure (ideally with no indents or bends and a maximum of five lines per paragraph), are some factors that make a manuscript simple to scan and comfortable in the eyes of visitors. In stark contrast to online journalism, online media actors/journalists do not always have to go to the field to get news and the processes involved in conveying news through internet media are not as complicated as what happens in conventional journalism, for example, print media

such as newspapers or television (Siahaan et al., 2021). According to Kurniawan, traditional writing (2005) The capacity for and sensitivity to scenarios and circumstances that arise in the field are also requirements for journalists. Finding, processing, and disseminating news involves more difficulties and steps than is typical of internet journalism (De la Rosa-Carrillo, 2015). For the community and general public, the existence of traditional journalism is very beneficial in addressing their informational needs, particularly for those who are less able to use internet media (Soroush, 2000). (online journalism). Conventional journalism always attempts to present important news or information for the public, whose delivery is also factual and in accordance with journalism rules, despite the fact that the public is a passive viewer/viewer in obtaining information because it is only one-way unlike in online journalism. The author claims that the development or presence of online (Wong et al., 2021).

The manner in which information is delivered is gradually changing in tandem with the quick advancement of technology. The mainstream media is a form of communication that we are all very accustomed to in our daily lives (Zuccaro et al., 2019). Depending on our preferences and needs, the mass media provides a variety of information at any moment. There are six ways to view the role of the media, which no one disputes, particularly in contemporary society (the age of globalization), according to Mc. Quail in his book Mass Communication (Toural-Bran et al., 2020). Initially, utilizing the media as a window into events and encounters. Media is viewed as a window through which viewers can view external events (Guo & Ma, 2022). you can learn about different occurrences through the media. Second, the media is frequently perceived as a mirror of societal and global events, suggesting a precise representation. a reflection of the current state of affairs in society and the wider globe (Borah et al., 2021). Third, considering the media as a gatekeeper or filter who chooses what to give attention to or not. The standards of the media's managers are always used to guide the selection of topics, facts, and other types of material (Ayat Salah Noureddine, 2016). Here, the media "selects" the public based on what is deserving of knowledge and attention. Fourth, the media is frequently viewed as a translator, interpreter, or guide, showing the direction of different uncertainties or various alternatives. Fifth, the media as an interlocutor, which is not just a place for information to pass, but also a communication partner that allows interactive communication to occur (Nisar et al., 2018).

It is a manifestation of technological developments in the world of information exchange and information dissemination channels that can be easily accessed through the internet network, which is available in almost all corners of the region. Online media comes from two words, namely media and online (Putri, 2020). Media is the plural form of medium, which means channel or means. Online means connected to a computer, computer network, or even connected via the internet (Fadillah & Zhenglin, 2020). So, a message in a media that is connected to the internet network can be expressed as a message or information obtained through online mass media (Humprecht, 2021). Online media is often referred to as digital media, cyber media (cyber), and internet media are new media (new media) after print media (newspapers, magazines, tabloids) and electronic media (radio, television, film) (Fadillah et al., 2022). In general, online media means all types of communication media that require an internet connection to access it, both from the recipient's side and the message sender's side, called online media. Interview with Didik Eka, Secretary of the Health Post for the Acceleration of Handling Covid-19 in the Task Force Team for the Acceleration of Handling Covid-19, Tulungagung Regency also utilizes online media a forum for mass communication with the broader community in terms of providing information related to Covid-19 (Anderson et al., 2021). Especially with online media, data on the spread of Covid-19 can be accessed in real-time at that very second. In addition, the Task Force also provides a radar for the space of Covid-19, which can be accessed from each person's cellphone (Cahyono, 2016).

3. Method

This research is an analysis of how problematic the Covid-19 information is in Yogyakarta. The research uses a case study qualitative approach. While the paradigm used is the interpretive paradigm. This research is an analysis of how problematic the Covid-19 information is in Yogyakarta. The research uses a case study qualitative approach. While the paradigm used is the

interpretive paradigm. (Morissan, 2015). This journal explained how problematic information related to Covid-19 occurred in Yogyakarta.

The uses and gratification theory was chosen to analyze and explain the problematic information that occurs more deeply. This theory refers to how the user (uses) or here can be interpreted by the community as the general public in using the media in order to get a sense of satisfaction (gratification) to meet their needs. Uses and gratification is a theory that explains that people are actively entitled and have the freedom to choose to get information and by what media the information is obtained (Rakhmat, 2004).

Basically the uses and gratification theory focuses on the intentional behavior of the public or audience or also commonly called netizens today, in sorting and choosing the use of information media used to get the goals they want and need. The orientation is how the media can provide satisfaction with the development of understanding of its uses or the public itself (Moleong, 2017).

4. Results and Discussion

The problem of information during the Covid-19 Pandemic that occurred in Yogyakarta, focused on the complexity of the information that emerged so that people became confused and bored with information about Covid-19. Yogyakarta itself has a social media account as a means of delivering information to the public, Public Relations Jogja as a social media account for the DIY Regional Government's Instagram, and there is also an Instagram BPBD DIY as a place for the government to provide information to the people of Yogyakarta.

The real problem or enemy is more of a hoax, even information that has not been proven to be true is divided into 3, namely disinformation, misinformation, and the hoax itself.

- Disinformation is false news or information which is deliberately disseminated, without proven sources, and has the aim of deceiving or deceiving the public. Of course the emergence of disinformation in the midst of the Covid-19 pandemic will damage the scope of valid information that should be accepted by the public (Grace, 2020).

- Misinformation is almost the same as disinformation but has the difference that this false or unclear information is based on someone's interpretation or opinion but does not aim to deceive the audience (Liputan6.com, 2020).

- Hoaxes are a combination of disinformation and misinformation that can be called fake news that cannot be explained from where the official source is. This is of course a negative effect from the ease of access to information and the rapid development of technology, so that there are no longer obstacles for the public in accessing information through media platforms. The emergence of these hoax news also triggers a lack of public trust and compliance with government directives, so that it becomes a problem that can make it difficult for the government in the process of handling Covid-19.

The handling carried out by the DIY Regional Government to confirm the hoax was immediately processed and assisted by KOMINFO, but if the information problem is still relatively light, it will be handled by BPBD. His handling is clarified and for direct action from Cybercrime. The DIY local government has an application that is used to coordinate with the Babinsa (Village Pembina Bintara), to handle information or to accommodate information from the field, but the problem only lasts for about 2 months. Various things become his challenge:

- Fear of holding military data in the hands of civilians,

- Difficulty in obtaining detailed data from the community, as well as being overwhelmed in directing Babinsa.

The decision-making process must also coordinate with the regions and there is a virtual forum for regional governors who are accompanied by UPT heads. Utilization of many forms of media is also carried out, starting from new media and even still relying on conventional media, because it is undeniable that there are still many people in Yogyakarta who use conventional media to get information. The effectiveness of the media used in conveying information is all effective, such as

newspaper radio is still being used and effective. because the audience is diverse. but the most reach from social media. many social media accounts convey information, for example social media admins, coordination is also carried out so that information is one-way. and also with red plate accounts. The feedback obtained from the information conveyed in the media, the results can still not be seen, because more people are silent, and do not respond. This condition is also of course a problem because the passive response given by the audience from posts uploaded by the DIY Regional Government on social media accounts, creates confusion as to whether the information conveyed really reaches and is understood by the public or vice versa.

Compared to the information uploaded on the official media platform belonging to the DIY Regional Government, untrue news also continues to circulate in the disinformation community and news that is not certain to be true also appears in Yogyakarta, as shown in the following image. At the beginning of the pandemic the news that confirmed people who were positive for Covid-19 often became a scene, and spread in the community, even though the news was not necessarily true.

Fig. 1. Screenshot of the Covid-19 Disinformation News in DIY

Source: (Kominfo, 2020)

Fig. 2. Screenshot of the Covid-19 Disinformation News in DIY

Source: (Liputan6.com, 2020)

Fig. 3. Screenshot of the Hoax Report in Yogyakarta

Source: (Slemankab, 2021)

The explanation above regarding the condition of the problem or problematic information on Covid-19 in DIY is still a household work from the DIY Regional Government itself, especially now that the Covid-19 pandemic has entered many new phases. Based on the uses and gratification theory, the problem of information related to the Covid-19 pandemic circulating and developing on

social media where most people have access to use social media, therefore the control of the users of this social media (uses) is in full control. Based on the gratification or the satisfying benefits obtained by the user, it can be seen from the content on the social media, is it really able to answer the concerns or needs of the community itself.

The cases of a lot of information that has not been proven the source and truth, of course, has a big bad influence. The uses and gratification theory explains that the audience or users are looking for clarity to fulfill and answer questions which in this case are of course related to the treatment, handling, and prevention of the Covid-19 virus itself. The analysis that can be given in the complexity of the problematic information that occurs in Yogyakarta is seen based on the uses and gratification theory, then the audience or society itself must be able to take responsibility for sorting and choosing the correct information, because everything in the process of accessing all forms of information is carried out independently by the public. society itself.

5. Conclusion

Conclusions based on the results of the discussion and using relevant theories, the conclusions that can be drawn are the spread of hoax information, overlapping coordination lines and the number of miss communication from various parties that have been proven to trigger new problems. The author's suggestion is to give advice to the DIY local government in particular to be able to fix the coordination flow of information distribution so that there is no more miscommunication and overlapping of information, so that the correct information to be conveyed can be directly received by the DIY community. The public is expected to be more selective and careful in absorbing information spread on social media, prioritizing research first before easily spreading the information.

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