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Submission date: 14-Aug-2024 01:15PM (UTC+0700)

Submission ID: 2431858846

File name: ICUPERTAIN_2022_Yusup_Rachmat_Hidayat.pdf (435.31K)

Word count: 4049

Character count: 24239

Covid-19 and Government Assistance: A Framework of Humanitarian Logistics Management in Indonesia

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Abstract

This study reviews the impacts and risks of coronavirus disease in 2019-2020 (COVID-19) pandemic based on humanitarian logistic management in Indonesia perspective. In this Covid-19 pandemic, the Indonesian government issued a policy of 6 types of government assistance to the Indonesian people. This study focuses on the logistics of basic food assistance. This research uses a qualitative approach with literature study. Based on literature-based research, this study was conducted to recommend a conceptual framework. A conceptual framework is proposed to overcome the humanitarian logistics, to assist the Indonesian government as policy maker. The rationale for the framework on the following aspects. First, consider the total countermeasures process. Second, the following three perspectives: humanitarian logistics perspective, multi-actor perspective, and risk perspective. The factors influencing the active mechanism all through disaster response during pandemic Covid-19 in Indonesia in achieving healthy communities were examined using a survey of current literature, and it was discovered that three perspectives namely Humanitarian Logistics, Multi-Actors and Risk should be addressed to assist policymaker. These are the key driving factors that can promote successful humanitarian logistics management in Indonesia in efficient and effectively.

Keywords: COVID-19; humanitarian logistics management; a framework

Introduction

COVID-19 has emerged since the end of 2019. The disease caused by the corona 19 virus with a high transmission rate and rapid spread is also massive, COVID-19 has quickly become a pandemic for all countries in the hemisphere or a Global Pandemic. Various state government programs to prevent disease transmission from regional to state closure (LockDown), restrictions on social interaction (Social distancing) have been implemented (Ashraf, 2020). Lockdown and social distancing have both positive and negative impacts (Ashraf, 2020; Nikolopoulos et al., 2020). The impacts that arise include hitting the economic growth of almost all countries in the world on negative growth rates, the availability of goods and services becomes scarce, prices increase sharply, companies go bankrupt, layoffs, increase unemployment, which in turn causes people's welfare to fall into poverty.

The government as a policy maker must make the right decisions in overcoming the Covid 19 Pandemic (Ashraf, 2020). In Indonesia, various programs have also been made by the Indonesian government, such as programs to tackle the pandemic, programs for economic recovery, to humanitarian assistance programs to improve community welfare. (Djalante et al., 2020). Among the many programs made by the Indonesian government, there are programs that are humanitarian assistance to maintain and restore the economy as well as to maintain and restore the welfare of the community, the program is called Government Social Assistance (BanSos) / Government Social Assistance. (Hadi, 2020). The Bansos program was further divided into 6 types of social assistance which were launched, including:

1. Cards to buy Basic Materials
2. Hope Family (Keluarga Harapan)
3. Cash Social Assistance

4. Pre-Employment Card
5. Village Fund Direct Cash Assistance
6. Discounts on electricity costs.

Based on 6 types of social assistance, Number 1-3 is the development of the type of humanitarian social assistance program that has existed and been run by the government for a long time, as a program to cope with extraordinary adverse events that occur in the midst of Indonesian society and overcome events with negative impacts which resulted in the deterioration of the economy and the welfare of the community. The type of social assistance is Humanitarian Assistance in the form of assistance in the field of food logistics targets for the Nine Basic Needs of the Indonesian people.

Unfortunately, there are several problems in the distribution of social assistance, namely the problem of budget allocations in different ministries, the problem of data on beneficiaries that are not integrated, and the problem of the social assistance distribution system (Rahmansyah et al., 2020). The distribution of the basic food logistics social humanitarian assistance program continues to undergo changes and developments in a sustainable manner related to the management and procedural framework and technical process of its distribution, which of course these changes are adapted to all aspects of policy developments, technology, information, facilities, siteization and current conditions. This change in management and the food logistics social humanitarian assistance framework certainly has its own problems, at least in the management adaptation and framework regarding the technical distribution procedures and processes.

Previous research states that cooperation, coordination and harmonization between the central government, regional governments and private institutions is needed to be right on target, effective and efficient and supported by a good, integrated, transparent and accountable system in the distribution of government social assistance for handling COVID-19. (Rahmansyah et al., 2020). The government is the primary source for humanitarian logistics suppliers (Malmir & Zobel, 2021). Certainly, a management is needed in Humanitarian logistics related to the Global Pandemic COVID-19 to the specificity of problems regarding humanitarian social assistance programs (Thompson & Anderson, 2021). This study aims to propose a humanitarian logistics framework in the distribution of basic food assistance, including the key factors driving the success of its implementation. The research results are expected to have implications for stakeholders, especially providing input to the Government, to overcome the problem of humanitarian logistics basic food assistance.

2 Literature Review

COVID-19 has triggered major social, political, and economic upheaval. Closing non-essential businesses, social distancing, smaller public meetings, indefinitely postponing sporting events, canceling conferences, and forcing communities to shelter in place are all examples of global virus containment responses (Ashraf, 2020; Nikopoulos et al., 2020). Humanitarian logistics refers to the delivery of assistance in the aftermath of natural and man-made disasters, as well as complex crises such as war and conflict. It is carried out in an environment that is defined as "clearly unpredictable, turbulent, and demanding flexibility" (Oloruntopa & Gray, 2006).

2.1 Humanitarian Logistics

Humanitarian logistics is a subset of supply chain management, which entails enhancing existing operations. Private businesses can be involved in the evolution of supply chain management in humanitarian aid (Tomasini & Van Wassenhove, 2009a). Understanding operation management practices is one of the most critical factors in humanitarian logistics operations. Furthermore, humanitarian logistics is a subset of logistics which focuses in coordinating the transportation and warehousing of goods to the affected region and people across disasters, complex emergencies, pandemics, and epidemics. Besides that, this term only considers the physical movement of goods to their end destination; in practice, humanitarian logistics entails resource planning and optimization, inventory control, and knowledge exchange (Ni et al., 2015).

Humanitarian logistics is a difficult process to manage. For a particular purpose, humanitarian logistics is important in disaster recovery. The logistician's efficiency and effectiveness in delivering the requisite people and equipment to the right position in a timely manner is closely linked to the

success of every humanitarian activity. First, humanitarian logistics helps to mitigate the detrimental effects of natural disasters in aspects of social and economic. Second, humanitarian logistics is seen as a database that can be analyzed which include lessons after a disaster. The effectiveness of vendors and transport operators, as well as the cost and timeliness of response, the appropriateness of donated materials, and the management of records, are all reflected in logistics data. (Gupta et al., 2019) creating emergency contingency plans will aid in crisis readiness and mobilization as a result.

3 Methodology

This research uses a qualitative approach with literature study. Based on literature-based research, this study was conducted to recommend a conceptual framework. A conceptual framework on humanitarian logistics, including the Covid-19 pandemic.

4 Results and Findings

4.1 Covid-19 Pandemic Responses in Indonesia

The majority of countries are blinded by the speed and complexity of COVID-19. The COVID-19 pandemic proving a difficult time for fast, large-scale decision making for governments around the world. To deal with pandemics and other crises, the government must increase humanitarian-disaster cooperation with various parties. Between January and March 2020, the Indonesian government at various levels has drafted and issued several rules and regulations to guide national and local responses. Among them were the decision to limiting community activities by implementing stay at home, campaigning the three movement are wearing masks, frequent hand washing with soap, and applied social distancing. Another thing is that transparency is very important for pandemic mitigation because it allows infected people to be easily diagnosed and treated (Djalante et al., 2020). Therefore, data on the results of tracing of people suspected of being infected must be handled very carefully, because information is important when deciding the actual policy.

During the ongoing COVID-19 pandemic, as well as the upcoming post-COVID-19, how should perspectives in humanitarian logistics be considered as guidelines for regulation and action? Let's examine some perspectives that need attention.

4.1.1 Humanitarian Logistics Perspective

The causes, implications, and magnitude of disasters differ widely, as do the agencies engaged in mitigating or providing assistance - as well as the organizational difficulties they raise for humanitarians. Humanitarian logistics deals with a wide variety of crises, including earthquakes, tsunamis, floods, epidemics, droughts, famines, terrorist threats, and conflict conditions, as well as a mixture of several disasters that could occur at the same time.

Resource planning and optimization is necessary not only among humanitarians. It's important to have estimates of the resources required for emergency relief on hand in order to respond quickly. Demand prediction falls under the heading of preparedness, and the forecast produced here is used in the preparing and planning of future operations. These estimates can be entered into a procurement method to assess a response's financial criteria. Such calculations are frequently dependent on human intuition, resulting in variations in calculation methodology around countries. Another problem with the plan's projections is that they don't have detail on the distribution of the impacted population for various catastrophe scales, highlighting the need for a reliable and precise way of estimating demand (Çelik et al., 2012a).

Personnel, equipment/infrastructure, transportation, information technology/communication, planning/policies/procedures, including inventory management are all aspects of humanitarian logistics (Overstreet et al., 2011a). The difficulty of hiring, educating, maintaining, and dispatching humanitarian logisticians, the difficulties of buying, placing, and distributing non-expendable services used to respond to crises, as well as strategies for overcoming the lack of highways, rail, bridges, and other infrastructure and the difficulties in deciding how many and where to position emergency relief supplies, could addressed as a consideration (Overstreet et al., 2011b).

15 Knowledge exchange is a method of establishing trust between individuals or groups sharing data. As a result, the project's and project relationships' level of confidence tends to grow. Commitment can be characterized as a component of the predictability and perceptions of others' behaviors, or a confidence in others' abilities, which influences success through activating coordination or other collaboration mechanisms (Bond-Barnard et al., 2018). The push and pull found in the multiple, lateral movement of data, information, and knowledge between individuals and groups for mutual gain is known as knowledge exchange.

4.1.2 Multi-Actors Perspective

Based on the scale and intensity of crises, the number of actors involved in the resources and access is highly diverse (Hisyam et al., 2020a). Because of the high degree of complexity and minimal resources in any case, disaster management is a difficult challenge. Agencies who engage in information technology, on the other hand, will help promote the solution by increasing visibility of the needs and increasing transparency among the multi-actors concerned. Collaboration is required not only with humanitarians, but also with other stakeholders such as the corporate sector and local governments. Humanitarian organizations are on hand to respond to disaster-resources needs. They may not have the resources or expertise to address unpredicted demands that the private sector does. Before they will end up leaving the relief operation, they must also engage with community to support a significant reduction in risk factors that jeopardize a successful recovery (Tomasini & Van Wassenhove, 2009).

Since the objective of humanitarian logistics is to come to the aid of disaster victims, high-performing and trustworthy teams are essential. Many actors in humanitarian logistics remain unconnected to the advantages of meeting demand (Kovács & Spens, 2007), as a result, adding a specific clause to ensure that entities operate together and coordinate with the job and reduce the danger that may arise will help to create trust between the actors participating with such activities or disaster relief operations. (Hisyam et al., 2020b). Many actors are also formally autonomous in the sense that they have their own support, objectives, and motives for being in a given region.

Despite the complex and fast flow of knowledge since January 2020, Indonesian people's perceptions of COVID-19 risk could be poor. Misinformation in the public domain and a lack of coordination among government levels resulted in a distorted perception through instant social networking resources such as WA, Facebook, and others. Low risk attitudes influenced negative reactions, which then caused considerable difficulties for the Indonesian government when determining whether or not drastic steps could be taken to deter the virus from spreading. It took time for the general public to digest COVID-19 information and take serious protective measures.

4.1.3 Risk Perspective

To perform a logistics risk study, we must first model risk analytically using certain risk steps. The viewpoint taken in a given disaster relief effort determines when disaster management is defined in terms of risk and crisis management, business continuity preparation, or project planning and execution. Risk hedging plans are designed to deal with risk, when disaster happens. (Nagurney et al., 2016) develop an analysis of humanitarian network designs in the aftermath of a crisis. The authors use the "Generalized Nash Equilibrium" network model to investigate the problem.

13 the humanitarian aid delivery issue with multiple constrained depots, multiple economic load vehicles, and hard time windows under stochastic demand, a risk-averse solution was designed to create an optimized position and vehicle routing strategy (Zhong et al., 2020). COVID-19 spreads rapidly and has a high infection rate, it is critical to safeguard the health of service agents, volunteers, and logistics personnel.

4.1.4 Mitigation, Coordination, Monitoring and Controlling Strategies

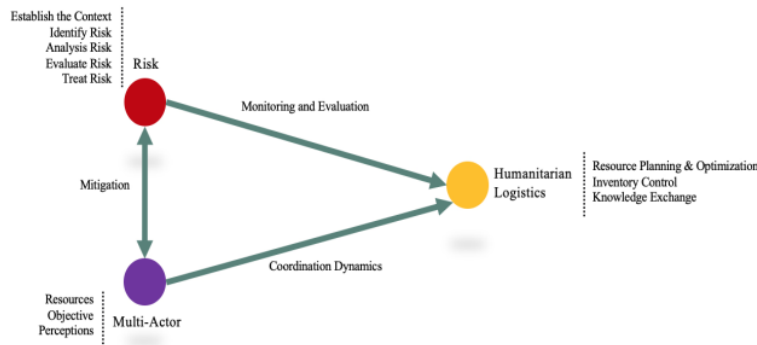
The mitigation method encompasses a wide variety of operations, from political decisions like policy formulation to tactical decisions like deciding the hazardous material transportation route (Çelik et al., 2012b). Humanitarian aid is the system's main output. 18 effective humanitarian mission addresses a population's immediate needs while still reducing their vulnerability in the shortest period of time and with the fewest resources possible. The other outputs can include off-

the-shelf contingency preparations, partnerships with other humanitarian agencies, disaster relief expertise, and operational lessons learned, among others. (Van Wassenhove, 2006).

To offset and separate the pandemic shock, regional policy coordination is crucial, and responding early to the pandemic shock decreases the looming economic shock. In response to the pandemic shock, regional coordination and collaboration are often needed to enhance resource distribution (allocative efficiency) to vital industries and hospitals, as well as promote the well-being of healthcare staff. Internalizing the cost of change of businesses and employees is crucial for mitigating and controlling the pandemic shock (Kimura et al., 2020).

4.2 Proposed Framework

A conceptual framework is proposed to overcome humanitarian logistics, to assist the Indonesian government as policy maker. According to (McGaghie et al., 2001) this conceptual framework has paved the way for the description of the investigation's purpose, which is focused on the research question. These research questions identify the issue that motivated the researcher to perform the analysis. This study also suggests the key driving factors that can promote successful humanitarian logistics management in Indonesia in an effective and efficient manner. Figure 1 shows the conceptual framework model for this study.



Figures 1. The Conceptual framework model.

In disaster mitigation in the context of humanitarian logistics, coordination is necessary. Coordination of all stakeholders so that they can work together in an integrated manner in disaster mitigation. One of the schemes that can be applied is pentahelix. Pentahelix consists of government, society, media, academia and the business world (Mauthe et al., 2016; Negi & Negi, 2020; Twigg, 2007).

The government as a regulator as well as a controller has the authority to have regulations and responsibilities and as a coordinator for all stakeholders. As a controller, the government also monitors and evaluates disaster mitigation activities. The community functions as an accelerator that recognizes and avoids disaster threats that arrive in nearby areas. and actively participate in preparedness in the nearest area. The function of the media is as a multiplier in sharing disaster data, educating, informing risks and mitigation efforts when a disaster arrives, and rectifying hoax news that is spread.

In the pentahelix concept, academics function as drafters and innovators who carry out research, help manage the identification of skills, and development opportunities. Then, the business world functions as a driver that helps achieve goals in carrying out business processes to create added value and maintain sustainable development. The business world also applies standards to prevent disasters, provide Corporate Social Responsibility/ CSR encouragement, and improve the economy by always paying attention to the threat of disasters around. (Bucur, 2013a, 2013b)

The COVID-19 management framework is proposed in Figure 1. The rationale for the framework on the following aspects. First, consider the total countermeasures process. Second, the following three perspectives: humanitarian logistics perspective, multi-actor perspective, and risk

perspective. These three factors are at the same time the main driving factors for the success of humanitarian logistics in Indonesia.

5 Conclusion

The philosophical structure for each aspect has been explored in this chapter. The factors influencing the active mechanism all through disaster response during pandemic Covid-19 in Indonesia in achieving healthy communities were examined using a survey of current literature, and it was discovered that three perspectives namely Humanitarian Logistics, Multi-Actors and Risk should be addressed to assist policymaker. These are the key driving factors that can promote successful humanitarian logistics management in Indonesia in efficient and effectively.

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