

THE STRATEGY OF GORONTALO POLICE SERVICE IN
IMPROVING COMMUNITY VACCINATION DISCIPLINE
IN THE ERA OF THE COVID-19 PANDEMIC

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ABSTRACT

This study aims to determine and analyze the strategy of Gorontalo Police Service in improving community vaccination discipline in the Covid-19 pandemic era.

This type of research is descriptive qualitative. Data collection techniques through interviews, observation and documentation studies. Data analysis techniques through data reduction, data presentation, and data verification.

The results showed that the strategy of Gorontalo Police Service was running well through the Determination of Service Standards, Information and Openness, Preference and Counseling, Leading Personnel Practices, Effective Complaints Unit, Use of Information and Communication Technology. The strategy of Gorontalo Police Service has been able to improve community vaccination discipline in the Covid-19 pandemic era, but daily achievements have not met the expected target. Constraints faced 1) Limited human resources, 2) Lack of mobilization facilities, 3) Lack of public awareness for vaccination. It is recommended that the Gorontalo Police Resources Department carry out technical guidance on an ongoing basis for the management and administration of Covid-19 vaccination services in Gorontalo Regency. People who have received vaccinations are expected to remain disciplined in maintaining the 5M health protocol, washing hands, wearing masks, maintaining distance, avoiding crowds and limiting mobility. People who have not received vaccinations are expected with self-awareness to immediately go to referral places to get vaccination services.

Keywords: Service Strategy; Community Vaccination Discipline; The Covid-19 Pandemic Era.

INTRODUCTION

The spread of the Covid-19 virus takes place throughout the world, including Indonesia. Many prevention efforts and assistance from the government since the beginning of Covid-19 in Indonesia have been given to the community, but in fact the prevention efforts have not yet reached a bright spot to be able to stop the spread of Covid-19 in Indonesia. Given that until

now the increase in positive cases of Covid-19 in Indonesia is increasing (Kompas, 2020 in Ayunda, et al, 2021: 196) [1], with that Indonesia needs a solution to be able to prevent and stop the spread of the Covid-19 virus, one of which is with Vaccines which are considered to be one of the most effective efforts to overcome the ongoing Covid-19 pandemic (Alodokter, 2021) [2].

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The Covid-19 vaccination service is carried out after ensuring safety and efficacy, as an effort to reduce morbidity and mortality and encourage the formation of herd immunity. In addition, the Covid-19 vaccination service provided to the community aims to protect and strengthen the public health system as a whole, as well as maintain productivity and reduce the social and economic impact of the community (<https://www.diskes.baliprov.go.id/>) [3].

Covid-19 vaccination services are provided by the government based on Presidential Regulation Number 99 of 2020 concerning Vaccine Procurement and Vaccination Implementation in the Context of Combating the 2019 Corona Virus Disease (Covid-19) Pandemic [4] which is then regulated in more detail in Minister of Health Regulation Number 84 of 2020 concerning Implementation of Vaccination in the Context of Combating the Corona Virus Disease 2019 (Covid-19) Pandemic (hereinafter referred to as Permenkes 84/2020) [5]. This regulation regulates the Covid-19 vaccination from planning, procurement, targets, implementation to fines for people who refuse it. Furthermore, the government issued Presidential Regulation of the Republic of Indonesia Number 14 of 2021 concerning Amendments to Presidential Regulation Number 99 of 2020 concerning Vaccine Procurement and Vaccination Implementation in the Context of Combating the 2019 Corona Virus Disease Pandemic (Covid-19) [6].

Although the Covid-19 vaccination service by the Government has started in the first stage and will continue until the fourth stage, in reality there are still many pros and cons that occur in the community. For people who are pro against the Covid-19 vaccination service, there are some people who are disciplined in receiving the Covid-19 vaccination service because it is considered a solution in order to solve the

Covid-19 pandemic in Indonesia. But there are also some people who are contra and undisciplined.

It seems that community vaccination discipline in the Covid-19 pandemic era is still lacking where some people refuse to receive Covid-19 vaccination services which they consider the vaccine to be not necessarily safe for their bodies, and are worried about the side effects that arise after the implementation of the Covid-19 vaccination. According to Erick Thohir, the Minister of SOEs and the Chair of the Covid-19 Handling Committee said that there were 16% of Indonesians who did not want to be vaccinated and the remaining 66% wanted to be vaccinated (Rosana, 2020) [7].

Along with the Covid-19 vaccination service in Indonesia which still shows the lack of public vaccination discipline in the Covid-19 pandemic era, the government has an important role to provide excellent Covid-19 vaccination services for all its people as mandated by law. In Law Article 25 of 2009 concerning Public Services, namely "Public service is an activity or series of activities in the context of fulfilling service needs in accordance with laws and regulations for every citizen and resident of goods, services, funds or administrative services provided by the organizer. public services" [8]. Public service is an effort made by a group or a bureaucratic person to provide assistance to the community in order to achieve a certain goal. One of the implementations of public services is the Covid-19 vaccination service in the era of the Covid-19 pandemic carried out by the Indonesian National Police.

Talking about the Covid-19 vaccination service provided by the Indonesian National Police, of course, it cannot be separated from government services in the public sector because generally the services provided by the government are in the fields/sectors that

concern the public interest. The Covid-19 vaccination service by the Indonesian National Police is very necessary because this is an effort by the government to improve public vaccination discipline in the era of the Covid-19 pandemic.

Law Number 2 of 2002 concerning the National Police of the Republic of Indonesia in article 1 paragraph (1) states that "Police are all matters relating to the functions and institutions of the Police in accordance with the laws and regulations. Whereas in article 5 paragraph (1), namely: "The State Police of the Republic of Indonesia is a State instrument that plays a role in maintaining public security and order, enforcing the law, and providing protection, shelter, and services to the community in the context of maintaining domestic security" [9].

Furthermore, in Article 13 of Law Number 2 Year 2002, the Main Duties of the Indonesian National Police are as follows: 1) Maintaining security and public order, 2) Enforcing the law, 3) Providing protection, protection and services to the community. To carry out its main tasks, the National Police of the Republic of Indonesia has a main function, including the Preventive Function for prevention, which means that the police are obliged to protect the State and its institutions, public order and order, people and their property, by clearly preventing the committing of crimes. punishable acts and other acts that can essentially threaten and endanger public order and peace, including in this case increasing the vaccination discipline of the community in the era of the Covid-19 pandemic.

The role of the Indonesian National Police in the very complex Covid-19 vaccination service makes the Indonesian National Police have a very broad and strategic task area, so that the professionalism of the Covid-19 vaccination service task by the Indonesian National Police must continue to be

developed and improved, especially to improve discipline. public vaccination in the era of the Covid-19 pandemic.

In relation to the above, the services of the Indonesian National Police in improving community vaccination discipline in the era of the Covid-19 pandemic which is not yet optimal need to develop various service strategies, so that what is a common goal in disciplining the community to carry out Covid-19 vaccinations can be realized. Taking this into account, the service strategy of the Indonesian National Police in improving public vaccination discipline in the era of the Covid-19 pandemic can be seen from various aspects. Based on ztürk-Coskun (in Angelina & Suharto, 2018:57-58) regarding organizational service strategies, it can be seen from 1) Service Standard Determination Strategy, 2) Information and Openness Strategy, 3) Preference and Counseling Strategy, 4) Personnel Practice Strategy Leading, 5) Effective Complaints Unit Strategy, 6) Strategy for Using Information and Communication Technology [10].

This research is about the Gorontalo Police Service strategy in improving community vaccination discipline in the Covid-19 pandemic era. This research is very important to do considering the results of the monthly performance evaluation in October 2021, the Gorontalo Police are facing serious challenges and problems regarding community vaccination discipline in the Covid-19 pandemic era are still lacking. This problem can be seen from the achievement of the number of people who receive Covid-19 vaccination services in the Gorontalo Police Work Area which is still very far from expectations and has not met the daily target number.

Based on the data, it appears that there is a tendency not to achieve daily results according to the set targets. For each sub-district in the Gorontalo Police Work Area (consisting of 13 Polsek) it has been

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targeted that 500 people will receive the Covid-19 vaccination service every day. However, the daily results show that the target has not been met. Even the overall target for the community who will receive Covid-19 vaccination services every day in the Gorontalo Police Work Area of 6000 people is still far from expectations.

Pre-observation results in the field show that there are still many people in the Gorontalo Police Work Area who are not yet disciplined to participate in the Covid-19 vaccination service. There are people who are afraid of the impact that will be caused by the Covid-19 vaccination, there are also people who do not have free time to visit the Covid-19 vaccination service places at the appointed time. Most of the people who came to receive the Covid-19 vaccination service seemed to be motivated by the assistance given by the organizers at the time of the Covid-19 vaccination, it should be suspected that not many people came to the Covid-19 vaccination service places because of their own awareness.

Taking into account the pre-observation, it can be stated that the service strategy carried out by the Gorontalo Police in improving community vaccination discipline in the Covid-19 pandemic era has not been developed optimally. Various Gorontalo Police service strategies have not been able to improve public vaccination discipline in the Covid-19 pandemic era. This can be seen at least from several aspects, including the level of knowledge and understanding of members of the Gorontalo Police regarding certain rules/service standards in improving community vaccination discipline in the Covid-19 pandemic era is not yet optimal. Some members of the Gorontalo Police who were assigned to provide assistance or service for the Covid-19 vaccination did not even know the rules that became the reference for the implementation of the service. This has an effect on the low commitment and consistency of Gorontalo

Police members to apply certain rules/service standards in improving community vaccination discipline in the era of the Covid-19 pandemic.

Another problem is that although the Gorontalo Police have informed the public openly, clearly and accurately about services, goals and performance related to services in improving community vaccination discipline in the Covid-19 pandemic era through announcements, websites and so on, the public is not easy to access the services provided. This was carried out by the Gorontalo Police in improving community vaccination discipline in the era of the Covid-19 pandemic.

Various problems indicate that the community in the Gorontalo Police Work Area has not been disciplined in vaccinating, as well as the Gorontalo Police Service strategy in increasing community vaccination discipline in the Covid-19 pandemic era has not been optimal, this has prompted the author to conduct research and a study entitled "**The Strategy of Gorontalo Police Service in Improving Community Vaccination Discipline in the Era of the Covid-19 Pandemic**".

Public Administration

According to Siagian (in Tahir, 2020: 4) that administration is a way to achieve a goal through a cooperative process carried out by two or more people based on a certain rationality [11]. Jefkins (in Revida, 2020: 3) defines the public as a group of people who interact with each other directly or indirectly with an institution [12].

According to Chandler & Plano (in Pasolong, 2019: 8) revealed that public administration is a collaborative process carried out by the community with the government in the formulation, implementation and management of decisions in a public policy [13]. Thoha (in Nuraeni, 2020:9) reveals that

administrative science is an effort to realize good governance through a systematic study of science that discusses all planning in an activity [14].

According to Syafri (in Kadir, 2020:40) that the focus of the field of administrative science studies is more on the process of making and implementing a policy, and ways to improve relations between the government, the private sector, and civil society in a country [15]. According to Surie (in Oktarina, et al, 2021: 154), it is revealed that public administration is a scientific study that discusses three parts or three institutions in the state that have an important role, namely the executive, legislative and judicial [16].

Muluk (2020:3) argues that the rapid development of technology and the needs of a pluralistic society also requires adequate public administration capacity in carrying out its duties both in development administration and in public services [17]. Handyaningrat (in Rusli, 2020:7) classifies the scope of public administration, namely [18]:

1. Public administration aims to provide the best possible service to the community (public service).
2. Public administration in achieving its objectives is carried out based on the applicable laws and regulations (legalistic approach).
3. Public administration in its activities prioritizes the truth in accordance with predetermined procedures (bureaucracy-bureaucracy).

This understanding reflects that there are three scopes of public administration in the process of activities to achieve its goals, namely: public services, legalistic approach, and using bureaucratic processes.

Public Service

The definition of service according to Kurniawan (2013: 128), providing services (serving) the needs of other people or

communities who have an interest in the organization in accordance with the basic rules and procedures that have been set [19]. According to Mulyadi, et al (2016:39), public services can be interpreted as providing services (serving) the needs of people or communities who have an interest in the organization in accordance with the basic rules and procedures that have been set [20].

Public services in Law Number 25 of 2009 concerning Public Services mandates that public services are activities or a series of activities in the context of fulfilling service needs in accordance with laws and regulations for every citizen and resident of goods, services, and/or services [8]. According to Sinambela (2018: 5) that public services are the efforts of state administrators to fulfill the wishes and needs of the community with the aim of improving the welfare of the community [20].

Ratminto and Winarsih (2015:4-5) emphasize that in principle public services are the responsibility and are carried out by government agencies at the center, in the regions and within the State-Owned Enterprises or Regional-Owned Enterprises to meet the needs of the community [21]. According to Sellang (2016: 76-77), in the implementation of public services, government officials are responsible for providing the best service to the community in order to create community welfare.

Discipline Concept

According to Hartatik (2014: 184), discipline is a tool or means for an organization to maintain its existence [22]. Sutrisno (2016: 89) states that discipline is a person's behavior in accordance with regulations, existing work procedures or discipline is an attitude, behavior, and actions that are in accordance with the regulations of the organization both written and unwritten [23]. Sedarmayanti (2014: 381) argues that discipline is a condition to

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correct or punish employees who violate the provisions or procedures set by the organization [24].

According to Sinambela (2018: 253) discipline is a process used to deal with performance problems, this process involves managers in identifying and communicating performance problems to the public [25].

According to the Indonesian Dictionary (in Srisiska, et al, 2021: 1459) discipline is a mental attitude expressed by behavioral movements that originate from the awareness and willingness of a person/community to carry out their duties and obligations in accordance with applicable regulations and laws [26].

According to Siagian (in Burhanuddin, 2019), discipline is a form of training that seeks to improve and shape knowledge of people's attitudes and behavior, so that they voluntarily try to work cooperatively with other employees and improve work performance [27].

Strategy Definition

Strategy is a tool to achieve goals. David (in Riani, 2021:2445), says that strategy is a shared means with long-term goals to be achieved [28]. Rangkuti (2013: 183) argues that strategy is a comprehensive master plan, which explains how the organization will achieve all the goals that have been set based on the mission that has been set previously [29].

According to Chainur (in Ayuni, et al, 2021:311-312) the concept of strategy can be defined based on two different perspectives, namely (1) from the perspective of what the organization does (intends to do), and (2) from the perspective of what the organization does (eventually does). Meanwhile, Gosita (in Ayuni, et al, 2021:312) says that strategy is a pattern of decisions in organizations that determine and express goals, objectives or goals that produce the main policies and plan for the achievement of goals and specify the range to be achieved [30].

Strategy is also defined as a process that determines the direction that the organization needs to go (Zamzami, 2021:33) [31]. According to Rachmat (2014: 14) the notion of strategy is a future action that guides top management decisions and organizational resources that make them a lot of realization [32].

Community Vaccination in the Era of the Covid-19 Pandemic

According to the Indonesian Ministry of Health (2014), Vaccines are substances or compounds used to form immunity against a disease, made from weakened viruses of the disease [33]. Vaccination according to the Big Indonesian Dictionary (KBBI) the definition of vaccination is the planting of weakened disease seeds (eg smallpox) into the human or animal body (by scratching or sticking a needle) so that the person or animal becomes immune to the disease (KBBI Online in Ayunda, et al, 2021:198). Corona virus or severe acute respiratory syndrome coronavirus is a virus that attacks the respiratory system. The disease caused by this viral infection is called Covid-19. Corona virus can cause mild disorders of the respiratory system, severe lung infections, and even death [1].

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The Gorontalo Police Service strategy in improving community vaccination discipline in the Covid-19 pandemic era was studied based on theory according to ztürk-Coskun (in Angelina & Suharto, 2018: 57-58) regarding organizational service strategies that could do the following [10]:

1. Determination of Service Standards

Public institutions can set certain standards related to the public services performed. Thus, the public knows about public services and their quality, so as to prevent deviations by

controlling the quality of services continuously. Improvement of services to the community must continue to be pursued by optimizing service standards with the principles of being fast, precise, satisfying, transparent, and non-discriminatory.

2. Information and Disclosure

People who receive public services must be provided with clear and accurate information about services, objectives and performance. Applying such an understanding will provide easy access for the community. The information provided by the public can also change public services by providing suggestions and criticisms.

3. Preference and Counseling

Public institutions must regularly analyze public opinion about the services that have been provided. Moreover, public institutions should consider whether these services are related to the needs of the community. This can be a way public agencies can get feedback. Feedback enables public agencies to generate new policies.

4. Leading Personnel Practice

One of the main factors of quality public service is customer satisfaction. At this point, the level of satisfaction is also influenced by the behavior of organizational members and the services provided. For this reason, it should not neglect to improve service quality by motivating organizational members.

5. Effective Complaints Unit

Another important thing in improving the quality of public services is the establishment of a mechanism by which people can express their dissatisfaction. Complaints felt by the community can be accommodated, processed, and evaluated in order to reach a resolution.

6. Use of Information and Communication Technology

Along with globalization, the development of information and communication technology is also growing significantly. Technological improvements are also used in organizational services. E-government is a concept that describes the effective use of public services through information technology.

RESEARCH METHODS

This research approach is qualitative. The qualitative approach collects data by searching for sources and reconstructing from various sources such as books, journals, and existing research. This type of research is descriptive qualitative, has descriptive nature and tends to use an inductive approach analysis, so that the process and meaning based on the subject's perspective are more highlighted in this study.

Data collection techniques used are interviews, observation and documentation studies. The data analysis technique used consists of three stages, namely: data reduction, data presentation, and data verification. Checking the validity of the data is carried out with credibility and transferability.

RESEARCH RESULT

Service Standard Determination Strategy

Research data related to the Service Standard Determination Strategy carried out by the Gorontalo Police as a public institution can be seen from the setting of certain standards related to services carried out in improving community vaccination discipline in the Covid-19 pandemic era. Thus, the public knows about the service and its quality, so that it can prevent deviations by controlling the quality of the service continuously.

The Gorontalo Police have carried out various services in improving community vaccination discipline in the era of the

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Covid-19 pandemic. Researchers can observe in the field various service activities carried out by the leadership and personnel of the Gorontalo Police in improving community vaccination discipline in the era of the Covid-19 pandemic, namely forming a Vaccine Outlet to provide vaccination services to residents of the Gorontalo Regency area in order to make the national mass vaccination program successful. Government. The Vaccine Outlet, which is coordinated by the Gorontalo Police Traffic Unit and the Gorontalo Police Urkes, provides vaccination services to residents in the Satpas room.

It appears that the role of the Gorontalo Police in the field is to always provide socialization of free vaccines and appeals through the extension of Bhabinkamtibmas which is in direct contact with the community. In addition, members of the Polsek in the Sub-district carry out monitoring and monitoring activities for the safe injection of the Covid-19 vaccine carried out at the Puskesmas to the general public so that vaccination services are carried out according to plan and run safely, orderly and smoothly without any problems. In vaccination service activities, Polsek personnel in the District are always attached to carry out security starting from distribution to the time of injection activities.

There are certain rules or service standards related to the Gorontalo Police Service in improving community vaccination discipline in the Covid-19 pandemic era. Gorontalo Polres vaccination services refer to the Presidential Regulation of the Republic of Indonesia and the Regulation of the Minister of Health of the Republic of Indonesia which has been standardized which has changed from time to time. Some of these rules have been changed to adapt to conditions such as the Regulation

of the Minister of Health of the Republic of Indonesia Number 19 of 2021 concerning the Second Amendment to the Regulation of the Minister of Health Number 10 of 2021 concerning the Implementation of Vaccination in the Context of Combating the Corona Virus Disease 2019 (Covid-19) Pandemic, effective on July 6, 2021. ;

The level of knowledge and understanding of members of the Gorontalo Police on the rules or standards of vaccination services in general is adequate. This is because before going to the field, the assigned personnel members have been briefed on the things to be done. Related to this, researchers can observe the existence of debriefing activities provided by both the Chief of Police and the Head of Police to the personnel on duty, at the apple and evaluation meetings regarding technical task arrangements, how to deal with the community and everything related to vaccination services.

Knowledge of human resources or understanding of personnel in carrying out vaccination service tasks can be said to be good, but in this case there are still obstacles related to the limitations of human resources themselves. Among the human resources in charge of vaccination services, there are new personnel who in fact can be said to have little experience. This of course affects the lack of ability of the new personnel to provide services quickly and swiftly.

There is a strong commitment and consistency of members of the Gorontalo Police to apply rules or service standards in improving community vaccination discipline in the era of the Covid-19 pandemic. The Gorontalo Regional Police have strengthened their commitment and consistency to implement rules or service standards in improving community vaccination discipline in the era of the Covid-19 pandemic.

There is a synergy between the Gorontalo Police and stakeholders from the

relevant agencies, so that together they can control the quality of services in improving community vaccination discipline in the Covid-19 pandemic era. The ranks of the Gorontalo Resort Police can control the quality of services in continuously improving the community's vaccination discipline in the era of the Covid-19 pandemic. From the duties carried out by the Supervisory Officer based on the Order (SPRIN) Number: Sprin / 635 / XII / 2021 in addition to the duties and responsibilities of daily positions, he is appointed as Supervisory Officer (Pawas) of the Gorontalo Police, starting from December 01, 2021 to December 30 2021. SPRIN is renewed every month where the Gorontalo Police Pawas carries out control of the quality of vaccination services, so that they do not deviate from the rules or service standards that have been set.

The various research findings above illustrate that the Strategy for Determining Service Standards has been carried out well by the Gorontalo Police in improving community vaccination discipline in the Covid-19 pandemic era. Gorontalo Police refers to the Presidential Regulation of the Republic of Indonesia and the Regulation of the Minister of Health of the Republic of Indonesia concerning the Implementation of Vaccination in the Context of Combating the 2019 Corona Virus Disease (Covid-19) Pandemic. However, in applying the rules and service standards, there are obstacles or obstacles, namely the limitations of human resources related to the capabilities and experience of new personnel who have not developed optimally.

Information and Disclosure Strategy

Research data related to the Information and Disclosure Strategy carried out by the Gorontalo Police can be seen from the provision of clear and accurate information about the services, objectives and performance of the Gorontalo Police in improving community

vaccination discipline in the era of the Covid-19 pandemic to the people of Gorontalo Regency.

The existence of the Gorontalo Resort Police informs the public openly, clearly and accurately about services, goals and performance related to services in improving community vaccination discipline in the Covid-19 pandemic era through various methods such as socialization both directly and through the media such as newspapers, radio, television and others. on line. At certain strategic locations, banners, billboards and banners are displayed regarding the importance of vaccinating and paying attention to health protocols. This socialization in various media is an initiative of the Gorontalo Police.

The process of information and education to the public regarding vaccination services is carried out continuously and continuously. The Gorontalo Regional Police maintain good public communication in explaining to the public the importance of vaccination in an effort to build defense and immunity from the dangers of the Covid-19 virus. In addition, a campaign by the Sector Police in the Gorontalo Regency area was carried out to ensure that the District community continued to behave in a preventive manner such as wearing masks, maintaining distance and washing hands using soap with running water, avoiding crowds and reducing mobility. It appears that the dissemination of information on vaccination services is carried out both at the vaccination service location itself, through the delivery of lectures at the mosque which is interspersed with the delivery of the importance of vaccination or carried out during the door to door pick-up service or at the time of controlling for motorcyclists on the highway. This is almost every day the police catch people who have not carried out vaccinations and will immediately be directed to vaccinate.

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There is convenience for the public in accessing vaccination services carried out by the Gorontalo Police. The ease of access to vaccination services was facilitated by the Gorontalo Police by visiting the homes of people who were identified as having not vaccinated. The efforts of the Gorontalo Police, known as door to door pick-up, have made it very easy for people in remote villages. In door to door picking up the ball is carried out starting from restaurants, coffee shops, to residential houses. However, this is facing obstacles and obstacles in the form of a lack of mobilization facilities that can be used to facilitate vaccination services. The large number of people who are targeted for door-to-door pick-up balls is not balanced with the few means of mobilization, so this has an impact on the lack of smooth socialization activities and vaccination services themselves.

The public is given the opportunity to provide input and criticism of the services carried out by the Gorontalo Police in improving community vaccination discipline in the era of the Covid-19 pandemic. There is an appeal from the Gorontalo Police to the public to provide input on matters relating to vaccination services. In connection with this, when the public was encouraged to come to the vaccination service post, there were some people who complained that they were reluctant to come to the service post for fear of contracting the Covid-19 virus. Facing this complaint, several officers were directed directly to the community's house to receive door-to-door vaccination services.

The various research findings above illustrate that the Information and Disclosure Strategy has been carried out well by the Gorontalo Police in improving community vaccination discipline in the Covid-19 pandemic era. Gorontalo Police has informed the public openly, clearly and accurately about services, objectives and

performance related to vaccination services. This information is carried out through direct socialization or through the media, which is carried out continuously. In an effort to facilitate access to services for the community, the Gorontalo Police carried out door to door pick-ups to residential areas and public places in remote locations. However, in implementing the Information and Disclosure Strategy through door to door, there are obstacles and obstacles in the form of a lack of mobilization facilities that can be used to facilitate vaccination services.

Preference and Counseling Strategy

Research data relating to the Preference and Counseling Strategy carried out by the Gorontalo Police can be seen from the regular efforts to analyze public opinion about the services that have been provided based on the consideration of community needs, so that feedback is obtained that allows the Gorontalo Police leadership to produce new steps related to handling in the field.

The Gorontalo Police have conducted an analysis of public opinion regarding the services carried out in improving community vaccination discipline in the era of the Covid-19 pandemic.

There are efforts by the Gorontalo Police to conduct investigations or seek information regarding the reasons why people refuse or doubt vaccination services. There is an effort by the Gorontalo Police to seek information from the public about what causes anxiety about getting vaccinated. The majority of people who reject the vaccine because there are doubts about the safety of the vaccine. In the document released by the Ministry of Health in 2020, it is stated that the survey results in Indonesia show that people who refuse vaccines are mostly due to doubts about its safety (30%) and are not sure that vaccination will be effective (22%). Meanwhile, a small proportion stated that

they did not believe in vaccines (13%), fear of side effects (12%), religious reasons (8%), and other reasons (15%).

The method used to analyze the opinion of the community is through evaluation meetings with leaders of indigenous peoples and other communities. The process of analyzing public opinion about services is carried out regularly as long as the Gorontalo Police is providing services in the era of the Covid-19 pandemic. The community provides feedback on the Gorontalo Police Service.

Another method used to analyze the opinion of the community is to investigate directly interacting face to face with the community, especially influential figures such as religious leaders or community leaders.

The involvement of influential figures such as religious leaders or community leaders who represent community groups to be asked to contribute their thoughts and opinions to the vaccination service carried out by the Gorontalo Police. The presence of several religious leaders or community leaders in several meetings with the leadership of the Gorontalo Police and stakeholders from the Health Service, District Government and other related elements in evaluating the course of vaccination services.

The Gorontalo Police Service has succeeded in increasing community vaccination discipline in the era of the Covid-19 pandemic, seen from the increasing number of people being vaccinated. Although there is an increase in the number of people who carry out vaccinations, the daily achievement has not been in line with the expected target. The recapitulation of the achievement of vaccination services in November 2021 is 57,404 people, should be able to reach the target of 180,000 people. Notes from the November Vaccine Annev of the Gorontalo Police show that although the number of people being vaccinated is

increasing, the daily target for each Polsek work unit is 500 people per day.

Various descriptions/indicators of the success of Gorontalo Police services that can improve community vaccination discipline in the Covid-19 pandemic era where the number of people in Gorontalo Regency who have been vaccinated is increasing. There is public openness to be willing to vaccinate. However, the main factor that becomes an obstacle in this case concerns the lack of public awareness to directly come to vaccinate.

The level of discipline of the people of Gorontalo Regency to carry out vaccinations is getting higher. This is because of the synergy between the Polres and Polsek who work hand in hand to provide vaccination services to reach various corners of the village. In this case, it appears that there are rewards for villages that have achieved their targets, so that residents are more enthusiastic about vaccination services.

Mapping of areas where the percentage of achievement is still low and makes this area a priority target, this shows the success of increasing the achievement of the vaccinated community.

Gorontalo Police uses community feedback to improve services in improving community vaccination discipline in the Covid-19 pandemic era. There is seriousness from the leadership and ranks of the Gorontalo Police to make improvements by considering various aspects that have been conveyed by the community.

The vaccination service that has been carried out by the Gorontalo Police can be accepted by the wider community in Gorontalo Regency and has met their expectations of what they should receive from the vaccination service, such as creating a sense of security and comfort when vaccinating.

The various research findings above illustrate that the Preference and

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Counseling Strategy has been carried out well by the Gorontalo Police in improving community vaccination discipline in the Covid-19 pandemic era. The Gorontalo Police have conducted an analysis of public opinion on vaccination services on a regular basis using various methods such as evaluation meetings and flip sheets. The target community has played a role in providing feedback to the Gorontalo Police Service. The Gorontalo Police Service strategy has been able to improve community vaccination discipline in the Covid-19 pandemic era, but daily achievements have not met the expected target. The Gorontalo Police have used community feedback to improve services. This gives a fairly high level of community satisfaction with the Gorontalo Police Service in improving community vaccination discipline in the era of the COVID-19 pandemic.

Leading Personnel Practice Strategy

Research data related to the Leading Personnel Practice Strategy carried out by the Gorontalo Police can be seen from the behavior of Gorontalo Police members in improving community vaccination discipline in the Covid-19 pandemic era and the services available. For this reason, it should not neglect to improve the quality of service by motivating members.

The number of personnel in the Gorontalo Polres vaccination service is adequate. Based on data from the 2021 Gorontalo Police Pres Strong Recap, it shows that basically the Gorontalo Police lack personnel for the overall needs of the main tasks and institutional functions. However, specifically to carry out the task of providing vaccination services, the number of personnel based on the assignment is deemed adequate.

In terms of the legitimacy of the assignment of vaccination services, the Gorontalo Police Chief issued an Order Number: Sprin / 621 / XI / 2021 dated 27

November 2021 regarding the List of Personnel and Targets for Achievement of Mass Vaccination Activities at the Food Stage Taman Menara Sunday, 28 November 2021.

Personnel in carrying out vaccination services have been given technical guidance and training beforehand, so that this becomes the basic capital for personnel to be able to carry out their duties adequately and competently. The personnel are able to carry out vaccination services to the specified standards, this is because the Gorontalo Police vaccinators have been given an online Workshop on the 2021 Covid-19 Vaccination Procedures to fulfill the needs of vaccinators and the materials provided are very much needed by vaccinators. There is a common understanding and updating of information related to vaccination comprehensively.

There is a lot of leadership support in the form of motivational encouragement in the form of various strengthening and stabilization for Gorontalo Police members (personnel) assigned to services in improving community vaccination discipline in the Covid-19 pandemic era. The leadership in this case seems to play a role in going directly to the field to assist in the implementation of vaccinations in the area, namely the puskesmas participating in the involvement of activities, providing direction to assist the vaccination implementation strategy.

The behavior of Gorontalo Police members (personnel) assigned to services in improving community vaccination discipline in the Covid-19 pandemic era has high enthusiasm in serving. Enthusiastic attitude of personnel behavior in completing their service work tasks.

Community support responded well, enthusiastically and gave high enough support in improving vaccination discipline. The enthusiasm shown by the community by coming in droves to vaccination service places.

The various research findings above illustrate that the Leading Personnel Practice Strategy has been carried out well by the Gorontalo Police in improving community vaccination discipline in the Covid-19 pandemic era. The state of the number of Gorontalo Police members (personnel) assigned to services in improving community vaccination discipline in the Covid-19 pandemic era is adequate, as is the deployment of tasks supported by the legality of orders from the leadership in the form of warrants. The ability of personnel to carry out their duties is reliable. In addition, the strong support from the Head of the Resort Police and the Head of the Sector Police in the form of reinforcement and direction has become a high motivation for personnel to carry out vaccination services.

The behavior of Gorontalo Police members (personnel) assigned to services in improving community vaccination discipline in the Covid-19 pandemic era showed high enthusiasm and enthusiasm. Meanwhile, public support in improving community vaccination discipline in the era of the Covid-19 pandemic is also getting higher.

Effective Grievance Unit Strategy

Research data related to the Effective Complaints Unit Strategy carried out by the Gorontalo Police can be seen from the establishment of a mechanism where the community can express their dissatisfaction with vaccination services. Complaints felt by the community can be accommodated, processed, and evaluated in order to reach a resolution.

The Gorontalo Police have established an Effective Complaints Unit that can be used by the public to complain about the services provided by the Gorontalo Police in improving community vaccination discipline in the Covid-19 pandemic era. There are people who are dissatisfied with the vaccination service and have visited the units in each Polsek to convey their hopes.

The Effective Complaints Unit has been used by the community to express their dissatisfaction with the vaccination service. The most common complaints from the public are things that are experienced as a result of vaccination. Complaints felt by the community can be accommodated, processed, and evaluated by the Gorontalo Police in order to reach a resolution. There is a follow-up from officers to the community who experience disturbances due to side-effects after being vaccinated, such as dizziness and drowsiness, as well as several other complaints.

There is a certain/special strategy taken by the Gorontalo Police to solve problems related to community vaccination indiscipline in the Covid-19 pandemic era, namely continuous education. The Gorontalo Police Chief and the Sector Police Chief and his staff always carry out continuous socialization to the public about the importance of vaccination services.

The various research findings above illustrate that the Effective Complaints Unit Strategy has been carried out well by the Gorontalo Police in improving community vaccination discipline in the Covid-19 pandemic era. The Gorontalo Police have established an Effective Complaints Unit that can be used by the community to complain or to express their dissatisfaction with the vaccination service. Various complaints felt by the community were then accommodated, processed, and evaluated by the Gorontalo Police to find a solution and be resolved properly. The main strategy taken by the Gorontalo Police to solve problems related to community vaccination indiscipline in the era of the COVID-19 pandemic is education and socialization in a sustainable and sustainable manner to the public about the importance of vaccination.

Strategy for Using Information and Communication Technology

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Research data related to the Strategy for the Use of Information and Communication Technology carried out by the Gorontalo Police can be seen from the increase in technology used to provide Gorontalo Police services in improving community vaccination discipline in the Covid-19 pandemic era.

There are many facilities/infrastructure used by the Gorontalo Police in improving community vaccination discipline in the era of the Covid-19 pandemic. Three applications are used to support a single Covid-19 vaccination data across ministries and agencies. The three applications are PeduliLindung, PrimaryCare, and Smile applications. This application is used to increase the efficiency of the Covid-19 vaccine data system and produce a comprehensive system for the registration, distribution, implementation, and monitoring stages of the first and second stages of vaccination.

The PeduliLindung application from the Ministry of Communications and Informatics and the Ministry of SOEs is useful for re-registering people who receive the Covid-19 vaccine. While PrimaryCare from BPJS Health will be used to record vaccination results. Furthermore, there is the Smile application from the Ministry of Health and the United Nation Development Program (UNDP) which functions to monitor vaccine distribution from the provincial level to every health service facility throughout Indonesia.

The use of information and communication technology for services carried out by the Gorontalo Police in improving community vaccination discipline in the Covid-19 pandemic era. Health service facilities have been served with internet access which is the backbone for the community which is important in the context of health services and the Covid-19 vaccination program. For people

who have difficulty accessing PeduliLindungi's online registration, the government has deployed Babinsa units from the TNI and Babimkamtibmas from the Police to assist with offline verification and re-registration.

The use of information and communication technology for services carried out by the Gorontalo Police in improving community vaccination discipline in the Covid-19 pandemic era has further increased public confidence and trust that vaccines and vaccination management by the Ministry of Health and other institutional ministries are safe, smooth, effective and timely.

The various research findings above illustrate that the Strategy for the Use of Information and Communication Technology has been carried out well by the Gorontalo Police in improving community vaccination discipline in the Covid-19 pandemic era. The use of information and communication technology for vaccination services greatly helps the smooth and speedy data management of vaccination services in Gorontalo Regency.

DISCUSSION

Service Standard Determination Strategy

The research findings illustrate that the Service Standard Determination Strategy has been carried out well by the Gorontalo Police in improving community vaccination discipline in the Covid-19 pandemic era. This finding is related to the theory of Handyaningrat (in Rusli, 2020: 7) regarding the scope of public administration, the researcher can argue that the Gorontalo Police have implemented a public administration system with the aim of providing the best possible service to the community (public service) in Indonesia. Gorontalo Regency.

The Gorontalo Police have put forward the realization of an ideal public administration because in achieving its

goals, vaccination services have been carried out based on applicable laws and regulations (legalistic approach) and in vaccination service activities, priority is given to the truth in accordance with predetermined procedures (bureaucracy). . This is in line with Kurniawan (2013: 128) that the provision of services (serving) the needs of other people or the community who have an interest in the organization is in accordance with the basic rules and procedures that have been set.

If it is associated with the concepts of Ratminto and Winarsih (2015:4-5) and Sellang (2016:76-77) regarding services, in principle, vaccination services are the responsibility of the Gorontalo Police as a government agency in the region to meet the needs of the people of Gorontalo Regency in preventing Covid-19. 19. Thus, in administering vaccination services, the Gorontalo Police are responsible for providing the best service to the people of Gorontalo Regency in order to create community welfare.

This finding is related to ztürk-Coskun's theory (in Angelina & Suharto, 2018:57-58), then it is appropriate if the vaccination service carried out by the Gorontalo Police refers to the Presidential Regulation of the Republic of Indonesia and the Regulation of the Minister of Health of the Republic of Indonesia concerning the Implementation of Vaccination in the Context of Prevention Corona Virus Disease 2019 (Covid-19) pandemic. This implies that in carrying out vaccination services, the Gorontalo Police together with all stakeholders and the community already know about the technical operation of vaccination services and their quality, so that all parties can prevent deviations by continuously controlling the quality of services in accordance with the standards that are the reference. It is hoped that the improvement of Gorontalo Police services to the community must continue to be sought by

optimizing service standards with the principles of fast, precise, satisfactory, transparent and non-discriminatory, so that this will improve the vaccination discipline of the people of Gorontalo Regency in the Covid-19 pandemic era.

However, in applying the rules and service standards, there are obstacles or obstacles, namely the limitations of human resources related to the capabilities and experience of new personnel who have not developed optimally. If this is related to Riani's research (2021), the vaccination service by the Gorontalo Police requires a strategic effort related to the development of new human resources in order to improve services. In addition to strategic efforts, of course, what must also be done is to provide awareness to HR, especially new personnel in the form of soft skills because it is a leverage that has internal strength to encourage HR at the Gorontalo Police to maximize their power, so as to serve the community in the era of the Covid-19 pandemic. become the needs of every HR in the Gorontalo Police.

In connection with the above, firstly, the inner willingness of the new personnel at the Gorontalo Police should be honed from the compulsion to serve to the sincerity of service, from the desire to serve to the need to serve. Therefore, it is necessary to re-frame the mind set (reshaping the mindset) of the new personnel at the Gorontalo Police, so that the power they already have can work optimally. Thus slowly but surely they get out of their mental block (ego block) which has been considered to hinder the service. Therefore, the researcher considers it important for the Gorontalo Police Resources Department to design Technical Guidance specifically for new HR personnel related to self-capacity development for the management and administration of Covid-19 vaccination services in Gorontalo Regency, then carry

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out Technical Guidance on an ongoing basis.

Information and Disclosure Strategy

The research findings illustrate that the Information and Disclosure Strategy has been carried out well by the Gorontalo Police in improving community vaccination discipline in the Covid-19 pandemic era. This finding is related to Dewi's research (2021:166). Covid-19 vaccination services depend on many factors that influence it, and one of these factors is clear information to the public. Therefore, the Gorontalo Regional Police carried out an information and disclosure strategy that was prepared with accurate, thorough, mature strategy, continuous monitoring and evaluation (monev) will have a positive influence on the level of knowledge, understanding, and community participation, so that if it is clear with the information provided conveyed the public will be confident and will not be confused and no longer need to look for other sources of information.

The information and disclosure strategy by the Gorontalo Police needs to be strengthened with continuous and continuous efforts with various effective methods and approaches, because there are still misunderstandings among the people of Gorontalo Regency regarding the Covid-19 vaccination service activities. This is reinforced by research by Astuti, et al (2021:569) that the public's misperception is caused by a lack of understanding from the community. It was found that this wrong perception arose due to the lack of good communication from the authorities such as the police and health workers to convince the public about the effectiveness of the Covid-19 vaccine.

In relation to the foregoing, it is deemed appropriate that the Gorontalo Police have utilized various media for an information and disclosure strategy. This is in accordance with Sukmana's (2021:409) research on steps related to the vaccination

service. Several conventional media that can be used in the context of the Covid-19 information and disclosure strategy are through national TV, radio and print media. Vaccination will increase immunity/immunity in people and society which will ultimately provide protection to individuals and society. But by remaining disciplined in implementing Covid-19 prevention through 3M, namely continuing to use masks, washing hands and maintaining distance.

Gorontalo Police need to inform about important vaccination services to be disseminated to the people of Gorontalo Regency by using the internet. The research of Vinka and Michele (2021:1) confirms that the internet plays a large role in disseminating information about Covid-19 vaccination services, there are various sources of information on the internet that are used with the main sources being newspapers and online articles. Information about Covid-19 vaccination on the internet is considered complete, clear and informative, and easy to understand, although it still has some advantages and disadvantages.

This finding is related to ztürk-Coskun's theory (in Angelina & Suharto, 2018:57-58), then it is appropriate that the people of Gorontalo Regency who receive vaccination services must be given clear and accurate information about the services, objectives and performance of the Gorontalo Police. If the Gorontalo Police apply such an understanding, it will provide easy access for the people of Gorontalo Regency. The information provided by the people of Gorontalo Regency can also change the vaccination service by inputting suggestions and criticisms, so that it is better.

Preference and Counseling Strategy

The research findings illustrate that the Preference and Counseling Strategy has been carried out well by the Gorontalo Police in improving community

vaccination discipline in the Covid-19 pandemic era. In line with the findings of Wahana Visi Indonesia. (2021), broadly speaking, the initiation of community voice feedback regarding the Covid-19 vaccination service aims to: 1) convey the public's voice about the implementation of the Covid-19 vaccination service, and 2) encourage government policies and better policy implementation in terms of the implementation of vaccination services. Covid-19. In particular, the results of this feedback are expected to provide an overview of the public's knowledge of the government's vaccination program, citizens' observations on the plan and implementation of vaccinations, public perceptions of the vaccination program and community recommendations for the vaccination program. Taking this into account, it can be said that the feedback from the people of Gorontalo Regency on the Covid-19 vaccination service is expected to become an advocacy tool to encourage the implementation of better policies for the implementation of the COVID-19 vaccination, which in turn can help the government achieve the vaccination target.

If this finding is related to Ztürk-Coskun's theory (in Angelina & Suharto, 2018:57-58), it is appropriate that the Gorontalo Police must regularly analyze public opinion about the services that have been provided. Moreover, the Gorontalo Police should consider whether the vaccination service is related to the needs of the people of Gorontalo Regency. This can be done by using the Gorontalo Police to get feedback from the community regarding the vaccination services they receive. This feedback can be used to produce new policies.

If it is related to the research of Angelina and Suharto (2018), the researcher can suggest that the vaccination service by the Gorontalo Police must be able to fully contribute to the improvement

of services. The ability of the Gorontalo Police to improve services has resulted in the community directly feeling satisfaction with the vaccination services provided and if the community is not satisfied it will result in people demanding an improvement and people may not be disciplined in vaccination in this Covid-19 pandemic era. If you look at the current conditions, it shows that the Gorontalo Police Service still has complaints, then a service strategy is needed to overcome the lack of services to make it even better. Gorontalo Police as a provider of public services needed by the community must be responsible and continue to strive to provide the best vaccination services for the sake of increasing community vaccination discipline in the era of the Covid-19 pandemic.

Leading Personnel Practice Strategy

The various research findings above illustrate that the Leading Personnel Practice Strategy has been carried out well by the Gorontalo Police in improving community vaccination discipline in the Covid-19 pandemic era. The state of the number of Gorontalo Police members (personnel) assigned to services in improving community vaccination discipline in the era of the COVID-19 pandemic is adequate, as is the case with the deployment of tasks supported by the legality of orders from the leadership in the form of warrants. The ability of personnel to carry out their duties is reliable. In addition, the strong support from the Head of the Resort Police and the Head of the Sector Police in the form of reinforcement and direction has become a high motivation for personnel to carry out vaccination services. The behavior of Gorontalo Police members (personnel) assigned to services in improving community vaccination discipline in the Covid-19 pandemic era showed high enthusiasm and enthusiasm. Meanwhile, public support in improving community vaccination discipline in the

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era of the Covid-19 pandemic is also getting higher.

The findings of this study when linked to Sodik's research (2021:85) confirms that efforts to prevent and break the chain of the spread of Covid-19 require discipline in many aspects. In this study is the discipline of community vaccination. Related to this, the researcher can argue that the Gorontalo Resort Police is the front line in vaccination services in Gorontalo Regency. The success of the Gorontalo Police Service in improving community vaccination discipline in the era of the Covid-19 pandemic depends on the ability of human resources personnel who on the one hand have routine duties as law enforcement officers and guards of public order, while on the other hand they are relied upon to enforce public vaccination discipline. . Therefore, the HR capabilities of Gorontalo Police personnel need to continue to be developed both in terms of competence and expertise as well as hone the experience of new personnel in the field, so that they are more alert and agile.

This finding is related to the ztürk-Coskun theory (in Angelina & Suharto, 2018:57-58), then one of the main factors in this vaccination service is the satisfaction of the people of Gorontalo Regency. At this point, the level of satisfaction is also influenced by the behavior of the Gorontalo Police Station (personnel) assigned to services and the services available. For this reason, the Gorontalo Police must not neglect to improve service quality by motivating members to be more enthusiastic, not giving up easily and increasing enthusiasm in serving the community.

Effective Grievance Unit Strategy

The various research findings above illustrate that the Effective Complaints Unit Strategy has been carried out well by the Gorontalo Police in improving community vaccination discipline in the Covid-19 pandemic era.

If this finding is related to ztürk-Coskun's theory (in Angelina & Suharto, 2018:57-58), it is appropriate for the Gorontalo Police to establish a mechanism where the people of Gorontalo Regency can express their dissatisfaction. Complaints felt by the community can be accommodated, processed, and evaluated in order to reach a resolution. Taking into account the research of Yanto and Adnan (2021:863) that public services are a basic need as citizens, the state is obliged to provide services in accordance with applicable laws and regulations. Therefore, the researcher can state that the Gorontalo Police Station, which provides vaccination services, has problems in optimizing services to the community, it cannot run properly because of a mismatch between applicable operational standards and vaccination services received by the community.

In connection with the above, the Strategy for an Effective Complaint Unit by the Gorontalo Police is needed to minimize the low trust of the people of Gorontalo Regency. The things that become public complaints require analysis and measurement of the level of community satisfaction in the Covid-19 pandemic era with vaccination services. In order to achieve the goal of the Gorontalo Police, namely as a service provider to the community, one of the efforts that must be made to improve the level of community satisfaction is to analyze the level of community satisfaction during the Covid-19 pandemic with the vaccination services provided.

Taking into account Risuldi's research (2021:93), it can be said that the Gorontalo Police Service in improving community vaccination discipline in the Covid-19 pandemic era has become a community need. Even during the pandemic, these needs must still be implemented properly and adapted by the Gorontalo Police. Complaints from the people of Gorontalo

Regency that are included in the complaints unit of the Gorontalo Police are actually a source of information to consistently maintain the services it produces in accordance with the standards that have been set. Therefore, the Gorontalo Resort Police needs to redesign a complaint management system that can effectively and efficiently process various public complaints into input for service improvement, so as to improve public vaccination discipline in this Covid-19 pandemic era.

Strategy for Using Information and Communication Technology

The various research findings above illustrate that the Strategy for the Use of Information and Communication Technology has been carried out well by the Gorontalo Police in improving community vaccination discipline in the Covid-19 pandemic era. This finding is related to the research of Taufik and Hardi (2020:1-2) that the Covid-19 pandemic has taught us a lot in terms of service governance. Researchers can argue that under any circumstances, the Gorontalo Police must remain at the forefront to provide vaccination services for the people of Gorontalo Regency. The Covid-19 era has forced the Gorontalo Police to optimize the Strategy for the Use of Information and Communication Technology in all matters of service. Due to the limited space for movement due to following health protocols, people are still given their rights as citizens to be served through electronic services. The transformation of the manual service model marked by face-to-face to electronic services continues to experience a significant spike during the Covid-19 period. Various technology applications are optimized for their functions to provide services to the community. Not only in vaccination services in the field, optimization of the use of technology is also carried out in office meetings, filling in employee performance and other

activities. Conditions like this require a change towards a new normal life, including how the Gorontalo Police in providing public services.

This finding is related to ztürk-Coskun's theory (in Angelina & Suharto, 2018:57-58), then the Gorontalo Police need to improve technology and use it in organizational services. In this regard, referring to Risuldi (2021:45), the Strategy for the Use of Information and Communication Technology that can be carried out by the Gorontalo Police in improving community vaccination discipline in the Covid-19 pandemic era is:

1. Utilize social media (online) and websites to clearly inform service standards. Along with this pandemic, providing clear and up-to-date information through various media will greatly assist the public in obtaining clarity of information so that there are no crowds in the service room.
2. Improving access to the Online Service Delivery System, so that the arrival time of the community can be arranged.
3. Adaptation of Facilities, Infrastructure and Service Facilities providing services directly using Personal Protective Equipment (PPE) such as masks or face shields, implementing social distancing by providing distance in queues and waiting rooms, providing hand sanitizer/handwashing facilities and conducting regular sterilization both spraying disinfectants and cleaning the air conditioner on a regular basis.
4. Improving the competence of vaccination service implementers (Human Resources), especially in the use of information technology-based systems.

CONCLUSION

The results showed that the strategy of Gorontalo Police Service was running well through the Determination of Service Standards, Information and Openness, Preference and Counseling, Leading

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Personnel Practices, Effective Complaints Unit, Use of Information and Communication Technology. The Gorontalo Police Service strategy has been able to improve community vaccination discipline in the Covid-19 pandemic era, but daily achievements have not met the expected target. Constraints faced 1) Limited human resources, 2) Lack of mobilization facilities, 3) Lack of public awareness for vaccination. It is recommended that the Gorontalo Police Resources Department carry out technical guidance on an ongoing basis for the management and administration of Covid-19 vaccination services in Gorontalo Regency. People who have received vaccinations are expected to remain disciplined in maintaining the 5M health protocol, washing hands, wearing masks, maintaining distance, avoiding crowds and limiting mobility. People who have not received vaccinations are expected with self-awareness to immediately go to referral places to get vaccination services.

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