

# The Role of Non-Profit Organizations in Managing the Covid-19 Pandemic in West Nusa Tenggara Province: A Study on MCCC NTB and LAZDASI NTB

Maulana Rahmat Fajar<sup>1</sup>, Rahmad Hakim<sup>2\*</sup>, Arif Luqman Hakim<sup>3</sup>

<sup>1,2,3</sup> Universitas Muhammadiyah Malang, Indonesia

\*Corresponding author: [rahmadhakim@umm.ac.id](mailto:rahmadhakim@umm.ac.id)

Contributing authors: [rahmadhakim@umm.ac.id](mailto:rahmadhakim@umm.ac.id), [ariflq@umm.ac.id](mailto:ariflq@umm.ac.id)

## Abstract

*The aim of this research is to conduct an in-depth analysis regarding the role of non-profit organizations in overcoming the Covid-19 pandemic in West Nusa Tenggara Province, especially at the MCCC NTB and LAZDASI NTB institutions. This type of research is descriptive qualitative, this research uses data collection through observation, interviews, literature study and documentation. The analytical methods used are data collection, condensation, data presentation, and drawing conclusions. The results of this research found that the role of non-profit organizations in overcoming the Covid-19 pandemic in West Nusa Tenggara Province for the period April - December 2020, in this case the roles or activities carried out by MCCC NTB are as follows: 1) Muhammadiyah Hospital and Clinic Services, 2) distributing masks, 3) distributing hand sanitizer, 4) distributing PPE (personal protective equipment), 5) providing hand washing facilities in the community, 6) providing online educational facilities, 7) distributing educational posters, 8) spraying disinfectants, 9) Providing basic food assistance. The roles played by LAZDASI NTB in preventing Covid-19 are: 1) Free mask assistance, 2) Hand sanitizer assistance, 3) Covid-19 ambulance service, 4) Disinfectant spraying, 5) Portable wash basins, 6) Implementation education Health Protocols, 7) Affected Food Packages, 8) Independent partners. Based on this, the strategy for handling Covid-19 is in accordance with the guidelines created by the government.*

**Keywords:** Non-Profit Organizations, Covid-19 Pandemic, Organizational Strategy

## Introduction

Currently the world is shocked by the spread of the corona virus outbreak or what is known as Covid-19. As a result of this virus, many people in the world are experiencing health problems and some are even dying. Coronavirus is a virus that causes mild to moderate infections of the upper respiratory tract, such as flu. Many people are infected with this virus, Coronavirus is transmitted through droplets which spread when someone is exposed to coughing, sneezing or when talking (Marzuki, et. al, 2021). This virus can spread very quickly through the air and cause a widespread pneumonia outbreak globally, so it is called Coronavirus disease (Covid-19). Covid-19 has been declared a global pandemic by the world health organization (WHO).

The Covid-19 virus has spread to almost all countries in the world, appearing in early 2020 in the Chinese city of Wuhan. This virus has started to attack European countries, the United States, Southeast Asia and is starting to cause chaos in Africa and South America. This virus is known to have first appeared in the animal and seafood market in Wuhan City. It was reported later that many patients suffering from this virus were linked to the animal and seafood market. The first people to fall ill from this virus are also known to be traders at the market. Such markets pose a higher risk of the virus passed from animals to humans. The market is also so crowded that disease can spread from one species to another.

In February 2020 there was an increase in Covid-19 cases in China, reaching 15,000 cases in one day. Then on May 3 2020 cases increased rapidly, reaching 96,000 cases spread

throughout the world and most of the 80,000 cases were in China. Cases spread throughout the world consist of 87 countries and 1 international transport, namely 696 cases originating from the diamond cruise ship. When the number of new cases is increasing in other countries such as South Korea, Iran and Italy. So the situation is different with China, which actually experienced a decline in the number of new cases (Hairunisa & Amalia, 2020).

The World Health Organization together with 17 Chinese researchers and 17 experts from abroad are tasked with researching and understanding how SARS-CoV-2 spread widely in Wuhan. Previously there was an opinion that this virus came from a laboratory leak, then this was denied by WHO official Peter Ben Embarek who said that this was not true. As for their findings in Wuhan, the team stated that there was a high possibility that this virus spread to humans through animal hosts or frozen wildlife products. Research conducted tens of thousands of patient samples from Wuhan, which was before the outbreak of Covid-19 in December 2019. From this research, there was no evidence to show that Covid-19 transmission occurred before December 2019. "We started a very detailed and in-depth search for cases "- other cases that were likely missed in early 2019. As a result, there is no evidence that there were any cases of Covid-19 before last December in Wuhan or anywhere else," he explained.

The Indonesian government responded to the outbreak of the Covid-19 virus by taking anticipatory steps to prevent the virus from entering Indonesia. Starting from tightening inspections at various entrances to Indonesian territory such as airports and ports and monitoring goods, people and means of transport. Starting from January 18 2021, Indonesia carried out health checks at 135 health posts on land, airports and ports, using various health equipment such as body temperature scanners for anyone entering Indonesian territory (<https://kemlu.go.id/pretoria/id/news/4771>).

Another form of government response to the Covid-19 virus is by establishing 132 referral hospitals to handle and care for patients experiencing infections or symptoms of the Covid-19 virus. However, the Indonesian government has worked hard to prevent the Covid-19 virus from entering Indonesia. However, this effort is considered to have been less successful since the first Covid-19 case was discovered on March 2 2020. After the announcement of the first case, the government then implemented various policies, which in essence were tightening and limiting space for mobilization. mass on a large scale. The impact caused by this virus is not only in the economic, transportation and tourism sectors but also extends to the religious, educational and other socially related sectors, including the workforce (Marzuki, et., al., (2021).

Of course, a small part of Indonesia was also affected by the Covid-19 virus, namely West Nusa Tenggara Province identified Covid-19 in mid-March 2020. The first Covid-19 patient appeared in NTB. Governor Zulkieflimansyah advised the people of NTB to remain calm, avoid crowds, maintain health with a clean lifestyle, and reduce activities outside the home. Seeing the reaction of the Governor of NTB, it is seen that he was less firm in his policies at the start, resulting in the spread of Covid-19 increasing rapidly in NTB. Furthermore, with the increase in positive numbers, the NTB government's policy is increasingly being emphasized by implementing PSBB or Large-Scale Social Restrictions. This certainly has an impact on the economy of the NTB community, which relies heavily on direct economic activities (Sayuti & Hidayati, 2020).

Various efforts have been made by the government to overcome the current conditions where the Covid-19 pandemic has spread widely throughout Indonesia. Various groups of people are trying to help to overcome this, one of which is from non-profit organizations. Non-profit organizations or can also be called non-profit organizations are organizations that have targets or objectives to support a policy and also help solve various important problems that occur in a country (<https://accurate.id/bisnis-ukm/pengertian-organization-non-profit>).

Apart from that, non-profit organizations are not organizations that prioritize profit in all their activities. The funding sources of non-profit organizations are different from profit organizations, where the funding sources come from profits from each of their activities. Then funding sources from non-profit organizations, some of which come from community donations, local donor agencies, APBD/APBN, and from project collaboration with other institutions, or from the organization's own business units (fundraising) (Hakim, 2022).

Non-profit organizations do not seek profit from their activities, but managing finances is something important. This is because non-profit organizations or institutions are responsible for all uses of the funds they manage. Be it funds from stakeholders, donors, and the State, such as taxation (<https://accurate.id/bisnis-ukm/pengertian-organization-nirlaba>). Non-profit organizations have a mission, namely to serve the public without expecting any reward or profit, and their consumers are limited (Febriani, 2018). Meanwhile, profit organizations are organizations that have a profit motive in all their activities and do not serve consumers who cannot provide profits (Salusu, 2010: 47).

Non-profit organizations are a contribution in the form of financial donations with significant amounts from funders who do not expect any return from the funds that have been donated (Halim & Kusufi, 2012). In other terms, a non-profit organization is an organization that has a focused goal in its activities without expecting to make a profit (Prince, 2011). Under normal conditions, many leaders of non-profit organizations run out of time and energy in carrying out operational management. Most of them do not have time to think strategically about how to develop the future and provide quality services so as to provide customer satisfaction (Sutomo, 2007).

Apart from the above, the current Covid-19 pandemic is an important note for non-profit organizations as well as new challenges both internally and externally. Strategies and reformulations are needed regarding how to overcome current conditions so that the role and involvement of non-profit organizations continues until the mission can be achieved (<https://covid19filantropi.id>).

The activities of non-profit organizations in NTB that were visible when the pandemic occurred were trying to help the community, such as distributing pamphlets related to Covid-19, direct action in the form of spraying disinfectant and distributing masks, as well as providing social assistance if someone was affected. Then, one of the non-profit organizations that is also making various efforts to overcome the current pandemic conditions is Lazismu. This institution distributes basic necessities around the West Lombok area and Mataram City, this activity is in collaboration with the Bakti Bank Dinar CSR Program for NTB. In his interview, the Manager of Lazismu for the West Nusa Tenggara region, Nisfu Rahayu Mutmainnah, said that a number of Koran teachers, online drivers, honorary teachers and other small traders received assistance in the form of basic food packages.

These recipients are people who have been directly affected by the Covid-19 Pandemic (<https://lazismu.org>). Apart from Lazismu, in the NTB region there are also several non-profit organizations that are participating in helping the government in handling Covid-19. There is the Muhammadiyah Covid-19 Command Center (MCCC) NTB, where the MCCC was formed because of concerns from the Muhammadiyah central leadership regarding the spread of the Covid-19 virus which is increasingly violent and is seen as an extraordinary event that requires immediate handling. The task of the MCCC is to coordinate the implementation of programs and actions to handle Covid-19 spread across 32 regions of Indonesia (<https://covid19.muhammadiyah.id>).

Then there is the NTB DASI Amil Zakat Institution (LAZDASI), an official zakat institution in the West Nusa Tenggara region which started its role in 2002 as an institution that helps the government to overcome welfare and social problems in NTB. Currently,

LAZDASINTB has become an Islamic philanthropic organization or institution which has a program to collect the largest community funds in NTB and channel them to activities that help the community (<https://dasintb.org/tangan-kami>).

Then there is the NTB Rapid Response Action (ACT), which is a professional global non-profit organization that has noble goals with a focus in the humanitarian sector to assist in disaster management starting from mild disasters, emergencies to the post-disaster recovery phase. This organization wants to bring a noble civilization to mankind under the auspices of divine light (<https://act.id>).

Various efforts by non-profit organizations to overcome the current situation, one of which is carried out by a non-profit organization called "Indonesia Care". In its activities, this institution distributes basic food packages containing vegetables and basic daily food needs to residents whose economy has been affected by the Covid-19 pandemic, by hanging them on a number of fences in a housing complex in South Tangerang. Donations for this package came from donors who entrusted it to the "Indonesia Care" institution to be distributed to those who were entitled to receive it. This activity was inspired by the tradition of Askida Ekmek or hanging bread through a video broadcast by Diyanet TV and then went viral in Indonesia during the pandemic. This tradition has been handed down from the Ottoman Empire.

Based on the conditions above, this research aims to find out how big the role of non-profit organizations is in dealing with the Covid-19 Pandemic in West Nusa Tenggara Province: a study at MCCC NTB and LAZDASI NTB in order to see the impact of the Covid-19 pandemic on people's lives in NTB.

### Literature Review

Margono, et, al., (2020) concluded that 89% of Muhammadiyah residents in Magelang Regency had received information on preventing Covid-19 from MCCC, 59% showed understanding of the information provided, implemented health protocols with 92% hand washing habits, carried out exercise 88%, habit of using masks 93%, maintaining distance 98%, using hand sanitizer 86%, maintaining sneezing etiquette 96%, being able to manage stress 71%, and consuming nutritious food 76%.

Erowati, D., Prasetyo, K. B., Astuty, S., & Anggraeni, T. (2020) examines the Role of Women's Organizations in Strengthening Social Capital Against the Covid-19 Pandemic (Study on the Persit Kartika Chandra Kirana XXXIX Social Campaign Movement, Pati Regency, Java Middle). The results of this research show that Persit Kartika Chandra Kirana Branch XXXIX Pati, through various voluntary and non-profit activities, has shown itself as one of the drivers of growth and revitalization of social capital in society, especially through the networks they have structurally and non-structurally.

Nur Solikin & Syamsudin (2021) studied the role of LAZISNU Kediri City in empowering the community, especially in the new normal era. The results of the research show that LAZISNU Kediri City has made efforts to strengthen the economy (consumptive) in the form of providing food assistance, assistance with education costs, and starting in 2021, it will strengthen the productive economy through a rotating goat program.

Ramadhani, K., & Irfan, M. (2021) found that the Sejiwa Foundation was successful in carrying out its role as a social service institution in filling existing gaps by influencing policy through initiating and drafting the Child Safety Policy (KKA).

Mariana, M (2021) examines the role of the amil zakat institution (LAZ) DASINTB in improving the welfare of the social life of the people of Babakan Village, Sandubaya District,

Mataram City. The research results found that LAZDASI NTB is a zakat management institution that was completely formed by the community and confirmed by the government to carry out activities for collecting, distributing and utilizing zakat in accordance with religious provisions. The zakat amil institution or LAZDASI NTB uses the funds that have been collected to distribute aid to people in need who are included in the beneficiary category, through programs that have been distributed in Babakan Village, Sandubaya District, Mataram City. In carrying out zakat management tasks, there are several obstacles faced by the DASINTB zakat amil institution, including; fundraising employees who join in and out either for health reasons or to get a more decent job etc., lack of volunteers or members to carry out community response actions, as for external aspects and also obstacles faced in distribution.

Oktavia, Dea (2021) examines the role of Islamic financial institutions in dealing with socio-economic problems during the Covid-19 pandemic in Indonesia using a descriptive qualitative approach. The research results show that *Baitul Maal wat Tamwil* (BMT) is a community self-help movement in the economic sector with the aim of assisting the financial and capital needs of micro, small and medium enterprises. This bad credit phenomenon is caused by customers who have been laid off or affected by salary cuts, while customers who use financing products at BMT are MSME traders who have clearly been most seriously affected by the pandemic so that most customers have postponed paying their credit due to economic difficulties.

Iswandi H, (2021) examines the role of Islamic philanthropy institutions in overcoming the problem of poverty during the Covid-19 Pandemic. The research results show that Islamic Philanthropy Institutions, both BAZNAS and LAZIS, have a very important role in helping the government deal with the problem of poverty, especially when the pandemic hit Indonesia from the end of 2019 until now. 30

Achmad Insan Aljawwad (2022) concluded that public relations through the mass media participated in preventing and spreading Covid 19 in Indonesia, from the findings of print media and electronic media which were very effective in disseminating information to the public, of course with the findings of facts and expert staff. who are involved.

Lestanata, Y. (2022) conducted research related to community assistance in breaking the chain of corona virus spread through the Muhammadiyah Covid 19 Command Center (MCCC) West Nusa Tenggara Team in Mataram City. This research aims to examine disaster risk reduction efforts that have been carried out by the government, as well as examine the level of community preparedness based on three variables that can explain the dimensions/indicators and parameters of preparedness activities, namely knowledge, attitudes and actions (participation and readiness) as the community's response to threat of disaster. Indriati, et., al., (2021) found that from this research, people who participated in socialization and education webinars gave positive responses and took the initiative to try to implement waste sorting. With brochures, websites and social media, it is hoped that BSIS will be able to continue outreach or education activities about waste management in an effort to prevent disease during the Covid-19 pandemic independently.

## Research Method

This type of research is descriptive qualitative (Sugiyono, 2013). This study uses data collection through observation, interviews, literature and documentation (Moleong, 2017). The

analytical method used is data collection, condensation, data presentation, and drawing conclusions (Miles, Huberman & Saldana, 2014). This research focuses on non-profit organizations in NTB with the criteria for selecting study subjects being 2 (two) non-profit organizations. Therefore, to determine research informants, they were chosen deliberately based on considerations of research data needs. The research informants here are the management of the non-profit organization MCCC NTB with Yudi as secretary and LAZDASI NTB with Hindra Yuliarta as Program Director of Lazdasi NTB.

Tabel 1. List of Informant

No	Name	Position
1	Muslimin M.Pd	Director of MCCC NTB
2	Yudhi Lestanata	Secretary of MCCC NTB
3	Bayu	MCCC NTB Recipient
4	Tarsito	Director of LAZDASI NTB
5	Hindra Yuliarta	Program Director of LAZDASI NTB
6	Rizky	Recipient of LAZDASI NTB

## Result and Discussion

Based on the research results, the following roles are played by the non-profit organizations MCCC NTB and LAZDASI NTB in non-structural mitigation, namely:

### Role in Regulation Regulations

Non-structural physical changes are a type of non-structural disaster mitigation that functions to reduce disaster risk. The role in regulatory regulation in question is "Limiting the risk of danger through existing legal regulations (Coppola, 2006). This activity is aimed at creating regulations to prevent Covid 19 in collaboration with government agencies. Based on the findings in the field, there has not been a significant role for MCCC NTB and LAZDASI NTB in this field.

### Role in Community Awareness and Education

Non-structural physical changes are a type of non-structural disaster mitigation that functions to reduce disaster risk. In carrying out its role through public awareness and education, this is similar to what Coppola (2006) stated that the public can protect themselves from exposure to danger if they have previously been informed about the dangers that may occur and trained on how to reduce and deal with these possible dangers. In this case, MCCC NTB and LAZDASI NTB are making efforts to reduce disaster risk/disaster mitigation, one of which is by providing education in the form of public services in the form of information related to disaster mitigation that can be accessed and carried out by the community independently. In this case, MCCC NTB and LAZDASI NTB provide educational services to the public to provide information regarding the dangers of the Covid 19 virus for human health, both online and offline services, so that people can carry out prevention independently. However, the MCCC NTB and LAZDASI NTB education programs have not carried out significant activities in this field.

### Role in Non-Structural physical changes

Non-structural physical changes are a type of non-structural disaster mitigation that functions to reduce disaster risk. Based on the findings in the field, there has not been a significant role for MCCC NTB and LAZDASI NTB in this field.

### **Role in environmental control**

Non-structural physical changes are a type of non-structural disaster mitigation that functions to reduce disaster risk.

Based on the findings in the field, we have not found a significant role for MCCC NTB and LAZDASI NTB in the following fields:

### **Role in habit change**

Non-structural physical changes are a type of non-structural disaster mitigation that functions to reduce disaster risk. In carrying out their roles, MCCC NTB and LAZDASI NTB carry out activities to provide advice on hand washing or portable sinks in the community, then also educate the public and help the community in keeping their environment clean and healthy so that they are not easily infected with the Covid 19 virus.

From this it can be seen that MCCC NTB and LAZDASI NTB do not immediately carry out activities to help the NTB community because they have to monitor and coordinate with the Government regarding the assistance needed by the community, and also have to pay close attention to the equipment used by members of MCCC NTB and LAZDASI NTB while carrying out activities in the field so that you are not exposed to the Covid 19 virus. According to government regulation Number 21 of 2008, concerning the implementation of disaster management, "mitigation is a series of efforts to reduce disaster risks, both through physical development and awareness and increasing capacity to face the threat of disasters." And the implementation carried out by MCCC NTB and LAZDASI NTB in carrying out activities to help the people of NTB is in accordance with the regulations of Law no. 24 of 2007 concerning Disaster Management.

### **Discussion of Findings**

The findings from this research are that the role of the non-profit organizations MCCC NTB and LAZDASI NTB in dealing with Covid-19 in the province of West Nusa Tenggara is that the two organizations conducted a search for information about Covid-19, then collaborated with government institutions related to handling Covid-19, then the program working on Covid-19, both of them are also involved in the fields of health, social and economic matters. Apart from that, both of them also did not create work programs in the education sector for the impact of Covid-19.

In research conducted by Margono, Robiul Fitri Masithoh, Priyo, in 2020 entitled *Preparedness Prevention of Covid-19 Muhammadiyah Residents in Magelang, Indonesia*. Found that the strategy for handling Covid-19 carried out by MCCC Magelang is as follows; 1) establishing collaboration with health services, 2) educating the public regarding the Covid-19 virus because many people still do not understand about anticipating the spread of the Covid-19 virus, 3) carrying out disinfection in public services, Muhammadiyah charities and places of worship in Magelang Regency. 4) Providing mask assistance to the community in Magelang district.

The findings of this research are similar to this research, but there are differences in the strategies carried out by MCCC NTB and LAZDASI NTB, namely; 1) Hospital services, 2) Muhammadiyah clinics, 3) distributing hand sanitizer and PPE (Personal Protective Equipment), 4) providing hand washing facilities in the community, 5) Providing basic food assistance.

Research conducted by Lestanata, Y. In 2022 regarding Community Assistance in Breaking the Chain of Spread of the Corona Virus Through the Muhammadiyah Covid 19 Command Center (MCCC) West Nusa Tenggara Team in Mataram City. Found that the strategy for handling Covid-19 carried out by MCCC NTB in the city of Mataram as follows; 1) conducting mobile education to the community, namely disseminating information about Covid-19, providing an overview/explanation to the public about maintaining a clean and healthy lifestyle, heeding the Covid-19 protocol with a gradual mobile health process.

There are similarities in the strategies for handling Covid-19 by MCCC NTB and LAZDASI NTB with the research conducted by the author, however there are differences, namely; 1) Hospital services, 2) Muhammadiyah clinics, 3) distributing masks, hand sanitizer and PPE (Personal Protective Equipment) to the community, 4) providing hand washing facilities in the community, 5) Spraying disinfectant in the community, 6) Providing basic food assistance.

Research conducted by Erowati, D., Prasetyo, K. B., Astuty, S., & Anggraeni, T. (2020) on the Role of Women's Organizations in Strengthening Social Capital Against the Covid-19 Pandemic (Study on the Persit Kartika Chandra Kirana XXXIX Social Campaign Movement Pati Regency, Central Java). It was discovered that the strategy for handling Covid-19 carried out by the Persit Kartika Chandra Kirana XXXIX Social Campaign Movement, Pati Regency, Central Java, was through various voluntary and non-profit activities which have shown themselves to be one of the drivers of growth and revitalization of social capital in society, especially through networks that they have structural and non-structural characteristics.

The findings of this research are similar to this research, but there are differences in the strategies carried out by MCCC NTB and LAZDASI NTB, namely; 1) Hospital services, 2) Muhammadiyah clinics, 3) distributing hand sanitizer and PPE (Personal Protective Equipment), 4) providing hand washing facilities in the community, 5) Providing basic food assistance.

In research by Nur Solikin, Syamsudin (2021) The Role of LAZISNU Kediri City in Strengthening the Citizens Economy after the Covid 19 Pandemic. Found that the strategy for handling Covid-19 carried out by LAZISNU Kediri City is as follows; 1) activities to provide food assistance, 2) Assistance with education costs, and 3) Starting in 2021, the productive economy will be strengthened through the rotating goat program.

Furthermore, there are similarities in the strategies for handling Covid-19 by MCCC NTB and LAZDASI NTB with the research conducted by the author, however there are differences, namely; First, there are Muhammadiyah hospital and clinic services. Second, there is distribution of masks, hand sanitizer and PPE (Personal Protective Equipment) to the public. Third, there is the provision of online and offline education (Posters). Fourth, there are hand washing facilities in the community. Fifth, spray disinfectant in the community environment. Sixth, there is a Covid-19 ambulance service. Seventh, there is a portable sink.

Furthermore, the findings of research conducted by Ramadhani, K., & Irfan, M. (2021) are similar to this research, but there are differences in the strategies carried out by MCCC NTB and LAZDASI NTB, namely; 1) Hospital services, 2) Muhammadiyah clinics, 3) distributing hand sanitizer and Personal Protective Equipment.

## Conclusion

This chapter consists of explanation of the findings of the research questions. And, if any, the explanations of other findings, as well as real and feasible recommendations for practitioner and regulator, and for further research based on the limitation of this study. The results of this research found that the role of non-profit organizations in overcoming the Covid-19 pandemic in West Nusa Tenggara Province is as follows: 1) Muhammadiyah Hospital and Clinic services, 2) distributing masks, 3) distributing hand sanitizer, 4) distributing PPE (protective equipment Self), 5) Providing hand washing facilities in the community, 6) Providing online education facilities, 7) Distributing educational posters, 8) Spraying disinfectant, 9) Providing basic food assistance. The roles played by LAZDASI NTB in preventing Covid-19 are: 1) Free mask assistance, 2) Hand sanitizer assistance, 2) Covid-19 ambulance service, 4) Disinfectant spraying, 5) Portable wash basins, 6) Education on implementation of health protocols, 7) Affected food packages, 8) independent party. Based on this, the strategy for handling Covid-19 is in accordance with the guidelines created by the government.

For future researchers, it can be a lesson and support research related to the role of non-profit organizations in overcoming the Covid-19 Pandemic, both post-pandemic conditions and many other things related to the economy and health during the period before and after the pandemic. It is hoped that MCCC NTB and LAZDASI NTB will be able to work better in the future in dealing with situations such as the Covid-19 virus so that they can help the government in reducing the number of people affected by the pandemic.

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