



Perception of Surakarta's Public on the Realization of President Joko Widodo's Vision in His Second Term (2019-2024)

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ABSTRACT

This study investigates the perceptions of Surakarta residents regarding the realization of President Joko Widodo's second-term vision (2019–2024). President Widodo's administration outlined five primary objectives aimed at national development and addressing global challenges, which include accelerating infrastructure development, enhancing human resources, expanding investment opportunities for job creation, bureaucratic reform, and targeted state budget utilization. Using qualitative methods, this research gathers data from Surakarta residents, capturing their understanding of and response to these policies, particularly in the areas of infrastructure, economic disparities, social welfare programs, and healthcare services. Findings reveal a mix of appreciation for infrastructure advancements and concerns regarding economic inequality and the accessibility of government support programs. This research highlights the importance of communication in bridging the gap between policy intentions and public perception, providing insights into citizen expectations and policy impact.

INTRODUCTION

President Joko Widodo has five visions for Indonesia during his second term of government in 2019-2024 with KH. Maruf Amin. This vision is expected to bring Indonesia to face the challenges of dynamic, fast, complex, risky, and surprising global phenomena. The five visions are (1) Accelerating and continuing infrastructure development, (2) Human Resource Development (HRD), (3) Inviting the widest possible investment for employment, (4) Bureaucratic Reform, and (5) a focused and targeted APBN.

Currently, the government of President Joko Widodo and KH Ma'ruf Amin is almost 5 years old in 2024. Various policies have been implemented, both those that are elaborations of the vision, as well as strategic policies to resolve the problems of the nation which has experienced the Covid-19 pandemic for several years. Many programs have been successfully implemented and have also had an impact on the Indonesian people and are recognized by the world, but there are also policies that are felt to be unable to be implemented evenly throughout the Indonesian people.

At the end of President Joko Widodo's administration, he also made many achievements that brought Indonesia to be seen by the international world. According to a survey from the Indonesian Political Indicator Survey in December 2023, as many as 76.5 percent of Indonesians were satisfied with President Joko Widodo's performance. Public satisfaction is partly due to the social assistance and social protection provided to the common people. While those who are dissatisfied are due to the increase in the price of basic necessities and the lack of jobs.

The city of Solo is Jokowi's birthplace and also the city where Jokowi first became mayor, until he became Governor of Jakarta and finally became President of Indonesia. By looking at the background of the city of Solo, the people of Solo also took part in raising Jokowi's image at the beginning of his political career. The high level of satisfaction of the people of Solo when Jokowi became mayor, who at that time was a cadre of the Indonesian Democratic Party of Struggle (PDIP), made him elected as mayor for a second term with results that far exceeded his rivals.

As Jokowi's 5-year leadership nears its end, various perceptions will emerge in Indonesian society, especially about whether the vision and mission promised by Jokowi have been implemented evenly. Moreover, Indonesia has had to experience a pandemic for several years so that there must be a change in policy from the previously established vision.

Previous research conducted by Haryo, on how the media frames the vision carried out in the 100 days of President Joko Widodo's administration, stated that what President Joko Widodo conveyed in his Twitter account before the pandemic focused more on the vision of accelerating infrastructure development and investing as widely as possible. While during the pandemic, he worked more on the vision of human resource development, bureaucratic reform and the right-targeted APBN to tackle Covid-19 (Aji, 2022).

By looking at the previous background, this study will look at the perception of the Surakarta community regarding the realization of President Joko Widodo's vision during his second term of government in 2019-2024.

LITERATURE REVIEW

Perception

Perception is the process of interpreting or giving meaning to information obtained from stimuli. The stimuli are obtained through sensing objects, events, or relationships between symptoms, then processed by the brain (Sumanto, 2014:52). The term perception is used to describe the experience of an object or event that is experienced. This perception can be explained as the process of combining and organizing our sensory data (sensing) to build an understanding of the surrounding environment, including our own existence (Saleh, 2004:110). Perception occurs when a person receives stimuli from the external environment that are captured by the senses, then processed in the brain. Through the process of thinking, the final understanding is formed (Sarwono, 2010:86).

Bimo Walgito explains that perception is a process that occurs after sensing, namely the reception of stimuli by individuals through the senses or sensory processes. This process does not stop there, but the stimulus is continued and becomes the next perception process (Walgito, 2004:88).

According to William James, perception is formed based on data obtained from the environment that is absorbed by our senses, and some of it comes from processing our memory (reprocessed based on the experiences we have) (Sumanto, 2014:53).

From the various definitions of perception above, it can be concluded that perception is an act of judgment in a person's mind after receiving stimulation from the five senses. The stimulation then develops into thoughts that form an individual's view of a case or event that is currently happening.

Types of Perception

Perception can be divided into two categories, namely perception of objects (physical environment) and perception of humans or social. Perception of humans is more complicated and difficult because of the dynamic nature of humans. There are differences between these two types of perception (Mulyana, 2015:184):

- a. Perception of objects involves the interpretation of physical symbols, while perception of people involves the interpretation of verbal and nonverbal symbols. People have a stronger influence than objects in general and are difficult to predict. Perception of objects concerns external properties, while perception of people involves responses to external and internal properties (feelings, motivations, expectations, and so on).
- b. Objects do not react, while humans respond. In other words, objects have static properties, while humans have dynamic properties. Therefore, perceptions of humans can change over time more quickly than perceptions of objects.
- c. In summary, perception is divided into two, namely perception of objects and perception of humans. Perception of humans is more complex

because it involves the interpretation of verbal and nonverbal symbols, as well as responses to internal properties. Humans are also more dynamic than objects, which have static properties. As a result, perception of humans can change rapidly over time.

Social perception or human perception is a process to understand the meaning of social objects and events that we experience in the surrounding environment. Each individual has a different view of the reality around them. There are several important principles in social perception (Sumanto, 2014:54):

- a. Perception based on experience, namely human perception of people, objects, or events and their reactions to these things are based on their past experiences and learning related to similar people, objects, or events.
- b. Perception is selective. Every individual often receives sensory stimuli. Our attention to a stimulus is the main factor that determines our selectivity to that stimulus.
- c. Perception is speculative. This happens because the data we obtain about an object is never complete. Therefore, this speculative perception process allows us to interpret an object with a more complete meaning from various points of view.
- d. Perception is evaluative. This means that most of us believe that what we perceive is the true reality. However, sometimes our senses and perceptions can deceive us, making us doubt the extent to which our perceptions correspond to the true reality.
- e. Perception is contextual. This means that context is one of the most influential factors in our perception. When we see a person, object, or event, the context of the stimulus greatly influences our cognitive structure and expectations, thus influencing our perception.

Overall, social perception or human perception involves the process of understanding social objects and events around us. Principles such as experience, selectivity, speculation, evaluation, and context influence how we perceive the world around us.

General Characteristics of Perception

To produce meaningful sensory experiences, there are several general characteristics in perception, namely as follows (Saleh, 2004:111):

- a. Modality: The stimuli received must match the modality of each sense. Each sense has different basic sensory properties (e.g. light for vision, odor for smell, temperature for taste, sound for hearing, and surface properties for touch).
- b. Dimension of space: Perception has spatial properties or spatial dimensions. We can describe the concepts of up-down, high-low, wide-narrow, foreground-background, and so on.
- c. Time dimension: Perception also has a time dimension, such as fast-slow, old-young, and so on.
- d. Integrated context structure: Objects or phenomena in our observation have an integrated structure with their context. This structure and context form an inseparable unity.

- e. A world full of meaning: Perception is a world full of meaning. We tend to notice or observe phenomena that have meaning to us, that have relevance to us.

Overall, general characteristics of perception include sensory modalities, spatial and temporal dimensions, integrated context structures, and observations of phenomena that have meaning for the individual.

Factors Influencing Perception

In the process of perception, there are many stimuli received by the senses, but not all of these stimuli have the same appeal. According to Rhenal Kasali (Khasali, 2007:23), perception is influenced by the following factors:

- a. Cultural background: Perception is closely related to culture. How we give meaning to a message, object, or environment depends on the value system we hold. The greater the cultural differences between two people, the greater the differences in their perceptions of reality.
- b. Past experience: Audiences or viewers generally have certain experiences with the object being discussed. The more intensive the relationship between the object and the audience, the more experiences the audience has. As long as the audience has a relationship with the object, they will make judgments. In certain products, these experiences and relationships are not only experienced by one person, but also by a group of people. These past experiences are often reinforced by other information, such as news and events related to the object.
- c. Values: Values are the evaluative components of our beliefs, including utility, goodness, aesthetics, and satisfaction. Values are normative, providing guidance to members of a culture about what is good and bad, right and wrong, what to strive for, and so on. Values are derived from larger philosophical issues and are part of the cultural environment. Therefore, values are stable and difficult to change.
- d. Developing news: Developing news includes news about products, both through mass media and information from other people, which can influence a person's perception. Developing news is one form of stimulation that attracts the attention of viewers. Through news that develops in society, perceptions in the minds of viewers can be formed.

Overall, factors such as cultural background, past experiences, values held, and current news influence a person's perception of an object or message.

Aspects of Perception

In substance, attitude is the result of the interaction of several components involving three main elements (Humrah, n.d.):

- a. Cognitive Component: This component consists of the knowledge or information that a person has about the object of his attitude. Based on this knowledge, the individual will form certain beliefs about the object of the attitude.
- b. Affective Component: This component is related to feelings of pleasure or displeasure. Evaluatively, this component is closely related to the cultural values or value systems held by the individual.

- c. **Conative Component:** This component reflects an individual's readiness to take action related to the object of his attitude.

If someone has a positive attitude towards an object, he will be ready to help, give attention, and take actions that benefit the object. Conversely, if someone has a negative attitude towards an object, he will criticize, denounce, attack, and even try to destroy the object (Ahmadi, 2009:152).

The objective to be achieved from this study is to find out how the Surakarta community perceives the realization of President Joko Widodo's vision during his second term of government in 2019-2024.

METHODOLOGY

This research is a type of research using qualitative research methods. According to Pawito, qualitative research is research that focuses on the description and/or understanding of how and why a social phenomenon or reality occurs (Pawito, 2007:35). Bogdan and Taylor as quoted by Moleong define qualitative methods as research procedures that produce descriptive data in the form of written or spoken words from people and observable behavior (Moleong, 2001:3).

In this study, it will produce a picture of a phenomenon in depth through descriptive research methods. Descriptive research only describes the situation of an event, this study does not seek or explain relationships, does not test hypotheses or make predictions (Rakhmat, 1999:24). The researcher acts as an observer, he only makes categories of actors, observes symptoms, and records them in an observation book.

The object of this study is the perception of the Surakarta community about the realization of the vision of the Second Term of President Joko Widodo's Government in 2019-2024. Through various media, has the vision been seen and felt by the Surakarta community? This study took locations throughout the city of Surakarta to find out how the public perceives various groups of the general public, academics, community leaders, students and so on.

The data sources used are primary data sources and secondary data. Primary data is data obtained directly from the information of the source through interviews and observations. Secondary data sources are data obtained through literature studies.

In determining the informants of this study, the researcher used two techniques, namely by using purposive sampling and accidental sampling techniques. According to Sugiyono, what is meant by Purposive sampling is a technique for taking samples of data sources with certain considerations, while accidental sampling is a technique for taking samples accidentally or randomly (Rakhmat, 1999:53). In determining key informants, the researcher used purposive sampling techniques, while determining ordinary informants with accidental sampling techniques.

Miles and Huberman in Sutopo stated that there are two main models in carrying out analysis in qualitative research, namely the Flow Model of Analysis and the Interactive Analysis Model (Rakhmat, 1999:94).

This study uses the Interactive Analysis Model from Miles and Huberman, namely after the data collection process is carried out, data reduction, data presentation and drawing of conclusions and verification are carried out.

RESEARCH RESULT

This study aims to understand the perception of the Surakarta community towards the vision, policies, and implementation of President Joko Widodo's government programs in the second period. Data were collected through a survey conducted on the Surakarta community with various backgrounds, including responses regarding the impact of government programs and input for future improvements.

Knowledge and Understanding of the Government's Vision

The survey results showed that most informants had limited understanding of President Joko Widodo's vision for the second term. Of the six informants, four stated that they did not know the five main visions of the government, while the other two knew some of the visions. Vintoko, a journalist, stated that he knew one of the visions related to infrastructure, namely the construction of toll roads. "The construction of toll roads has greatly helped public access, especially for traveling out of town," he said.

On the other hand, Setyani, a housewife, admitted that she did not fully understand the government's vision because she felt limited in terms of access to information. "Sorry, I don't really understand because maybe I have minimal literacy," she said honestly. This shows that information about the government's vision has not been fully distributed evenly among the community, especially for those who do not have direct access to information.

Assessment of Vision Implementation in the Field

Most informants appreciated the government's efforts in implementing its vision, which they considered to be fast and right on target. However, some of them considered that the government's vision had not been fully achieved, especially regarding economic disparities. Rekarinta Vintoko assessed that, "Infrastructure development is indeed visible, but the economic gap is also widening, especially between urban and rural communities."

Nugroho, a high school teacher, also saw aspects of the vision that had not been achieved, especially in human resource development (HRD). "HRD development among the lower middle class still requires special attention," he said. This view shows that some people hope that the government can balance physical development with increasing social welfare.

Impact of Infrastructure on Mobility and Economy

Infrastructure such as toll roads and railway improvements are considered to have a positive impact on community mobility and economic activity in Surakarta. Another informant, Gusti, who works as an accountant, stated that the existence of toll roads has accelerated the distribution of goods and services in his area. "Infrastructure development like this is very helpful, especially in terms of faster distribution," he explained.

However, there are concerns that the development of this infrastructure will also have an impact on the cost of living. Rekarinta Vintoko added, "The roads are indeed smoother, but there are impacts such as increased parking fees in some places. So, the cost of living in the city tends to increase." This opinion shows that although infrastructure brings convenience, some economic aspects still need to be considered.

Views on Social and Health Assistance Programs

Most informants felt helped by the government's health programs, especially the free COVID-19 vaccination and social assistance for people affected by the pandemic. Setyani stated that the free vaccination program was very helpful to the community. "The government has been very helpful through free vaccination, especially during this pandemic," she said.

On the other hand, there are concerns that social assistance has not been fully targeted. Nugroho highlighted that programs such as BLT and Prakerja still need to improve their targeting accuracy. "Many people actually need assistance but have not received it, so targeting accuracy still needs to be improved," he said. This indicates challenges in efforts to distribute social assistance more effectively.

Assessment of Health Services in Surakarta

Government health services are considered good enough, but there is still demand for further improvement, especially in terms of facilities and speed of service. Dewangga, a lecturer, said that the quality of health services has improved, but people still often face long queues at community health centers. "Community health centers are often full so we need to add facilities and improve services," he said. This view shows that people appreciate the existing health services, but want more improvements for wider access.

Suggestions and Priorities for the Future

Informants provided various inputs on aspects that need to be improved, especially in the fields of education, health, and employment. According to Setyani, education is very important to be a priority for the government in the future, especially education for children in rural areas. "The government should provide free education or at least more assistance for children in the village," she said.

Meanwhile, Nugroho added that health services and job opportunities are two things that need to be given more attention. "With more training and education programs that can be accessed by the community, especially for those who are less fortunate, it will help improve the quality of life of the community," he said.

Strengths and Weaknesses of Government Policy

Most informants agreed that the main strength of President Jokowi's government policy is the success in infrastructure development. However, they also realized that there is a weakness in the form of development inequality between urban and rural areas. Dewangga considered that infrastructure is very

beneficial for urban communities, but he hopes that development will be more evenly distributed in the regions. "Not only in the city, villages also need to be considered so that there is no inequality that is too far," he said.

Direct Input to the Government

Several informants expressed their desire to provide direct input to the government, especially regarding the welfare of the lower classes and the eradication of corruption. Vintoko argued, "The government should pay more attention to the welfare of the lower classes and eradicate corruption, because that is what the people feel the most," he said.

The results of this study indicate that the people of Surakarta have diverse views on the policies of President Joko Widodo's government in the second period. The infrastructure built is considered to provide direct benefits, but the community also expects improvements in aspects of equitable development, health services, and the accuracy of targeting social assistance programs. In general, the community hopes that the government will continue to improve the quality of health services, expand access to education, and pay attention to the welfare of the lower classes.

DISCUSSION

Analysis of Surakarta Community Perceptions of President Joko Widodo's Government Policies: A Perception Theory Approach in Communication

Perception theory in communication helps us understand how individuals or groups receive, interpret, and give meaning to the information they receive, and how internal and external factors influence the perception process (McDonald, S., & Wearing, 2013). Perception is formed through a combination of individual experiences, environmental factors, and social influences, and often forms the basis for a person's response and attitude toward a particular policy or program. In this study, the analysis of the perception of the Surakarta community towards President Joko Widodo's government policy uses the communication perception theory approach, which helps identify factors that influence the community's understanding and attitude toward the policy.

Internal Factors in Public Perception of Government Vision

Internal factors include individual aspects such as knowledge, experience, personal values, and information needs held by the community. According to McLeod and Shah (McLeod, J. M, Shah, 2017), public perception of government policies is often influenced by their level of knowledge and involvement in public issues. Based on this survey, most informants, such as Magdalena Dwi Setyani, stated a lack of understanding of Jokowi's government vision, indicating that factors of knowledge and involvement with government issues influence their perception of policies.

The informants' lack of understanding of the government's vision suggests that their perceptions tend to be shaped by direct experience or by exposure to specific media, which may not always be comprehensive. In addition, people with lower levels of education or media literacy may have more difficulty accessing and interpreting complex information about the

government's vision, so their perceptions are more influenced by direct experiences they feel, such as physically visible infrastructure development.

External Factors: The Role of Media and Social Environment in Forming Perceptions

In the theory of communication perception, external factors such as the social environment and media play an important role in shaping a person's perception of an issue (Bryant, J, Oliver, 2018). The media, as the main source of information on government policies, can significantly shape public perception, especially when the public relies on the media to obtain information (Neuman, 2017). Based on the survey, several informants who work as journalists or have wider access to information, such as Rekarinta Vintoko, showed a better understanding of government programs, especially in terms of infrastructure development.

According to Bryant and Oliver (Bryant, J, Oliver, 2018), public dependence on the media for information about policies often influences their perceptions by the perspective or framing used by the media. Here, the media has the ability to strengthen or weaken public understanding of government policies. In this case, the role of the media is very important in providing accurate and comprehensive information to the public so that the perceptions formed are not only based on what is seen, but also based on an understanding of the objectives of government policies.

Perceptual Selection: Selecting and Filtering Information

Perception theory also explains that individuals do not always process all the information they receive thoroughly. The process of perceptual selection, which includes attention, sorting, and interpretation of information, causes each individual to perhaps only capture certain information according to their needs or interests (Devine, et al, 2018). The survey results showed that some informants focused more on the direct impact of government policies that they felt, such as the construction of toll roads and health services.

For example, informants such as Vector Stephen Dewangga pay more attention to aspects of health services and ignore other government visions because of his personal interests in obtaining better health services. This is in line with the theory of selective perception, where individuals tend to prioritize information that suits their current needs or situations. This selective process makes it possible for people to only pay attention to aspects of policies that directly affect them, while other aspects that they may not experience directly become less noticed.

Perceptual Organization: Connecting and Integrating Information

After selecting information, individuals organize and organize the information to form a coherent understanding or view (Smith, E. R., Mackie, 2019). Perceptual organization helps a person construct a comprehensive picture of government policy, either through personal experience or through information obtained from the media or social environment.

Based on this survey, informants such as Obed Adi Nugroho, who are directly involved in education, tend to assess government programs from the perspective of education and human resource development. His personal experiences and professional views help shape specific perceptions of government policies related to the welfare of lower-middle class people. By compiling and connecting various information relevant to his experiences, he develops a critical view of inequality in development.

Interpretation of Perception: Assessing and Giving Meaning

The interpretation stage is when individuals give meaning to the information they have selected and organized (Schwarz, 2018). In the context of this study, the people of Surakarta have different perceptions of government policies based on their individual experiences and social environment. For example, the interpretation of the impact of infrastructure development by people who frequently use public transportation will be different from people who do not feel direct changes in their mobility.

Rekarinta Vintoko views the infrastructure policy as positive because she sees its direct benefits. Meanwhile, Magdalena Dwi Setyani, who did not directly feel the benefits of infrastructure development, may interpret the policy as less relevant. In this interpretation of perception, the relevance of information to personal experiences and needs is the main determinant in forming the meaning given by society to government policies.

CONCLUSIONS AND RECOMMENDATIONS

Using the theory of communication perception, this study successfully identified several factors that influence the perception of the Surakarta community towards the policies of President Joko Widodo's government. Internal factors such as knowledge and direct experience, as well as external factors such as access to information and media influence how the community assesses government policies. The process of selecting, organizing, and interpreting information carried out by individuals according to their needs and experiences plays a role in shaping the final perception of the policy. With this understanding, it can be concluded that public perception is influenced by the access to information they have, social involvement, and the relevance of government policies to their lives.

ADVANCED RESEARCH

Future research could expand by conducting comparative perception studies across multiple cities with different socio-political histories to explore how regional identity influences public interpretation of national leadership visions. A mixed-methods approach involving sentiment analysis of digital discourse (e.g., social media comments, online news reactions) combined with in-depth interviews can offer a broader perspective on how citizens internalize policy impacts. Moreover, integrating communication theory with behavioral economics may reveal how information framing, economic realities, and media exposure jointly shape public attitudes toward national development goals. This would provide valuable insights into how government communication strategies

could be adapted for more equitable and resonant public engagement across diverse populations.

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