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E-Participation against COVID-19: Case of KawalCOVID-19.id

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Abstract. COVID-19 pandemic is the massive COVID-19 virus spread around the world. Indonesia's government official website of COVID-19 at covid19.go.id shows there are 205 countries, 900,306 positive cases, and 45,693 people around the world who died because of COVID-19. Additionally, there are 1986 people confirmed positive COVID-19, 134 people get well, and 181 people died in Indonesia. This data is taken from the website when this article is written. The data seems very dynamic in the next periods. Therefore, this pandemic is an extraordinary phenomenon and has an impact globally. When this paper is written, the epidemic is still happening. Different countries have various strategies and actions against this COVID-19. There is limited research to capture e-Participation related to COVID-19. This paper aims to describe the role of technology against COVID-19 in Indonesia. Hopefully, this paper contributes a lesson learned of kawalcovid19.id in Indonesia case, and this could be employed for similar cases in other countries. This study has identified four main components in a model of e-Participation against COVID-19 as follows: team, technologies, COVID-19, and people. The e-Participation technologies are tools for participants to supply and verify information, educate people, and people to interact, give comments and feedback to each other.

Keywords : E-Participation, COVID-19, KawalCOVID19.id

1. Introduction

COVID-19 pandemic is the massive COVID-19 virus spread around the world. Based on the Indonesia government official website of COVID-19 at covid19.go.id, there are 205 countries, 900,306 positive cases, and 45,693 people died because of COVID-19. Additionally, there are 1986 people confirmed positive COVID-19, 134 people get well, and 181 people died in Indonesia. This data is taken from the website when this article is written. The data could be changed in the next periods. Therefore, this pandemic is an extraordinary phenomenon and has an impact globally. When this paper is written, the epidemic is still happening. Different countries have various strategies and actions against this COVID-19. This paper captures citizen participation through electronic technology which is called e-Participation against COVID-19. There is previous research about e-Participation and COVID-19 as follows: [1] evaluated user experience when using e-Participation service in the Malaysian e-Government website, [2] described a framework for e-participation and open government. The framework has been implemented to six candidate EU countries in the Western Balkans, [3] introduced trends in e-participation and their impact on individuals and communities in South Korea, the United States, and Honduras, [4] captured lessons and challenges from e-Participation implementations in Colombia, [5] examined e-Participation, social media, and digital gap in the Brazilian context, [6] explored e-Participation experiences in Eurasian Economic Union (EEU) countries, [7] compared e-Participation strategies and platforms in Oslo, Melbourne, and Madrid, [8] captured public policies on e-Participation implementation in Germany, [9] compared e-Participation implementation in Russia, USA, and UK E-Petition initiatives, [10] presented e-Participation implementation in Istanbul, Turkey, [11] captured actions and challenges of COVID-19 in Iran, [12]



forecasted the cumulative number of COVID-19 deaths in China using a Boltzmann Function-based Modeling Study, [13] analysed the epidemiological characteristic and clinical manifestation of COVID-19 in Qingdao City, [14] examined chronology of COVID-19 cases on the Diamond Princess cruise ship in Japan and the ethical considerations, [15] explored the role of the Indian pharmaceutical industry, [16] captured the impact, logistic & strategy of COVID-19 epidemic in middle province of northern Italy, [17] examined mortality rate of infection with COVID-19 in Korea, [18] evaluated an anatomy's of Taiwan's Regulatory Actions in Response to the COVID-19 pandemic, [19] examined COVID-19 response in the UK, [20] captured how to face SARS-CoV-2 outbreak in Lumbardy, Italy. Unfortunately, there is limited research that captures a study of e-Participation related to COVID-19. This research aims to provide a lesson learned from the role of kawalcovid19.id against COVID19 in Indonesia. Hopefully, this paper contributes a lesson learned of kawalcovid19.id in Indonesia case, and it could be utilized for cases in other countries.

2. Research Methods

This research was conducted based on desk research, which consists of some stages, as described in figure 1. First, we developed a research design that includes the gap, aim, contribution, and implication of the research. Second, references are collected from science direct, springer, Francis and Taylor, IEEE websites. Those references are related to e-Participation and COVID-19 topics. Third, we conducted literature reviews about e-Participation related to COVID-19. Fourth, we analyze KawalCOVID19.id through the website, Facebook, Twitter, and Instagram. Fifth, we developed sub-models and the primary model that describes participation through KawalCOVID19.id against COVID-19. Sixth, we described and analyzed the developed sub-models and model, advantages, limitations, and lessons learned from this case.



Figure 1. Step by step research method in this research

3. Analysis and Discussion

KawalCovid19.id consists of three elements, as indicated in figure 2, as follows: Technologies, participants, and contents. Details of the parts will be explained in the next statistics and paragraphs.

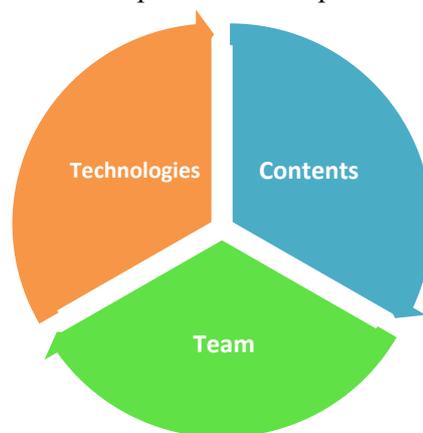


Figure 2. Diagram of kawalcovid19 components

Kawalcovid19.id is employing various technologies, as shown in figure 3. For internal, this initiative is utilizing Slack, Quip, Gitlab, and Whatsapp group. Furthermore, for external, it is operating the

website at <https://kawalcovid19.id/>, Twitter at [@KawalCOVID19](https://twitter.com/KawalCOVID19), Facebook at fb.me/KawalCOVID19, Instagram at [kawalcovid19.id](https://www.instagram.com/kawalcovid19.id). When this paper is written, the twitter account has 86,500 followers; the Instagram account has 88,300 followers; the Facebook fans page has 39,895 likers. Additionally, the data could be dynamic in the next periods.

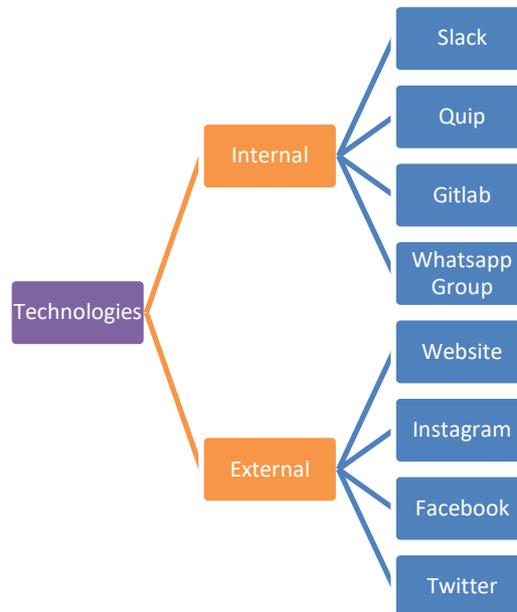


Figure 3. Technologies of kawalcovid19.id

The KawalCOVID19.id website has three contents, as captured in figure 4 as follows :

- Information, this website contains an analysis of the circulate information based on evidence and fact. This website avoids hypothesis, opinion, or presumption.
- Verification, this website denies and clarifies rumors as well as explains the information clearly. Kawalcovid19.id work together with Community of anti hoax Indonesia
- Education, this website educates people about something that needs to be done or avoid doing something. It also explains health information in schools, workplaces, restaurants, and ordinary places.

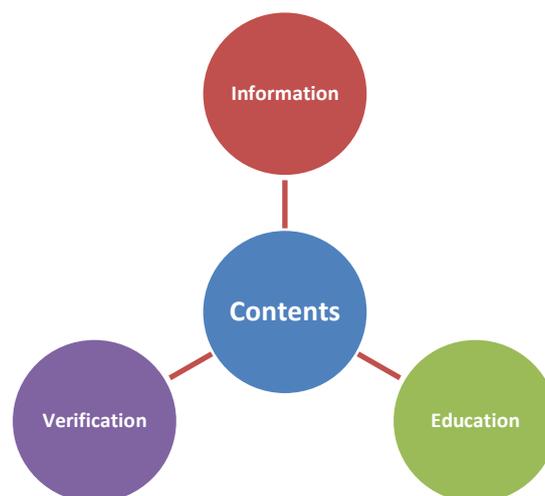


Figure 4. Contents of the Kawalcovid19.id

Furthermore, KawalCovid19.id is an initiative from the volunteer team consists of Indonesian netizens that works based on data. The team has a background from various fields and expertise, such as medical, education, science, research, technology, and mass communication. Additionally, this team has three groups, as follows:

- Technology team, this team supports technology infrastructure.
- Data team, this team monitors the growth of issues in Indonesia and overseas, collect information, check and analyze the accuracy of information.
- Content team, this team writes the article, content, and visualization for publication

Some of the volunteers are Indonesian citizens that lived abroad and around the community, which are infected with COVID-19. Figure 5 describes the backgrounds of the KawalCovid19.id team.

Furthermore, we developed a model of e-Participation against COVID-19 based on the case of KawalCOVID19.id. The model consists of four elements, such as team, technologies, COVID-19, and people. The team and technologies have been explained in Figures 3, 4, and 5. Moreover, people, mainly Indonesian, is the target of KawalCOVID19.id as the technologies utilize Bahasa for the contents. Indonesian can interact as well as give comments and feedback through the technologies.

Citizen participation through digital technologies, such as website, Facebook, Twitter, Instagram is useful and makes people, especially Indonesians, easier to access and verify the information as well as give comments and feedback related to COVID-19. Therefore, types of participation, in this case, are supply and verify information, educate people, provide comments and feedback. This initiative shows that there are some citizens have awareness about the information validity and dangers of COVID-19.



Figure 5. Backgrounds of KawalCOVID19.id

The advantages of this model are generic, could be implemented in other contexts and countries, as well as common technologies. This initiative is a good volunteering work even though the effectiveness of this work has not measured yet. KawalCOVID19.id is one of the information sources; however, the primary official information sources from the Indonesia government are covid19.go.id and covid19.kemkes.go.id

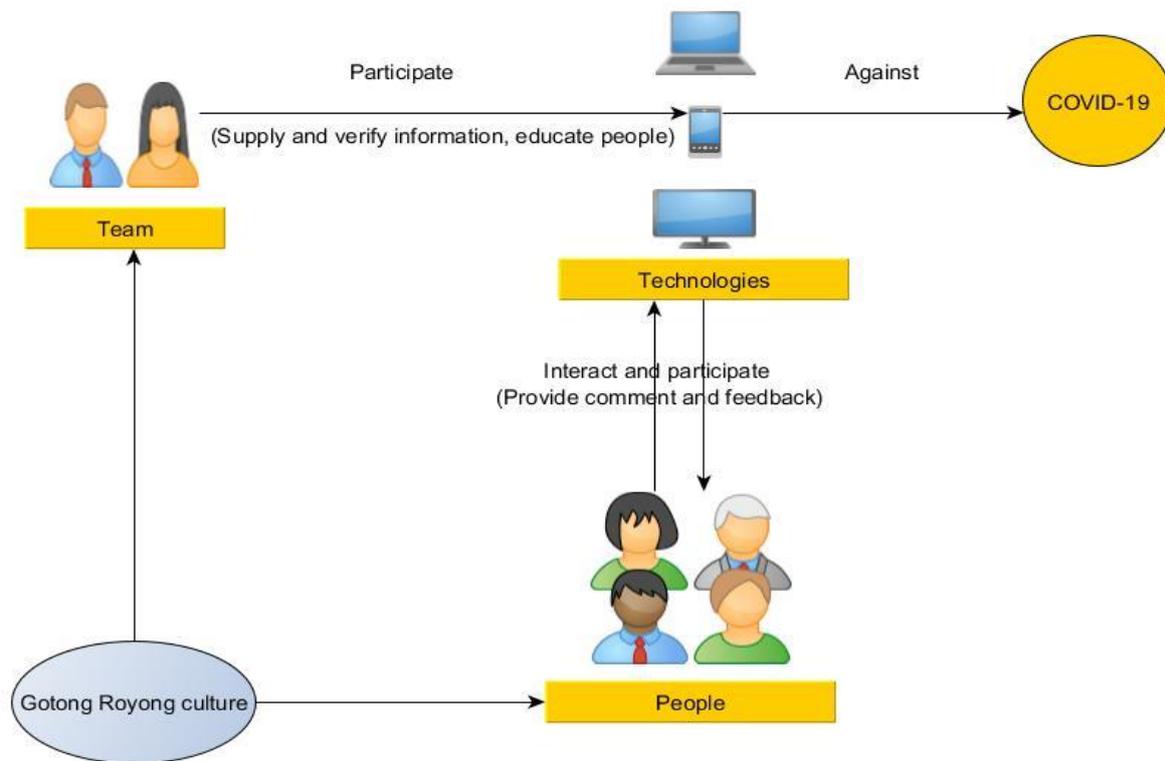


Figure 6. A model of e-Participation against COVID-19

Some lessons learned from this case are participation from everyone is needed against COVID-19. Participation could be offline and online, through digital technologies or other media, anytime, everywhere, and everything. Indonesia has a special culture which is called Gotong Royong, it means everyone participates and works together to solve the problem. This culture is essential to support participation against COVID-19, as this pandemic is a common problem globally. Hopefully, scientists around the world can find a vaccine to treat this dangerous virus soon; therefore, this pandemic finished as soon as possible.

4. Conclusions

This study has identified four main components in a model of e-Participation against COVID-19 as follows: team, technologies, COVID-19, and people. The technologies are tools for participants to participate against COVID-19. Those technologies are website, Facebook, Facebook messenger, Twitter, Instagram, and android application. There are types of participation in this case as follows: supply and verify information, educate people, interact, participate, give comments, and feedback. Indonesia also has a special culture which is called Gotong Royong. This culture is vital to support problem-solving against COVID-19. This research has some implications for theory and practices. For theory, this research extends a body of knowledge of e-Participation, medical science, and virus science fields. For practice, the lesson learned from this case could be utilized for other cases in other countries and contexts. The next research will capture the history of e-Participation as an academic field.

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