

Problems

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Submission date: 23-Aug-2022 03:38PM (UTC+0700)

Submission ID: 1885872619

File name: PROBLEMS.docx (23.62K)

Word count: 3689

Character count: 20193

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PROBLEMS, EXPECTATIONS AND SUGGESTIONS IN TECHNICAL GUIDELINES FOR IMPLEMENTATION OF COVID-19 PREVENTION HEALTH PROTOCOLS IN THE WORKPLACE IN BALI PROVINCE

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Abstract

Office workers and the informal sector can be encouraged as agents of change in adapting new habits through the application of health protocols so that they can live productively and avoid the transmission of COVID-19. For this reason, technical instructions are needed in the application of health protocols to prevent the transmission of COVID-19 in the workplace setting. The purpose of this study was to describe the problems, expectations and suggestions in the preparation of technical guidelines for the application of health protocols in the workplace. This study uses a qualitative exploratory descriptive design. Researchers explored the technical guidelines for health protocols. The topics explored are about problems and obstacles in implementing, expectations and suggestions for improving the technical guidelines for health protocols for formal and informal sector offices. The process of recruiting respondents using purposive sampling technique. Respondents were selected based on the desired information needs in this study. The data collection process was carried out in June 2021 using the Focus Group Discussion method. The data analysis process in this study used a thematic approach using QSR Nvivo 12. Several problems were revealed in the FGDs: unclear responsibility for implementing supervision and enforcement in certain areas, lack of socialization about health protocols, decreasing adherence to health protocol implementation. The expectations and

suggestions from the FGD participants are that the technical guidelines that are compiled containing information on efforts to improve health are made clear and complete so that they are easy to implement. The recommendation from this research is the preparation of technical guidelines for the implementation of the covid-19 prevention process in the workplace to be brief but complete so that it is easy to implement.

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Keywords: health protocol, covid 19, workplace

11 Introduction

Health development is essentially an effort carried out by all components of the Indonesian nation which aims to increase awareness, willingness and ability to live healthy for everyone in order to realize the highest degree of public health. But right now, the world is being rocked by a great pandemic called Covid-19 (Corona Virus Disease). The increase from day to day in the number of patients infected with the Covid-19 virus is already difficult to control, a clear and straightforward plan is needed from the government to tackle this problem (Wahidah, et al., 2020).

One of the efforts made in dealing with the pandemic is by vaccinating. However, the Corona vaccine will not make a person immune to COVID-19, but it can provide protection so that we do not become seriously ill if infected. We also can't say for sure when this vaccine will last because the immunity created by the vaccine doesn't know when it will be finished. So (immunity) can be six months, one year, two years, and so on. Therefore, before the creation of herd immunity, all are required to comply with health protocols. The high number of Covid-19 cases in many countries is generally triggered by public indiscipline in implementing health protocols, the emergence of more infectious virus variants, and vaccination programs that have not been fully implemented (Muhamad, 2021).

Currently, the Indonesian people are facing challenges that require human resources to adapt to the situation of the Corona Virus Disease 2019 (COVID-19) pandemic. The absence of definitive

treatment for COVID-19 and the limited number of vaccinations are predicted to be a long period of the pandemic, so Indonesia must prepare for a new balance in the lives of its people. The protection of the people from the threat of a pandemic, including implementing a free vaccination program widely for the community, must be a priority for the country at this time. It is recognized that efforts to protect the people from the threat of a pandemic require large funds, because this is also related to the impact of the pandemic on the economic survival of the people, especially if a strict policy of restricting community activities (lockdown) is implemented. However, there is no other choice if the government wants to seriously end, or at least reduce, Covid-19 cases in Indonesia, and therefore, the government must also provide an adequate budget for handling Covid-19, and if necessary, divert the state budget from various development programs that have nothing to do with handling the Covid-19 pandemic (Muhamad, 2021).

Health, social and economic aspects must go hand in hand and support each other in order to achieve the expected goals. For this reason, various policies to accelerate the handling of COVID-19 must continue to support the sustainability of the economy and social aspects of the community. Public places and facilities are areas where people carry out social life activities and carry out activities to fulfill their needs. This economic impact has a wide impact throughout Indonesia. The economy of each region is threatened, coupled with worse regional conditions than before. Because of this, the Indonesian government immediately took aggressive steps so that the spread rate could be suppressed as much as possible (Kurniasih, 2020).

Bali is one of the regions with the lowest economic level due to the COVID-19 pandemic. In addition, Bali is still an area with a fairly high number of COVID-19 cases due to the large number of clusters of COVID-19 transmission in the community. The risk of movement of people and the gathering of people in the workplace contribute to the potential for transmission of COVID-19 in the community. On the other hand, three areas on the Island of the Gods have been designated by the Minister of Health and the Minister of Tourism and Creative Economy as COVID-19 Free Green Zones for the implementation of the Free Covid Corridor (FCC) program.

The three areas are Ubud (Gianyar Regency), ITDC Nusa Dua (Badung Regency) and Sanur (Denpasar City). The FCC program is a new pattern in handling COVID-19 safe travel, namely by establishing a healthy zone free from COVID-19, through a comprehensive vaccination program for people who live and work in the zone or area.

So that the wheels of the economy and social activities can continue to run without causing an increase in cases, it is necessary to mitigate the impact of the COVID-19 pandemic, especially in the workplace and encourage workers to become agents of change for their families and the surrounding environment. In addition to the tourism sector, in Bali Province there is an arrangement of office work places and the informal sector that needs to be strengthened in an effort to prevent the transmission of COVID-19. Office workers and the informal sector can be encouraged as agents of change so that people make changes to their lifestyle by adapting new habits through the application of health protocols so that they can live productively and avoid the transmission of COVID-19. For this reason, technical instructions are needed in the application of health protocols in the workplace in preventing the transmission of COVID-19 in the workplace setting. However, in its preparation, of course, there are problems, expectations, and suggestions so that the technical guidance can be accepted. The purpose of this study was to describe the problems, expectations and suggestions in the preparation of technical guidelines for the application of health protocols in the workplace.

Method

This study uses a qualitative exploratory descriptive design (Richie, 2003). Researchers explored the technical guidelines for health protocols. The topics explored are about problems and obstacles in implementing, expectations and suggestions for improving the technical guidelines for health protocols for formal and informal sector offices. Researchers also explored community behavior in implementing health protocols. The research was carried out in Denpasar City, Badung Regency and Gianyar Regency, Bali Province, with the consideration that the three districts are green zone tourism areas of Bali Province.

The process of recruiting respondents using purposive sampling technique. Respondents were selected based on the desired information needs in this study. After being determined, informed consent was carried out first. In this study, information is needed about technical instructions used in implementing health protocols in offices, problems in their implementation ¹ in preventing the transmission of COVID-19. Respondents in this study: Civil Service Police Unit, Traditional Village Council, Manpower Service and District/City Health Service and Province of Bali. All respondents are officers of the joint monitoring, supervision, and socialization of the implementation of the Covid-19 prevention health protocol.

The data collection process was carried out in June 2021 using the Focus Group Discussion method. Preparation for the FGD process: FGD guide, recorder and facilitator. The location of the FGD at the Health Poltekkes, the Ministry of Health, Denpasar. Respondents were invited to participate in FGD activities. The FGD guide carried out the FGD process referring to the questions in the FGD guide that had been prepared and socialized earlier. The guide then develops questions to obtain the desired information. All FGD processes were recorded. The data analysis process in this study used a thematic approach using QSR Nvivo 12 (Vaismoradi M, 2013; and Braun V C V, 2006). All recorded data was made in the form of verbatim transcripts. The scheme is built based on the research questions in the FGD guide. The research team looked at the verbatim transcripts, each code was grouped into sub-themes and themes (Edhlund B, 2019). Data triangulation was carried out by conducting field observations to ensure the correctness of the data in the FGD process (Tong A, 2007)

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Results and Discussion

Based on the results of data analysis, there are two themes found in this study; 1) Technical guidelines for health protocols 2) Public ¹ Health Behavior in preventing the transmission of Covid-19 . The theme of the technical guidelines for health protocols consists of two sub-themes; 1) Expectations and suggestions regarding technical guidelines for health protocols, 2) Problems in implementing health protocols. The Public Health Behavior theme consists of two sub-themes:

1) Public understanding and formal and informal sector employees about covid 19 2) Application of health protocols by the public and formal and informal sector employees

The following is an overview of the concept map of this research.

Theme 1 Technical Instructions Health protocols ¹⁵ to prevent transmission of COVID 19

The theme of the Technical Guidelines for the health protocol for ¹ preventing the spread of COVID 19 consists of two sub-themes. The first sub-theme is hopes and suggestions regarding technical guidelines for health protocols. The second sub-theme is the problem of implementing health protocols.

Sub-theme 1.1 Expectations and suggestions on technical guidelines for health protocols

The sub-theme of expectations and suggestions on technical guidelines for health protocols consists of three sub-themes. The following is an explanation of the four sub-themes of sub-theme 1.

Suggestions about additional elements of health education

Respondents hoped that the technical instructions for health protocols should be added with information about efforts to improve health. Information about nutrition, exercise patterns, ¹ rest and other healthy lifestyles that can improve the immune system.

"Increased Public Education Improvement" (R10)

"What food intake is necessary to improve health and immunity is included in the technical guidelines to prevent Covid or eliminate it, or what behavior should be done to increase immunity" (R12)

Expectations and suggestions regarding the completeness and clarity of the contents of the technical instructions for health protocols

Respondents expect and suggest that the contents of the technical instructions are clear and complete. Based on experience using existing regulations/guidelines or technical instructions, there are still some parts that are not clear how to implement technically. Officers confused to implement it.

"Do they understand about the components that must be run, for example measuring temperature, do they know what the normal temperature is and what is the use of measuring

temperature? have they been exposed to that information? Make clear standards about the components that are carried out” (R6)

“Where does the 25% or 50% WFH calculation come from? should take into account the area of the room and the number of employees.” (R1)

“Regarding religious activities...., standards must be ascertained, how many people are considered crowding” (R1)

“For example, the temperature is how much it is permissible to work... if it is standardized, it must be clearly explained in this technical guide. besides that” (R6)

Hopes and suggestions so that the technical instructions / guidelines for the COVID-19 prevention **health protocol** are **in line with the** regulations or guidelines **with** each other

Respondents hope that, because there are many regulations that come down from various institutions, it is hoped that the existing policies, regulations or guidelines are in line with one another so as not to cause confusion in implementing them. The following is an excerpt of the suggestion.

“The technical guidelines that will be made are adapted to the region, so that they do not conflict with applicable customs” (R6)

“The technical guidelines should not be different from the governor's regulation.... if it can be used as a practical reference” (R6)

"There are already many regulations, we have used these rules, it is hoped that the existing regulations **are in line with each other**" (R2)

Sub-theme 1.2 Problems of implementing health protocol supervision and enforcement

In the second sub-theme, three sub-themes were found; first, regarding the uncertainty of the person in charge of implementing supervision and enforcement in certain problems or areas, Second about the need to increase the supervisory function, and third about the need to increase socialization of health protocols from competent officers.

Unclear who is responsible for implementing supervision and enforcement on certain problems or areas

Respondents stated that the supervisory and monitoring officers consist of a combination of various elements, but in its implementation there are certain areas or certain problems for which there is no person in charge. Here is an excerpt about the problem

"Most of the positive cases were outsiders, then they were advised to self-isolate ... so who is responsible for monitoring the implementation?" (R5)

"The traditional village-based market still has a gotong royong task force. But for the market managed by the agency, the gotong royong task force is running low" (R5)

"If there is, for example: indomart institution that violates who is reprimanded" (R5)

"There is a responsible person at work" (R14)

It is necessary to increase socialization about health protocols ¹⁵ to prevent the transmission of COVID 19 by competent officers

The results of the FGD found that there was a change in people's behavior in implementing health protocols after vaccination. Therefore, it is necessary to increase the socialization of competent officers. The following are excerpts of the results of the FGD

"There is no explanation of when immunity builds up from vaccination" (R4)

"Why is there an understanding after the vaccine is immune, because they don't read enough socialization from social media... but they don't know right and wrong" (R7)

"Socialization is important, especially when there is a new variant" (R7)

"There must be continuous socialization from officers about the implementation of the prokes so that people are not confused" (R6)

It is necessary to increase the function of monitoring the implementation of health protocols ¹⁵ to prevent the transmission of COVID-19.

The results of the FGD found that the supervisory function needed to be improved. There are still many areas that are not monitored by officers. The following are excerpts of the results of the FGD

"the supervision is not tight, especially the common people" (R13)

"Supervision function is emphasized and carried out consistently" (R13)

"Furthermore, there must be monitoring." (R3)

¹⁰ The policies issued are required to reduce existing problems. At least efforts to eradicate epidemics and pandemics in Indonesia are carried out through actions, such as: self-awareness, handling of sufferers, sources of disease must be destroyed, and socialization to the public (Wahidah, 2020) .

³ The Health Protocol for handling COVID-19 consists of a prevention phase, a detection phase and a response phase (Suni, 2020). The role of the community in each phase is needed to avoid more transmission. The government has issued preparedness guidelines in the face of the spread of COVID-19. Efforts that can be made in the prevention phase by each individual include: wearing masks, wearing gloves, using hand sanitizers/disinfectants, washing hands with soap, avoiding touching the face, avoiding shaking hands, avoiding meetings or long queues, avoiding touching objects/surfaces. objects in public areas, avoid taking public transportation, keep a distance of at least two meters from other people ¹⁷ when outside the home, and if you show symptoms of illness, immediately notify the people around (Kemenkes RI, 2020).

Monitoring of health and health protocols should be the standard. Especially during this pandemic, this monitoring should receive serious attention. ² Another administrative action that must be implemented relates to health monitoring and supervision of workers at risk to detect the unfavorable health effects of occupational hazards at an early stage considering that at this early stage it will be easier to treat illness (for example by monitoring workers with fever or workers with symptoms). other beginnings of infectious disease). Arrangements should be made to ensure that any exposed person can easily report any symptoms to his or her supervisor who will then inform the medical staff (WHO and ILO, 2018).

Theme 2 Public health behavior

¹ The second theme consists of two sub-themes; the first sub-theme is the lack of public understanding of the purpose of vaccination and transmission of covid 19 and the second sub-theme is the application of health protocols by employees and the public in the ¹ formal and informal sectors.

Sub-theme 2.1 lack of public understanding about the purpose of vaccination and transmission of covid 19

After **the** vaccination program was implemented, there was a change in people's behavior in implementing health protocols, especially in the informal sector. This was motivated by a misunderstanding of the purpose and benefits of vaccination and the process of transmitting COVID-19. The following are excerpts from the FGD results.

"Because there is a discourse that tourism will start to open, and because it has been vaccinated ... so that people think they are free from covid" (R6)

"There is an assumption that after the vaccine is free from covid" (R5)

Sub-theme 2.2 implementation of health protocol

Respondents stated that there was a tendency to decrease compliance in implementing health protocols in the informal sector ¹⁶ due to a lack of public understanding. Meanwhile, in **the** formal sector, the implementation of health protocols is still good, but there are weak points during breaks. The following is an excerpt from the results of the FGD regarding the implementation of health protocols

"Regarding formal and informal, there was a time for 1040 participants to conduct a technical guidance on Prokes in the workplace. Hotel or Restaurant implementation of Prokes is very strict"

"Running ¹ **in the formal sector, the critical** point is when **the** workforce is still **working**, meetings, **meeting** times, absenteeism. At rest, when releasing fatigue, during worship, during business trips. Large formals are more structured (there are requirements that must be completed" (R14)

"The availability of canteen facilities has not met the health protocol" (R14)

"The data per day is 2793 there are the number of violators, there is an increase in the number of violations from January - June 2021" (R4)

Protection of the people from the threat of a pandemic, including implementing a free vaccination program widely for the community, must be a priority for the state at this time (Muhamad, 2021). Although the government of Indonesia has initiated rapid response steps related to the implementation of vaccines, the rate of virus spread and mutation of new variants of COVID-19 is still a challenge (ILO, 2020). Through the vaccination program, it is hoped that

herd immunity will be created ¹⁶ so that people become more productive in carrying out their daily activities (Muhamad, 2021).

The results of the research by Mardhia, et al., 2020 in the group of fishermen workers showed that 93% of respondents knew enough about COVID-19 and the rest (7%) knew details about COVID-19. But knowledge alone is not enough, because it takes obedience in practice. Because as stated in the FGD, there was a decrease in adherence to the implementation of health protocols.

This decrease in obedience should not occur because the pandemic is not over yet and it must be realized that we must adapt to new habits. ⁴ The high number of Covid-19 cases in many countries is generally triggered by public indiscipline in implementing health protocols, the emergence of more infectious virus variants (Muhamad, 2021). At the concept level, what is meant by new normal life is that people carry out activities like before the Covid-19 pandemic but are regulated by very strict health protocols such as physical distancing, using masks when traveling, social distancing, and washing hands every time (Wahidah, 2006). 2020).

Conclusions and suggestions

Problems: 1) unclear person in charge of implementing supervision and enforcement in certain areas, 2) needing to increase the supervisory function, and 3) needing to increase socialization about health protocols from competent officers, 4) there is a tendency to decrease compliance in implementing health protocols in the informal sector and there are weak points during break hours in the formal sector. Expectations and suggestions: 1) the technical guidelines for health protocols should be added with information about efforts to improve health. 2) the contents of the technical instructions are clear and complete, based on experience using existing regulations/guidelines or technical instructions, there are still some parts that are not clear on how to technically implement them and officers are confused about implementing them.

The recommendation from this research is the preparation of technical ⁹ guidelines for the implementation of the covid-19 prevention process in the workplace to be brief but complete so that it is easy to implement.

Thank-you note

The authors would like to thank: ¹ Directorate of Occupational Health and Sports, Ministry of Health RI., 2) Health Poltekkes, Ministry of Health Denpasar; 3. Ganesha Widyaishwara Foundation and all parties who contributed to the FGD activities

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