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**BOOK OF EXTENDED ABSTRACTS**

# **iVCPPTS 2021**

**1<sup>ST</sup> INTERNATIONAL VIRTUAL CONFERENCE ON PUBLIC POLICY AND SOCIAL SCIENCE**

**iVCPPTS 2021:**

**REGIONAL ISSUES IN PUBLIC POLICY  
AND SOCIAL SCIENCE  
DURING COVID 19 PANDEMIC**

CO-ORGANIZED BY:

**FACULTY OF ADMINISTRATIVE SCIENCE  
AND POLICY STUDIES, UTM KEDAH  
& FAKULTAS ILMU SOSIAL DAN ILMU POLITIK  
UNIVERSITI OF AIRLANGGA (UNAIR)**

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# DYNAMIC GOVERNANCE THEORY FOR UNDERSTANDING WORK FROM HOME POLICY: A CASE OF PUBLIC SERVICE IN DKI JAKARTA DURING THE PANDEMIC

Ahbiiba Nur Iftah Ellahuuta <sup>1</sup>, Putri Faticha Sari <sup>2</sup> (11 font size)

<sup>1</sup>Airlangga University, Ahbiiba.nur.iftah-2020@fisip.unair.ac.id

<sup>2</sup>Airlangga University

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### Corresponding Author:

Ahbiiba.nur.iftah-  
2020@fisip.unair.ac.id

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## EXTENDED ABSTRACT

*This paper discuss on the dynamic governance theory for Understading work from home (WFH) Policy: A Case of Public Service in DKI Jakarta During the Pandamic Covid 19.*

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## INTRODUCTION

Based on data from the Central Statistics Agency, positive cases of Covid-19 in Indonesia continue to increase and reach 1,252,685 cases on February 18, 2021. It has led to enacting the Work From Home (WFH) policy since March 17, 2020, and remains in place to date. Public service sectors that originally operated offline were required to be online with a significant difference. It causes a decline in performance in some public institutions. The data from Ombudsman reveals that there is an increase in complaints from citizens directed to the public services. As of May 2020, the Ombudsman's total public complaint reached 387 reports. Overall, the several types of reports that dominated were complaints related to social assistance by 72%, finance 23%, transportation and health services 2%, and security by 1%. From the percentage of complaint reports, the Ombudsman obtained data on the areas with the largest number of reports, namely DKI Jakarta, Bogor, Depok, and Bekasi, with a total of 12% or 47 complaints. This research, in turn, attempts to analyze the current shifting from face-to-face services to technology-based public services in DKI Jakarta. This research uses the dynamic governance theory for understanding the gap between existing.

## PURPOSE/AIM & BACKGROUND

Dynamic governance theory has several advantages that can be applied during the Covid 19 pandemic. One of those advantages stresses the development of a country (Neo & Chen, 2007) with adaptive means to accommodate changes in the socio-economic environment. In this regard, citizens may be able to conduct business transactions. Simultaneously, the government interacts with various policies to facilitate the desired outcome— both positive not only for the government but also for society.

## METHODOLOGY

This research uses qualitative methods to gain deeper insights from existing phenomena. We use primary data by conducting in-depth interviews with ten informants. Those informants were chosen by purposive sampling. In addition, existing literatures and previous findings support our analysis.



## **FINDINGS/RESULTS**

Application of the concept of 3 cognitive abilities that are fundamental to dynamic governance:

### **1. Think Ahead**

The implementation of the DKI Jakarta government is realized through the provision of digital public services as a substitute for previous public services for the continuity of public services during the Covid-19 pandemic. However, the digital public services provided have experienced several obstacles such as decreased performance and many complaints that have arisen.

### **2. Think Again**

The Covid-19 pandemic indirectly resulted in a decline in performance which was marked by an increase in public complaints. The analysis and review were needed regarding dynamic governance as a part of good governance concepts.

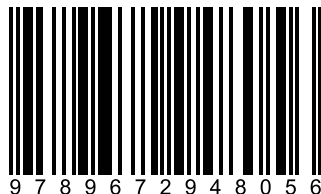
### **3. Think across**

The Jakarta City Government can combine digital-based public services with dynamic governance theory to improve the quality of public services that people want.

## **CONCLUSIONS**

- (1) The government has tried to think of the best solution, but the government's performance has decreased. In this regard, dynamic governance theory is needed to improve and minimize existing complaints.
- (2) A deeper study is needed on the application of dynamic governance as a series of good governance to overcome existing problems.

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