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COVID-19 PANDEMIC: EVALUATING PUBLIC DISCOURSE ON THE EFFECTIVE ADMINISTRATIVE AND LEGAL MEASURES TAKEN IN AZAD JAMMU AND KASHMIR

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Abstract

The global health crisis, 21st century's technological jammer, Covid-19 pandemic was reported first week of January in Wuhan Province of China which killed thousands of citizens in days and soon after went up infecting and killing thousands of people in each of the other regions of the globe comprising Iran, Italy, Spain, USA, Denmark, Germany, UK, India and Pakistan etc. which was reported by international media on regular basis. It also created fear and embarrassment in the region of Azad Jammu and Kashmir, the area of 4.2 million people adjoining its opened borders with Pakistan. Keeping in view, the flooded devastation in the world, Azad Jammu and Kashmir administration imposed complete lockdown and took

various protective measures including closing the educational institutions and entry points with Pakistan due to which number of infected people and corona deaths remained very few which is a surprising fact in the scenario when the entire world is facing the second wave of this pandemic. Thus, this phenomenon has attracted the attention of the research institutions and research scientists of the world to probe into this phenomenon that how AJK administration emerged as successful administration to protect the lives of the millions of the people in its territory. That is why, the current study has been conducted which endeavours to find the type of protective measures and administrative strategies which stopped this contagion. In this respect, using social media, particularly, WhatsApp, 622 questionnaires were distributed and received 541 completely filled up responses back but only 500 questionnaire of the state of AJ&K were selected for analysis. This data was analysed by using statistical and thematic analysis. To substantiate this study, brief interviews of 100 highly educated individuals from education department, medical department, and local administration were organized and due to almost similar responses, only 20 recorded interviews were selected for this study by using simple random sampling technique. This obtained data was analysed through thematic analysis. The study finds that administrative measures in the first two months (March and April 2020) remained successful, middle part of the pandemic duration comprised of next two months (May and June 2020) experienced loose administrative measures, whereas the last two months (July and August 2020) revealed effective administrative measures to control covid-19 pandemic.

Context of Covid-19 Pandemic

31st December in Republic of China, the last day of the year 2019, witnessed outburst of Covid-19 pandemic at the time when Wuhan health commission in the Hubei reported the National Health Commission, WHO and China CDC of a collection of 27 cases of pneumonia of unidentified aetiology (Zhang et al 2020). Assemblage of indications like, fever, dyspnoea, dry cough, and radiological findings were observed in these patients which designated two-sided lung slick opacity. Moreover, it was outlined by the office of public health office that 27 cases of corona epidemic in Huanan Seafood Wholesale Market had been identified. Live species of various animals are traded in this market such as bats, snakes, pangolins, and badgers (Zhang et al 2020). Numerous intrinsic variables instigated immediate preliminary transmission traces that brought Wuhan province the flashpoint of the contagion. The significance of the state of affairs reflects in its inhabitants which in the year 2018, recognised 11.08 million, which revealed that Wuhan province was among the top five most populated cities in Republic of China (Banks & Xu X et al, 2020). Its enormous population majority and immediacy of the marketplace that was vending live animal species turned it into the epicentre for the human-animal interface. Further, due to the reason of dearth of comprehension to specifically categorise the relic of acquaintance in the major patient cases supported to the precipitative rate of spread of the pandemic. It eventually triggered World Health Organization (WHO) proclaiming the existing pathological pneumonia as a rampant epidemic on 30th January 2020. Consequently, due to the transnational logarithmic expansion of the cases, the (COVID-19) was acknowledged as an epidemic on 11th March 2020. Later on it spread at massive level and the other countries, especially developed countries of the world fell rapidly under the rubble of this disease and soon after that, the entire world except very few nations, experienced complete lockdown. However, up till now, millions of precious lives have been engulfed by this unseen and incurable ghost of 21st century.

Introduction

Covid-19 Pandemic affected the public at large in the world and millions of people were infected while thousands of people lost their precious lives. An adequate number of people

recovered as well. Nevertheless, those who did not come in direct target of corona virus have confronted several hitches like lockdown and loss of jobs. Since February 2020 to 31st May 2020, 31 May 2020, the number of confirmed cases of corona were recorded 6,218,927 including 372,344 deaths (WHO 2020a). However, some countries remained successful in containment of this pandemic, for example China (Liu et al, 2020). In this respect, Strengths (S), weaknesses (W), opportunities (O), and threats (T) (SWOT) analysis method identified a premeditated foundation and evaluated a related and virtual approach to avert and control the corona pandemic (Wang and Wang 2020). Moreover, according to Zhang et al (2020), with the help of evidence-based strategic emergency control measures, especially in the epidemic zones and the assimilation of required means from manifold systems, comprising business, public, technological equipment, instruction, and transportation received remarkable results in reducing Covid-19 pandemic. World health organization WHO (2020b) issued a list of guidelines for the world governments regarding lifting lockdown containing six criteria preferably focusing on infection transmission control, isolation, reducing risk from hot spot areas, adopting protective measures in educational institutions and other essential places, management of new cases, and educating and guiding communities. But these six points might not be guarantee for re-emergence of covid-19 infections, particularly if lockdown is lifted. In this respect, other bodies, like, public healthcare systems and distinctive legislative edifices concentrated on existing preparedness and certain other significant capacities to respond to pandemic-19 infections (Oppenheim et al 2020). Instead of using highly centralized approach, an integration of decentralized approaches needs to be used to bring down the covid-19 devastation (Carinci, 2020). The efforts continued and even logistic trials connected with healthcare provisions and activating medical services and speedy creation of new medical amenities interceded momentously to prevent corona affected individuals by providing safety to the frontline healthcare workers and reducing the deaths (Ji et al, 2020). Different models of effective management and disaster risk reduction frameworks have been used in different territories of the world and still numerous other models are suggested to be used to tackle covid-19. In this respect, Sendai framework for disaster risk reduction 2015-2030 has also been suggested as it recognizes the health at the center of disaster risk management (DRM) at the global policy level (Wright et al, 2020). It is worth mentioning that Sendai Framework has specified the augmentation to the health-emergency disaster risk management (Health-EDRM) framework that is an umbrella term used by WHO (2019). Health-EDRM thus refers to the "systematic analysis and management of health risks, posed by emergencies and disasters, through a combination of preventing the risks, preparedness, response and recovery measures (Djalante et al., 2020). The entire world almost observed complete lockdown which could be successful in developed countries but it affected poor countries especially the Asian countries because poor communities always lack food and nutrition because of injustice and corruption (Hussain, 2020). Moreover, public lacks trust on administrative decisions, policies and their implementation of covid-19 emergency response like, lockdown on their livelihood (Shammi & Bodrud-Doza, 2020). However, Pakistan introduced the concept of smart lockdown and implemented it as well which not only protected the people from the epidemic, it also exerted relatively less effect on the low wagers as well. In this concern, electronic media, print media and even social media was used to disseminate instructive and informative textual material to create awareness in the society as a result of which, Pakistani administered region known as Azad Jammu and Kashmir completely remained un-affected by corona virus (except very few cases of those who travelled from abroad) which creates a gap for the current research study to investigate those administrative measures which can be adopted by the other regions of the world.

Research Objective

- To investigate the extent to which the administrative and legal measures have been undertaken by the AJK Government for curbing the spread of Covid-19.

- To evaluate satisfaction/dissatisfaction of public discourse on the effectiveness of AJK government's administrative and legal measures for curbing the spread of Covid-19 pandemic.

Research Question

- What are the administrative measures undertaken by the AJK Government for curbing the spread of Covid-19?

- How does the public feel about the administrative measures undertaken by the AJK Government for curbing the spread of Covid-19?

Research Methodology

The present study employs a mix-method approach which evaluates the data collected from 500 educated individuals of Azad Jammu and Kashmir through close-ended questionnaire, as well as the data obtained from 100 people in the form of brief social media survey by using interview method for this purpose. In this respect, the quantitative data was collected by distributing 622 questionnaire to the people sanctioned from personal WhatsApp contact lists. The questionnaires were distributed among the selected sample with request to provide required information regarding certain administrative measures taken by the Azad Jammu and Kashmir administration. 541 individuals responded through WhatsApp by sending filled up questionnaires back to the researchers out of which only 500 questionnaires were selected as analysable data through simple random sampling technique to avoid subjectivity. This form of data has been analysed by using statistical tools. On the other hand, to validate the quantitative form of data, the researchers interviewed 100 well-educated people from academic institutions, medical department and local administration, but only 20 recorded interviews were finally selected for analysis because of, more or less similarity of responses was found. This data was collected by using brief interview as a tool of data collection in qualitative form in Urdu language. This was recorded on the spot, later on transcribed and translated into English from Urdu language. The data has been analysed through thematic analytical strategy which envisages that administrative measures such as timely decision on closing certain gathering locations, stopping existing ceremonies, banning holy places, creating awareness of social distancing, using masks and sanitizers, and limiting the public to their doorsteps which shapes certain other rudimentary administrative elements including deputation of law enforcement agencies on entry points to the state of Azad Jammu and Kashmir and ensuring their duties on certain other important locations as well.

Quantitative Data Analysis

Table No. 1 Which source first informed you about Corona?

TV	Newspaper	Facebook	Whattsup	Other people
25	39	193	76	167

Table No. 1 indicates that Facebook is the most frequent source of information about corona. Similarly, WhatsApp is another important source of information which stands the next frequent source whereas least number of respondents obtained corona information from

television channels. However, it is most significant fact that highest number of respondents got corona information from the other people which means that in our social circumstances, the people disseminate any important information obtained from social media to others due to proximal social relations. It means that social media is the prime source of information and in case of any pandemic, the information should be posted to social media to create awareness in the society.

Table No. 2 Which news made you most conscious about Crona?

Deaths in China	Deaths in Iran	Deaths in Italy	Deaths in any other foreign country	Deaths in Pakistan
23	75	78	47	277

Table No. 02 shows that the individuals became more conscious about pandemic of the current twenty first century when they witnessed life devastation in their own homeland. The reason of this consciousness lies in human psyche in which they are fearful in case of rapidly approaching danger towards them. They normally do not care of a danger when it is at a distance to them which shows that observing others in danger does not make people conscious because of the fact they think that they are safe. As it is a known fact that corona pandemic first time started in Wuhan province of China, soon after it was observed in Iran and at once it was being reported in Italy. These countries faced massive devastation of human life. However, it made people of Azad Kashmir conscious when they felt this danger coming to their own doorsteps.

Table No. 3 Which precautionary measure did you take very first time?

Avoided hand-shake	Used mask	Stayed at home	Avoided going to mosque	Any other
16	102	274	98	10

Table No. 03 reveals management role of Azad Kashmir government and its different departments as well as the role of social media and electronic media. Highest number of respondents told that they stayed at home which is very difficult for the people of Azad Kashmir who never had experienced such type of lockdown when they were not allowed to come out of their homes. Similarly, they had never thought of any restraint to go to mosques for their religious obligation because these people are very sensitive and touchy about their religious duties. This type of law observance is an indication of very positive role of Azad Kashmir management. However, avoiding hand-shake and use of mask are purely awareness related matters which highlight the role of social and electronic media.

Table No. 4 Who among you, had to stay at home first?

Student	Teacher	Businessman	Daily wager	Any other
404	38	09	40	9

Table No. 04 indicates management role particularly about decision making regarding the administrative matters and we see that first of all, the places of highest gathering which are schools were closed first. The students and teachers were sent to home and greater mobility was stopped. In later stages, business-people and daily wagers were restrained at home and the whole population had observed strict lockdown. Therefore, administrative role seems very positive. This is a fact that in first three months, only 42 corona positive case were

reported in Azad Kashmir and only 08 deaths were reported by command and control system of Pakistan which is comparatively very low rate of corona deaths and corona affected people in Azad Kashmir.

Table No. 5 Which social gathering were you restricted to participate in?

Marriages	Urses	Funeral prayer	Concert	Any other
393	10	56	0.00	41

Azad Jammu and Kashmir is culturally very rich state where number of urses in the shrines are celebrated but this was not the time of urses because they start in month of April and go on to the next months till August every year. This is a purely religious area where concerts are never organized. However, the people of Azad Kashmir organize marriages at greater level between the month of March and May but the responses about the restrictions and ban on marriages show very positive administrative role in the area. Moreover, the people gather at funeral prayers on the deaths of the people but their observance of least participation in such religious occasion is an optimistic expression of the role of administration in Azad Kashmir.

Table No. 6 Lock-down in your city is properly managed?

Strongly disagree	Disagree	No idea	Agree	Strongly agree
10	13	25	140	312

Table No. 06 shows that lockdown was properly managed in Azad Kashmir. In this respect, 312 people strongly agreed and 140 people agreed on proper management of lockdown which together makes 452 respondents who expressed their opinion in favour of proper lockdown in their respective areas. Only 48 respondents expressed their opinions which is an indication of strong management measures to save the lives of the people of the state. They respected the government administrative steps due to which least number of corona deaths and corona affected people were reported by command and control system of Pakistan.

Data Analysis

Administrative decisions are implemented according to the local social set up of the people of a geographical area, their living styles, their religious affiliations and their habitual response to the governmental measures. Unlike the developed countries, the people of developing areas like Pakistan and its neighbouring state Azad Jammuu and Kashmir are highly religion lovers and never had experienced a lockdown situation like the present one. To control and administer such type of population is always a challenging task which was accepted and approved by Azad Kashmir administration and implemented successfully which reflects in the death ratio due to corona virus. Keeping in view the matter, qualitative data in the form of interviews obtained from 20 respondents of good academic, political and religious background has been analysed through thematic analysis. In this respect, the questions posed to the selected respondents were based on 07 thematic grounds including role of Azad Kashmir administration in closing the educational institutions, closing mosques and shrines, Role in Closing Cities and Bazars, role in banning marriage ceremonies, role in interdiction of transport, role in proscription of shopping malls, hotels and plazas, role in forbidding outdoor medical check-up, role in observing masks, and measures taken on entry points.

Role of AJK's Government in Taking Administrative Steps

Interviewer: What do you think about the role of Azad Jammu and Kashmir government in protecting the state from corona virus?

Int. 1:   Its role is **very good**. They took **every possible step** to reduce the **deadly effects** of corona. For example, the government instructed district administration to ban **marriage ceremonies**, closing **shopping malls**, streets and **plazas**.

The response of the interviewee indicates three important dimensions regarding the role of Azad Jammu and Kashmir government in protecting the state from corona virus. Firstly, it has been expressed through two linguistic items including the use of two adjectives 'very' and 'good' which explicates the satisfaction of the respondent regarding the matter. Secondly, adjective phrase 'every possible step' shows the proper step taking motive of the administration regarding current corona pandemic. Thirdly, another adjective phrase 'deadly effects of corona' strengthens the view of the respondent about the effects of corona which have been stated as deadly one. Example given by respondent indicates that the government took appropriate steps to stop gatherings from the social places like marriage ceremonies which are very common in March to May in Pakistan. Moreover, the people gather in shopping malls, streets and plazas which were banned by the government and it was timely step to avoid this deadly virus spreading in people of the state of Azad Jammu and Kashmir.

Interviewer: What is your opinion about the role of Azad Jammu and Kashmir government in protecting the state from corona virus?

Int. 2   Ok, well, as your question is about the role of AJK administration **to cope with corona pandemic**, personally I think, in the **beginning** it was **timely** and **most of the required steps** were taken by it but **unfortunately,** in the **later stage** of the corona pandemic, **soft lock down triggered up** the silent snake which started hissing and poisoning the state citizens with its lethal fangs. I am pleased to tell you that AJK government **ensured** social distancing, use of mask and availability of sanitizers on entry points, hospitals and banks.

The response of interviewee highlights the efforts of AJK administration in two temporal phases. First one is in the beginning of the pandemic and second one is the later stage of the pandemic. As it is concerned with beginning stage of covid-19, it is explicated with the help of time adverb 'timely' which means that the steps taken in the beginning were not delayed because a good administration always takes timely decisions. However, the second stage is about the decision implementation and continuity which indicates change in administrative decision which resulted the lethal effects by activating the spread of corona virus. This is important to state that metaphoric and rhetoric language has been used to throw the light on the deadly effects of corona which shows weak administrative measures taken by AJK administration. The response of the interviewer highlights the assurance of certain safety measures with the help of verb phrase, 'ensured' adding up precautionary measures taken by AJK government. It also shows that hospitals and banks were opened for public but social distancing, use of mask and sanitizers were available which helped protecting the precious lives of the people of the state from covid-19 pandemic of first quarter of 21st century.

Interviewer: Azad Jammu and Kashmir government took bold steps in protecting the state citizens from corona virus. What would you say about its role?

Int. 3:   Comparing AJK administration to Pakistan and rest of the countries affected by corona at massive level, I have **no doubt** on the efforts of AJK **administration to control the pandemic** from the state but I think it **should have been continued up till now.**

Like respondent 2, the response of this interviewee also brings the same sense to light which negates any reservation by stating that 'I have no doubt' on the administration regarding the control of corona pandemic in the state of Azad Jammu and Kashmir. With respect to the effective continuous control on pandemic, very important paradoxical verb phrase has been used by the respondent 'should have been continued up till now' which implicates that discontinuity of the efforts of AJK administration can never be substantial. Although, this response does not mention the increase or decrease in the intensity of corona virus, but it is understood fact that loose control may bring sudden or dramatic increase in the effects of the independent variable on the concerned matter.

Role in Taking Proper Steps including Interdiction of Transport

Interviewer: What effective steps, do you think were taken by AJK government to protect its people from corona virus including interdiction of transport, and how?

Int. 1:   They **banned** every type of movement through the entry points of Kotli from Holar, Mirpur entry point and Muzaffarabad from Kohala. You know that Pakistan is neighbouring country of Azad Kashmir state and all the transportation of Kashmir is with Pakistan. So, they managed it successfully by **close coordination** with concerned authorities of Pakistan. They closed all educational institutions, market shops, transport, and outdoor patients checking from hospitals.

The text indicates the good control of Azad Jammu and Kashmir administration on movement of the public because corona blew out all over the world due to the meeting of the people in gathering places. Therefore, verb phrase, 'banned every type of movement' exhibits strong measures taken by the concerned authorities. Moreover, adjective phrase, 'close coordination' points to the positive step taken by AJK administration that they initiated coordination with Pakistani authorities to cope with the current pandemic. Similarly, educational institutions, market shops, transport, and outdoor patients checking from hospitals were also closed which is another good and positive effort to control corona virus from the state.

Interviewer: What is your opinion regarding effective steps taken by AJK government to protect its people from corona virus including interdiction of transport, and how?

Int. 2:   Ok, I think AJK government took **basic important steps** in the beginning and **implemented** them to the gross root level with the help of all the concerned institutions and departments. Transport of **every kind** was **totally** banned.

This is crucial administrative quality to chain up all the desired activities in a proper way. So, as we see the response of this interviewee, we come to know that AJK administration initiated control activities and joined them together in an organized manner. In this respect, adjective phrase, 'basic important steps' and the lexical item, 'implemented' show that effective control measures were by taken the concerned AJK top authority. Moreover, its connection with infinitive phrase, 'to the gross root level throws more effective light on the good administrative decisions. The use of prepositional phrase, 'with the help of' points out

towards the coordinative efforts of AJK administration. In the same way, in the adjective phrase, 'all the concerned institutions and departments' the use of distributive adjective, 'all' indicates effective implementation of top-down administrative measures in a highly organized way. Similarly, the linguistic expression of the respondent with respect to interdiction of transport is very significant as distributive adjective phrase, 'every kind of' along with the lexical item, 'totally' has been used which indicate the right and strong decision of the government of Azad Jammu and Kashmir towards the safety of public against corona virus.

Interviewer: To what extent do you agree/disagree regarding effective steps taken by AJK government to protect its people from corona virus including interdiction of transport, and how?

Int. 3: 100 percent **I agree** with the steps taken by AJK administration, **but** it faced **lack of cooperation from the public** in the beginning of lockdown days. As it is concerned with the matter of stopping the transport, (hmmm) I think the government made the roads secluded and transport-less.

The response is contradictory because the steps taken by AJK administration were highly satisfactory but they become fruitful only when there is a positive response from the other side. Personal pronoun, 'I' and the verb, 'agree' are satisfactory if we see them with '100 percent. However, the use of coordinating conjunction, 'but' tells another story which states, 'lack of cooperation. The question arise that who did not cooperate with administration which answers with prepositional phrase, 'from the public'. However, it is not disappointing statement if we evaluate it with another prepositional phrase, 'in the beginning of lockdown days'. In other words, managing the control on public in the start of the lockdown days had lack of public cooperation which on the later stage of the lockdown improved. Moreover, the personal consideration of the respondent creates true picture of roads without transport which reflects effective administrative measures by the government of Azad Jammu and Kashmir on public movement to avoid gathering through the complete interdiction of transport.

Role in Closing Mosques and Shrines

The entire Asian region generally, and Islamic Democratic Pakistan, particularly where Azad Kashmir is a disputed area seeking implementation of UN resolutions to use their right of plebiscite to join Pakistan, is such a region which is traditionally rooted in religious values of saying prayers in mosques and respecting shrines. Therefore, massive gatherings are always present in these places and the people are so much affiliated with these places that if somebody attempts to stop them visiting there, they would be ready to sacrifice everything but would never compromise on their commitment with mosques and shrines. However, it is Azad Kashmir administration which successfully handled this sentiment in a very positive way which helped law enforcement agencies to reduce and prevent public from great human loss.

Interviewer: When were the mosques and other such religious centres closed?

Int. 1:   **Not in the very beginning** but later on, **after** the sermons of religious intellectuals of Pakistan and Azad Kashmir.

Effective management requires taking proper steps at the proper time, any delay could result in substantial loss and disappointment. As the question was about the time of closing shrines and mosques, the respondent clarifies the time of this act. It is important to focus on the first

word 'not' which negates and the prepositional phrase, 'in the beginning' which strengthens the point of the interviewee that this action was not taken immediately when the corona virus and its devastation was identified. If it had been done in a hurry, it mighty have failed by facing retaliation from the masses. The word 'after' is very significant when it is attached with the connected noun phrase, 'the sermons of religious scholars' as it is known that religious sections of the society in Pakistan give considerable merit to guidance from religious scholars (ulema). Therefore, AJK administration successfully managed to prevent possible unrest in the region by taking assistance and collaborating with religious scholars and leaders.

Interviewer: How was the government of AJK successful in closing mosques and shrines?

Int. 2: **Gradually,** they took **proper steps** which made them successful to implement their policies.

The response of interviewee begins with use of adverb 'gradually' which determines the management of closing mosques and shrines during covid-19. Secondly, adjective phrase, 'proper steps' indicate the successful strategy of the government of Azad Jammu and Kashmir which led them to control corona spread in the country. This is the reason due to which unlike other developed countries of the world, Azad Kashmir is the unique area which remained protected against the pandemic of twenty first century. Moreover, the word, 'successful' and 'implement their policies' show positive and encouraging intention of the respondent regarding the management of Azad Kashmir government.

Interviewer: Which specific technique was used by the government to handle gatherings from mosques and shrines?

Int. 3: As you know that (hmmm), it is very **difficult to handle religious faction** stopping them to visit mosques and shrines. But the credit goes to AJK government which got the **help of religious scholars (ulema) getting the issuance of decrees for not moving** to other places in case of any pandemic situation.

The adjective phrase, 'very difficult to handle' along with another adjective phrase, 'religious faction' is significantly used to throw light on the religious power of the people of this particular religion. Moreover, it is evident that if mishandled, it could never be brought under control and corona virus would be open to attack and create devastation. But verb phrase, 'got the help of religious scholars (ulema)' together with another verb phrase used, 'getting the issuance of decrees' is very significant when it is viewed in connection to the adjacent prepositional phrase, for not moving' which makes the whole picture clear by stating that the government did this with the help of decrees of the religious scholars (ulema) which was an appropriate and sensible decision to get the cooperation of the religious faction of society.

Role in Closing Cities and Bazars, & Measures taken on Entry Points

The chances of spread of epidemic is very common to understand that it is highly possible location if not controlled by the administration. AJK government with an executive order banned the cities and bazars and ensured limited travelling of general public in cities by taking strong administrative measures on entry points.

Interviewer: What would you tell about the lockdown in cities and measures taken on
            entry points?

Int. 1: It was **very good control** in cities. The government closed the cities by **deploying police** at **every entry point** to cities**.**

In order to comprehend the role of administration with respect to closing the cities and bazars and about the measures taken on entry points, the question was asked from the respondent to know his opinion. In this respect, the respondent's linguistic expression indicates his satisfaction towards AJK administration to implement lockdown in cities and bazars because he used the words, 'very good control' along with inclusion of prepositional phrase, 'in cities'. Moreover, closing the cities has been substantiated with the help of prepositional phrase, 'by deploying police'. Similarly, prepositional phrase, 'at every entry point' is very significant as it shows the high level of commitment of the government to deploy police not on some or few of the entry points but on 'every entry point' which highlights good administrative skills and capabilities of the government to cope with covid-19 from the country.

Interviewer: To what extent do you agree about the effective lockdown in cities?

Int. 2: I am **not** very much **convinced** about the **proper lockdown** in cities **in the very beginning** but **after some days, the situation was in control** of the government**.**

This respondent has different view to the others and he is using the word, 'not' together with, 'convinced' in the same sentence. Moreover, he uses the adjective phrase, 'proper lockdown' which in his view may have a higher standard lockdown, means which should have been very strict one. This view gets empowered with the use of prepositional phrase, 'in the very beginning'. This linguistic expression highlights the opinion that the government had taken the steps of locking down the country a bit later than usual which affected the region at a very small scale. However, the expression of the respondent after the use of conjunction, 'but' indicates about the controlled situation regarding lockdown and its ultimate effect on controlling covid-19 from the state of Azad Jammu and Kashmir.

Interviewer: What would you like to say about lockdown in cities?

Int. 3: **I am** satisfied because what we see today is due to **effective administration** of cities, **especially district administration** should be appreciated to have control on corona.

The respondent begins with first person pronoun, singular number along with the verb, 'satisfied' which shows complete satisfaction of the respondent on lockdown implementation in the cities of Azad Jammu and Kashmir to control covid-19 and protect lives of the people by taking the measures on entry points to cities. This respondent, unlike others, gives credit to district administration for implementation of lock down in the cities and restricting the people on entry points to visit aimlessly to the cities to avoid the spread of corona virus. Moreover, the use of modal auxiliary verb, 'should be' along with the use of verb, 'appreciated' is highly positive with respect to the district administration's endeavours to maintain check and balance on entry points and to restrict the people entering the cities for a greater cause.

Conclusion

The study concludes that in the beginning of covid-19 pandemic, Azad Jammu and Kashmir government took certain administrative steps immediately, some others were taken late and even various other steps were taken gradually. Fortunately, corona virus could not spread in this region as compared to the other regions of Asian countries and even of European countries that is an indication of successful administrative steps of the government of AJ&K. In this respect, the role of social media is significant as majority of the selected Kashmiri

public got awareness of corona virus not from the efforts of the government only but of social media including WhatsApp, Facebook and television. Strict lockdown played significant role in the beginning and later on, smart lockdown also contributed very positively in running the particular routine matters. March and April 2020 is the start of the epidemic which remained successful. Similarly, last phase of the covid-19 covers July and August 2020 which was also successful regarding the protection of precious public lives which has been found highlighted linguistically in the discourses of the respondents. In this respect, the study found the use of adjectives to the greater extent in the linguistic expressions of the respondents. However, according to the present study, the middle phase of the pandemic which is based upon May and June 2020, the State of Azad Jammu and Kashmir witnessed various casualties which indicate the weak administrative measures in the middle of the epidemic. Therefore, it is suggested that pandemic should never be overlooked at any stage till it gets rooted out of the globe.

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