
**COMMUNITY SOCIAL BEHAVIOR IN COMPLYING WITH THE COVID-19
HEALTH PROTOCOL IN PALU CITY**

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ABSTRACT

This study used a qualitative approach. It focused on the community social behavior in complying with health protocol during the COVID-19 pandemic in Palu City. This study involved 8 respondents taken from 8 sub-district in which each sub-district was represented by 1 respondent. Data were collected by observation, structured in-depth interviews, and documentation. Data were then analyzed by data reduction, data presentation, conclusion drawing. The results of this study indicate that changes in community social behavior in complying with the health protocols are mostly obeyed by people with high incomes. Meanwhile, people with low incomes do not comply with the health protocols as they are very dependent on the needs of daily life so it is necessary to work without implementing health protocols.

Key Words: COVID-19, behavior, change, community, health protocol.

1. INTRODUCTION

This century is marked by a humanitarian tragedy called COVID-19 (Latief, Hasbi, & Amandaria, 2021). COVID-19 is a contagious virus that spreads fast and is transmitted through human contact so that many countries in the world had applied lockdown policies to stop the spread of the virus. In Indonesia, it spreads fast to all regions and caused a high number of casualties.

The high number of COVID-19 cases in Indonesia has made the government issue various policies to stop the spread of the virus such as Large-Scale Social Restrictions and the Enforcement of Restrictions Policy. This policy aims to stop the spread of the virus, but on the other hand, it affects the social and economic conditions of the community. Latif et al. (2021) stated that COVID-19 had an impact on the social, economic, political, and cultural life of the community. Meanwhile, Gutiérrez-Romero & Ahamed (2021) stated that the crisis caused by COVID-19 could lead to extreme poverty in 2021, especially for people who depend on daily income (Bargain & Aminjonov, 2021).

The global crisis caused by COVID-19 disturbs agricultural and socioeconomic systems across the country (Middendorf et al., 2021). To return to a normal life order, governments around the world have implemented a new normal policy by implementing health protocols. It is done so that people can run their activities during a pandemic to recover the economy and social life of the community.

Current conditions can indirectly encourage changes in community behavior, both in family and community life. Changes in community behavior can support government policies as well as become the cause of the spread of the virus. In Palu City, it can be seen from the community that

does not comply with the health protocols. It is a difficult choice for the community as they need to work to fulfill their need but on another side, they have to support the government's appeal.

The community faces the problem of the necessities so that some do not apply health protocols in public spaces. It presents a dilemma for everyone, including the government and society. Based on the sociological perspective, people's behavior can change due to some reasons, but that people's behavior that does not change is also caused by some reasons.

The current condition creates a dilemma, especially for people who are below the poverty line. Sometimes they do not change their behavior to follow government recommendations on health protocols as in their view, if they apply the protocols it will be difficult to meet their daily needs. It has become a big problem for the community during the COVID-19 pandemic in Palu City. Therefore, this study aims to analyze the social behavior of the community in complying with the COVID-19 health protocol in Palu City.

2. LITERATURE REVIEW

Changes in people's behavior are the key to a new normal life that is safe from COVID-19 transmission. The government intervened by implementing social restriction policies, implementing health protocols, and carrying out other efforts to control the transmission of COVID-19. Now, people need to live safely side by side with COVID-19 so that they need to change their behavior because the virus spreads from breathing. Thus, it is necessary to keep a distance and wear a mask. The whole community has to comply with health protocols as a new habit so that they can carry out daily activities and avoid the transmission of COVID-19 (Panjaitan & Tafonao, 2020).

Health protocol measures implemented around the world need to be tested for effectiveness and efficiency as the current health protocol is considered insufficient considering the massive spread of COVID-19. Health protocols are important to anticipate the rate of spread of the virus (Al Qooz, Behzad, Louri, & Al-Khalifa, 2021). The COVID-19 health protocol requires clinical testing and always needs to be developed as health protocols are can reduce the risk of transmission. The use of strategies according to needs and the implementation of appropriate health protocols and adherence to SOPs are ways to reduce the risk of disease transmission and increase safety (Joshi et al., 2021).

The public needs to implement the health protocols issued by the World Health Organization (WHO) to break the chain of transmission of COVID-19 (Abubakari, Assem, & Amankwah, 2021). The use of technology in communication with the interlocutor can help run the health protocol effectively (Nugraha, Daniel, & Utama, 2021). Health protocols help to monitor the spread of the COVID-19 virus so that they have to be carried out consistently. It is expected that health protocols can become a milestone in the fight against the pandemic (Foddai, Lubroth, & Ellis-Iversen, 2020). The government has taken actions in reducing the spread of COVID-19 by implementing health protocols (Farras, 2020). The role of the government or authorities is important to consider the most appropriate health protocol to be used and applied in the community (Foddai et al., 2020). The high number of fatalities caused by COVID-19 has forced the

government to take measures that can stop its spread to protect the public (Henao-Cespedes, Garcés-Gómez, Ruggeri, & Henao-Cespedes, 2021).

3. METHODS

This study used a qualitative approach. Qualitative research is a scientific activity to collect data systematically, sort them according to certain categories, describe and interpret data obtained from interviews or conversations and documentation (Manab, 2015). The data can be in the form of words, pictures, photos, minutes' notes, and others.

This study was carried out in Palu City focusing on the social behavior of the community in complying with health protocol during the COVID-19 pandemic. It was conducted in 8 sub-districts of West Palu, East Palu, North Palu, South Palu, Tatanga, Ulujadi, Mantikulore and Tawaeli Sub-districts. The sample of this research was taken from eight sub-districts and each sub-district was represented by 1 respondent so that in total it involved 8 respondents. Data were collected by observation, structured in-depth interviews, and documentation. Data analysis covered data reduction, data presentation, conclusion drawing.

4. RESULTS AND DISCUSSION

To present, there are no experts or parties who can predict when COVID-19 will end (Sanusi, 2021) so that many countries implement various policies in the new normal era. The new normal era requires people to be productive side by side with COVID-19, but still follow the health protocol, adapt to the new normal order that has been prepared by the ministry of health and disseminated massively to the public, and improve discipline in complying with health protocols as suggested by the government (Panjaitan & Tafonao, 2020).

Communities as targets for implementing health protocols have varied responses. Many are obedient and some others are not. This condition has an impact on efforts to stop the spread of COVID-19. Considering the economic conditions which are getting worse during the pandemic, many people don't care about the spread of COVID-19. This can be seen from the activities of the people of Palu City who do not comply with health protocols, especially for those who depend on daily income. Poor people keep working to survive, even they have a high level of work mobility (Bargain & Aminjonov, 2021).

The poor economic condition of the people during the pandemic played a role in encouraging them not to obey the health protocols. The pandemic severely impacts the livelihoods of low-income people or the poor in general (Swinnen & McDermott, 2020). Meanwhile, economic shocks during the pandemic can cause the rich to be pushed into poverty (Olivia, Gibson, & Nasrudin, 2020). Laborde & Martin (2020) estimate that the poverty rate will reach 2 to 3 percent. Indeed, it poses a threat to the poor, especially for their livelihoods so the government needs to consider their welfare during the pandemic (Krishnakumar & Rana, 2020).

The results of the study showed that disobeying the health protocol was caused by the community's focus on fulfilling their daily needs. This makes people not aware of the dangers of COVID-19. The other studies showed that the poor have low awareness of the dangers of exposure to COVID-19 (Resdiana, P, & Alfiyah, 2020). Another study showed that the level of public

awareness of the implementation of health protocols is low in which they consider that wearing masks, washing hands, and maintaining distance is not important (Ulfah, 2021).

Based on the elaboration above, only the rich and middle-income people with sufficient salaries who highly comply with the health protocols during the pandemic, On the other hand, most people with low incomes or the poor do not comply with the health protocols. It indicates that the social behavior of the poor cannot be affected by pandemics as they consider that if they do not actively work, they will not income and they cannot survive. Thus their behavior of not complying with the health protocol is due to the desire to earn a living.

5. CONCLUSION

COVID-19 greatly affects community's lives and even affects people's behavior. Before the COVID-19 pandemic, no one implements health protocols, but during the pandemic, there is a change in people's social behavior by implementing health protocols such as wearing masks, washing hands, maintaining distance, and so on. However, not all of them are obeyed by the community for various reasons. The results of this study indicate most of the people with high incomes comply with the health protocol, while some people with low incomes do not apply the health protocols as they are very dependent on the needs of daily life so it is necessary to work daily.

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