

**NEW NORMAL IMPLEMENTATION IN RT 04 RW 14 KALIRUNGKUT, SURABAYA  
CITY BASED ON SURABAYA MAYOR REGULATION NO. 28 OF 2020**

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*Abstract*

*Implementation of policies related to the prevention and spread of covid-19 is needed as a form of vigilance against covid-19 virus outbreaks. One area that is implementing is the city of Surabaya by implementing Perwali Number 28 of 2020 Regarding the Guidelines for the New Normal Order in the 2019 Corona Virus Diseases Pandemic Conditions (Covid-19) in Surabaya City. In preventing the spread of Covid-19, a foundation is needed in carrying out the implementation of the Surabaya Mayor's policy. It is expected that the participation between the Government in this case the Mayor of Surabaya and the Community can be carried out properly in line with the enactment of the regulation. Concrete manifestation of the implementation of the policy is the existence of a formidable village program as one of the intermediary programs of the policy of the Mayor of Surabaya. The purpose of this study was to identify and analyze the New Normal Implementation in RT 04 RW 14 Kalirungkut, Surabaya City Based on Perwali Number 28 Tahun 2020. The type of research in this study is qualitative with descriptive methods. The technique of determining informants is by means of purposive sampling by collecting data information in the form of primary data and secondary data. Which is primary or direct data obtained from interviews and observations. While secondary data obtained from various references such as books and journals that support this research. The results showed that the implementation factors were communication, resources, disposition, and bureaucratic structure. Of the four factors, the implementation of Surabaya Mayor Regulation No. 28 has been implemented, although it has not been maximized. Resilient village program as a program of the policy is also carried out in accordance with the standard operating procedures specified in the regulation.*

*Keywords: Implementation of Policy, Perwali Number 28 Year 2020, Tangguh Village*

## 1. INTRODUCTION

Basically, in the administration of government, it must involve relations between the Central Government and Regional Governments. The role of both central and regional government is very in control of the course of a government. To run a government, the central government and regional governments need a tool to facilitate the running of the government system by implementing a policy or regulation. According to Miriam Budiharjo quoted from the journal (Neagara, 2018). Stating that the Policy (Policy) is a collection of decisions taken by an actor or political group, in an effort to choose goals and ways to achieve that goal. Therefore a policy is very identified as a tool in achieving goals. The objectives in the policy are very influential and have an impact on the results obtained from the application of the policy made. Meanwhile according to (Ramdhani & Ramdhani, 2016) Policy is a decision that reflects the attitude of an organization towards a problem that has, is, or will be faced. So that the policy can be defined as a series of program plans, activities, actions, decisions, attitudes, to act or not act carried out by the parties (actors), as a stage for solving the problem at hand.

In its own application of policy or regulation is very influential in addition to being used as a means of achieving the objectives of the policy is also used as a tool in solving problems that occur in a particular area. This is in line with the opinion (State, 2014) which states that public policy is basically a decision that is intended to overcome any mistakes caused by certain activities or to achieve certain goals made by agencies with authority in the framework of carrying out government and development tasks, takes place within a certain period. Therefore in the process of implementing a policy also influenced by the authority of the parties certain. public policy can only affect the process of public policy within the limits of their respective authorities According to Thomas R. Dye in (Suwitri, 2014) this is

caused by 3 things from the authority possessed by the government, namely:

1. Only the government has the power and ability to apply public policies universally to the target public;
2. Only the government has the power and ability to legitimize or approve public policies so that they can be applied universally to the target public;
3. Only the government has the power and ability to enforce public policies by force on the target public.

Based on this opinion, public policy can be defined as a series of conscious, directed, and measurable activities carried out by the government involving stakeholders in certain fields that lead to certain objectives. Meanwhile (Sahya, 2011: 34) which explains that public policy must be able to accommodate a variety of different interests. Public policy must also be able to aggregate these various interests into one policy product that is priority, urgent, and leads to efforts to organize broader interests. Public policy in the practice of state administration and governance, According to Nugroho (2004: 100-105), quoted from (Sahya, 2011) basically divided into three principles, namely:

1. how to formulate public policy (policy formulation);

2. the way public policies are implemented;

The way public policy is evaluated.

In addition, public policy is made through several stages, Policy stages according to William Dunn (1999) in (Neagara, 2018), namely: the preparation of the agenda, policy formulation, policy adoption, policy implementation, and policy evaluation. The following explanation:

1. Agenda Setting (Agenda Setting)

Agenda setting is a very strategic phase or process in public policy making. Policy makers need to set the agenda by including

and choosing which issues will be prioritized for discussion.

## 2. Policy Formulation

Problems that are already on the policy agenda are then discussed by policy makers. And the agenda was formulated into a policy to solve the problem.

## 3. Policy Adoption

Of the various alternative solutions to the problem (solution) offered. at the stage of policy formulation, at this stage policy making must choose an alternative problem solving. And this alternative is the only alternative that will be adopted as an alternative problem solver in the form of policy.

## 4. Implementation of Policy (Policy Implementation)

At this stage alternative solutions that have been agreed upon are then implemented.

## 5. Policy Evaluation

After the policy is implemented, this stage must be followed by the monitoring stage so that the development of the policy can be known, meaning that the policy can be accepted or not in its implementation.

Public policies that have been formulated, of course, must be implemented. Policy implementation is prioritized as policy implementation. In implementing policies, of course the objectives of the implemented policies must be achieved in implementing the policies. Implementation of policies is more directed at actions that are carried out government or private sector to achieve the desired goal or target. In journals (Ramdhani & Ramdhani, 2016) Broadly speaking, policy implementation is described as what is clearly defined by policy makers (the government) which will have a certain impact. From this explanation it can be explained that a policy made has a great influence if it has been implemented or applied in an area. As well as the success or failure of a policy seen from the apkah the policy has achieved the desired goals and

whether the existing problems have been solved.

In the current pandemic, it is hoped that the role of the government, both the Central Government and the Regional Government, can solve the problem or impact caused by the co-19 pandemic which is a global disaster. Therefore very much needed a clear policy or regulation related to handling, especially in terms of preventing the spread of covid.19. In preventing and disseminating co-19, it is hoped that there will be collaboration or collaboration between the central and regional governments by making a maximum effort in combating the covid-19 epidemic. Indonesia itself is one of the countries affected by the covid-19 virus, which began in March 2020 and recorded the beginning of Indonesia being exposed to the covid-19 virus. The spread of the covid-19 virus that occurred in Indonesia was very fast. Therefore the central government seeks to collaborate or collaborate with local governments in making a policy related to preventing the spread of covid-19. One area that implements policies related to preventing the spread of covid-19 is the city of Surabaya. The city of Surabaya is one of the cities affected by the covid-19 virus which in the city of Surabaya as of July 15, 2020 based on ([www.Surabaya.tribunnews.com](http://www.Surabaya.tribunnews.com), 2020) recorded as many as 3,705 people were declared cured, 638 people were declared dead, 5,966 people were declared as PDP (Patient Under Monitoring) and 4,700 are declared as ODP (Insider Monitoring). From the results of these patient data, the transmission of covid-19 virus spread so quickly, especially in the city Surabaya. Therefore the mayor of Surabaya tried to suppress the covid-19 number by making a policy namely (Surabaya Mayor Regulation Number 28 of 2020 concerning the New Normal Order in the Corona Virus Dases 2019 (Covid-19) in Surabaya City). The policy explains that the implementation of the new normal order in the conditions of the Corona Virus Disease 2019 (COVID-19) is carried out in an effort to prevent and control Corona Virus Disease 2019 (COVID-

19) in various aspects including governance, health, social, cultural, and economy. In the implementation of the new normal order in the midst of this pandemic, the regulation explained that every citizen must adopt a healthy lifestyle. Therefore, with this regulation, the local government in this case the Mayor of Surabaya hopes that the community can be proactive in implementing this new policy as an effort to break the chain of covid-19 virus in the city of Surabaya. Various efforts or decisive actions to break the covid-19 virus chain have been carried out by the Mayor of Surabaya and his staff by holding a compliant mask operation and Rapid test. These various forms of operations are expected by the public to be more disciplined in implementing the Health protocol which is mandatory advice from the government.

Based on the map of the spread of covid-19 in the city of Surabaya, it also had a massive impact on the area or surrounding area, one of the areas indicated by the covid-19 case was RT 04 RW 14 Kalirungkut, Surabaya. Overall, the number of residents in RW 14 per February 2020 was recorded as 699 permanent residents, including: RT 1: 288 residents, RT 2: 122 residents, RT 3: 125 residents, and RT 4: 164 residents. While there are 750 seasonal residents, divided into: RT 1: 300, RT 2: 150, RT 3: 150, and RT 4: 150. Based on the data above, there were 15 people indicated covid-19 cases were stated to be still undergoing intensive care at the Hospital, 11 people were declared dead, and based on the results of Rapid Test 123 people were declared reactive or in quarantine. From this explanation expected with the implementation of (Surabaya Mayor Regulation Number 28 Year 2020 About the New Normal Order in the Corona Virus Dises 2019 Pandemic Conditions (Covid-19) in the City of Surabaya). Can bring a better change, especially in breaking the chain of covid-19 virus in the Surabaya region.

Besides that, with the outbreak of the covid-19 virus, which is getting faster and faster, it also has a detrimental impact on the majority of the community, including many layoffs experienced by several employees in several agencies by reason of breaking the chain of covid-19 virus. Therefore, with the existence of (Surabaya Mayor Regulation Number 28 Year 2020 About the New Normal Order in the Corona Virus Dises 2019 (Covid-19) in Surabaya) this can make people more obedient in carrying out healthy lifestyles in this new normal era so that any activities or activities of the community can be carried out again normally by referring to the Health protocol recommended by the government. Therefore the local government in this case the Mayor of Surabaya seeks to invite the public to proactively participate in realizing new normal circumstances and the objectives of the policies that underlie it by jointly obeying and carrying out various movements as a form of self-awareness to the public related to preventing the spread of the covid virus -19.

The enforcement of the regulation related to the new normal is based on the existence of (Surabaya Mayor Regulation Number 28 Year 2020 About the New Normal Order in the Corona Virus Dises 2019 (Covid-19) In Surabaya City) which is a rule that must be carried out by all levels of society that live in the city of Surabaya. In realizing the objectives of the policy, the local government has made a program called Tangguh Village. Resilient village is a program formed by the Governor of East Java who collaborated with Forkopimda namely the East Java Regional Police and Kodam V / Brawijaya. The formation of resilient villages was prioritized in villages or villages with a spread rate of 19 patients both patients positive, PDP (patient under surveillance), and ODP (person in monitoring) are still quite high. To date there have been a total of 1,559 Kampung Tangguh Semeru in the East Java Regional Police. The application of the Tangguh village concept is expected to provide

benefits to the community in overcoming health, social, economic and safety issues.

By implementing the Semeru Resilient Village, which is a tangible manifestation of the implementation of Perwali Number 28 of 2020, it can reduce the spread of the Covid-19 virus and can suppress the Covid-19 figure in RT 04 RW 14, Kalirungkut, Surabaya. As well as the existence of resilient villages that were collaborated with new normal rules, community understanding regarding the covid-19 virus could increase and the community would be more alert to covid-19. Going forward with this, the role of the community as an object of the implementation of the policy must further enhance its role, especially in terms of fighting the spread of the Covid-19 virus. Therefore, in line with the implementation of a resilient village based on Perwali No. 28 of 2020 it is hoped that it can further enhance the role of the community in handling the prevention of covid-19 virus spread by making a joint movement with the community so that the resilient village program can run effectively and efficiently and become the best alternative in the middle the current pandemic.

To realize the achievement of the implementation of the policy namely (Surabaya Mayor Regulation Number 28 Year 2020 About the New Normal Order in the Conditions of the Corona Virus Dases 2019 (Covid-19) in the City of Surabaya) by involving the role of the community through a resilient village program as one of the programs that can break the eye covid-19 chain in the city of Surabaya especially in RT 04 RW 14 Kalirungkut Surabaya City. Therefore the role of government and society must be strengthened to support the implementation of government policies. In addition, the Government must also take a social approach to the people affected by covid-19 so that the community can give confidence to the government in dealing with the prevention and distribution of covid-19 by severely breaking the covid-19 chain.

## RESEARCH QUESTION

How is the implementation of New Normal in RT 04 RW 14 Kalirungkut, Surabaya City Based on Surabaya Mayor Regulation No. 28 of 2020?

## PURPOSE AND BENEFIT

The purpose of this study is to identify and analyze the Implementation of New Normal in RT 04 RW 14 Kalirungkut Urban Village, Surabaya Based on Perwali Number 28 Year 2020. The benefit of this research is theoretically to support the development of knowledge related to the new normal implementation practices, and to know the role local community towards local government policy in this case the Mayor of Surabaya namely (Surabaya Mayor Regulation Number 28 Year 2020 About the New Normal Order in the Corona Virus Dases 2019 (Covid-19) in Surabaya City) in suppressing the number of covid-19, practically it can a consideration for the Government in making decisions on the implementation and development of policies related to efforts to prevent the spread of covid-19 in Kalirungkut Urban Village, Surabaya.

## 2. THEORY BASIS

### **Perwali Number 28 of 2020 concerning Guidelines for the New Normal Order in the Corona Virus Pandemic Conditions 2019 (Covid-19) in the City of Surabaya**

Covid-19 pandemic is a plague that is contagious due to widespread virus attacks and covers wide geographical conditions. Because of that, during the pandemic which in general has been known a lot of changes that occurred during this pandemic both in terms of economic, social, and other aspects. Which makes most of the community activities paralyzed. Therefore to deal with these conditions, a regulation or regulation was formed to regulate the prevention of the spread of covid-19 especially in the city of Surabaya, namely Perwali No. 28 of 2020 concerning Guidelines for the New Normal Order in Conditions Pandemic Corona Virus Disease 2019 (Covid-19). Which in the policy

regulates the order or ways of responding to a new normal life in the midst of the current co-19 pandemic outbreak. With the issuance of the policy it is hoped that it can be used as a guide in overcoming or handling covid-19 virus transmission which is an outbreak of infectious virus. According to (Surabaya Mayor Regulation Number 28 Year 2020 Regarding the New Normal Order in the Corona Virus Diases Conditions 2019 (Covid-19) in Surabaya City) Article 1 paragraph (4) explains the new normal order is a change in the culture of people's lives to be more productive in a pandemic situation Corona Virus Disease 2019 (COVID-19) by implementing a Clean and Healthy Lifestyle (PHBS) and health protocol that is expected to reduce the risk and impact of Corona Virus Disease 2019 (COVID-19). In the prevention and control of Corona Virus Disease 2019 (COVID-19), it is carried out in the form of guidelines for outdoor activities carried out by residents, responsible for activities, managers and business people. Which with the existence of a normal order policy is expected that normal life can be realized even if it occurs in the midst of the current pandemic conditions. According to (Surabaya Mayor Regulation Number 28 Year 2020 Regarding the New Normal Order in the Corona Virus Diases 2019 (Covid-19) in the City of Surabaya) Article 6 in the midst of the current pandemic will change people's lifestyles, the community must:

- a. apply Clean and Healthy Lifestyle (PHBS) including washing hands using soap with running water or hand sanitizers and / or other healthy living behaviors;
  - b. use a mask and if necessary also use a face shield and keep a distance (physical distancing) in the range of at least 1 (one) meter when outside the home;
  - c. avoid crowds outside the home; and D. conduct independent isolation both at home and / or isolation according to health protocols for: 1. People without symptoms (OTG);
2. Insider Monitoring (ODP);

3. Patients Under Supervision (PDP) with mild symptoms; or

4. People confirm positive with mild symptoms or without symptoms.

In addition to this, the covid-19 virus outbreak has had a variety of impacts on all fields ranging from educational institutions, businesses, etc. The normal order can only be implemented through the following methods, among others:

- a. implementing health protocols;
- b. use a mask and if necessary also use a face shield;
- c. washing hands with hand washing soap and hand sanitizer dispensers containing alcohol (hand sanitizer);
- d. apply physical distancing at least 1 (one) meter;
- e. clean public facilities (musholla, sink, toilet and other facilities) regularly;
- f. detecting body temperature for those who will enter the school area, other educational institutions, businesses and / or activities in the context of apprenticeship, Field Work Practices and / or other activities at the entrance, if body temperature is detected  $\geq 37.5$  degrees Celsius, it is recommended to immediately check go to the nearest health service facility and not be allowed to enter the learning area;
- g. in case indications of Corona Virus Disease 2019 (COVID-19) are experienced by school residents, other educational institutions, businesses and / or activities in the context of internships, Field Work Practices and / or other activities, then immediately report to the Corona Virus Disease Task Force 2019 (COVID-19) in the Regions;
- h. carry out the learning process, work practices and / or other activities that continue to run and fulfill the rights of students to get education; and i. to prevent the spread of Corona Virus Disease 2019

(COVID-19) in the location and environment of schools, other educational institutions, businesses and / or activities in the context of internships, Field Work Practices and / or other activities.

In addition to that, based on (Surabaya Mayor Regulation No. 28 of 2020 concerning New Normal Order in the Corona Virus Dises 2019 (Covid-19) in Surabaya City) on the movement of people and goods using modes of transportation for the Manager / Owner / Driver of transportation of people / Goods as referred to in paragraph (1) letter b are as follows:

- a. required to draw up health protocols;
- b. requires drivers to wear masks / two-wheeled drivers wearing masks, gloves, full face covers, long sleeve jackets / bus drivers, conductors and kernet wearing masks, gloves and face shields, and not driving if they are experiencing symptoms of body temperature above normal, coughing, runny nose, diarrhea and shortness of breath;
- c. requiring passengers to wear masks and if necessary also use face shields or refuse to carry passengers if the passengers do not wear masks;
- d. striving for placement of partition dividers between the driver and passengers in such a way as to minimize physical contact between the driver and the passenger;
- e. requires detecting the body temperature of each driver, conductor and passenger entering the mode of transportation. If the body temperature of the driver, conductor and passenger is detected  $\geq 37.5$  degrees Celsius it is recommended to immediately check the condition of the body to a health care facility and not be allowed to ride the mode of transportation;
- f. placing hand sanitizer dispensers using alcohol in transportation that is easily accessible by passengers as well ensure that soap dispensers / hand sanitizers in transport are replenished regularly;

g. must spray the disinfectant liquid independently and periodically on the vehicle; h. must give cross marks on transportation benches that must not be occupied;

The implementation of Perwali policy No. 28/2020 is a shared responsibility between the regional government and the whole community as the implementer of the policy. Therefore to ensure the easy implementation of these policies in the city of Surabaya, it is necessary to have a firm legal basis so that the community can carry out according to what is guided by the regulations made.

### Policy Implementation

Implementation of the policy in principle is the way or steps taken so that a policy can achieve its objectives, by Mazmanian and Sabatier (1983) quoted from the journal 1817 referred to as an effort to implement decisions. Policy implementation has a function in achieving its objectives according to the journal (Purwanti, Irawati, Adiwisastro, & Becti, 2019) The function of implementation is to transform policy objectives into the forms of operational activities needed for the policy to achieve its objectives. This means that the implementation function of a policy will not change even if the policy implemented is different. The function will remain the same, the difference is the end result or output of the implemented policy. Meanwhile, according to the journal (Solichin, 2015) explained that the implementation of policies refers to the system of managing public affairs (Administrative Governance). In this case the policy is needed in the management of public affairs concerning the dignity and the dignity of many people. Referring to the opinion of Edward III (1980) quoted from the journal (Sirajuddin, 2016) in "implementing public policy" states there are four factors or variables that influence the implementation of public policy, namely:

- (1) communications (communications),
- (2) resources (resources),

- (3) attitudes (dispositions or attitudes), and
- (4) bureaucratic structure (bureaucratic structure).

According to the journal (Ramdhani & Ramdhani, 2017) public policy is based on the need to solve problems that occur in the community. Public policy is determined by the parties (stakeholders), especially the government which is oriented to meeting the needs and interests of the community. The meaning of the implementation of public policy is a relationship that allows the achievement of goals or targets as the final result of the activities carried out by the government. So that the existence of a policy is expected to be a problem solver and provides solutions to existing problems. Policy implementation is a planned activity that is carried out seriously based on the reference to certain norms that are directed to achieve certain goals (Afandi & Warjio, 2015; Haerul, Akib, & Hamdan, 2016) quoted from journals (Ramdhani & Ramdhani, 2017). According to Nanang Fatah quoted from the journal (Solichin, 2015) there are 3 (three) elements of the policy namely the actors of the policy, the policy environment, and public policy. Policy implementation is a complex and complex matter, the complexity of policy implementation often does not cause problems. According to (Purwanto and Sulistyastuti, 2012: 85). Edwards III identified four critical factors that influenced the successful implementation process. These four factors are:

#### 1. Communication

In general Edwards III discusses three important things in the policy communication process, namely transmission, consistency and clarity.

#### 2. Resources

Resources are the most important factor in policy implementation. The resources in question include staff who have good expertise to implement policies, authority and adequate facilities to carry out policies.

#### 3. Disposition

Disposition from policy implementers is an important factor in policy implementation. If the implementers do a good attitude in policy, as well as supporting a policy, then they are most likely to implement the policy well.

#### 4. Bureaucratic Structure

Bureaucracy is one of the organizations that most often even becomes the executor of a policy. Bureaucracy has a structure that is made to find solutions in every problem of society.

### 3. RESEARCH METHOD

The type of research in this study is qualitative with descriptive methods, according to (Kuswana, 2011) qualitative research is research used to examine natural conditions of objects, whose research seeks to understand social problems based on facts obtained in the field. In the journal (Mulyadi, 2013) Descriptive research is research that gives a clearer picture of social situations. So descriptive qualitative research is a study that utilizes instruments directly to the informant and the results obtained are explained and illustrated using words that are clear and easily understood by the reader. After that, an analysis or study is carried out in order to obtain a clear picture or result in solving the problem at hand. The location of this research is in RT 04 RW 14 Kalirungkut, Surabaya City.

The technique of determining informants is by purposive sampling and found several informants, including: 1.) Chairman of RW 14; 2.) Chairman of RT 04; 3.) Residents or Communities around RW 14 RT 04. Qualitative data collection techniques for information that is from primary and secondary data. Which is the primary data or directly obtained from the results of interviews, or observations, interviews conducted to the Chairman of Rw 14, Chairman of RT 04, and residents around the



Kalirungkt Urban Village, Surabaya. While secondary data obtained from various references such as books and journals that support this research.

#### 4. RESULTS AND DISCUSSION

The following will be presented data on field research results which are divided into several sections and the data obtained hereinafter an analysis will be carried out to determine the Implementation of New Normal in RT 04 RW 14 Kalirungkt Surabaya City Based on Perwali Number 28 of 2020. Data interpretation analysis is done by correlating the data that has been interpreted with the theory used in this study.

##### **New Normal Implementation in RT 04 RW 14 Kalirungkt Surabaya, Based on Perwali Number 28 Year 2020**

In journals (Ramdhani & Ramdhani, 2016) Broadly speaking, policy implementation is described as what is clearly defined by policy makers (the government) which will have a certain impact. Jann & Wegrich (2007) states that policy implementation will include the following core elements:

1. The current specification of the program, namely how and where the institution or organization should run the program, and how the law or program is interpreted;
2. Resource allocation, i.e. how the budget is distributed, personnel who will carry out the program and the organization responsible for implementing the program.
3. Decision, namely how the decision will be made

Policy implementation can also be seen from the policy makers, officials implementing the policy and the targets or objectives of the policy. In the sense that the three parties are interconnected in achieving the objectives of the policy implementation.

So that the attitude of the implementers will cause support or obstacles to the implementation of the policy depends on the suitability of competence and attitude of the implementer. Therefore, the selection and determination of personnel or resources is an important factor in implementing public policy. According to the journal (Ramdhani & Ramdhani, 2017) after the implementation of the PSBB with the ongoing COVID-19 pandemic conditions, an optimal workplace mitigation and readiness effort is needed so that the working community can adapt through lifestyle changes in COVID-19 (New Normal) situations. A new normal life pattern (New Normal) is an activity that must be carried out so that the activities of the community, especially the working community, can be carried out based on the Health protocol recommended by the government. The implementation of this new normal policy is expected to have a positive impact going forward even though it was implemented in the midst of this co-19 pandemic

Based on the results of data processing of the new normal implementation in RT 04 RW 14 Kalirungkt Surabaya City according to the results of interviews with the Chairman of RT 04, RW 14 Chair, and residents around the Kalirungkt Surabaya City based on Perwali Number 28 of 2020. Analysis of the interview results is correlated using the theory of policy implementation According to Edwards III, quoted from (Purwanto and Sulistyastuti, 2012: 85). identified four critical factors that influence the successful implementation process. These four factors are:

##### **1. Communication**

Communication is one of the most important things in policy implementation. Research related to the implementation of new normal in RT 04 RW 14 Kalirungkt, Surabaya City Based on Surabaya Mayor Regulation No. 28 of 2020, socialization was conducted regarding Perwali which was issued as a guideline to break the covid-19 chain in new normal life. The socialization

was carried out between the regional government or in this case the Mayor of Surabaya as the delivery of information to the institutions below, namely the District, Kelurahan, RW, and RT as a form of information intermediary to the people who were affected covid-19. There are several stages including:

a.) Transmission: in this transmission dimension communication related to new normal implementation is done through a bottom up system conducted by the RT, RW, to the Kelurahan. In this communication system, the RT as the lowest recipient of information will carry out orders from the RW, for example, with the application of Kampung Tangguh. Which in RW 14 is divided into 4 RTs namely RT 01, RT 02, RT 03, and RT 04. From several RT Some slogans were made as an illustration of the concept of resilient villages, among others:

- RT 01: Wani Jogo
- RT 02: Wani Sehat
- RT 03: Wani Ngandani
- RT 04: Wani Sejahtera

From the description of some of the slogans is one of the transmission communication systems carried out in the RT 04 region which is the direction of RW 14 in order to carry out a resilient village program as a tangible manifestation of the enactment of Perwali Number 28 Year 2020. From this explanation communication related to policy implementation has in fact been goes well according to the directions made by the regional government in this case the Mayor of Surabaya by making the Surabaya Mayor Regulation Number 28 Year 2020 as a guideline or foundation that must be carried out and obeyed by all levels of society in facing the new normal order in the midst of the pvidemic covid-19 .

b.) Consistency: the consistency of communication especially related to the implementation of Mayor Regulation Number 28 Year 2020 in Surabaya has been

implemented even though it is still not optimal. The consistency of communication is done so as not to cause confusion for the recipient of the information so that information is carried out in one direction. In the new normal implementation based on Perwali Number 28 Tahun 2020 in RT 04 RW 14 Kalirungkut Kelurahan, Surabaya, the monitoring is carried out by the Mayor of Surabaya who is guided by Perwali Number 28 Tahun 2020 which is implemented through the Resilient Village Program. As an alternative form of breaking the Covid-19 chain. In implementing the policy, the efforts made by the Mayor of Surabaya are very responsive, especially in terms of handling the prevention of covid-19 spread in the city of Surabaya. Researchers see the seriousness of the Surabaya City Government to implement Mayor Regulation No. 28 of 2020 as an effort to prevent the spread of the covid-19 virus in the city of Surabaya, especially in the Kalirungkut Urban Village.

c.) Clarity: communication clarity is very necessary. During the new implementation process normal in RT 04 RW 14 Kalirungkut Surabaya City Based on Perwali Number 28 Year 2020. Based on the results of interviews conducted with residents of RT 04 RW 14 Kalirungkut Surabaya City there are some residents who do not know about the implementation of Perwali Number 28 Tahun 2020. Because reading material The hardcopy is rarely read by some communities where the community itself is a policy target. From this explanation it can be shown that some people still do not understand the contents of Perwali No. 28 of 2020 in the sense that the public does not yet have clear information regarding the implementation of the policy.

## 2. Resources

The resources in question related to policy implementation are staff, authority and facilities. Which the availability of resources can support the success of the implementation of the policy. In the new normal implementation in RT 04 RW 14

Kalirungkut Surabaya City Based on Perwali Number 28 of 2020 the implementation process is based on the following stages:

a.) Staff: in implementing Perwali policy Number 28 Tahun 2020 In RT 04 RW 14 Kalirungkut Urban Village, Surabaya City is strongly supported by the competence of the community members. in the sense that in the new normal era people will carry out normal activities while adhering to the Health protocol. In this case the delivery of information related to the implementation of the policy during the pandemic is carried out through the IT system and the public can still develop revenue by buying and selling products using an information technology-based E-Commerce platform. Quality of resources, especially almost Most of the people have been able to operate the internet making it easier for people to get the information needed. From this explanation it can be ascertained that the implementation of Perwali Number 28 Tahun 2020 can be carried out and obeyed by the community in RT 04 RW 14 Kalirungkut Urban Village, Surabaya.of the policy carried out in a manner

b.) Authority: regarding the authority of new normal implementation in RT 04 RW 14 Kalirungkut Surabaya City based on Perwali Number 28 Tahun 2020. It can be concluded that each party is limited by applicable regulations, and in the end the regional government in this case the Mayor of Surabaya is determine the final results to succeed the policy of Mayor Regulation No. 28 of 2020 with a resilient village program as a form of prevention of the spread of the covid-19 virus in the Kalirungkut Urban Village, Surabaya.

c.) Facilities: facilities and infrastructure are adequate. Because all facilities have been budgeted in the Surabaya City Regional Budget. These facilities such as routine spraying using a fire truck, a place to wash hands in every place of the crowd among other office centers, shopping centers, educational institutions and others. In addition to facilities from the local

government or in this case the Mayor of Surabaya in the RT 04 RW 14 Kalirungkut Urban Village, Surabaya City provides facilities to its citizens during the pandemic period using the village budget to the personal budget of the community including:

1. Required to wear a mask when leaving the house: one of the main steps taken by local residents is to oblige themselves to wear a mask when traveling or going out of the house. And this has become a mandatory habit that must be done. Because wearing a mask can slow the spread of Covid-19 virus. In the Health protocol it has also been explained that wearing masks is mandatory during the pandemic.

2. Keeping distance: the concept of maintaining distance is important because everyone does not know who is ready to carry the virus or has been infected with the virus. One way that can be done is to apply the concept of keeping a distance for all villagers when they want to do village activities or communicating between residents.

3. Washing hands: one form of pressing the covid-19 number is to implement compulsory hand washing because hand washing is a healthy lifestyle. In RT 04 RW 14 Kalirungkut, Surabaya, all residents per house are required to have a place to wash hands, with the aim after traveling or leaving the house before entering the house is required to wash hands to enter the house in a clean condition.

4. Spraying disinfectants: the role of the community in combating the covid-19 virus is to routinely spray disinfectants as a whole starting from each resident's house to the streets of the village. In RT 04 RW 14, Kalirungkut, Surabaya City, spraying disinfectants is carried out routinely for 2 days with the aim of inhibiting the development of covid-19 virus.

5. Conducting a neighbor caring movement: One of the very good roles performed by all residents of RT 04 RW 14 Kalirungkut Sub-district, Surabaya City is by conducting a caring neighbor movement during the

pandemic. This aims to provide support to families of people affected by the Covid-19 virus by making contributions to the community and the contribution will be given to families affected by the Covid-19 virus. It is hoped that the role of the community will be one of urgency in realizing the goal of a resilient village, which is as an effort to reduce the number of co-19 in RT 04 RW 14, Kalirungkut, Surabaya. So with this role, the community will be more concerned with the environment and the environment in the midst of the co-19 virus outbreak. Together, solve existing problems and support one another.

### **3. Disposition**

Policy implementation will succeed if the policy implementers know and understand the policy to be implemented. Whether or not a policy is made successfully depends on policy makers and policy implementers how to implement the policy. According to Naihasy, (2006: 130) quoted from a journal (Arief, Jumadi, & Abdullah, 2016) that policy making and its implementation have links to one another. Without implementation, a formulated policy will be in vain, because it is the actual implementation of the policy is the action intervention itself. Therefore, the policy which is a guideline as a tool in achieving the objectives must be implemented so that the success of the policy is seen from the benefits of what is felt by the objectives of the policy. New Normal Implementation in RT 04 RW 14 Kalirungkut Surabaya Urban Village Based on Perwali Number 28 Year 2020. In its implementation all activities or activities in implementing normal order in the community environment around RT 04 RW 14 are based on Perwali Number 28 Year 2020 as the basis for its implementation. Which in the policy explained that in the face of a new normal order in the community as an effort to overcome the spread of co-19 and it is hoped that in the future the policy can break the co-19 chain and suppress co-19 numbers in RT 04 RW 14 Kalirungkut Kelurahan, Surabaya . In implementing the policy the Regional

Government formed a co-19 handling body namely the Task Force for the Acceleration of Corona Virus Disease 2019 (COVID-19) in Surabaya, hereinafter referred to as the Regional Task Force, is a team formed by the Mayor of Surabaya, which has the task of accelerating COVID-19 through synergy between governments, business entities, academics, society, and the media. It is also one of the strong efforts made by the Regional Government to be able to cope quickly with the spread of covi-19 in the city of Surabaya. From the implementation of Perwali No. 28 of 2020, it was manifested clearly by the Regional Government in the form of an activity program namely Resilient Village which is a program as an effort to prevent the spread of Covid-19 conducted by all regions in East Java. One of them is the city of Surabaya which in the implementation of Perwali policy Number 28 Year 2020 is run jointly with the semeru resilient program which means a healthy, safe, orderly and harmonious resilient village in the sense of the concept of a resilient village that seeks to invite the community to commit directly to running the program resilient village based on Perwali Number 28 of 2020. Whatever the program created by each region basically the same goal is to deal with the prevention of the spread of Covid-19 which is increasingly experiencing cases. Various forms of efforts were made and many local budgets were issued to deal with the co-19 pandemic outbreak. A strong commitment between the community and the government as implementers and policy makers is the key to the successful implementation of Perwali Number 28 Year 2020 policy in the city of Surabaya.

### **4. Bureaucratic Structure**

A good bureaucratic structure will determine the success of the policy implementation. In the Implementation of New Normal in RT 04 RW 14 Kalirungkut Surabaya, Based on Perwali Number 28 of 2020, a proactive role from the community is needed as the implementer of the policy. Therefore the bureaucratic structure of the

implementation of the policy used existing standard operating procedures (SOP). In this case the operational standard procedure refers more to Surabaya Mayor Regulation No. 28 of 2020 which is used as a basis for implementing policies and local government programs born of these policies. The basis or guidelines used must provide clarity of the contents of the policy. Community participation remains the key to the success of the policy. Therefore the role of the community and government must be further strengthened so that the final results of the policy can be maximized. Promote information about preventing the spread of Corona Virus Disease 2019 (COVID-19) to workers, such as posters and banners that contain procedures for preventing Corona Virus Disease 2019 (COVID-19); to socialize the ethics of coughing / sneezing: 1. displaying posters on the importance of applying the ethics of coughing / sneezing and procedures for sneezing / coughing in public places or facilities; 2. provide information corners and update information about Corona Virus Disease 2019 (COVID-19) regularly, and place them in areas that are easily seen by workers; and 3. Provide Communication, Information and Education (IEC) media on the prevention and control of Corona Virus Disease 2019 (COVID-19).

These steps are carried out by the government in the form of policies contained in Mayor Regulation No. 28 of 2020 as a form of strengthening the bureaucracy which is part of the government's responsibility in ensuring the safety of its citizens, especially in terms of health related to normal living arrangements in the middle of the co-pandemic -19 this time.

Overall, of the four policy implementation factors, namely communication, resources, disposition, and also the bureaucratic structure, as a whole has been carried out based on Surabaya Mayor Regulation No. 28 of 2020 which is used as a basis or guidelines for policy implementers to implement it. Therefore, the existence of this policy is very helpful for the

community in carrying out activities in the normal order of life in the midst of the current co-19 pandemic.

## 5. CLOSING

From the results of this study it can be concluded that the implementation of new normal in RT 04 RW 14 Kalirungkut Surabaya City based on Surabaya Mayor Regulation No. 28 of 2020. From the implementation of the policy gave birth to a program that is a resilient village program which in its implementation involves the participation of the community in RT 04 RW 14 Kalirungkut Surabaya. So based on the theory of implementation, an implementation of a successful policy or not in its implementation is influenced by the four implementation factors namely communication, resources, disposition, and bureaucratic structure. Of the four factors, the implementation of Surabaya Mayor Regulation No. 28 has been implemented, although it has not been maximized. Resilient village program as a program of the policy is also carried out in accordance with the standard operating procedures specified in the regulation. In addition, the community in carrying out activities in the new normal order must remain adhere to the Health protocol that has been recommended by the government and continue to be guided by Surabaya Mayor Regulation Number 28 Year 2020 as an effort to prevent and spread covid-19 in RT 04 RW 14 Kalirungkut Village, Surabaya City. And can break the covid-19 chain and people's lifestyle can be more disciplined by implementing policies and programs from the government related to covid-19.

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