CHAPTER I

INTRODUCTION

1.1 Research Background

By the end of 2019 to 2020, the world has been hit by a pandemic of viruses that affected social, economic, and public health lives. The World Health Organization (WHO) declared that this virus is a world pandemic or global pandemic. This virus is named *severe acute respiratory syndrome coronavirus*2 (SARS-CoV-2) that attacks the respiratory system. Due to this viral infection, the disease is known as the 2019 coronavirus disease or better known as COVID-19 (Cucinotta & Vanelli, 2020). After WHO declared COVID-19 as a global pandemic, which infected 126,000 people in 123 countries ("WHO Officially Called Corona Covid-19 Virus a Global Pandemic," nd). Countries in every part of the world, both countries that embrace totalitarianism as a form of governance and democracy, have carried out various policies to suppress this virus's growth or to cope with the development of this virus. The impact of Covid-19 affects human health and influences the social and economic aspects of society (Burhanuddin & Abdi, 2020).

The Republic of the Chinese people was the first affected country by the 2019 coronavirus disease pandemic. With its country implementing a totalitarianism system that has succeeded in overcoming the Covid-19 pandemic with policies taken in an authoritarian, China is the first country affected by covid-19 and also the country that was the first to overcome the covid-19 pandemic ("Coronavirus: How China is coping with the Covid-19 outbreak through hidden technology, with residents being tracked by cell phones - BBC News Indonesia," nd).

Other democratic countries such as Indonesia and Taiwan have responded to this global pandemic with various policies such as lockdown policies, large-scale social

restrictions, and several appeals for their policies. Luckily, Taiwan has managed to control this pandemic, and of course, the government and its people are the keys to its success ("Taiwan's success in fighting coronavirus has bolstered its global standing This has infuriated Beijing - CNN," nd). However, the state of Indonesia is still far from successful. This is evidenced by the confirmed cases in Indonesia, which are still 115,056 cases ("WHO Coronavirus Disease (COVID-19) Dashboard," nd). Seeing this phenomenon, the author wants to find out more about how the Indonesian state's policies and the Taiwanese state as a democratic country in handling COVID-19 from the perspective of public trust in the policies taken by the government of their country. Whether the public trusts and complies with the policies taken by their governments to focus on overcoming the problem of the Covid-19 pandemic or There is distrust of government policies. this study will use a qualitative methodology to find out this phenomenon.

The comparison between the two countries is made because the two countries are running a democratic system and are also countries affected by the COVID-19 pandemic. Although, there are differences between these two countries, such as in terms of human resources, education & culture, health facilities, natural resources, as well as developing and developed countries.

1.2 Problem Formulation

Based on the background above that examines public trust or public distrust by the government (Indonesia and Taiwan) in dealing with the 2019 coronavirus disease, the author will focus this research on

1. How does identify the policies of the Indonesian and Taiwanese governments in dealing with covid-19?

2. How is the public's trust in the policies for handling Covid-19 in Indonesia and Taiwan?

1.3 Research Objective

Based on the formulation of the problem above, this study aims to find out how the Indonesian state's policies and the Taiwanese state as democratic countries in handling COVID-19 from the perspective of public trust.

1.4 Research Benefit

1. **Theoretical Benefit**

   a. Provides deeper insight into knowledge and writing as well as with existing theories.

   b. Hopefully, it can be a reference material for students and other communities.

2. **Practical Benefit**

   a. It is hoped that it can become a reference for the government in making a policy for handling Covid-19.

1.5 Literature Review

Fifteen kinds of literature are used as a reference or comparison from previous research related to this issue, including from research conducted by (Cucinotta & Vanelli, 2020) explain that by the end of 2019 to 2020, the world has been hit by a pandemic of viruses that cause social, economic and public health lives to be affected. The World Health Organization (WHO) has declared that this virus is a world pandemic or a global pandemic. This virus is named *severe acute respiratory syndrome coronavirus*2 (SARS-CoV-2) is a virus that attacks the respiratory system. Due to this viral infection, the disease is known as the 2019 coronavirus disease or better known as COVID-19.

Furthermore, research conducted by (Burhanuddin & Abdi, 2020) explained that the impact of Covid-19 affects human health and affects various aspects of life,

both the social community and the economy of the community also countries in the world. Both countries that embrace totalitarianism as a form of governance and democracy have carried out various policies or mitigations to suppress the growth of this virus or tackle the development of this virus. Moreover, (Noviati, 2016) explained that Indonesia and Taiwan are countries that adhere to a democratic system as the administration of their government. It means that all citizens have the same rights in making decisions concerning their lives, sovereignty for the people, and receive equal treatment from the services of their country's government. Continuing from the research above related to democratic countries, (Koenane & Mangena, 2017) explained that in a democratic country, human rights are the main principle in its public service. Apart from principles, a democratic country also has important pillars in implementing its democratic system, is an executive institution, as the implementer of a policy, rule or law; Legislative body; as legislators and as supervisors of the running of the executive branch; The judiciary, as the supervisor of the implementation of duties, functions, and powers of the executive and legislative bodies; and freedom of the press, as a medium for disseminating information and a means of interaction between the government and the people or vice versa.

Furthermore, Koenane & Mangena, (2017) explained that democracy is not only the implementation of general elections, but the principles of accountability and ethics must be contained. Also, with the principles of democracy, namely in terms of citizenship is public participation in public affairs, and terms of accountability are the professional behavior of public officials. To achieve this, an ethical foundation or moral framework in government that goes beyond the code of ethics is needed. Next, Hsieh (2019) explained that in a democratic country such as Taiwan, the principles of openness, transparency, and participation of the public are needed to create good

governance, namely where the human rights of the people are very protected and guarded tightly from violations. The community monitors and also takes part in policymaking towards the government, either directly or through social media. Therefore, (Fu & Chang, 2019) explained that, in a democratic country, the government as the organizer of the running of democracy has several concepts in its implementation. And, the concept of good governance is an option for a democratic country like Indonesia. and Taiwan in its public service.

Continuing from the research discussion above, (Anheier et al., 2018) explained that in applying a good governance system, namely collaborative work between the government, the private sector, and the community. There are several indicators, including community participation; rule of law; transparency; responsibility; equality; consensus-oriented; efficiency and effectiveness; accountability of decision-maker, and strategic vision. Then, Sofi & Mutiarin (2018) explained that collaborative governance encourages accountability and transparency from policymakers. It can produce policies that can answer community needs and encourage community participation in the implementation up to the resulting policies' evaluation stage.

This is further supported by research conducted by (Abas, 2019), he explained that to implement the concept of good governance, especially from decision making, policymaking, or regulation concerning the lives of many people, of course, all indicators of good governance must be achieved without any exceptions. As a consequence, people have high trust in their public servants. Also, with public servants' policies (the government), it can adhere to the community effectively from the policies issued. Then, (Muadi Sofwani, Ismail MH, 2016) explained that "Public policy formulation must explain the agenda-setting, formulation and legitimacy, program implementation, evaluation of performance implementation and its effects and

decisions about the future of the programmed policy". Hence, in his journal, (Iskandar, 2017) explained that "every public policy produced should involve the public as the main component and instrument because every policy product will have an impact on people's lives. Therefore, judging from the process, public policy should work in the sense that it is compiled and designed in a dialogue space involving the people as the main element".

Furthermore, according to Suryono in his journal, which quotes from (Parsons, 1997), "policy can be interpreted more as a process of interaction between the state and the people. Public policy is a policy made in the public sphere, which is a joint scope". Continuing from that statement Suryono (2018) also explained that in realizing a public policy product with the nuances of people's welfare, the problem lies in the national political will and the implementation of acting from that national political will (political action). Furthermore, research conducted by (Muis, 2020) explained that the transparency of information to the public is a powerful tool of the government to gain the public trust from the people in any policies that the government has implemented. This also supports the existence of good public participation. Suppose the community has believed that their government, can carry out its function as a public servant and ensure the socio-economic life of their people. In that case, the public will obey the policies of their government.

However, on the contrary, the public consumes confusing and unclear information. Consequently, the public will not obey the appeal, even though the appeal has been regulatory. This has been implemented by the government and the people of Taiwan. (Ramdhani & Ramdhani, 2017) also explained that to create or gain public trust, transparency of information for public consumption is important. With the transparency of information, the public can easily get information, oversee the policy

service process, and encourage public participation to comply with transparency policies. However, suppose the resulting transparency of information fails. In that case, there is overlapping information from the government and confusion of information from the government. This will cause public confidence to lose and allow apathy towards the government's policies.

Then, (Soetari, 2014) also explained that "Public policy and public trust are interrelated dimensions. The relationship between the two will affect the effectiveness of policies and public conduciveness. Public policies' effectiveness will be realized in the form of smooth implementation of service tasks, creation of administrative order, low mal-administration, simple mechanisms, and easy implementation. The public conduciveness will be built in the form of common perceptions about policies, easy understanding and implementation of policies, and high carrying capacity for policies as a pattern needed to solve problems. Public conditions conducive to a policy will be an effective encouragement and spirit for the policy, and vice versa". The following is an explanation and title of the 15 studies described above:

Table 1.1

No.	Writer's name	Research Title	Research result
1.	(Cucinotta & Vanelli, 2020)	WHO declares COVID-19 a pandemic	By the end of 2019 to 2020, the world has been hit by a pandemic of viruses that cause social, economic, and public health lives to be affected. The World Health Organization (WHO) has declared that this virus is a world pandemic or a global pandemic. This virus is named *severe acute respiratory syndrome coronavirus*2 (SARS-CoV-2) is a virus that attacks the respiratory system. Due to this viral infection, the disease is

2.	(Burhanuddin & Abdi, 2020)	The Global Economic Crisis From the Impact of the Spread of the Corona Virus (Covid-19)	Explaining that the impact of Covid-19 affects human health and affects various aspects of life, both the social community and the economy of the community and countries around the world. So that both countries adopt a totalitarian system as a form of governance and democracy, have carried out various policies or mitigations to suppress the growth of this virus or tackle the development of this virus
			known as the 2019 coronavirus disease or better known as COVID-19.
3.	(Noviati, 2016)	Democracy and Government System	Indonesia and Taiwan are countries that adhere to a democratic system as the administration of their government, which means that all citizens have the same rights in making decisions concerning their lives, sovereignty for the people, and receiving equal treatment from their country's services' government.
4.	(Koenane & Mangena, 2017)	Ethics, Accountability, and democracy as pillars of good governance "Case of South Africa"	In a democratic country, human rights are the main principle in public service. Apart from principles, a democratic country also has important pillars in implementing its democratic system, namely the executive body, as the executor of a policy, rule or law; Legislative body; as legislators and as supervisors of the running of the executive branch; The judiciary, as the supervisor of the implementation of duties, functions, and powers of the executive and legislative bodies; and freedom of the press, as a

Note: The first row's fourth column text "known as the 2019 coronavirus disease or better known as COVID-19." appears at the very top of the page as a continuation.

			medium for disseminating information and a means of interaction between the government and the people or vice versa.
5.	(Hsieh, 2019)	The Shape of Public Governance in Taiwan: Penetrating the Boundary between Public Management and Public Policy	explained that in a democratic country such as Taiwan, the principles of openness, transparency, and participation of the public are needed to create good governance. Namely, the human rights of the people are very protected and guarded tightly from violations. The community monitors and also participates in policymaking towards the government, either directly or through social media.
6.	(Fu & Chang, 2019)	The Shape of Public Governance in Taiwan: Penetrating the Boundary between Public Management and Public Policy	In a democratic country, the government as the organizer of the running of democracy has several concepts in its implementation. The concept of good governance is an option for a democratic country like Indonesia. and Taiwan in its public service.
7.	(Anheier et al., 2018)	Governance Indicators: Approaches, Progress, Promise	In implementing a good governance system, collaborative work between the government, the private sector, and the community is needed. There are several indicators including community participation; rule of law; transparency; responsibility; equality; consensus-oriented; efficiency and effectiveness; accountability of decision-maker and strategic vision
8.	Sofi & Mutiarin, (2018)	Collaborative Governance in the Management of Village Owned	Collaborative governance encourages accountability and transparency from policymakers to produce policies that can

		Enterprises Ponggok Sub District Polanharjo District Klaten Central Java 2016	answer community needs and encourage community participation in the implementation up to the resulting policies' evaluation stage.
9.	(Abas, 2019)	The Governance of Solid Waste management Policy View project	Explaining that, to implement the concept of good governance, especially from decision making, policymaking, or a rule concerning the lives of many people, of course, all indicators of good governance must be achieved without any exceptions. People have high trust in their public servants. With public servants' policies (the government), it can be adhered to, obeyed, and the community participates effectively from the policies issued.
10.	(Muadi Sofwani, Ismail MH, 2016)	Concept and theory study of public policy formulation	"The formulation of public policies must explain the agenda-setting, formulation and legitimacy, program implementation, evaluation of performance implementation and its effects as well as decisions about the future of the programmed policies ".
11.	(Iskandar, 2017)	The importance of participation and the role of political institutions in the process of making public policies	explained that "every public policy produced should involve the community (Public) as the main component and instrument because every policy product will have an impact on people's lives. Therefore, judging from the process, public policy should work in the sense that it is compiled and designed in a dialogue space involving the people as the main element".

12.	Suryono, (2018)	Public Policy for the welfare of the people	"Policy can be interpreted more as a process of interaction between the state and the people. Public policy is a policy made in the public sphere, which is a joint scope". Continuing from the statement also explains that in realizing a public policy product with the nuances of people's welfare, the problem lies in the national political will and the implementation of acting from that national political will (political action).
13.	(Muis, 2020)	Public Policy Transparency as a National Strategy in Tackling the Covid-19 Pandemic	Transparency of information to the public is a powerful tool for the government to gain the trust of the public in any policies the government has implemented, this also supports the existence of good community participation. Suppose the community has believed that their government is capable of carrying out its function as a public servant and ensuring the socio-economic life of their people. In that case, the public will obey the policies of their government. Still, on the contrary, the public consumes confusing and unclear information. The public will not obey the appeal, even though the appeal has been regulatory, and as a result, this has been implemented by the government and the people of Taiwan.
14.	(Ramdhani & Ramdhani, 2017)	General Concept of Public Policy Implementation	explained that to create or gain public trust, transparency of information for public consumption is important. With information transparency, the public can easily get information, oversee the policy

			service process, and encourage public participation to comply with policies issued from the transparency of information. However, suppose the resulting transparency of information fails. In that case, namely, there is overlapping information from the government and confusion of information from the government, this will cause public confidence to lose and allow apathy towards the government's policies.
15.	(Soetari, 2014)	Public policy	"Public policy and public trust are interrelated dimensions. The relationship between the two will affect the effectiveness of policies and public conduciveness. Public policies' effectiveness will be realized in the form of smooth implementation of service tasks, creation of administrative order, low mal-administration, simple mechanisms, and easy implementation. The public conduciveness will be built in the form of common perceptions about policies, easy understanding and implementation of policies, and high carrying capacity for policies as a pattern needed to solve problems. Public conditions conducive to a policy will be an effective impetus and spirit for the policy, and vice versa".

1.6 Theoretical Framework

A. Public policy

Policy (is a collection of decisions taken by a political actor or group, to choose goals and achieve that goal. In principle, those who make these policies have the power to implement it. A scientific dictionary defines public policy as decisions made by the government or public officials aimed at the wider community. According to Thomas R. Dye (1992) "Public Policy is whatever government choose to do or not to do". So, public policy can create situations and can also be created by situations. Soetari (2014) argued that "in essence public policies are made by the government in the form of government actions whether to do or not to do something has a specific purpose". Public policies are aimed at the interests of society". This opinion is in line with A.Ramdhani quoting from the journal (Iskandar, 2012) explains that "policy can be defined as a series of program plans, activities, actions, decisions, attitudes to act or inaction carried out by stakeholders (actors) as a stage for solving the problems faced".

In his journal (Iskandar, 2017) discussing public policy, he explained that "every public policy produced should involve the public as the main component and instrument because every policy product will have an impact on people's lives. Therefore, judging from the process, public policy should work in the sense that it is compiled and designed in a dialogue space involving the people as the main element". Also According to Suryono in his journal, which also quotes from (Parsons, 1997) explains that "policy can be interpreted more as a process of interaction between the state and the people. Public policy is a policy made in the public sphere, which is a joint scope".

According to Riant Nugroho D. (2004: 52), public policy does not mean that it is easy to make, easy to implement, and easy to control because public policy involves

politics. Continuing from that statement, Suryono (2018) also explained that in realizing a public policy product with the nuances of people's welfare, the problem lies in the national political will and the implementation of acting from that national political will (political action).

Widodo (2010) also explained that the government makes public policies in the form of government actions aimed at society's benefit. Besides that, there is a public policy system that is arranged sequentially, namely, policy issues (input), policy formulation (process), public policy (output), outcomes (impact). The process and cycle of public policies have cycles, including policy formulation; policy implementation; policy monitoring; policy evaluation; before that, it will be reviewed first through the agenda-setting process to become a policy formulation. So that from the journal (Iskandar, 2017) also touched on policy formulation, explained that "basically the process of public policy formulation must closely intersect with democratic values because without involving them, it will allow the creation of a policy that is only a tool of the regime in power to carry out repressive and repressive actions. manipulative for the interests of a few people (oligarchic democracy)", namely that the formulation of public policies can accommodate the community's interests in the resulting policies, which also involve community participation in the process and implementation of policies.

In a book published by the faculty of social science and political science, Gadjah Mada University, entitled governance of the Covid-19 handling in Indonesia in Chapter 13 discusses "Informal Workers in the Middle of the Covid-19 Pandemic" (Mas'udi & S. Winanti, nd), which at least also discusses public policy, explaining that "policy collaboration is an important stage in the public policy process. The developing policy paradigm is no longer limited to intergovernmental relations, but also involves the

active role of the community, namely that society is not only a target group but also as part of policy formulation and also as a controller of the course of public policy". Continuing from this, this book also explains the principles in the collaboration mechanism in this crisis, including, "having a synergistic goal between the central government and local governments, namely to protect vulnerable groups and strengthen social inclusion; improve the sustainability of national and regional policies and coordination among stakeholders by adjusting local conditions; When the implemented policies are not optimal in solving problems, stakeholders must develop new programs that are adapted to the context of the problems that arise; identification of problems and mapping of resources in the field involves both local government and civil society directly".

Furthermore, Dunn (1994: 58) is quoted in the journal (Soetari, 2014) explained that public policy is made to solve identified public problems. The solution requires public actions, namely through setting and establishing policies. On the other hand, public trust influences public policy. When the public no longer has trust in policymakers, it will be difficult for these policies to be implemented properly, which results in low public carrying capacity, thus allowing for apathy and a priori from society towards these policies, further away it could lead to the absence of expected compliance or adherence.

B. Covid Handling Policy in Indonesia and Taiwan

In a book issued by the faculty of social and political science, Gadjah Mada University, entitled governance of the handling of the Covid-19 in Indonesia (Mas'udi & S. Winanti, nd) explained that "The Covid-19 has given birth to a governance crisis and policies for handling pandemics in various countries. Almost all countries, regardless of the status of economic and technological progress, and the reliability of

the health service sector, face uncertainty and uncertainty in dealing with COVID-19. The standard crisis management system seems to have lost its relevance, forcing governments in various countries to adopt policies that tend to be trial and error in nature. COVID-19 creates challenges in managing an authentic pandemic crisis in a global context". Indonesia faces similar challenges, even exacerbated by the nuances of the pandemic's politicization, ignorance of science at the start of the crisis, limited economic capacity, and a minimal health service system (Rizaldi, 2020). In (Febriyandi, 2020) , the Indonesian government is considered slow and stuttering in responding to this pandemic.

In contrast to Taiwan, the Government demonstrated better management capability in handling a crisis. Learning from the great impact of SARS, Taiwan was able to build an established pandemic response system. This was also supported by its journal Muis, (2020), which explained that Wuhan, China, and Taiwan were very close compared to Indonesia. However, Taiwan was able to handle it better than Indonesia, namely, until March 3, 2020, there were only 42 cases of COVID-19 that occurred in Taiwan, and one died. And the key to Taiwan's success is due to the preparedness, focus, transparency, and participation of the people who are the keys to success in handling Covid-19 in the country. Besides that (Wang, Ng, & Brook, 2020) explained that Taiwan is taking steps earlier and faster than several other countries to reduce the development of Covid-19 by conducting social distancing, increasing the number of rapid tests, and creating adequate health and economic resources.

Also, in journals (MS & Rizaldi, 2020) explained that "the Indonesian government's policies show rational reasoning. The logic of this health emergency can be rationally accepted by society. However, there were different responses from some groups, especially from the middle to lower class. This is due to the social vulnerability

caused by limited resources. It is "forced" to break through the rationality of the state in the policy of handling the co-epidemic pandemic19 in Indonesia". Than that in the handling of covid in Indonesia, which is in (Government Regulation Number 21 of 2020, 2020) explained that the spread of the coronavirus disease 2019 (Covid-19) with the number of cases and the number of deaths has increased and spread across regions and countries, then has an impact on political, economic, social, cultural, defense and security aspects, as well as the welfare of the people in Indonesia. Therefore, prevention efforts are needed, one of which is by taking large-scale social restrictions (limiting certain activities of residents in an area suspected of being infected with COVID-19 in such a way as to prevent the possibility of spreading the virus). There are criteria for implementing large-scale social restrictions (PSBB), namely the number of cases and the number of deaths due to the disease increases and spreads significantly and rapidly to several areas. There are epidemiological links to similar incidents in other regions or countries. Apart from that, the PSBB covers at least school and work holidays; restrictions on religious activities, and restrictions on activities in public places or facilities. Apart from the above regulations, in dealing with infectious or spreading diseases such as covid-19, the Indonesian government also uses Law No. 36 of 2009 regarding Health, which includes "Central Government, local government and the community are responsible for making efforts to prevent, control and eradicate infectious diseases and their consequences, which are aimed at protecting the community from contracting the disease, reducing the number of sick and dying, and from reducing the social and economic impact of these infectious diseases. Efforts to prevent, control, and manage these diseases are carried out through promotive, preventive, curative and rehabilitation activities for individuals or communities".

And also on PP No. 40 of 1991 namely about the prevention of infectious disease outbreaks, which among them contains the issue of "Efforts to control the epidemic include epidemiological investigations, examinations, treatment, care and isolation of sufferers including quarantine, prevention, and immunity, disease eradication, handling of corpses due to outbreaks, outreach to the community and other prevention efforts". Besides that, there is also (Law no. 24 of 2007) on disaster management, which explains that the government and local governments are responsible for disaster management. The implementation of the disaster is a series of efforts that include the determination of development policies that risk the onset of disaster, disaster prevention activities, emergency response and rehabilitation". Furthermore, from (Pradana, 2020) explained that the policies of PSBB, social distancing, and work from home (WFH) clearly use rational reasoning. With rational health considerations, WFH was able to stop the spread of the Covid 19 virus. The Government, influencers, artists, and the middle and upper class to stay at home were recognized as a rational invitation. However, this suggestion becomes irrational when it is accepted by the lower class, informal workers, and casual daily workers who have to meet their food needs from activities outside the home. On the other hand, in journals (MS & Rizaldi, 2020) citing a statement from the Ministry of State Secretariat stating that "in dealing with the Covid-19 pandemic, the Indonesian government has budgeted IDR 405.1 trillion of the funds allocated for health, tax incentives, the stimulus for people's business credit, financing for MSMEs and the world".

Besides that, in the country of Taiwan, the policy for handling Covid-19 has been regulated in various laws and regulations, namely, Regulations Governing Compensation for the Handling of Vectors of Communicable Diseases, 2017; Regulations Governing Operation of the Communicable Disease, 2017; Regulations

Governing the Central Epidemics Command Center, 2017; and Communicable Disease Control Act, 2017. Which in the laws and regulations explain, among other things, namely "the central government establishes a control network for infectious diseases such as the Covid-19 pandemic; appoint a medical care institution to establish an infectious disease isolation ward (The designated medical care institution, on the instructions of the competent authorities to receive and treat patients with infectious diseases, must not refuse, avoid or obstruct); forming a command and coordination team in handling covid-19 consisting of the central government and local governments; formulate procedures for reporting infectious diseases, methods of epidemiological investigation, and establish systems for surveillance, warning and disease control resources for infectious disease epidemic conditions; Formulate policies and plans for the prevention and control of communicable diseases including measures such as immunization, prevention of communicable diseases, epidemiological surveillance, case reporting, investigations, laboratory testing, management, quarantine, drills, mobilization by level, training, and pharmaceutical, devices and protective equipment stockpile; establishing a relief fund to compensate victims; carry out international and specially designated Port quarantine (air, water, sea and land transportation); and so forth".

C. Public trust in government policy

Soetari, (2014) explained that "Public policy and public trust are interrelated dimensions. The relationship between the two will affect the effectiveness of policies and public conduciveness. Public policies' effectiveness will be realized in the form of smooth implementation of service tasks, creation of administrative order, low mal-administration, simple mechanisms, and easy implementation. The public

conduciveness will be built in the form of common perceptions about policies, easy understanding and implementation of policies, and high carrying capacity for policies as a pattern needed to solve problems. Public conditions conducive to a policy will be an effective encouragement and spirit for the policy, and vice versa".

Furthermore, In Hsieh (2019) explained that in a democratic country such as Indonesia and Taiwan, the principles of openness, transparency, and participation from the community are needed to create good governance, namely that the community carries out supervision and also takes part in making policies towards the government, either directly or through social media. Next In his journal Iskandar, (2017) explained that "every public policy produced should involve the community (Public) as the main component and instrument because every policy product will have an impact on people's lives". Therefore, judging from the process, public policy should work in the sense that it is compiled and designed in a dialogue space involving the people as the main element. The achievement of this can also lead to public trust. Then, research conducted by (Muis, 2020) explained that the transparency of information to the public is a powerful tool of the government in order to gain the trust of the public or public trust from the people in any policies that the government has implemented, this also supports the existence of good public participation. Suppose the public believes that their government is capable of carrying out their function as a public servant and guarantees their people's socio-economic life. In that case, the public will obey the policies of their government. However, in contrast, the public consumes confusing and unclear information, then the public will not obey the appeal, even though the appeal is regulatory.

In support of the above statement, Ramdhani & A. Ramdhani (2017) explained that in order to create or gain public trust, transparency of information or data for public

consumption is important. With information transparency, the public can quickly get information, oversee the policy service process, and encourage public participation to comply with policies issued from its existence of transparency of the information or data. However, suppose the openness of the information or the resulting data fails. In that case, there is overlapping information and data from the government as well as confusion from the government, then this will cause the public trust to lose and allow apathy towards the policies produced by the government. Other than that, Soetari (2014) in his discussion of the principles for building public trust, explains that efforts to create public trust need to be made since a proposal or policy design is made. Departing from this, several principles need to be considered to build public trust, including a.) Public policies must be formulated because of the community/public's need to solve their public problems (responsibility); b.) Public policy must be built by interpreting prevailing public values; c.) The content/material of public policy must be able to accommodate the balance of different interests proportionally, objectively, and fairly; And d.) Public policy must also be anticipatory and predictive of developments in the future.

Besides that, Nawawi, (2016) explained that public trust in government policies could be built through the comprehensive participation of citizens in formulating and participating in deciding a policy to be taken, creating consistent and non-discriminatory law enforcement, creating transparency of policies, information, and data from the government, creating responsiveness or responsiveness from the government on an issue, the creation of justice and equal rights for every citizen, and the creation of the principle of accountability from the resulting policies.

D. Coronavirus Disease 2019 (COVID-19)

A coronavirus is a group of viruses that can cause disease in animals or humans. Several types of coronavirus are known to cause respiratory tract infections in humans ranging from colds to more serious coughs such as Middle East Respiratory Syndrome (MERS) and Severe Acute Respiratory Syndrome (SARS) (World Health Organization, 2019). According to Cucinotta & Vanelli, (2020) explain that by the end of 2019 to 2020 now, The world has been hit by a viral pandemic that is causing social, economic, and public health lives to be affected. The World Health Organization (WHO) has declared that this virus is a world pandemic or a global pandemic. This virus is named *severe acute respiratory syndrome coronavirus*2 (SARS-CoV-2) is a virus that attacks the respiratory system. Due to this viral infection, the disease is known as the 2019 coronavirus disease or better known as COVID-19.

Furthermore, Rothan & Byrareddy, (2020) explained that the Coronavirus disease (COVID-19) was caused by SARS-COV2 and is a causative agent of a potentially fatal disease of great concern for global public health. The wet animal market in Wuhan City, China, is thought to be the starting place for the outbreak of the Covid-19 virus. The transmission of the COVID-19 infection occurs from person to person which causes complete isolation and care for infected patients, moreover, this virus is very vulnerable to the elderly, children, and also health workers.

Furthermore, Muis, (2020) also explained that the Covid-19 Pandemic not only caused the respiratory system or human health to be disrupted, but this virus had also caused social, economic, political, and even educational activities to be disrupted. Connecting from the above (Burhanuddin & Abdi, 2020) also explained that this virus's visible impact is not only on the public health aspect but also on the country's economy, even the world economy is experiencing heavy pressure due to the virus. support of

that, in journals bye (Nicola et al., 2020) He also explained that the result of the Covid-19 pandemic, which has caused more than 4.3 million confirmed cases and more than 290,000 deaths globally, this will trigger an economic crisis and recession. Social distancing, self-isolation, and travel restrictions have reduced the workforce in all sectors of the economy and the loss of many jobs. Also, schools have been closed, and the need for commodities and manufactured products has decreased.

1.7 Conceptual Definition

The conceptual definition is the limitation of a problem used as a guide in research to make it easier for researchers to research in the field. The following is a conceptual definition in this study:

1. Public Policy for handling coronavirus.

   Public policy is a decision and action made by the government or public officials to treat the coronavirus.

2. Public trust in public policy.

   It is the public's trust in all decisions and actions taken by the government to deal with covid-19

3. Coronavirus Disase 2019 (COVID-19).

   Coronavirus Disease 2019 or known as COVID-19, is a virus that was first discovered in the City of Wuhan, China, at the end of 2019 which is still spreading to various parts of the world and has an impact not only on human health but also affects human health. aspects of the social and economic life of society so that the result of this virus is declared a world pandemic or global pandemic.

1.8 Operational Definition

The operational definition in this study is as follows:

I. **Covid handling policy**

a) Identification of Covid-19 Cases, Distribution Areas, Causes, Prevention, and Handling of COVID-19 Cases

b) Establishment of the Covid Task Force

c) Budget for handling, economic recovery, and health as an impact of Covid-19

d) Large-Scale Social Restrictions (PSBB)

e) Social distancing and Physical distancing

f) Work from home and new normal

g) Provision of information about covid through the official website for handling covid
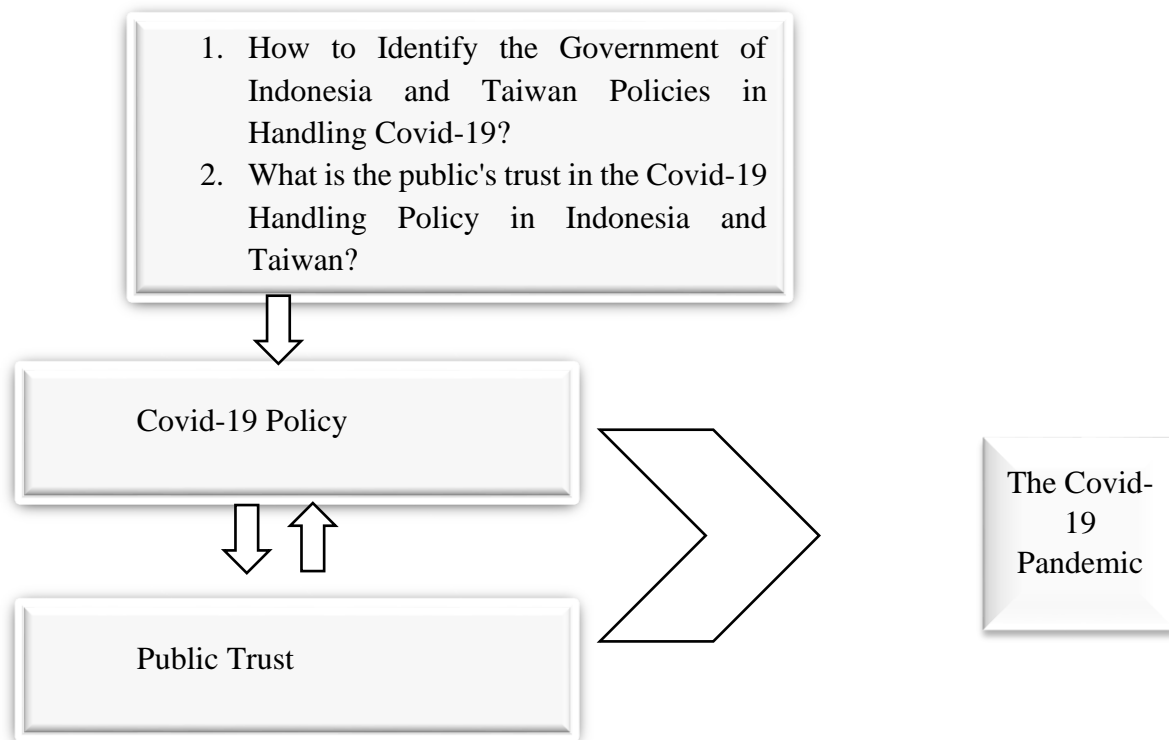
h) Provision of health facilities and resources

II. **Public trust**

a) Public trust in information and data

b) Public trust in the actions and regulations that result in handling COVID-19

c) Public trust in actors and institutions in policies for handling COVID-19

d) Public trust in the prediction of the end of COVID-19

1.9 Framework of Thinking

A frame of mind is a diagram or schema that outlines the flow of logic for a study. The framework is based on research questions and represents several concepts and the relationships between them (Polancik, 2009).

The following is the framework of this research:

1. How to Identify the Government of Indonesia and Taiwan Policies in Handling Covid-19?
2. What is the public's trust in the Covid-19 Handling Policy in Indonesia and Taiwan?

Covid-19 Policy

Public Trust

The Covid-19 Pandemic

1.10   Research Method

1. Type of Research

This study uses qualitative methods to understand the phenomena experienced by the object of research by describing them through statements using various scientific methods (Moleong, 2017). The data used is secondary data, where secondary data is already available and collected by other parties. The data collected by the author comes

from printed books, official websites, journals, and articles on Public Trust, public policy, and COVID-19 that have been identified, analyzed, clarified and interpreted, so that they become accountable works. This research is a type of descriptive analysis research, which is research that seeks to explain or describe the events that occur in the research object in the present and then explain, analyze, and present in such a way that it becomes a systematic explanation (Raco, 2018). The data processing technique uses a qualitative descriptive pattern. Qualitative descriptive is the processing of data about certain behaviors, phenomena, events, problems, or situations that are the object of investigation where findings are meaningful sentences that describe certain understandings (Leksono, 2013).

2. **Research Location**

This research is located in Indonesia and Taiwan because the two countries are running a democratic system as the implementation of their country, which is also currently faced with the covid-19 pandemic. Still, Taiwan can handle this covid-19 first than the country of Indonesia, it can also be said that Taiwan is the first democratic country that can handle covid-19.

3. **Type of Data**

This research is a type of descriptive analysis research, which is research that seeks to explain or describe the events that occur in the research object in the present and then explain, analyze, and present in such a way that it becomes a systematic explanation (Raco, 2018). The data processing technique uses a qualitative descriptive pattern. Qualitative descriptive is the processing of data about certain behaviors, phenomena, events, problems, or situations that are the object of investigation where findings are meaningful sentences that describe certain understandings (Leksono, 2013). Data from this study are using secondary data; namely, data obtained indirectly

from research subjects. Secondary data has been collected and presented by other parties for both commercial and non-commercial purposes. Secondary data is usually in journals and articles, magazines/newspapers, printed books, journals, official websites, official documentation, or archives (Suliyanto, 2018).

4. **Data Collection Technique**

In this study, the authors used secondary data and documentation for their research data collection techniques because this study was located between two different countries. Documentation Retrieval data through documents, photographs, archives, or as required, while secondary data is data already available and collected by other parties. The data collected by the author comes from printed books, official web sites such as https://covid19.who.int/; www.covid19.go.id; https://setkab.go.id/; www.kominfo.go.id; www.kemkes.go.id; www.cdc.gov.tw; www.bnpb.go.id; https://www.cdc.gov.tw/, etc, official government documents or archives such as government regulation number 21 of 2020 and others, journals and articles on Public Trust, policies for handling Covid-19 and covid-19, such as information on the spread of covid19, causes of covid19, prevention of covid19, policies lockdown, social distancing, psychological distancing, large-scale social restrictions, work from home, new normal, economic recovery and health, covid handling budget, the formation of a covid task force, provision of information, facilities and health resources for handling covid and so on, which have been identified, analyzed, clarified, and interpreted, so that it becomes a work that can be accounted.

5. **Data Analysis Technique**

Data analysis is a process to describe and systematically arrange data obtained through primary and secondary data so that it is easier to understand. The authors' data analysis technique in this study, namely Descriptive analysis, namely research that

seeks to explain or describe events that occur in the object of research in the present and then explain, analyze and present in such a way that it becomes a systematic explanation. Qualitative descriptive is the processing of data about certain behaviors, phenomena, events, problems, or situations that are the object of investigation where findings are meaningful sentences that describe certain understandings (Leksono, 2013). So that in this study, which discusses public trust or distrust, a perspective on resolving covid-19 between Indonesia and Taiwan Government, the researcher decided to use a qualitative descriptive analysis method.

In this study, there are several processes of qualitative data analysis, including:

a. Data collection

Data collection is done by finding the researcher's data by collecting documents related to the research (secondary data and documentation).

b. Data reduction

Data reduction is the process of selecting and simplifying rough data obtained in the field. Data reduction summarizes the data obtained from the field and collects documents relevant to the research.

c. Nvivo

NVivo is software produced by QSR International and is designed for qualitative researchers who work using text-based and multimedia information.

The following is also the flow of this research: