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## Evaluation of Makassar City Government Recover Program

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### Abstract

This study aims to determine and analyze the Makassar Recover Program of the Makassar City Government, using a qualitative approach. Collecting data using observation, interview, and documentation techniques. Data obtained from processing results using interactive model analysis includes data collection, data condensation, data presentation, and conclusion testing. The results showed that the Makassar City Government's evaluation of the Makassar Recover program was based on four dimensions including context, input, process, and product, on health immunity, social adaptation, and economic recovery. The context dimension shows that the Makassar Recover program on health immunity and social adaptation runs optimally, but the economic recovery program shows results that are not optimal. The input dimension shows that the availability of human resources and budget. The process dimension shows that the Makassar Recover program is implemented according to standard operating procedures and strict regulations. The product dimension shows that the Makassar Recover program has resulted in a synergistic role between the community and the government in tackling the impact of the COVID-19 virus as well as social adaptation, but the economic recovery has not shown satisfactory results. The determinant factors in this study indicate the existence of strict regulations, resources that include the quality of human resources and budgets, as well as culture in realizing Makassar Recover in Makassar City.

### Keywords:

evaluation; program; Makassar recover

### Introduction

The Covid-19 (Corona Virus Disease 2019) pandemic is currently still spreading in all parts of the world, and is becoming a widespread discourse. The impact of the epidemic has been troubling everyone. In Indonesia, the pandemic has spread in a number of large areas such as: DKI Jakarta, Aceh, Central Java, Bengkulu, Bali, South Sumatra, West Kalimantan, Gorontalo, South Sulawesi and several other areas.

18 Based on data from the Indonesian Covid-19 Handling Task Force, as of January 13, 2022, there were 4,268,890 positive cases, 4,117,347 people were declared cured, and 144,155 people died. This figure shows that the government has handled pandemic cases, seen from the number of recoveries being higher than the number of people who died. However, there is no denying the possibility of a third wave of the COVID-19 pandemic in Indonesia, which is expected to occur in December during the long holiday at the end of the year (<https://covid19.go.id/>: 2022). Makassar City is one of the most densely populated cities and is one of the highest areas of Covid-19 in Indonesia. Based on data on the Covid-19 response in Makassar City, there were 9,603 suspects and 48,644 confirmed cases. One of the sub-districts with the highest number of cases of COVID-19 is Rappocini.

Observing the condition of the Makassar City area that has been heavily affected by the COVID-19 outbreak, the government then issued a policy to reduce the transmission rate and prepare for the new normal era. This policy is regulated in Makassar Mayor Regulation Number 5 of 2021 concerning Makassar Recover which was signed on March 15, 2021. Namely as a guide to increasing public health immunity during the pandemic, making people able to adapt and as a step to restore the regional economy. Quoted from the Makassar City Government website, Makassar Recover is a Smart Emergency Protocol Against COVID-19 and Service (Recover), which is an effort or action taken through a rapid and measurable handling protocol regarding the handling and service of COVID-19. The Covid-19 response program implemented in Makassar City sets out three main focus stages, namely Health Immunity, Social Adaptation and Economic Recovery. These three levels are carried out simultaneously throughout the Makassar City area, so that the community can enjoy the benefits of the program being implemented.

Based on the results of previous research conducted by Okven Pratama Putra in the title Evaluation of the Thematic Learning Program at the Mangunsari 01 Gunungpati State Elementary School, Semarang, using qualitative descriptive research methods, but in this program evaluation research focuses on education science using the CIPP program evaluation model which is generally used to researching in education science obtained research results that in the study concluded that the evaluation of thematic learning programs at Mangunsari 01 Gunungpati State Elementary School Semarang was not optimal due to several obstacles found when researching

Another study was conducted by Muhammad Miftah Rizki in the research title Evaluation of the Healthy Jakarta Card User Program at the Methadone Maintenance Therapy Program (PTRM) at the Drug Dependence Hospital (RSKO) using descriptive qualitative research methods using the CIPP program evaluation model (Stufflebeam) but in this research The evaluation focused on health sciences at the RSKO in Jakarta and obtained the results that the program was running well, and could be supervised from the beginning until the activity process was in accordance with existing procedures.

Based on the previous description of some of the research results that have been cited, there are several differences in the research to be carried out, namely the theory used is generally used in education science but in this study it is used in administrative science, the authors are interested in conducting research by examining one of the programs launched by the Mayor of Makassar, namely the Makassar Recover Program, the author wants to research using the program evaluation theory from Stufflebeam, namely CIPP (Context, Input, Process, and Product). The problems raised in this study, namely "How is the Makassar Recover Program Evaluation of the Makassar City Government?"

The aims of this research are to find out the evaluation of the Makassar Rec.over program, and knowing the determinant factors in the implementation of the Makassar Recover program in Makassar City.

### **Literature review**

#### **a. Public Policy Process**

According to (Dunn 2003) explains that the policy-making process is a series of complex processes because it involves many variables that need to be studied and visualized as a series of interdependent stages arranged according to time sequence. There are 5 stages/processes of policy making, namely: 1) Agenda Setting, 2) Policy Formulation, 3) Policy Adoption, 4) Policy Implementation, and 5) Policy Assessment.

#### **b. Evaluation Concept**

Stufflebeam emphasized by (Sesmiarni 2014) said that evaluation is a process of providing information that can be used as a consideration for determining prices and services (the worth and merit) of the goals achieved, design, implementation, and impact to help make decisions, assist accountability answers and improve understanding of phenomena. Based on

12 This formulation, the essence of evaluation is the provision of information that can be used as consideration in making decisions.

Guba and Lincoln (Asrul, Rusydi, and Rosnita 2014) suggest that the definition of evaluation is "a process for describing an evaluation and judging its merit and worth". The point is a process to describe the evaluation (the person being evaluated) and weigh its meaning and value.

16 Based on some understanding of the evaluation mentioned above, it can be concluded that evaluation is an assessment process or activity of data that has been collected or certain criteria so that results and decisions can be found from an object.

### c. Policy Evaluation Concept

Evaluation studies are interrelated studies with policy evaluation studies as one of the main branches of public administration and is also the final stage of the public policy stage because evaluation is a stage that assesses a policy, to find out whether it has a good or bad impact, and at the same time to achieve the goals that have been previously agreed upon.

3 Policy evaluation in the perspective of the process flow/public policy cycle, occupies the last position after policy implementation so it is only natural that public policies that have been made and implemented are then evaluated. Evaluation will determine 9 the success or failure of a policy so that normatively recommendations will be obtained that the policy can be continued, needs improvement before continuing, or must be stopped.

Mustopadidjaja (Mustari 2015) explains that policy evaluation is an activity to assess or see the success and failure of implementing a public policy. Therefore, evaluation is an activity of giving value to something "phenomenon" in which there is a certain value judgment.

Anderson (Abdal 2015) said that policy evaluation is "Activities involving the estimation or assessment of policies that include substance, implementation and impact".

### d. Program Evaluation Concept

Program evaluation is useful for decision makers to determine whether the program will be discontinued, improved, modified, expanded or improved. It can be said that the purpose of evaluation is to determine the steps that must be taken in the continuation of a program that has been implemented, so that the program is carried out which is expected to be better. Evaluation can also be used in other organizations, because evaluation in general is

a process that determines the conditions under which a goal can be achieved. Thus, to find out how big the goals of an organization are so that they can be implemented, it is necessary to evaluate both the results and the impact.

Burke Johnson (Ambiyar and D 2019) explained that "Program evaluation is the use of a research procedures to systematically investigate the effectiveness of program intervention". Mets (Ambiyar and D 2019) stated that Program Evaluation is a valuable tool for program managers (decision makers), who analyze information to strengthen the quality of their programs and improve outcomes or benefits for those served.

Based on some of the definitions that have been mentioned, it can be concluded that program evaluation is a process of a series of activities and is also carried out systematically in order to determine the success as well as implementation in a program that is very much needed by decision makers.

#### e. Program Evaluation Models

The program evaluation model is divided into seven according to Kaufman and Thomas (Ambiyar and D 2019), namely: 1) Goal oriented evaluation model (Tyler), goal-oriented model, 2) Goal free evaluation model (Scriven), goal-free model, 3) Formative - summative evaluation model (Scriven), Formative – summative model, 4) Countenance evaluation model (Stake), Consideration description model, 5) CIPP evaluation model (Stufflebeam), CIPP model, 6) Discrepancy model (Malcom Provus), Gap Model, 7) CSE-UCLA (Alkin – Fernades).

The various models mentioned above will describe the models that are popular and widely used as strategies or work guidelines in the implementation of the evaluation of learning programs, namely 1) Kirkpatrick's Four Levels Evaluation Model, 2) CIPP Model Evaluation (Context, Input, Process, and Product), and 3) Evaluation of the Stake Model (Model Countenance). To analyze the Makassar Recover program, this study uses the CIPP evaluation model.

#### f. CIPP Program Evaluation Model

Stufflebeam stated that the CIPP evaluation model is a comprehensive framework to direct the implementation of formative evaluation and summative evaluation of program objects, projects, personnel, products, institutions, and systems. This model is configured for

use by internal evaluators conducted by the evaluator organization, self-evaluations conducted by project teams, or contracted individual service providers or external evaluators. The CIPP model consists of four evaluation dimensions, namely: Context Evaluation, Input Evaluation, Process Evaluation, and Product Evaluation.

#### 1. Context Evaluation.

This evaluation identifies and assesses the needs that underlie the preparation of a program.

#### 2. Evaluation of Inputs.

This evaluation identifies and problems, assets, and opportunities to help decision makers define goals, priorities, and helps a wider group of users to assess the goals, priorities, and benefits of the program, assess alternative approaches, action plans, staff plans, and budgets for facilities and potential cost effectiveness to meet targeted needs and objectives. Decision makers use Evaluate inputs in choosing among existing plans, preparing funding proposals, allocation of resources, assigning staff, scheduling work, assessing activity plans, and budgeting.

#### 3. Process Evaluation.

This evaluation seeks to assess the implementation of the plan to help program staff carry out activities and then help a wider user group assess the program and interpret benefits.

#### 4. Product Evaluation.

This evaluation seeks to identify and access outputs and benefits, both planned and unplanned, both short term and long term. Both are to help staff keep efforts focused on achieving important benefits and ultimately to help wider user groups measure the success of efforts in meeting targeted needs.

Therefore, in this study using the CIPP theory by analyzing the process of the Makassar Recover program by focusing on 3 main stages, namely Health Immunity, Social Adaptation and Economic Recovery.

#### g. Makassar Recover Program Concept

The emergence of the Covid-19 pandemic in 2021 in the city of Makassar which made people nervous, the atmosphere became uncertain so it took time to adjust. To deal with the pandemic period, the Makassar City government has programmed 3 stages that a person will go through psychologically when facing the Covid-19 pandemic, namely: 1) A Period of Fear,



2) A Period of Learning, and 3) a Period of Growing Up. Therefore, the Makassar City government through the initial program which is the Makassar Mayor's Innovation has compiled an Innovation strategy for handling Covid-19 in Makassar City, entitled Makassar Recover.

Based on Perwali No. 5 of 2021 concerning Makassar Recover, this activity consists of three main stages, namely Health Immunity, Social Adaptation and Economic Recovery.

14 These three stages are carried out simultaneously in the entire Makassar City area, so that the community can feel the benefits of the program that has been carried out. Various ways are currently being carried out by the community to encourage increased self-immunity so as not to get sick easily during the Covid-19 Pandemic. As it is known that 7 the immune system or immune system has an important role in maintaining health. The body's immunity must be maintained properly so that it is not 4 susceptible to disease. A good immune system or immune system can protect us from the first time the germs that cause disease enter the body. Therefore, having a strong immune system is very important to prevent us from falling ill, especially during the outbreak of the Covid-19 virus.

## Methods

Based on the results of the discussion there are still problems related to the implementation of the program so that it needs to be investigated. It can be said that the Makassar Recover program in Makassar has not run optimally. Judging by the still occurrence of problems, both from people who are reluctant to be vaccinated or people who do not obey in using masks when leaving the house. This is still a problem, it needs to be researched and analyzed more deeply to achieve program objectives effectively & efficiently.

Evaluation of the Makassar Recover Program in Makassar City 24 in an effort to prevent the spread of Covid-19, it is necessary to do to find out the impact and success rate of the program which focuses on 3 stages, and by referring to the theory put forward by Stufflebeam there are 4 dimensions of the success of the Makassar Recover program, namely 23 Context, Input, Process, and Product. These four indicators are used to see the evaluation of the Makassar Recover program that will answer how the program runs and has an impact on the community. Because, the existence of this program is expected to be able to prevent the spread of COVID-19 in their respective areas, especially the Makassar city area.



To achieve the research objectives, the author uses a qualitative approach with descriptive data. This type of research is appropriate to use because it is a survey or direct plunge. By using qualitative research is intended to provide a clear picture of the problems studied. This type of research is a research in which the data is in the form of written words, descriptions obtained from respondents, and the behavior of the subjects observed.

## Result and Discussion

The evaluation of the success of the Makassar Recover program can be seen from the four program evaluation indicators, namely Context Evaluation, Input Evaluation, Process Evaluation, and Product Evaluation. For more details, it is described as follows:

### 1) Context Evaluation

Context Evaluation, which is able to produce information related to public understanding of the Makassar Recovery program, the legality of the program, and the program objectives of the Makassar Recover Program in Makassar City. It can be interpreted as to the extent of public understanding, its legal basis, and its objectives through the Makassar Recover program, it can be said that the Makassar Recover program is a multi-innovation program created by the mayor of Makassar to overcome the COVID-19 pandemic, as well as post-pandemic adaptation and post-pandemic economic recovery. and for the legal basis, it is contained in the Makassar mayoral regulation number 5 of 2021, then for the purpose of the Makassar Recover program, namely increasing public health immunity during the covid-19 pandemic, understanding and implementing social adaptation to change good behavior during the covid-19 pandemic, and establishing strategies and steps in restoring the regional economy so that Makassar is recovered, healthy, and safe from the COVID-19 pandemic.

### 2) Input Evaluation

Input Evaluation, which is able to produce information related to the program activities contained in the Makassar Recover program, the implementors who participate in the program, as well as the facilities and infrastructure that support the Makassar Recover program, it can be said that the Makassar Recover program has several program activities from each dimension of Makassar Recover, namely in Health Immunity, there are vaccination activities for all people in Makassar City, there is also a program activity called 100 1 100

which means 100 RT in 1 day 100% vaccination in Makassar City, while in Social Adaptation, namely Work from home and 5M (Maintaining distance, preventing crowds, washing hands, wearing masks, and limiting mobility and interaction), and also on economic recovery, namely tourism alleys to restore the economy of the people of Makassar. Regarding who is involved, namely the local government and all elements of society, and also mayor of Makassar city formed 3 teams, namely the detector task force, the reika task force, and the covid hunter. For supporting facilities and infrastructure, there are 159 containers (available in every kelurahan), 17 Covid Hunter cars, including 15 units for each sub-district, and 2 cars as monitoring cars.

### 3) Process Evaluation

Process Evaluation, which is able to produce information related to the implementation and management of the Makassar Recover program, and the supporting and inhibiting factors in the implementation of the Makassar Recover program. hindering, for example, the lack of understanding of the community regarding the purpose of the program, and for supporting factors, namely because this program has binding regulations because there is a guardian and has also been recognized by the Ministry of Law and Human Rights.

### 4) Product Evaluation

Product Evaluation, which is able to produce information related to the achievement of the three dimensions of the Makassar Recover Program, and the impact of the Makassar Recover program, it can be said that during the Makassar Recover program from the three dimensions, health immunity has been running optimally while for the economic recovery is not yet optimal, and regarding the impact of the program, namely in the implementation of the Makassar recover program, COVID-19 has begun to decline until it has almost or even almost disappeared, and the community has returned to adapting to a normal environment after the mass vaccination.

## 10 Conclusion

Based on the results of research and discussion, the evaluation of the Makassar Recover program in the city of Makassar is based on the four program evaluation indicators proposed by Daniel Stufflebeam, namely Context Evaluation, Input Evaluation, Process Evaluation, and Product Evaluation. then it can be concluded that: 1) Evaluation of the

Makassar Recover Program by the Makassar City Government through four indicators, namely context, input, process and product with a focus on the dimensions of the Makassar Recover program which has been running optimally on health immunity and social adaptation, but on economic recovery it proves that the economic recovery program has not optimal; 2) The determinant factors in this study indicate the existence of strict regulations, resources that include the quality of human resources and budgets, as well as culture in realizing Makassar Recover in Makassar City; 3) The need for transparency of information about the ins and outs of the Makassar Recover program and the existing budget to the people of Makassar City in order to foster a sense of public trust in the Makassar City Government.

<sup>21</sup>Based on the research results that have been described, suggestions that can be submitted in implementing the Makassar Recover program are: a) The Makassar City Government needs to be more active in introducing the program in a more effective way, for example by conducting attractive advertisements and regularly socializing the aims and benefits of the program so that all goals and objectives are achieved in accordance with the Mayor's appeal. Regulation Number 5 of 2021 concerning the Recovery of Makassar City; b) The Makassar City Government needs to synergize with all elements of society in implementing the program in order to achieve the Makassar Recover program objectives.

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