

**Perbedaan Reaksi Psikologis Warganet Twitter Indonesia pada Pekan  
Pertama dan Pekan Terakhir Maret 2020  
Masa Awal Penanganan COVID-19**

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**Abstrak**

Penanganan masa awal pandemi COVID-19 pada awal 2020 diliputi kurangnya transparansi, ketegasan, dan misinformasi. Sifat pandemi yang diliputi ketidakpastian serta penanganan isolasi mandiri menimbulkan reaksi psikologis yang beragam seperti kecemasan, ketakutan, depresi, dan kemarahan. Media sosial sebagai platform interaksi opini turut menjadi wadah ekspresi kondisi psikologis penggunanya. Di Indonesia, studi mengenai reaksi psikologis menggunakan data twitter masih minim. Riset - riset masih berada di ranah *sentiment analysis* yang hanya menyorot data permukaan valensi emosi ataupun tendensi politis. Alat analisis teks psikolinguistik *Language Inquiry Word Count* (LIWC) dapat mendeteksi gejala psikologis tertentu yang tercermin dalam suatu teks. Penelitian ini bertujuan untuk mengetahui perbedaan gejala psikologis emosi positif, emosi negatif, kecemasan, kemarahan dan kesedihan pada masa awal penanganan COVID-19 Indonesia di Twitter. Penelitian ini menggunakan metode kuantitatif komparatif. Hasil penelitian dari data sekunder berjumlah total 882 tweets berbahasa Indonesia pada minggu pertama dengan minggu keempat di bulan Maret 2020 menunjukkan adanya perbedaan tingkat kemarahan dan kecemasan pada masa awal penanganan COVID-19. Sementara tingkat kesedihan, emosi positif, dan emosi negatif tidak ada perbedaan secara signifikan. Penelitian ini berkontribusi untuk asesmen kondisi psikologis masyarakat jangka pendek menggunakan *software* psikologis tervalidasi dan data media sosial yang lebih *cost-effective* dibandingkan metode konvensional survei yang berdurasi panjang dan mahal.

Kata Kunci: *Reaksi Psikologis, COVID-19, Data Twitter, Computerized Text Analysis, Psikolinguistik*

**Abstract**

Preventive measures of COVID-19 pandemic in its early stages in early 2020 was hampered by a lack of transparency, assertiveness, and misinformation. The nature of pandemic filled with uncertainty and self-quarantine obligation has caused various psychological reactions such as anxiety, depression, anger, and fear. Social media as opinion interaction platform also accommodates the expression of psychological conditions of its users. In Indonesia, studies on psychological reaction using twitter data is still under-researched. Research is still in the realm of sentiment analysis, which only targets surface data on emotional valence or political tendencies. The existence of psycholinguistic text analysis

tool Language Inquiry Word Count (LIWC) can detect certain psychological symptoms that are reflected in a text. This study aims to determine the differences in psychological symptoms of positive emotions, negative emotions, anxiety, anger and sadness in the early days of handling COVID-19 Indonesia on Twitter. This study uses a comparative quantitative method. The results of the study from secondary data totaling 882 Indonesian tweets in the first week to the fourth week in March 2020 showed that there are differences in the levels of anger and anxiety. There was no significant difference in positive emotion, negative emotion, and sadness. This research contributes to a more cost-effective short-term community psychological assessment using proven psychological software and social media data than traditional long-term and expensive surveys.

Keyword: *Psychological Reaction, COVID-19, Twitter, Computerized Text Analysis, Psycholinguistics*