

Original Article

Community Compliance to The Health Protocol During The Covid-19 Pandemic in The Ciamis Community Health Center

Ana Samiatul Milah¹ Tita Rohita¹, Nina Rosdiana¹

¹ Faculty of Health Sciences, University of Galuh, Ciamis

Corresponding author : Ana Samiatul Milah Email : anamilah.fikesunigal82@gmail.com

ABSTRACT

Corona virus diseases 2019 currently a problem in all countries in the world. Knowledge about outbreaks and health protocol rules on adapting normal habits in the community is still very lacking. The method in this research is quantitative analytic with cross sectional approach. The sample of this research is people aged 17-60 years in the Work Area of the Ciamis Health Center, Ciamis Regency for the period January-March 2021. 100 people with proportional random sampling technique. The results showed that most of the public's knowledge about the new normal health protocol during the Covid-19 pandemic was still lacking as many as 55 people (55%) most of the respondents did not comply with the new normal health protocol during the Covid-19 pandemic as many as 63 people (63%). So there is a significant relationship between knowledge and public compliance with the new normal health protocol during the COVID-19 pandemic in the Ciamis Health Center Work Area in 2021 because the value of chi square (χ^2) count > chi square (χ^2) table ($54.863 > 5.991$) and the value of chi square (χ^2) > value ($0.05 > 0.001$). It is hoped that the public will further increase their understanding of the new normal health protocol during the Covid-19 pandemic by participating in various counseling from health workers.

Key words : knowledge, compliance, new normal health protocol, Covid-19

INTRODUCTION

Corona Virus Disease 2019 (Covid-19) is still a health problem in all countries in the world. Covid-19 is caused by Severe acute respiratory syndrome coronavirus 2 (SARS CoV 2) which infects the respiratory tract, which was first detected in Wuhan City, China. Covid-19 cases until March 19, 2021, have infected 122,331,313 cases. (WHO, 2021). In Indonesia, from March 2020 to March 17, 2021,

1,437,283 were confirmed positive. In West Java, there were 238,201 confirmed cases, a total of 206,876 patients who recovered, while 2,872 patients died. Ciamis Regency reported 3,411 positive confirmed cases, with 133 deaths (Pikobar, 2021).

The Government of Indonesia has made efforts to prevent and control COVID-19. The Indonesian government implements the New Normal by running a new life through the application of health protocols such as maintaining distance, wearing masks when in public places, and diligently washing hands using soap or hand sanitizer when there is no water. This is carried out in a structured and gradual manner that will cover all sectors of life such as the economy, education, with the necessary adjustments (Kemenkes RI, 2020).

Communities need time to adjust or transition to implement a change in life patterns. A culture of reminding each other and building a habit of discipline with one another must be done. In addition, controlling disciplinary behavior in applying the new normal rules can be built through the efforts of the government together with elements of society, ensuring the adequacy of supporting factors, such as social assistance and medical assistance for residents affected by Covid-19 (Putri, 2020)

The Covid-19 pandemic has made people bound by rules to stay at home and also work from home. But when we enter the new normal, things slowly change to normal and we can leave the house, as long as we wear masks and maintain hygiene. This transition period took many people by surprise. Offices and public places apply physical distancing rules. The reality is that many people do not comply with the IMR health protocol. There are still many people who don't use masks,

don't keep their distance and don't wash their hands regularly (Pratiwi, 2020).

Information about the factors that affect adherence to health protocols is very important. Several previous studies have mentioned several factors such as knowledge, attitude, socioeconomic, perception of disease susceptibility and others. Knowledge about outbreaks and health protocol rules on adapting normal habits in the community is still very lacking. Knowledge is a factor that consistently affects compliance. Compliance is associated with knowledge of the quarantine rules that are in place and about outbreaks that occur, but the credibility of the source of information needs to be a concern. The participation of health workers in conveying information and education to the public will increase public knowledge about health protocols issued by the government (Pratiwi, 2020)

Knowledge is a very important domain for the formation of action. Green's behavioral theory in Notoatmodjo (2012) that knowledge is a very important domain/factor for the formation of a person's attitudes and actions because from experience and research it is proven that behavior based on knowledge will be more influential and raise awareness in oneself compared to not based on knowledge. (Notoatmodjo, 2012). Therefore, this study aims to determine the description of public knowledge about the Covid-19 pandemic and community behavior during the Covid-19 pandemic, especially in the Ciamis Community Health Center Work Area, so that it can be used as a basis for preparing various programs by the government in the Ciamis Health Center Work Area.

METHODS

This type of research is quantitative analytic with a cross sectional approach. The population in this study were people aged 17-60 years in the Work Area of the Ciamis Health Center, Ciamis Regency for the January-March 2021 period. 49,876 people. From the calculation obtained sample = 100. The variables in this study used independent variables, namely knowledge and the dependent variable was community compliance with the new normal health protocol.

Research Instruments using a Questionnaire. The knowledge questionnaire consists of 20 questions with true and false categories, while compliance is measured by a Likert scale. The answer to each item used in this Likert scale has a gradation of positive statements, namely always (SL) is given a value of 4, Often (S) is given a value of 3, Rarely (J) is given a value of 2 and never (TP) is given a value of 1. Then vice versa for negative statements that is always (SL) is given

a value of 1, Often (S) is given a value of 2, Rarely (J) is given a value of 3 and never (TP) is given a value of 4. From the results of the validity and reliability test, the questionnaire is valid and reliable so that it can be used for data collection. Data analysis was univariate and bivariate with Chi Square test.

RESULTS

Table 1. Frequency Distribution of Public Knowledge About the New Normal Health Protocol during the Covid-19 Pandemic in the Work Area of the Ciamis Health Center in 2021

No	Category	n	Percentage (%)
1.	Good	27	27
2.	Sufficient	18	18
3.	Lack of knowledge	55	55
	n	100	100

Based on Table 1, it is known that public knowledge about the new normal health protocol during the Covid-19 pandemic in the Ciamis Health Center Work Area in 2021, most of the respondents had less knowledge as many as 55 people (55%), good knowledge as many as 27 (27%), and some a small number of respondents have sufficient knowledge as much as 18 (18%).

Table 2. Frequency Distribution of Public Compliance Regarding New Normal Health Protocols During the Covid-19 Pandemic in the Work Area of the Ciamis Health Center in 2021.

No	Kategori	Frekuensi (F)	Persentase (%)
1.	Compliance	37	37
2.	Non-compliance	63	63
	Jumlah	100	100

Based on Table 2, it is known that public compliance with the new normal health protocol during the Covid-19 pandemic in the Ciamis Health Center Work Area in 2021, most of the respondents did not comply with the new normal health protocol during the COVID-19 pandemic as many as 63 people (63%), adhered to the protocol as many as 37 people (37%).

Table 3. Relationship between Knowledge and Community Compliance regarding the New Normal Health Protocol in the Work Area of the Ciamis Health Center in 2021

Knowledge	Compliance				Total		<i>p value</i>	χ^2 hitung
	Yes		No					
	F	%	F	%	F	%		
Good	23	82,5	4	14,8	27	27	0,000	54,863
Sufficient	11	61,1	7	38,9	18	18		
Lack	3	5,5	52	94,5	55	55		
n	37	37	61	63	100	100		

Based on the table above, it shows that from those who comply with the process, most of them have good knowledge (82.5%), moderately knowledgeable 61.1% and less knowledgeable 5.5%. The results of the Chi Square test, the value of $P = 0.000$, means that there is a significant relationship between knowledge and public compliance with the new normal health protocol.

DISCUSSION

Based on the results of the interview, the respondent's lack of knowledge was due to a lack of information related to the new normal health protocol during the Covid-19 pandemic, in addition to being less active in seeking information about the new normal health protocol during the Covid-19 pandemic, either through print media, electronic media and understand well from explanations or counseling given by local health workers. This happens most of the respondents have elementary and junior high school education. This relatively low level of education affects the respondent's ability to receive and understand information about the new normal health protocol during the Covid-19 pandemic. Respondents may be able to understand the meaning of Covid-19 and the signs and symptoms of Covid-19, but they do not know how to transmit, prevent and handle Covid-19. The relationship between the level of education and knowledge as stated by Notoatmojo (2012) is one of the factors that influence health behavior is the level of education, where education plays a role in the formation of thinking patterns in one's decision making.

Public knowledge can be obtained from education or observation and information obtained by someone. Knowledge can add to one's knowledge and is a basic process of human life. Through knowledge, humans can make qualitative changes to individuals so that their behavior develops (Slamet, 2018).

Based on the results of the study, it was known that public compliance with the new normal health protocol during the Covid-19 pandemic in the Ciamis Health Center Work

Area in 2021, most of the respondents did not comply with the new normal health protocol, this was because most people had the perception that this disease was mild and it is not so serious if it is affected and there are no severe sanctions in the Work Area of the Ciamis Health Center in 2021 if the community does not comply with health protocols.

Compliance is a change in behavior from behavior that does not comply with regulations to behavior that obeys regulations (Green in Notoatmodjo, 2012). Compliance can also be defined as a change in behavior from behavior that does not obey the rules to behavior that obeys the rules. Mardiyati (2019) states that behavior is related to habits that can produce something positive or negative so that it affects people to behave / act according to health protocols.

The results of this study are in line with research conducted by Desi (2020) that community compliance in implementing the Covid-19 health protocol in public places in DKI Jakarta shows that 65% of respondents do not comply with the health protocol. Based on the results of the study, it showed that of the 27 respondents who had good knowledge, almost all of them, namely 23 people (82.5%) obeyed the new normal health protocol during the Covid-19 pandemic.

Based on the results of interviews, most respondents rarely use masks when communicating, rarely wash their hands using soap and running water as often as possible, rarely minimize traveling outside the city, rarely carry spare masks, and often attend events that gather a lot of people, this result is due to knowledge less about health protocols.

Knowledge is a factor that consistently affects compliance. Compliance is associated with knowledge of the quarantine rules that are in place and about outbreaks that occur, but the credibility of the source of information needs to be a concern. The participation of health workers in conveying information and education to the public will increase public knowledge about health protocols issued by the government (Pratiwi, 2020)

According to the results of research by Sari and Atiqoh (2020) in Central Java regarding the relationship between public knowledge and compliance with the use of masks as an effort to prevent Covid-19, there is a significant relationship between public knowledge and adherence to wearing masks with a p value = 0.004. Another study on the knowledge, attitudes, and behavior of the community towards social restriction policies as an effort to prevent Covid-19 was carried out by Yanti et al. (2020), shows the results that individuals with good knowledge have positive attitudes and good behavior towards Covid-19 prevention efforts.

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