

THE IMPACT OF PSBB POLICY ON ONLINE TRANSPORTATION SERVICES IN JABODETABEK

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Abstract. The existence of covid-19 pandemic affected most of countries' sectors. Indonesia became one of countries which was affected mainly on economic and business sector. Besides that, Indonesia had a serious impact on the transportation sector due to Covid-19. For example, online transportation, concerned by PSBB and working from home policy. This policy has resulted in the decrease of passengers in the transportation sector, especially for online transportation. This research was conducted in June 2020, and intended for online transportation services users. The research approach was quantitative approach through a questionnaire distributed to 208 respondents randomly. Data collection techniques used in this study were research instruments, quantitative and statistical data analysis with the aim to test the hypotheses. The results of this research are information and analysis of the impact of PSBB policy on online transportation services users. Respondents characteristic in this study are college student aged 21-30 years and going on their studies. This study shows that there is interest demotion in using online transportation during pandemic due to limited access and uncomfortable facilitates, even though there are still some people who continue to use online transportation for activities purposes.

Keywords : Covid-19 Pandemic, PSBB Policy, Online Transportation.

1. Introduction

Transportation is an essential facility since it assists our daily activities (Karsasih, 2018). It can also shorten our time to transit from one to another place, so that most of people depend on transportation. The advancement of technology and information sector has become a great influence on various aspects, one of them is transportation. Furthermore, internet transforms transportation service companies into faster and easier. The presence of online-based transportation provides new facilities for communities. The services provided by online transportation is very different from other public transformation, therefore customer satisfactions toward the service greatly influences customer interest in using the online transportation services.

On March 31, 2020, Indonesia government released regulations issues on large-scale social restrictions or commonly called as PSBB. The government issued details on the technical implementation of PSBB through the Republic of Indonesia's Minister of Health Regulation (Permenkes) No. 9 of 2020 concerning Large-Scale Social Limitation Guidelines in the Context of Accelerating the Management of Corona Virus Disease 2019 (COVID-19). In the Minister of Health Regulation (Permenkes) No. 9 of 2020 stated, the PSBB is limiting certain activities of residents in suspected area which is infected with Corona Virus Disease 2019 (COVID-19) as a prevention towards Corona Virus Disease 2019 (COVID-19). PSBB conducted by the Indonesian government has basic considerations such as epidemiological, threat magnitude, effectiveness, resource support, operational technical, economic, social, cultural and security considerations. (Vitalio et al., 2020)

The government set the PSBB policy through PP or Government Regulation. In the hierarchy of legislation law, PP No. 21 of 2020 was formed based on the norms regulated in Article 60 of Law Number 6 of 2018 concerning Health Quarantine (the Health Quarantine Act). Regarding the purpose of PSBB in the General Provisions of the law, it is explained that: "Large-scale

Social Restrictions (PSBB) are restrictions on certain activities of residents in an area suspected of being infected with a disease and / or being contaminated (Hairi, 2020).

Based on CDC report, the implication on China's economy sector during COVID-19 outbreak became the most affected. Several indicators have shown the huge of epidemic occurring in China, so that government action steps must be taken to slow down its spread. Many economic indicators show that the Chinese economy has been severely affected. In February 2020, China's manufacturing sector had the biggest decline in history. Not only manufacturing, but also service sector, especially transportation, real estate and hotels and food, had weakened substantially in the February to March 2020 (Menghadapi, 2019).

Under Government Regulation No. 21 of 2020 concerning about Large-Scale Social Restrictions as handling of Corona Virus Disease 2019 (COVID-19), the Minister of Health establishes Large-Scale Social Restrictions based on of the governor / regent / mayor or Acting Task Force for the Acceleration of Corona Virus Handling 2019 Disease (COVID-19) chairman with established criteria. In the Government Regulation, Large-Scale Social Restrictions at least include the consolation of schools and workplaces, restrictions on religious activities, and restrictions on activities in public area (Ministry of Health of the Republic of Indonesia, 2020)

During PSBB, most of transportation started to have fewer passengers, including online transportation. According to stago's data reported, online transportation was seriously and significantly affected since government began to promote WFH (Work From Home) policies and began to close schools in the second week of March 2020. Moreover, Statgo's data show online transportation such as *Gojek* and *Grab* users got less number of active passengers in one day. The decline in passengers has been the result of people's hesitation to use the public transport and also government regulation to online taxi regulations policy in PSBB.

Therefore, Permenhub No. 18 of 2020 on transportation control in response to the spread of Corona virus outbreak 2019 (COVID-19), which was released on April 2020 figured dualism on article 11 c, "Application-based motorcycle online transportation are restricted to use except for transporting goods" (Buana, 2020), and cars online transportation must implement a seat system that has been recommended by the government.

When PSBB was started, the government launched a new normal policy. New normal was divided into several stages, the first stage was implemented on June 5, 2020, when online transportation services have changed. Previously, motorcycle online transportation can only be used for shipping goods, but in new normal motorcycle transportation is allowed to carry passengers with certain requirements. For the purpose of serving the interests of the community and for personal gain, motorcycle or cars can transport passengers on the condition that they must meet the following health protocols:

1. Providing distance between consumers and drivers.
2. Disinfecting vehicles and equipment before and after they are used;
3. Bringing your own helmet.
4. Using a mask and gloves. (Buana, 2020)

Based on the above background, researchers were interested in discussing and conducting research on online transportation service industry by raising PSBB policy issues with its health protocols for online transport services.

2. Methods

The type of research used was quantitative research with survey methods. Quantitative research is a study by obtaining data consisting of numbers or qualitative data which are leveraged (Sugiyono, 2003: 14). In this research, researchers used a questionnaire as data

collection tools which was taken randomly in order to examine research’s hypotheses. The subjects in this study were online motorcycle taxi drivers. Research locations were in Jakarta. Furthermore, these locations and objects were chosen because they were easy to do research and were effective since many people there use online transportation services.

Population and Sample. The population in this research was online transportation service user who was domiciled in Greater Jakarta with 208 respondents as samples. In this study, researcher used a Likert Scale,

POSITIVE STATEMENT			
Fully Agreed	SS	=	5
Agreed	S	=	4
Enough Agreed	CS	=	3
Disagree	TS	=	2
Highly Disagree	STS	=	1

Data collection techniques were used through questionnaires. Questionnaire is a data collection technique by giving a set of questions or written statements to selected respondent. The questionnaire was given to randomly selected respondents in this research sample. The data analysis technique used in this research was descriptive statistics. This analysis used to determine the impact of the PSBB policy on the quality and convenience of online transportation services.

Based on the results of our study, the recapitulation of data taken from the characteristics of respondents, it is shown by figure 1 which contains the result of characteristics of respondent.

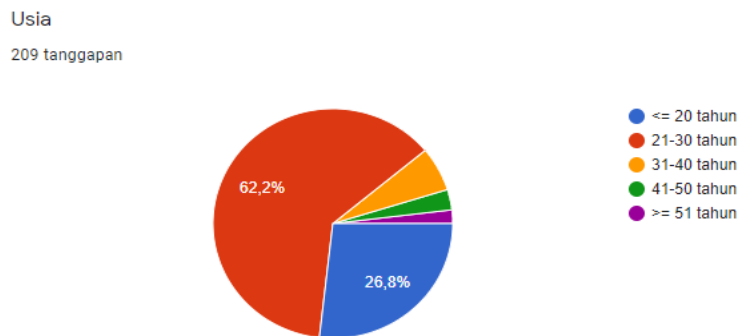


Figure 1. Characteristics of Respondents by Age

Perkerjaan anda saat ini
208 tanggapan

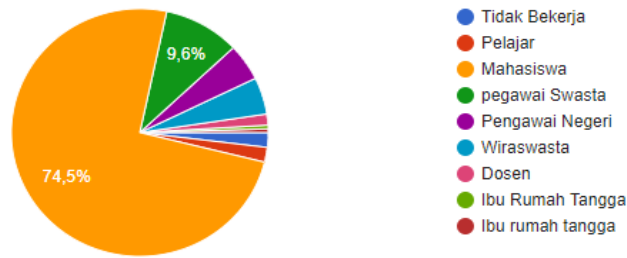


Figure 2. Characteristics of Respondents by Profession

Figure 1 and 2 describe respondent distribution in this study. It shows that total of 280 respondents aged between 21-30 years old are productive and have high mobility. Whereas for the professional background of the respondents are dominated by students.

Pada saat anda melakukan perjalanan, pilihan moda transportasi online apa yang anda pilih?

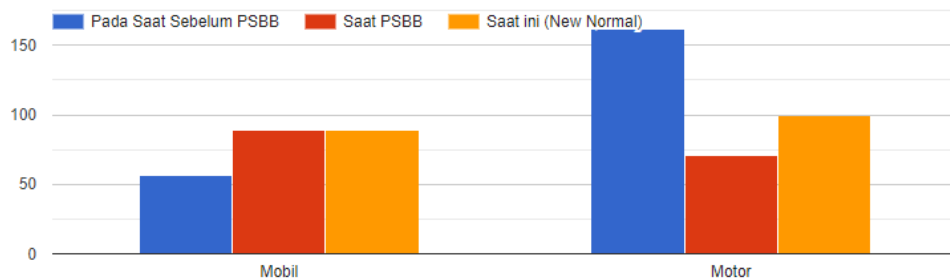


Figure 3. Characteristics of Respondents by mode of transportation

From Figure 3 we see that the average online transportation mode user who chooses motorcycle vehicles has quite a lot of interest before PSBB, but interest in the choice of motor modes has decreased significantly when the government establishes PSBB policy. Government emphasized in PP No. 21 of 2020 that the Large-Scale Social Restrictions (PSBB) policy was established with consideration of the spread of Covid-19 with the increasing number of cases and the number of deaths.

Furthermore, the impact which was caused by Covid-19 makes certain dangerous condition (Public Health Emergency), so that government took prevention effort called PSBB (Hairi, 2020). Because of that situation, government prohibited motorcycle vehicles for carrying passengers but allowed them to carry goods in purpose to cope the spreading of Covid-19.

Nevertheless, New Normal policy makes online transportation users go back to choose motorcycle transportation instead of car transportation. Even though motorcycle users are increasing during New Normal policy, there are still many users who choose car since there is restriction policy such as red zone area, where online transportation is not allowed to pick-up passengers.

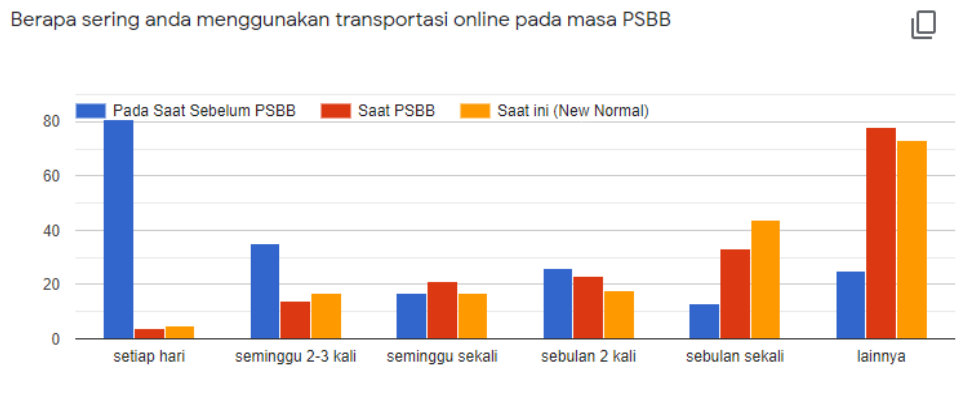


Figure 4. Characteristics of Respondents by intensities

The results data of respondent intensities in using online transportation before PSBB policy started indicate that users still choose online transportation as daily transportation since they are still allowed to do many activities outside home. Unlike when PSBB policy issued, most of people are required to work and do all activities from home. Because of this policy issued, the use of online transportation has decreased compared back before PSBB policy. There are 3,290 companies implementing WFH policies in Jakarta (Disnakertrans, DKI Jakarta, 6 April 2020). This policy can be an effort to reduce the spreading of Covid-19, but it may cause greater damage and prolong negative effect if it is not controlled (Taufik; Ayuningtyas & Kusumah, 2020).

Since June 1, 2020, the government has implemented the New Normal policy and users begin to re-use online transportation. However, few people are interested since users still feel uncomfortable using online transportation as there is still an outbreak of the COVID-19 virus.

Based on the results of data processing obtained from the questionnaire, the PSBB policy greatly affects customer interest in the use of online transportation and also affects the online transportation business. This is confirmed by the results of Taufik and Eka's research in their research which states that one of the business sectors affected and decreased during this pandemic is the transportation business.

Since PSBB, online transportation providers must stop the choice of modes of passenger transportation using motorcycle and implement health protocols set by the government, undertake protocols as use of masks, keeping distance, dividing, spraying disinfectants on passengers clothes and vehicles. It makes passenger feel comfortable when using online transportation facilities.

The huge scale of the epidemic and the large number of infected world populations made WHO Director General, on 30 January 2020 in Geneva, declared the current situation as the Public Health Emergency Of International Concern (PHEIC). The policy was taken based on the International Health Regulations (International Health). (Hairi, 2020)

The health protocol established by WHO and the government also encourages people to live healthy and provide good habits in the communities; such as washing hand, do coughing and sneezing ethics and use proper masks. This result of this study also stated that there are 55.6% respondents said health protocol must be continued even though Covid-19 outbreak disappeared.

In other hand, the presence of online transportation also knocks up the laws and regulations in the field of Road Traffic (LLAJ), specifically, Law No. 14 of 2009 concerning Road Traffic (LLAJ) (Perhubungan, 2009) where the presence of online transportation is considered to cause injustice for non-online transportation. (Nainggolan et al., 2020)

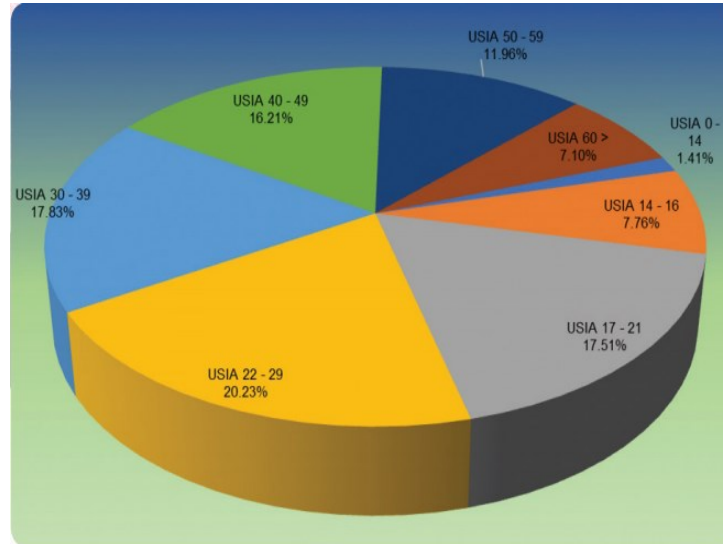


Figure 4. Percentage of motorcycle accidents

The government's confirmation of PSBB can strengthen the policy that motorcycle online transportation is only allowed to transport goods and not to take passengers, reinforced in revision of law No.22, 2009 concerning about Road Traffic and Transport (LLAJ). However, this regulation has not been implemented well. PSBB existence can strengthen and reinforce the reason why motorcycles are prohibited to carry passengers, in addition to preventing the spread of Covid-19. Moreover, there are 196,457 evidences along 2018 in which around 73.49% road traffic accidents involve motorcycle. The percentage of this involvement is much greater compared to other types of vehicles. (Keselamatan, 2019)

3. Conclusion

Based on the results of this research, it can be concluded that Covid-19 outbreak affects people's interest in using online transportation. The result is described by Figure 4 about intensities of respondent using online transportation during PSBB policy.

On the other side, respondents state that they feel burdened by PSBB policy. They also said that it is difficult to find up online driver during PSBB period and feel uncomfortable using online transportation due to covid-19 outbreak. People who still use online transportation prefer using car since motorcycles are not allowed to carry passengers.

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