

An Analysis of Compliance Level of Health Protocol Implementation at the Population Control and Family Agency in Central Sulawesi During the Covid-19 Pandemic

Adriana Saehana^{1(*)}, Sudirman², Abdul Kadri³

^{1,2,3}Faculty of Public Health, University of Muhammadiyah Palu, Indonesia

*Corresponding Author, Email: Saehanaadriana93@gmail.com

ABSTRACT

The purpose of the research is to determine the level of employees' compliance with the implementation of health protocols at the Population Control and Family Planning Agency (P2KB) of Central Sulawesi during the COVID-19 Pandemic. This is qualitative research with the triangulation technique, which allows researchers to understand the role of each individual, policy, the authority of each personnel, obstacles faced by employees in carrying out their duties, and motivations that support the implementation of health protocols. The number of informants is four people using observation to determine compliance in the application of health protocols. The result indicates that knowledge of health protocols is very good. The employees have very high motivation in implementing health protocols and perceptions of serious threats if not implementing health protocols. It is expected that the institutions maximize the implementation of health protocol rules, provide sanctions for those who violate health protocols in carrying out daily work during the covid-19 Pandemic, and it is hoped that further research will be carried out with new variables so that research on the implementation of health protocols is expected. Can develop more.

Keywords – Compliance; Health Protocol; Covid-19

INTRODUCTION

Coronavirus Disease(Covid-19) is an unbearable infection caused by Covid which was only discovered in 2019 and turned into a pandemic that is happening in countries all over the planet (1). The handling and prevention of this pandemic case have been carried out differently, both worldwide and broadly or in provinces. The procedures that have been carried out so far for handling COVID-19 are, through 4 (four) strategies, namely the movement to wear a mask, positive confirmed contacts (following), which are handled by using a fast test or quick test, training, and setting up autonomous separation on the following results. that shows a positive test result from a rapid test or negative with a pitting manifestation, such as an emergency clinic detachment procedure performed when

escape is not conceivable, for example, on the grounds that there are clinical signs that require authoritative administration in an emergency clinic (2).

Preventive efforts in the health protocols implemented by the regions in stopping the source of the spread of the coronavirus during the New Normal period, especially by getting used to wearing head coverings, washing hands with hand sanitizers (hand sanitizer), maintaining social distance (social removal), avoiding crowds and trying to prevent social distancing. not leaving the area, especially areas that have been declared red zones (3).

The implementation of the health protocol was followed up by the Central Sulawesi Government announcing the decision of the Head of the Central Sulawesi Region Number: 440/570/Dis. Kes, in connection with the implementation of the Coronavirus welfare convention discipline with the ultimate goal of preventing and controlling the spread of the 2019 Covid disease (Coronavirus) in the Region. Central Sulawesi, This decision contains the most important things towards new working conditions in good and safe society for Covid 2019 (Covid-19) infection.

Following up on the circular, the Office of Population Control and Family Planning (P2KB) began to provide a handwashing area and antiseptic soap in front of the office so that every team member who just entered the office was required to wash their hands with soap and each front entrance to each room was installed with a hand sanitizer so that it was easy to use. Seen and used, this is an act of follow-up to enforce health protocols and require employees to comply with them. As a form of compliance with the Coronavirus health convention, the Office of Population Control and Family Planning (P2KB) occasionally sprinkles sanitizer in office spaces, directs representative reviews shown by the Coronavirus, and completes Rapid Tests for workers.

The implementation of the welfare conventions above will not be ideal if the interests of workers do not support them so that work is expected to develop more representative consistency in supporting the running of the existing conventions. Compliance is carried out based on medical advice in a healthy condition and begins with an introduction to tips and tips for follow-up in compliance with regulatory standards (4). Adherence or consistency refers to the state when a person's behavior is similar to a suggested game plan or guide proposed by a welfare expert or information obtained from various sources of information (5). Compliance or consistency is a type of behavior of individual obedience to normalized reasons (6).

However, in reality, the implementation of the health protocol of the Office of Population Control and Family Planning (P2KB) of Central Sulawesi Province has not run optimally. Observation results show that many employees of the Population Control and Family Planning (P2KB) Department are not highly dedicated to carrying out the government's appeals and appeals related to welfare conventions in handling the Coronavirus. There are even delegates who are condescending and ignoring. The current status is influenced by mentality, character, level of training, occupation, and living climate. Based on the above background, the author assumes that there is a relationship of things

that affect team member compliance with health protocols in stopping the spread of the Coronavirus, so that the authors are interested in conducting research related to these problems.

METHODOLOGY

The type of research used is qualitative with subjective methodology means understanding the wonders experienced by research subjects such as behavior, insight, inspiration, activity, and others (7). Several things caused the certainty of the subjective examination technique in this study; namely, first, this strategy was deemed ready to clarify and describe the level of compliance with the implementation of the health protocols of the Office of Population Control and Family Planning (P2KB) of Central Sulawesi Province during the COVID-19 Pandemic. The use of this qualitative research method allows researchers to understand the duties of each person, the arrangement, the authority of each faculty, the obstacles that representatives face in carrying out their obligations, or even the inspiration that helps and does not enforce the implementation of health protocols.

RESULTS

Knowledge

Knowledge of cognitive factors are one of the important domains to shape a behavior, and the behavior that is based on knowledge will last longer than not based on knowledge (8). The results showed that the informants' knowledge regarding the implementation of the COVID-19 health protocol had good knowledge; this can be seen.

Motivation

Motivation is one of the components that underlie a person's acting using self-security tools; every development of inspiration will want to build behavior using basic self-assurance hardware (9). Inspiration is also a factor that affects an individual's consistency with a problem (10).

Perception

The perception of the situation of the spread of covid-19, in general, is the final process of observing the individual through the detection cycle, in particular the way to get an upgrade by the faculty, at that time the individual has a consideration, then, it is sent to the cerebrum, then, at that time. At that time, the individual recognizes what many call insight.

DISCUSSION

Knowledge

Knowledge (cognitive) is one of the main indicators in shaping individual behavior. Information that can change a person's behavior will be carried out consistently over a long

period (11). Regarding the knowledge of the staff of the Office of Population Control and Family Planning (P2KB) of Central Sulawesi Province, it is classified as good. The high level of knowledge is caused by various elements, namely the level of education, age, and information obtained through the mass media.

Besides being influenced by age, the role of the mass media also increases the knowledge and understanding of employees. This is by the consequences of specific perceptions, which show that the role of mass media, online media, banners, brochures, pamphlets, etc., regarding the COVID-19 virus, is a supporter of increasing team member knowledge.

When dealing with COVID-19 cases, knowledge is one of the most important things to pay attention to. The knowledge possessed by every team member in the Office of Population Control and Family Planning (P2KB) of Central Sulawesi Province, especially in preventing the spread of the Covid-19 virus, is very useful for suppressing the spread of the virus. By having a good understanding of something, one will be able to decide and decide how to deal with it.

The results of this study are in line with the research of Yanti et al. (2020), which concluded that to prevent the spread of covid-19, most of the respondents had a high level of knowledge about social distancing, with a prevalence rate of 99% (Yanti B. et al., 2020). In addition, another study in DKI Jakarta also gave results that are consistent with this study, namely 83% of respondents have good knowledge about preventing covid-19 (12). Some of these studies show that knowledge is an important aspect that needs to be considered in solving a problem, especially related to covid-19.

Motivation

Motivation motivates each individual to do a certain job, so it is often interpreted as a driving factor for a person's behavior (13). Motivation is a set of attitudes and values that influence individuals to achieve specific things according to individual goals (14). Regarding the motivation in implementing the health protocol of the Office of Population Control and Family Planning (P2KB) of Central Sulawesi Province, it shows that most of the employees have high motivation. This illustrates that the motivation of each team member contributes to the implementation of the health protocol of the Office of Population Control and Family Planning (P2KB) of Central Sulawesi Province.

Motivation can be done through preparing facilities and infrastructure, such as a place to wash hands, providing hand sanitizer, limiting working hours at the office for each team member (work from home), as well as ensuring that every team member wears a mask and ensures that every team member who attends is healthy.

In this way, every team member who works will feel safe and not afraid for their safety and health. The Office of Population Control and Family Planning (P2KB) of Central Sulawesi Province also pays attention to the impact of social distancing so that work can still be well coordinated. The high motivation of employees when implementing health protocols is caused by the high level of education and knowledge of employees.

However, the results of observations also show that some employees still do not comply with health protocols. The low motivation of employees in implementing health protocols can be seen, among others: there are still employees who do not use masks, do not wash their hands, and do not keep their distance while working. This is caused by several different elements, such as the absence of law enforcement, a good role model, and an unsupportive environment.

Good motivation can encourage every team member to always comply with the implementation of health protocols and break the chain of spread and reduce the number of Covid cases. The results of this study are in line with the results of research conducted by Pratiko (2011), which concluded that someone who has poor motivation tends to behave badly, especially in maintaining personal health and safety (15). The need for government supervision in enforcing the rules for implementing health protocols so that they can be carried out optimally and giving strict sanctions to every team member who does not apply the rules that have been set.

Perception

Perception or Wisdom is the ability of the mind to make interpretations of impulses that are close to human detection. Some individuals see that something is acceptable or positive or terrible or negative that will affect human activities that seem genuine (16).

Perception is a person's view of the process of organizing and interpreting sensory impressions to give environmental meaning to something or someone (17). Perceptual transmission must be related to the relevant stimulus object. Perception requires attention; this is the first step in preparing perception.

Perception is influenced by practical elements, underlying elements, external factors, and internal variables. The four variables have various implications, which of the four elements cause many activities, differentiators, and data parser (18).

The environment has a tremendous impact on the occurrence of the perception itself because it is the climate that provides data about articles or meeting items, events that are or have occurred. Witnesses who took part in this investigation accept that Covid is a very dangerous infection and that it is stressful for them and requires very serious attention. The general perception of employees about the severity of the coronavirus outbreak is that they think this virus is very dangerous and deadly. However, some people think that they do not understand the coronavirus outbreak. Most employees think that the coronavirus is a serious threat, so it is necessary to take various preventive measures.

CONCLUSIONS

This study concludes that the knowledge of employees in implementing the health protocols of the Office of Population Control and Family Planning (P2KB) of Central Sulawesi Province during the COVID-19 Pandemic is very good. Furthermore, the motivation of employees in implementing the health protocols of the Office of Population Control and Family Planning (P2KB) of Central Sulawesi Province during the COVID-19

Pandemic shows that most employees have high motivation. And the perception of employees in applying the health protocol of the Central Sulawesi Province Population Control and Family Planning (P2KB) during the COVID-19 Pandemic mostly illustrates that employees think this virus is very dangerous and deadly.

SUGGESTION

Suggestions for the Office of Population Control and Family Planning (P2KB) of Central Sulawesi Province are suggested to maximize the application of health protocol rules and provide sanctions for employees who violate them.

REFERENCE

1. Turabian JL. Implications on mental health by the coronavirus disease 2019 (COVID-19) pandemic: The role of general practitioner. *Health (Irvine Calif)*. 2020;7:8.
2. Aliyyah RR, Rachmadtullah R, Samsudin A, Syaodih E, Nurtanto M, Tambunan ARS. The perceptions of primary school teachers of online learning during the COVID-19 pandemic period: A case study in Indonesia. *J Ethn Cult Stud*. 2020;7(2):90–109.
3. Aliyu AS, Badawi AH, Mohammed H, Umar NY, Shehu S. Epidemiological Assessment of Knowledge and Perceptions towards Corona Virus Disease-19 among Gyadi-Gyadi Communities in Kano, Nigeria.
4. Engström LO, Öberg B. Patient adherence in an individualized rehabilitation programme: a clinical follow-up. *Scand J Public Health*. 2005;33(1):11–8.
5. Johnston RJ, Boyle KJ, Adamowicz W, Bennett J, Brouwer R, Cameron TA, et al. Contemporary guidance for stated preference studies. *J Assoc Environ Resour Econ*. 2017;4(2):319–405.
6. Bicchieri C, Dimant E, Gächter S. Observability, social proximity, and the erosion of norm compliance. 2020;
7. Tesch R. *Qualitative research: Analysis types and software*. Routledge; 2013.
8. Chen SY, Macredie R. Web-based interaction: A review of three important human factors. *Int J Inf Manage*. 2010;30(5):379–87.
9. Plumptre GSA. *Time Out of Joint: Temporal Rupture and Migration Management*. McGill University (Canada); 2019.
10. Souitaris V, Zerbinati S, Al-Laham A. Do entrepreneurship programmes raise entrepreneurial intention of science and engineering students? The effect of learning, inspiration and resources. *J Bus Ventur*. 2007;22(4):566–91.
11. Heimlich JE, Ardoin NM. Understanding behavior to understand behavior change: A literature review. *Environ Educ Res*. 2008;14(3):215–37.
12. Utami RA, Mose RE, Martini M. Community knowledge, attitudes and skills in preventing COVID-19 in DKI Jakarta. *J Kesehat Holist*. 2020;4(2):68–77.
13. Nguyen PT, Yandi A, Mahaputra MR. Factors that influence employee performance: motivation, leadership, environment, culture organization, work achievement, competence and compensation (A study of human resource management literature

- studies). *Dinasti Int J Digit Bus Manag.* 2020;1(4):645–62.
14. Osabiya BJ. The effect of employees motivation on organizational performance. *J public Adm policy Res.* 2015;7(4):62–75.
 15. Pratiko A. A Study of the causes and effects of the unhappy marriage of constance reid as the main female character as seen in DH Lawrence’s *Lady Chatterley’s Lover*. Petra Christian University; 2005.
 16. Baumeister RF, Schmeichel BJ, Vohs KD. Self-regulation and the executive function: The self as controlling agent. *Soc Psychol Handb basic Princ.* 2007;2:516–39.
 17. Mesiono AHU, Lubis MA. The Influence of Headmasters’ Perception About Their Position on the Performance of the State Junior High School Headmaster in Medan. 2020;
 18. Astrachan CB, Botero I, Astrachan JH, Prügl R. Branding the family firm: A review, integrative framework proposal, and research agenda. *J Fam Bus Strateg.* 2018;9(1):3–15.