Public Trust on Policy for Mobility Restrictions Policy in Indonesia an Analysis from Social Media Twitter

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Abstract. Social media has become a liaison for all sources of information for social media users. The exchange of information on social media becomes crowded with various types of information. The focus of this study is the identification of public confidence in the implementation of Indonesia's Mobility Restriction Policy (PPKM). In this study, we use Twitter as a source of research data and discussions regarding the issue of the extension of the PPKM policy in Indonesia. This study uses a qualitative approach, using a qualitative data analysis mining approach (QDA Miner) to analyze the resulting content, network, and cloud. We use Social Network Analysis (SNA) software, namely NodeXL Pro, as a data search tool to generate communication networks and tweet content from observed conversations and Qualitative Data Analysis (QDA) software, namely Nvivo 12 Plus, for further and comprehensive analysis. Understand qualitative data. The findings show that public trust in implementing the Mobility Restrictions Policy in Indonesia reaps more negative sentiment from Twitter social media users. In addition, the intensity of the accounts involved in responding to the policy is relatively high, accompanied by the resulting communication network.

Keywords: Mobility restrictions · Public trust · PPKM · Indonesia

1 Introduction

Due to the limited public activities outside during the Covid-19 pandemic, social media became the hub for all sources of information for social media users (Shahi et al. 2021). As a result, social media exchanges became lively with various details information. This data can be analyzed to give stakeholders a new perspective on public trust in crises and the best measures to pursue. According to the most recent studies, social media's impact as a communication tool during Covid-19 can be divided into the following categories, which include coordination and communication tools (Machmud et al. 2021), risk assessment, and analysis (Park et al. 2021), healthcare news (Park et al. 2020),

misinformation communication (Islam et al. 2020), conversations of Covid-19 policy initiatives through social media (Haupt et al. 2021; Irawan 2022), And also as a communication transmission device for medical groups whose functions are comparable to those of other organizations but which put a higher importance on public communication to enhance community participation (Park et al. 2016).

The focus of this study will be on public trust in the implementation of Indonesia's Policy for the Implementation of Mobility Restrictions (PPKM). The public trust score provides an overview of the general public acceptance of government policies. This public reaction data was collected after the Indonesian government, for the umpteenth time extended the deadline for implementing the PPKM policy in the country. On August 2, 2021, the Indonesian government announced the extension of the PPKM policy's functionality.

Twitter is the social media platform used to collect data for this study. According to Emeraldien et al. (2019), Twitter has developed into one of the social media platforms capable of bridging political communication channels at a faster rate. As a consequence, social media improves the effectiveness of public-government communication (Tromble 2018). In the case of an emergency or crisis, social media can be used to provide diverse information from the public authority or the community (Anson et al. 2017). In this study, we use Twitter as a source of research data and my conversations related to the issue of the extension of the PPKM policy in Indonesia.

2 Literature Review

2.1 Social Media for Public Policy Communication

Along with the advancement of information and communication technology, social media is a part of Web 2.0, a platform for people to exchange information (Delerue et al. 2012). As a modern communication tool, social media is designed to connect anybody in digital communication (Antony 2008; Madakam et al. 2015). Even nowadays, social media has become an indispensable component of all human activities (Kosasih 2016). Social media can facilitate users' access to information by leveraging electronic devices (Kaplan and Haenlein 2010; Näkki et al. 2011; Song and Lee 2016). He information circulating on social media is current or responsive (Ho and Cho 2016). At the moment, social media is used to communicate for practical policy campaigns (Akbar et al. 2021; Irawan 2022). Witanto et al. (2018) concluded that social media had evolved into a public information medium for reporting current events and issues.

With all the benefits that Belkahla Driss et al. (2019) assess, social media can provide valuable knowledge for the government, which can be considered throughout the decision-making stage. Because, at its core, policy communication is government communication that is understood as an effort to disseminate information about programs or ideas to the general public (Irawan 2022). Effective policy communication enables the implementing components of the policy and the policy targets to communicate with one another and create the desired results (Nurati 2016). As a result, it is indisputable that social media has evolved into the primary medium of communication capable of effecting change (Batara et al. 2018). Social media can provide statistics to stakeholders

on the public response to government actions (Gintova 2019; Tari and Emamzadeh 2018; Witanto et al. 2018).

3   Research Method

This study employs a qualitative approach to investigate how social media users in Indonesia responded to the adoption of the Mobility Restriction policy during the Covid-19 pandemic. Social media communication has formed a communication network between each social media user (Himelboim et al. 2013). We employ a qualitative data analysis mining (QDA Miner) approach to analyze the generated content, network, and cloud. To investigate the facts and data available on the social media platform Twitter. We use Social Network Analysis (SNA) software, specifically NodeXL Pro, as a data search tool to generate communication networks and tweet content from observed conversations, as well as Qualitative Data Analysis (QDA) software, specifically Nvivo 12 Plus, to further and thoroughly understand qualitative data (Brandão 2015). Because studying information on Twitter social media requires the use of a data analysis tool to comprehend large amounts of data (Ranjan and Sood 2016).

The keywords used in the data search are the hashtag #Extended. The hashtag #Extended was included in the data search because it symbolizes Twitter user discussion in response to Indonesia's implementation of the PPKM extension policy. This Twitter user's comment then sparked a range of reactions to the policy.

RQ1: What is the intensity of the Twitter community's response to Indonesia's PPKM policy?
RQ2: Does the Twitter community trust the PPKM policies that have been implemented?

4   Finding and Discussion

4.1   Intensity of Public Response to #Extended

The implementation of the PPKM extension for the umpteenth time by the Government of the Republic of Indonesia resulted in various responses from Twitter social media users. This response is represented or characterized by the use of the hashtag #Extended which became one of Twitter's trending topics on August 2, 2021 in Indonesia. By using NodeXL Pro, we capture activity data using the hashtag #Extended on Twitter Social media. From the processing of the resulting data, we found a total of 16,250 accounts that had conversations related to the issue of the PPKM period extension. As well as producing as many as 19,023 communication links that are linked to each other and then create a communication network related to this issue.

In the intensity of other components, namely the activity intensity of Tweets, Retweets, Replies, Mentions, and MentionInRetweets, the amount of activity is directly proportional to the activity of the account in carrying out conversations. In Tweet Intensity, the number of occurrences generated is 6,873 tweets, and in Retweet activity the number of occurrences is 9,428 tweets. Meanwhile, in Replies activity there were 1910 tweets, Mentions had 141 tweets, and MentionsInRetweet had 12 tweets. In detail this can be seen in Table 1 above.

Table 1. Public response occurrences intensity by component.

Componen	Number of occurrences
Account	16.250
Edges	19.023
Tweet	6873
Retweet	9428
Replies	1910
Mentions	141
MentionsInRetweet	12

4.2 #Extended Communication Network

As mentioned in the previous section, the public response to the implementation of PPKM in Indonesia has resulted in 19,023 communication networks. This communication network is then divided into groups in which each group has an account of mutual influence (see the picture below). The total number of communication groups generated during the hashtag #Extended was 1083 groups. Each communication group raised the issue of extending the PPKM period by sharing various perspectives. The highest group of communication networks generated using the hashtag #Extended shows that Twitter has become a medium of information for users to share content with each other(Suryadharma and Susanto 2017) (Fig. 1).
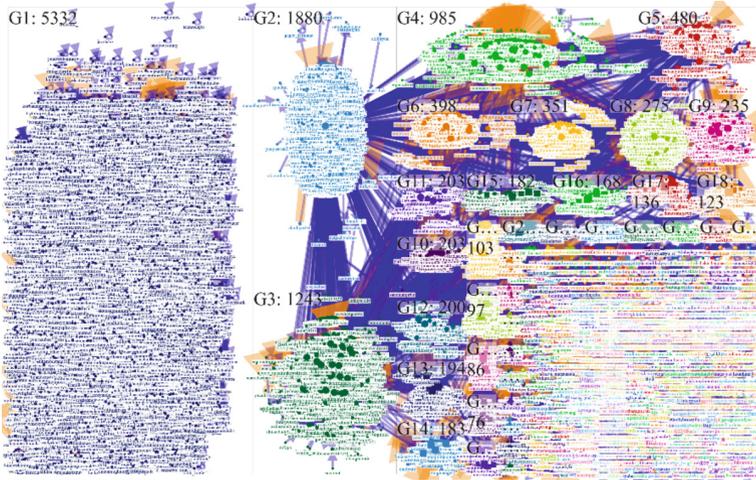
Fig. 1. Hashtag communication network #Extended.

Using NodeXL Pro, communication researchers can present network visualizations to enable more massive network analysis and open up various opportunities to analyze communication networks formed on social media (Purnama 2015). The number of responses regarding the PPKM extension policy in Indonesia shows that the PPKM extension is a policy that has a vast impact on people in Indonesia. In addition, this case also clarifies the strategic position of social media Twitter, namely as a means to create interaction in providing social support and relationships with one another (Ciszek 2013; Xiong et al. 2019). The relationship that occurs in the hashtag #Extended also shows that social media Twitter is a communication network among users to share content, depictions of individuals and people involved can be delivered with nodes or dots. In contrast, the resulting relationships between nodes that appear are referred to as edges or links (Susanto et al. 2012). The total edges in each group are shown in the Table 2 below.

Table 2. List of ten communication network groups with details of account appearance and link edges.

Group	Vertex shape	Label	Vertices	Unique edges	Edges with duplicates	Total edges
G1	Disk	G1: 5332	5332	5136	437	5573
G2	Disk	G2: 1880	1880	1933	15	1948
G3	Disk	G3: 1243	1243	1702	93	1795
G4	Disk	G4: 985	985	1151	155	1306
G5	Disk	G5: 480	480	522	10	532
G6	Disk	G6: 398	398	420	19	439
G7	Disk	G7: 351	351	369	0	369
G8	Disk	G8: 275	275	277	20	297
G9	Disk	G9: 235	235	310	26	336
G10	Disk	G10: 203	203	247	0	247

4.3 Public Trust Against PPKM Policy

The use of the Social network analysis (SNA) method will provide researchers with an understanding of the relationships between individuals or groups (Ramadhani et al. 2019). Furthermore, the relationship that occurs indeed contains particular sentiments, the sentiments that arise against the PPKM policy in Indonesia can then be identified through careful meaning in each generated tweet. After interpreting the tweets related to the hashtag #Extended, the resulting sentiment is categorized into four: Very Negative reaching 24.17%, Moderately Negative reaching 36.01%, Moderately Positive going 26.88%, and Very Positive reaching 12.94% (See Figure below). The sentiment formed in the use of #Extended shows a tendency to have a negative view, which illustrates that

the public's response to the PPKM policy tends to be unfavourable, resulting in public acceptance of the policy not as expected by the Indonesian government. Because the presence of PPKM has a negative impact on social and economic conditions (Rizal et al. 2021; Rusiadi et al. 2020; Saputra and Salma 2020). Even so, on the other hand, the implementation of PPKM has a positive impact on reducing Covid-19 cases in Indonesia (Fig. 2).
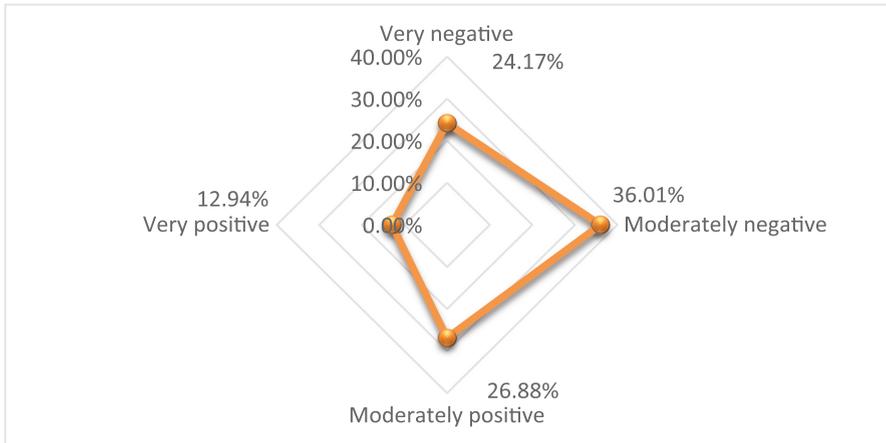

Fig. 2. Percentage of Twitter users sentiment against hashtag #Extended.

5   Conclusions

From identifying the hashtag #Extended above, public trust in the implementation of the Mobility Restrictions Policy in Indonesia has resulted in more negative sentiments from Twitter social media users. The negative sentiment that emerged gave an understanding that the Twitter user community in Indonesia did not entirely accept the policies implemented. The intensity of the accounts involved in responding to the procedure is relatively high, accompanied by the communication network that occurs, which can explain the communication relationships that arise between each communication group. This research also illustrates that public trust must be considered in the approaches taken in implementing policies. The extension of the PKKM term for the umpteenth time created a sense of disappointment and negative sentiment towards the extension policy being implemented.

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