

# Optimization of The Performance of RT/RW in Breaking the Chain of The Spread of Covid-19 in Tembalang District, Semarang City

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**Abstract.** The spread of the covid-19 virus has not stopped yet, in fact there has been an increase in the last weeks. The family cluster dominates in the spread of the virus through the closest family members. The number of patients without symptoms to those who have severe symptoms often occurs in the community. The role of RT/RW as a neighbourhood institution in providing education to the community is very necessary. The purpose of this study was to describe the role of RT/RW in breaking the chain of the spread of COVID-19 in Tembalang District, Semarang City, as well as to identify the obstacles faced. The method used in this research is descriptive qualitative. The informants were the head of RT/RW of Tembalang District and their apparatus. The results showed that the performance of RT/RW in breaking the chain had been carried out optimally. This is evidenced that the RT/RW has fulfilled several aspects of performance appraisal, namely funding, impact, reaction, and time.

**Keywords:** Performance, The Role of Institutions, Education in the Community

## 1 Introduction

The city of Semarang is one of the areas with a high level of exposure to Covid-19. Until January 2021, the City of Semarang recorded 26,262 people who were positively exposed to Covid-19, with 176 deaths [1]. Of the 16 sub-districts in Semarang City, as of the end of January 2021, Tembalang District is recorded as occupying the top spot, as is the case in Pedurungan District and North Semarang District [1]. Tembalang Sub-district is one of the areas in Semarang City which often ranks first to third highest in this Covid-19 case. This can be seen from table 1.

**Table 1.** Data on Positive Covid-19 Cases in Semarang City [1]

No	Name of Sub-Districts	Positive
1.	Semarang Utara	24
2.	Gayamsari	06
3.	Tembalang	34
4.	Tugu	02
5.	Semarang Timur	09
6.	Candisari	19
7.	Gajahmungkur	14
8.	Mijen	07

No	Name of Sub-Districts	Positive
9.	Semarang Selatan	16
10.	Ngalian	22
11.	Pedurungan	23
12.	Semarang Tengah	08
13.	Banyumanik	20
14.	Gunungpati	19
15.	Semarang Barat	20
16.	Genuk	19

From the results of monitoring in several mass media, it turns out that family clusters make a major contribution to the increase in patients exposed to Covid-19. The family is the smallest unit of a society consisting of the head of the family with several family members. This family resides in an area which is generally included in the territory of a certain RT and RW. RT/RW has the task of assisting the Village Government in carrying out government affairs. The duties and functions of RT/RW include:

- a) performing population data collection and administrative services;
- b) maintaining security, order and harmony among citizens;
- c) designing development implementation ideas by developing community aspirations and self-help;
- d) mobilizing self-help mutual assistance and community participation in the region.

Tembalang District is one of 16 sub-districts in Semarang City which has 12 Kelurahan, 150 RW and 1139 RT. From the results of an initial interview with one of the RTs in the Kedungmundu Village, Tembalang District, it could be identified that so far there had been no specific technical guidance from the sub-district for handling people exposed to Covid-19, because there was already a guidebook in preventing Covid-19 at the RT/RW.

The research was carried out until June 2021, at which time, positive cases of COVID-19 in Semarang City were confirmed to reach 53,789 [2]. Meanwhile, data was released by Instagram @dkksemarang on Monday, June 28, 2021 at 16.00 Western Indonesia time, the highest case was in Tembalang District. This shows that the Tembalang District is still classified as less than optimal in handling the Covid-19 Virus. Various efforts have been made, this is evidenced by the readiness and resilience in controlling this pandemic which continues to be improved, up to the level closest to the community, namely RT/RW in all Tembalang District. The role of the district in coordinating with RT/RW includes [3]:

- a) Coordinating population data collection.
- b) Coordinating location and place data collection.
- c) Facilitating the formation of village task forces
- d) Facilitating the socialization of religious and community leaders
- e) Conducting outreach and education to the community
- f) Providing official information and guidance
- g) Clarifying information
- h) Supporting 3ts, namely testing, tracing and treatment
- i) Coordinating self-isolation
- j) Carrying out socialization and education on funeral protocols
- k) Coordinating through social media
- l) Forming a task force
- m) Coordinating the adaptation of new habits

The performance of the RT/RW is at stake for the handling and prevention of Covid-19 for the local residents. Many cases in the community can be controlled properly, because of the participation of citizens in mutual cooperation, helping each other in the form of "Jogo Tonggo". Residents who are exposed are required to report their health condition, by providing a photocopy of the laboratory results, which are submitted to the Rukun Tetangga (RT) which will be reported to the Rukun Warga (RW) level to the district level.

A number of experts predict the pandemic will last a long time, so people have to live with new habits. The role of RT/RW is increasingly needed to help the community, in providing peace and comfort in dealing with this pandemic. We know that many efforts have been made by the government, but the results have not been seen. For this reason, this study examines the optimization of RT/RW performance in breaking the chain of the spread of COVID-19 in Tembalang District, Semarang City.

In the RW area, a Jogo Tonggo Task Force or Task Force for Keeping Neighbours Safe has also been formed which has the role of providing supervision and ensuring whether the residents have been working together to fight Covid-19 in their area, as well as providing support if needed for residents who are being exposed to COVID-19.

Although the duties and roles of the RT/RW administrators are clear, in reality, the exposed community from Tembalang District is still high and difficult to control. The performance of the RT/RW management which has not been optimal is of course the focus of many parties and needs to be questioned. This is very interesting for the author to conduct research on optimizing the performance of RT/RW in breaking the chain of people exposed to Covid-19 in Tembalang District.

## **1.1 Previous Research**

This research is in line with research conducted by Juaningsih [4], in the Social and Cultural Journal Syar-I vol 7 which wrote about optimizing government policies in handling Covid-19 for the Indonesian people. In the results of his research, it was said that, in responding to the Covid-19 pandemic, there was a lack of optimization of coordination between the center and the regions in performance, so that it increasingly had an impact on the spread of the Covid-19 virus.

Burhanuddin Muhtadi, in a survey to assess the government's performance in overcoming Covid-19, explained that the effect of leadership and institutions in dealing with Covid-19 was only around 36% or below 50%. Elite assessment that the central government is performing well. While the general public who assess the government's performance is very good only about 36.8%. Judging from the performance of the provincial government, the public (54.3%) considered the performance of the provincial government to be good, while the elite assessed that 49.1% of the provincial government was performing well.

I Wayan Wiryawan from IKIP Tabanan conducted research on government policies in handling the Covid-19 pandemic in Indonesia. The approach used is normative law. The results of the research explained that the Government had taken several policies, including relief in paying electricity costs, credit relief and disbursing a budget of Rp. 405.1 trillion to tackle the Covid-19 outbreak through the 2020 State Budget as a form of assistance to the community.

From several previous studies in looking at the handling of Covid-19, they saw the results achieved for the policies carried out. In this study, the authors looked at the attitude of the RT/RW in the form of their performance in an effort to break the Covid-19 chain, especially in residential areas in Tembalang District, Semarang City. It is hoped that with the involvement

of the RT/RW in the Tembalang neighbourhood, it can minimize residents who are exposed to Covid-19.

The term of performance is not new to us. Many studies on performance in several journals. In the current reform era, individuals are required to perform at high levels in order to create the expected work productivity. Performance is often interpreted as a result of work achieved by a person or group of people in the organization. A group of people will have a sense of responsibility and can be held accountable for all their behavior, which is influenced by knowledge, abilities, skills and expectations [5]. Masana [6] describes the performance as the level of achievement of the implementation of an activity or program in realizing the goals, objectives, mission and vision of the organization. Sinambela [7] suggested that performance is defined as an individual's ability to perform a particular skill. He also formulated that performance is the implementation of a job and the completion of the work in accordance with its responsibilities, so that it can achieve the expected results. Based on the understanding of performance that has been conveyed by experts, it can be concluded that performance is an achievement of an activity or a program by using a number of resources in an effort to achieve predetermined goals.

Performance can be optimized through clear and measurable job descriptions for each official, so that the official understands what his/her functions and responsibilities are. The existence of this job description will be the basis for:

- 1) Determining how much salary will be given
- 2) Employee selection
- 3) Orientation
- 4) Performance appraisal
- 5) Training and development
- 6) Organizational description and planning
- 7) Description of responsibilities.

The goals and objectives of performance are sourced from the vision and mission as well as the strategic plan of an organization. It is said by Wibowo [8] that the purpose of the performance is to adjust individual performance to organizational goals. To assess the success of performance can be seen from several aspects put forward by many experts from several points of view. According to Salim and Woodward [9] there are five aspects of performance, which include:

- a) Service, which shows how much service is provided.
- b) Economics, which shows whether the costs used are cheaper than planned.
- c) Efficiency, which shows the comparison between the results achieved and the output.
- d) Effectiveness, shows the results that should be achieved.

## **2 Method**

This research is a qualitative descriptive study, which describes the performance of the Rukun Tetangga/Rukun Warga (RT/RW) in dealing with Covid-19 in the Tembalang District area. The informants were the RT/RW, who were selected using the accidental sampling technique, which was the technique of determining the informants selected by chance to meet, where the informants were considered to have the required data. The data collection techniques were carried out both offline and online. This was done in connection with the pandemic period, with there were still restrictions on visiting or conducting direct interviews with respondents.

### **3 Result and Discussion**

In this ongoing pandemic, behaviour in interacting was very limited. Adherence to health protocols should not be neglected. The existence of a family cluster that was currently rife, of course, worries us all. Almost in every area there were always families who are exposed to Covid-19. In Tembalang District, until July 2021 it still occupied the highest area. In these circumstances, community leaders were needed who could provide peace and comfort to people who were worried about tackling the Covid-19 pandemic. The Rukun Tetangga (RT) and Rukun Warga (RW) apparatus activate coordination channels, both online and offline, to monitor the situation of residents. If a family member was exposed and infected with COVID-19, they were required to provide evidence of laboratory test results.

To find out the performance of RT/RW apparatus, it is described below:

#### **3.1 The role of RT/RW apparatus in Tembalang District**

In carrying out preventive efforts against the increasing pandemic in the Tembalang District area, the apparatus had taken several steps, including by providing preventive education so that the public understands what to do, so that they could avoid the Covid-19 virus that had entered the family cluster. This was done to minimize hoax news that had been spread in the mass media in the Tembalang District community. In fact, many of the residents were not aware of wearing masks, washing their hands or even cleaning their clothes and bodies after meeting with many people or traveling.

Some of the things that were done included:

- 1) RT/RW apparatus communicated with residents online at any time as a form of coordination without having to meet face-to-face. In this way, people felt cared for. The apparatus also monitors the health of residents, especially for residents who were self-isolating. Coordination was also carried out between apparatus in one Kelurahan area. By providing information to each other, it was hoped that the community will be more careful in protecting the environment from the outbreak. The public was also always given information about residents who were exposed or infected, so that they could better take care of their own health and the environment.
- 2) The RT/RW apparatus also identified, lists the infected residents and reports the residents to the village office online, which was then forwarded to higher parties, namely the sub-district and the health center. In particular, residents who were exposed were asked to provide photocopies of laboratory results both when they were in a positive condition and after being healthy and declared negative.
- 3) RT/RW apparatus also reported residents who were at high risk through the Epidemic Survey Application. The aim was to carry out early detection of cases, especially in vulnerable populations. Epidemiological Surveillance activities included sorting out the status of residents who were exposed and infected and taking the necessary actions. The surveyor visited the family by asking several questions, such as the identity of the exposed and infected residents, identification of close contacts with anyone, providing information on self-isolation procedures, explaining if the patient feels short of breath and had decreased consciousness.
- 4) RT/RW apparatus reported to the health Office hotline at 112 and 081 112 112 112 if they knew of residents who had COVID-19 symptoms.
- 5) Provide education on how to self-isolate at home. There were instructions for isolation and self-quarantine, namely:

- a. Isolation was carried out for 14 days from the first symptoms appear. The end of the isolation period was consulted with local authorities.
  - b. Stop contact with people around
  - c. Not leave the house
  - d. Live in separate rooms and sleeping separately
  - e. Always wear a medical mask
  - f. Maintain a minimum distance of one meter from other people
  - g. Always wash your hands with soap and water or use a hand sanitizer that contains alcohol
  - h. Use separate eating, drinking and bathing utensils
  - i. Routinely clean all surfaces with soap or disinfectant
  - j. Separate laundry from other family members
  - k. Handle waste carefully separately
  - l. Educate family members about the importance of isolation and how to support these efforts
  - m. Provide a report if symptoms worsen by calling a telephone that can be contacted
- 6) The RT/RW apparatus provides education to those who have had close contact with the exposed residents to immediately self-isolate or carry out tests at the local laboratory or health center.
  - 7) Providing and informing the right steps of transmission to local residents, especially for the elderly who are susceptible to disease.
  - 8) Providing education to local residents so as not to give a bad stigma to other residents who are exposed to COVID, let alone being ostracized and shunned.
  - 9) Providing protection and supervision to residents who are symptomatic or are undergoing independent isolation at home.
  - 10) Involving residents in making contributions to meet the needs of handling outbreaks in the environment together, with the term "Jogo Tonggo". Jogo tonggo is carried out for residents who are being exposed by providing cooked food, which has been arranged by the head of the PKK and carried out by each Dasa Wisma. Not only in the form of food, but also in the form of needed goods and vitamins.
  - 11) Reporting to the Kelurahan task force, if there are residents who do not allow self-isolation at home, this will be coordinated with the Puskesmas as well.

### **3.2 RT/TW information and how to convey it to the public about Covid-19, consists of:**

- 1) Clinical symptoms experienced include: fever more than 38 C, cough - runny nose, fatigue, sore throat and respiratory problems (shortness of breath).
- 2) Information on how to transmit can be through droplets or liquids that come from coughing or sneezing, making personal contact, for example touching and shaking hands, touching an object or surface that is contaminated with the virus, and then touching the mouth, nose or eyes before washing hands. .
- 3) Prevention methods for individual level, include: House hygiene, namely by washing hands more often with running water or using hand sanitizers, avoiding touching nose, eyes and mouth before washing hands, do not approach people who have flu symptoms, apply etiquette for sneezing and coughing in public. To increase self-immunity, it is endeavoured to consume lots of nutritious foods in a balanced manner, do light exercise, sunbathe for 15 minutes, get enough rest and don't smoke.

- 4) Anyone who belongs to the high-risk group, which consists of: the elderly, pregnant women, breastfeeding mothers, productive age with comorbidities.
- 5) What the elderly should do, include: staying at home, continuing to do routine activities, getting enough rest between 6-8 hours per day, drinking multi vitamins, washing hands frequently with soap, keeping the environment clean

### **3.3 Other RT/RW information include:**

Conducting deliberations to seek resources to support residents who are self-isolating at home, appoint community representatives to help distribute prepared food/logistics, coordinate with related health centre regarding the condition of residents and always remind residents to always maintain health.

The optimization of RT/RW performance is also measured from the following indicators:

#### **3.3.1 Service, which shows how much service is provided to residents**

Since the pandemic has become a family cluster, which is almost evenly distributed in all circles of society, the task force and officials on all lines are working hard to tackle the Covid-19 pandemic. RT/RW apparatus perform services by holding deliberation, seeking resources to support residents who are quarantined at home. In addition, appoint volunteers or cadres from the local environment to prepare for the needs of sick residents. Healthy families provide assistance to families who are exposed. With the coordination of the PKK mover, a schedule was made for each Dasa Wisma to provide the needs of the residents who were being exposed, either in the form of basic necessities or ready-to-eat food. The RT explained that they were ready to serve 24 hours a day if needed by the residents, both in relation to moral and material assistance in preventing and overcoming this Covid-19. It can be concluded that RT/RW services to residents are carried out very well and provide a sense of comfort for residents.

#### **3.3.2 Economics, which shows whether the costs used are cheaper than planned for handling Covid-19**

The pandemic period is a difficult time for everyone. The implementation of Community Activity Restrictions (PPKM) throughout Indonesia, especially in the city of Semarang, has a huge impact on the community's economy. The declining purchasing power of the people is very difficult, especially for people affected by Covid-19. In handling Covid-19, RT Devices use social money, as well as RT/RW intensive money to help relieve affected residents. In addition, fundraising from the community was also carried out. Some residents who recovered from illness there were some who donated money to help carry out logistics for exposed residents. It can be concluded that the funds used to deal with Covid-19 in Tembalang District can be managed properly, because all participating parties support each other.

#### **3.3.3 Efficiency, which shows the comparison of the results achieved with those issued**

Semarang City is one of the cities with a high level of exposure. Likewise, Tembalang District still occupies the highest place in the number of exposed residents compared to other Districts. From the results of the implementation of handling funds for Covid-19 in RT/RW, data is obtained that the level of performance efficiency can be categorized as good. This can be proven by the results of high citizen participation in "Jogo Tonggo" which is very good, although the number of residents exposed is quite high, logistics and vitamins can be distributed as needed.

### 3.3.4 Effectiveness, which shows the results that should be achieved

From the interview results obtained information, that the effectiveness of the performance of RT/RW can also be categorized as very good. This can be seen from the way the exposed residents were handled properly. The RT/RW also always directs residents not to give bad stigma to Close Contact Cases, Suspected Cases and Asymptomatic Confirmation Cases, so that cases of exposed families are not afraid to inform the RT/RW. RT apparatus protect and supervise residents who are undergoing self-isolation. Adhering to the RT/RW Performance Manual, all countermeasures can be done wisely.

## 4 Conclusion

The pandemic, which has been running for almost two years, has brought about a new behavior in society. The increasing number of infected people is very worrying for all parties. The most prominent family clusters have caused the regional apparatus closest to the community, namely the Rukun Tetangga (RT) and the Rukun Warga (RW) to work extra hard in tackling the pandemic in their area. Tembalang District, which is among the highest in the number of exposed among other sub-districts. In the countermeasures carried out by the RT/RW apparatus, it has been carried out optimally. The performance of the RT/RW was very good in tackling the Covid-19 pandemic in their area. This is evidenced by the hard work carried out by local officials, giving each other empathy and attention, so that currently many residents have recovered from being exposed to COVID-19. Judging from the services provided, the level of fundraising, the level of efficiency and effectiveness has been running as expected, referring to the existing Covid-19 Handling Handbook.

## 5 Suggestion

In an effort to further optimize the performance of RT/RW apparatus in Tembalang District, the supervision of the entry and exit of residents must be tightened. In addition, socialization of new behaviours must always be encouraged until the pandemic can really be controlled. Preventive measures in carrying out Covid-19 prevention education must always be carried out, in addition to checking facts and information to minimize and avoid hoax news.

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