

The Correlation between Healthcare Workers' Support and Compliance of COVID-19 Health Protocol Implementation in The Community

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ABSTRACT

Background: The compliance of COVID-19 health protocol implementation in the community is one of the steps to prevent the spread of COVID-19.

Purpose: This study aimed to analyze the relationship between the support of healthcare workers and the compliance with implementing COVID-19 health protocol in society.

Methods: This research used a quantitative design with a cross-sectional approach. This research was conducted on society in Mojo Village, Gubeng District, Surabaya. The number of samples was 400 respondents with the cluster sampling technique. The results were analyzed using descriptive analysis and logistic regression test with a significance value of $p \leq 0.05$.

Results: Statistical tests showed that there was a relationship between the support of health workers and the compliance with implementing the COVID-19 health protocol in society with a significant value of emotional support ($p=0.040$), informational support ($p=0.003$), instrumental support (0.000), and appraisal support (0.011). These results indicated that instrumental support had the most influence on the level of compliance in implementing the COVID-19 health protocol in the community.

Conclusions: The compliance with implementing the COVID-19 health protocol in the community is related to the emotional support, information support, instrumental support, and appreciation support of healthcare workers.

Keywords: healthcare workers; support; compliance; health protocol; COVID-19

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INTRODUCTION

COVID-19 health protocols have been designed by various countries and have been implemented to suppress the spread of COVID-19 cases. The protocol will be effective if there is compliance in society to implement it (Clark et al., 2020). The disobedience in society to implement the COVID-19 health protocol still often occurs, such as not disinfecting mobile phones, not washing hands after sneezing, and not using hand sanitizers (Nivette et al., 2021). The results of a preliminary study in Mojo Village, Gubeng District, Surabaya on 28th July

2021 found that there were still residents who did not wear masks when leaving their house and did not keep their distance when they were outside their house. A cross-sectional study of 424 people in the Jabodetabek area on factors related to the behavior of COVID-19 prevention showed that family support, friend support, health worker support, and sources of information about COVID-19 had a relationship with the behavior of COVID-19 prevention in society (Kundari et al., 2020). The previous research that explains the relationship between the healthcare workers' support and the compliance with COVID-19 health protocols in Mojo Village, Gubeng District, Surabaya has not been found.

Data from the Indonesian COVID-19 Handling Task Force showing that the monitoring of health protocol discipline carried out since November 18, 2020, shows a decline in compliance with the COVID-19 health protocol on November 27, 2020, with a percentage of compliance to wear masks of 58.32% and keep the social distancing long holidays were the main cause of the decline in discipline compliance with COVID-19 health protocols for in society. Based on the zoning map for compliance with wearing masks and keeping the distance, from data from 512 districts/cities that entered, only less than 9% of districts/cities complied with wearing masks. Less than 4% of regencies/cities complied with social distancing (Satgas COVID-19, 2020).

The Association of Indonesian Public Health Scholars and Professionals (Persakmi) and The Universitas Airlangga Alumni Association, Commissariat of the Faculty of Public Health (IKA FKM UA) issued the results of a rapid online survey on evaluating the implementation of the new normal order in Surabaya City. The survey, followed by 1009 respondents spread across 31 sub-districts in Surabaya, showed that activities in traditional markets needed to be carried out with health promotion, especially in enforcing health protocol compliance. The compliance with wearing masks was 49.36%, compliance with physical distancing was 25.97% and compliance with body temperature checks was 27.95%. Penyediaan fasilitas cuci tangan pakai sabun sudah relatif baik yaitu sebesar 70%. The provision of handwashing facilities with soap was relatively good at 70%. Activities in restaurants/cafes/stalls/similar businesses also required attention in enforcing the COVID-19 health protocol. The aspect of physical distancing enforcement was 45%,

compliance with body temperature check activities was 34.69%, and compliance with masks was 56.69% (Persakmi, 2020).

A person's compliance is influenced by various factors so that it can be formed in a person. Community compliance with the COVID-19 health protocol is influenced by age, education, knowledge, attitudes, and motivation. Family support and support from health workers are factors for a person's compliance (Novi Afrianti & Rahmiati, 2021).

One of the support from health workers that have been carried out during the COVID-19 pandemic is by providing Telemedicine services aims as a medium in providing consultations for patient needs (Wibowo, 2020). The Directorate of Health Promotion and Community Empowerment campaigns for the movement of wearing masks in society as an effort to encourage all people to use masks when doing activities outside the home (Kemenkes RI, 2020). Another form of support that has been carried out by the COVID-19 Task Force, BPBD, and East Java Disperindag is by distributing 500 packages of health equipment containing masks, hand sanitizers, and vitamins to the public at the Surabaya Keputran Market (Kominfo Jatim, 2020). Health workers are a source of social support that comes from other individuals who rarely provide support and have a very fast-changing role (Windari, 2017). Health workers have an important role in improving the maximum quality of health services to society so that people can increase awareness, willingness, and ability to live a healthy life so that the highest degree of health will be realized (Arumsari et al., 2019).

The solution that can be done in increasing community compliance in implementing the COVID-19 health protocol is by providing social support from family, friends, and health workers (Kundari et al., 2020). In addition, providing information on COVID-19 knowledge such as diseases and quarantine procedures, social norms, perceptions of the benefits of quarantine and perceptions of disease risks, as well as practical issues such as running out of feed supplies or the consequences of decreased income due to job loss, will increase public compliance with COVID-19 health protocols (Webster et al., 2020).

This study analyzes the relationship between the support of health workers (emotional support, information support, appreciation support, and instrumental support) and the compliance with the COVID-19 health

protocol in society in Mojo Village, Gubeng District, Surabaya. The Mojo Village society was chosen because the number of positive COVID-19 confirmations there was recorded as the highest, namely 546 patients on March 25, 2022 (Cahyadi, 2021). Knowing this relationship, it is expected that it can be used to increase support for health workers as an effort to increase public compliance in implementing the COVID-19 health protocol to reduce the number of positive COVID-19 confirmations.

METHOD

Design

A correlational descriptive with a cross-sectional approach was adopted, to enable the researcher in determining the association between healthcare workers' support and compliance with COVID-19 health protocol implementation in the community.

Sample and Setting

The population in this study was the inhabitants of Mojo Village, Gubeng District, East Surabaya in the amount of 48,516 people (Central Bureau of Statistics, 2019). The inclusion criteria in this study were the society that was above 16 years old, cooperating, and not a bed rest patient in the Mojo Village area, Gubeng District, East Surabaya. The sampling technique in this study used the Cluster Random Sampling method in which the samples were grouped by the citizen organization in Mojo Village, Gubeng District, East Surabaya. The independent variable used in this study was the health workers' support, while the dependent variable in this study was adherence to the COVID-19 health protocol.

Instruments

A Multidimensional Approach to Social Support: The Questionnaire on the Frequency of and Satisfaction with Social Support (QFSSS). The questionnaire consists of 14 questions that have been modified. There are 4 types of social support, namely emotional support, instrumental support, informational support, and appreciation support. This question uses the following 2 Likert scales 1: "Never" (score 1), "Agree" (score 1); 2: "Never" (score 0), and "Disagree" (score 0). All scores were summed and categorized into emotional support and appreciation support: High = 3; 2: Medium = 2; Low = 1, informational support and instrumental support: High = 3-4, Medium = 2; Low = 1.

Development and validation of a questionnaire to assess preventive practices against the COVID-19 pandemic in the general population for implementing the COVID-19 health protocol. The questionnaire consists of 17 questions that have been modified. All statements are favorable statements. Statements are presented on a 4-point Likert scale: "Always" (score 4), "Strongly Agree" (score 4); "Often" (Score 3), "Agree" (Score 3); "Sometimes" (Score 2), "Disagree" (Score 2); "Never" (Score 1), and "Strongly Disagree" (Score 1). Then all scores were added up and categorized into "low" (score 17-34), "medium" (score 35-51), and "high" (score 52-68).

Data Analysis

To analyze the data, a logistic regression test with $p \leq 0.05$ was used in this study.

Ethical Consideration

This study uses humans as subjects, it must not be contrary to ethics, the purpose of this study must be ethical, and also the rights of respondents must be protected. This study has ethical approval from the Faculty of Nursing Airlangga University with a number of 2339-KEPK.

RESULTS

Table 1 contains information related to the demographic characteristics of 400 respondents who represented residents in Mojo Village in July 2021. The majority of respondents were 279 men (69.8%) and dominated by respondents aged 26-35 years old (Early Adults) as many as 87 (21.8%). The majority of education level is at the secondary level, namely high school/vocational school/ equivalent totaling 245 respondents (61.3%).

Table 2 shows the support of healthcare workers obtained by 400 respondents who represent residents in Mojo Village. Almost all respondents as many as 377 people (94.3%) have high instrumental support, while 13 people (3.3%) have low emotional and appreciation support.

Table 3 shows the compliance with the COVID-19 health protocols owned by 400 respondents who represent residents in Mojo Village. Almost all respondents, in amount of 356 people (89%), had high COVID-19 health protocol compliance, the remaining 44 respondents (11%) had moderate COVID-19 health protocol compliance, and none of the

Table 1. Characteristics of Respondents

Characteristics	n	%
Age		
17 - 25 years old	70	17.5
26 - 35 years old	87	21.8
36 - 45 years old	81	20.3
46 – 55 years old	77	19.3
56 – 65 years old	62	15.5
>65 years old	23	5.8
Gender		
Male	279	69.8
Female	121	30.3
Education		
Basic Education	99	24.8
Secondary Education	245	61.3
Higher Education	56	14.0

Table 2. Distribution of Healthcare Workers' Support

Characteristics	n	%
Emotional Support		
High	328	82.0
Moderate	59	14.8
Low	13	3.3
Information Support		
High	349	87.3
Moderate	51	12.8
Low	0	0
Instrumental Support		
High	377	94.3
Moderate	12	3.0
Low	11	2.8
Appreciation Support		
High	349	87.3
Moderate	38	9.5
Low	13	3.3

Table 3. Frequency Distribution of Compliance with Implementing COVID-19 Health Protocol

Characteristics	n	%
COVID-19 Health Protocol Compliance		
High	356	89
Moderate	44	11

respondents had low COVID-19 health protocol compliance.

Table 4 shows the results of the cross-tabulation between the four supports of healthcare workers and compliance with implementing the COVID-19 health protocol. The tabulation results show that the highest category of instrumental support among other supports is 351 people (87.8%) with a high level of compliance. Instrumental support with the lowest category was most found, namely 8 people (2.0%) with a moderate level of compliance. The moderate level of compliance was most found in emotional support and information support with the same results, namely 31 people (7.8%). The tabulation results did not find low category crosses.

Table 5 shows the results of hypothesis testing on four research variables, namely emotional support, information support, instrumental support, and appreciation support for compliance with the COVID-19 health protocol. The results of the analysis show that all variables have significant values, namely $p < 0.05$, emotional support variable ($p = 0.040$), information support variable ($p = 0.003$), instrumental support variable ($p = 0.000$), appreciation support variable ($p = 0.011$) with a positive relationship which means that the higher the level of emotional support, information support, instrumental support, and appreciation support will tend to have high compliance. The value of Exp (B) is the level of the variables' influence so that instrumental support is obtained (Exp B = 11.874) which is the variable that has the most influence on compliance and followed by emotional support (Exp B = 1.896) which has the lowest effect.

DISCUSSION

Relationship between Emotional Support and Compliance with Implementing COVID-19 Health Protocol

Emotional support is significantly related to compliance with implementing COVID-19 health protocols in society. The results of this study are in line with previous research that emotional support for healthcare workers, in the form of attention to invite people to behave in a healthy manner to prevent the spread of the virus, warnings about the dangers of COVID-19

for people who do not carry out preventive behavior, and invitations to care for each other's health for families and people in the community environment, has a significant relationship with COVID-19 prevention behavior to society in Jabodetabek (Kundari et al., 2020).

Healthcare workers can use social media to diagnose illness and provide counseling to patients during the COVID-19 pandemic so that people will get support from good health workers without having to worry about COVID-19 transmission (Machado et al., 2020). The support of healthcare workers is very important to provide support to the community that the behavior of complying with the COVID-19 health protocol is important in order to prevent the transmission of COVID-19 (Dian Setyaji et al., 2020).

This study shows that the higher the emotional support for the community, the higher the compliance with implementing the COVID-19 health protocol in the community. Compliance with implementing the COVID-19 health protocol in society is influenced by the emotional support of health workers because they receive support such as attention, motivation, and services from healthcare workers to the community to wear masks, maintain distance, wash hands, and comply with other COVID-19 health protocols.

Relationship between Information Support and Compliance with Implementing COVID-19 Health Protocol

Information support from healthcare workers is significantly related to compliance with implementing the COVID-19 health protocol in society. The results of this study are in line with previous research that health worker information support is related to a person's compliance (Diesty et al., 2020). Information from healthcare workers is very important so that people do not panic to facing COVID-19 and understand how to protect themselves from COVID-19 (Sujan et al., 2021). The information delivered by healthcare workers must also use language terms that can be understood by ordinary people and can explain the importance of complying with the COVID-19 health protocol.

Information support from healthcare workers regarding the importance of complying with the COVID-19 health protocol can be delivered

Table 4 Cross Tabulation of Healthcare Workers' Support and Compliance

Variable	Compliance with Implementing COVID-19 Health Protocol				Total	
	High		Moderate		n	%
	n	%	n	%		
Emotional Support						
High	297	74.3	31	7.8	328	82.0
Moderate	50	12.5	9	2.3	59	14.8
Low	9	2.3	4	1.0	13	3.3
Information Support						
High	318	79.5	31	7.8	349	87.3
Moderate	38	9.5	13	3.3	51	12.8
Instrumental Support						
High	351	87.8	26	6.5	377	94.3
Moderate	2	0.5	10	2.5	12	3.0
Low	3	0.8	8	2.0	11	2.8
Appreciation Support						
High	320	80	29	7.2	349	87.3
Moderate	26	6.5	12	3.0	38	9.5
Low	10	2.5	3	0.8	13	3.3

Table 5 Regression Analysis

Variables	Regression Coefficient (B)	S.E	Wald	dF	Sig.	Exp (B)	Description
Emotional Support	0.640	0.311	4.224	1	0.040	1.896	Significant
Information Support	1.257	0.428	8.611	1	0.003	3.515	Significant
Instrumental Support	2.474	0.425	33.912	1	0.000	11.874	Significant
Appreciation Support	0.801	0.316	6.442	1	0.011	2.229	Significant

through posters, leaflets, banners, or other media, education on how to wear masks, keep the distance, and wash hands as a form of self-protection from COVID-19 (Prasanti & Fuady, 2018). Information support from healthcare workers to society, namely advice, instructions, and information about the COVID-19 health protocol can give them trust to healthcare workers and they become more obedient in implementing the COVID-19 health protocol (Wu et al., 2019).

Information support from healthcare workers must be delivered to society as a whole so that the implementation of the COVID-19 health protocol can be carried out effectively by people throughout Indonesia. People can comply with the COVID-19 health protocol with information support from healthcare workers.

Relationship between Instrumental Support and Compliance of COVID-19 Health Protocol implementation in the community

Instrumental support is significantly related to compliance with implementing the COVID-19 health protocol in society. This research is in line with previous research that instrumental support can influence a person to comply with the recommendations of healthcare workers (Ernia, 2020). Instrumental support influences one's cognitive behavior so that it can increase a person's compliance with the COVID-19 health protocol (Szkody et al., 2020). This study found that instrumental support in the form of

health consultation services and distribution of masks could increase public compliance in implementing the COVID-19 health protocol. Instrumental support is comprised of the things that others physically do or provide to assist someone. The form of support of healthcare workers can be done through programs and other media, such as counseling programs on the COVID-19 health protocol, online consultation media, and the provision of handwashing places at crowded points.

Researchers assume that instrumental support can help increase compliance with implementing the COVID-19 health protocol, therefore it needs assistance from the government so that it can provide various instrumental assistance to society. Healthcare workers cannot provide instrumental assistance independently, so there needs to be collaboration from various parties from the government and society.

Relationship between Appreciation Support and Compliance with Implementing COVID-19 Health Protocol

Appreciation support is significantly related to compliance with implementing the COVID-19 health protocol in the community. The results of this study are in line with previous research that social support influences a person's compliance with the COVID-19 health protocol (Paykani et al., 2020). Other studies that are in line state that the support of healthcare workers has a significant relationship between the support of healthcare workers and one's compliance (Kundari et al., 2020).

Appreciation support is the provision of feedback regarding the performance or personal qualities. Appreciation support from healthcare workers such as a praise for the use of masks makes people compelled to use them obediently. People's compliance in implementing the COVID-19 health protocol is influenced by the support of healthcare workers because there is good communication. Communication is very important in promoting the health of the COVID-19 health protocol, willingness to provide explanations regarding how to prevent oneself from COVID-19, offering alternatives that can help people meet their needs, and officers who are responsive to people's compliance can build good communication between healthcare workers

and society (Ilmah & Rochmah, 2015).

People who comply with health protocols need to be given appreciation support so that people can maintain their compliance with implementing the COVID-19 health protocol. Appreciation support can help assess the level of people's compliance and monitor them so that they continue to comply with the COVID-19 health protocol. The implementation of appreciation support requires the involvement of various parties who are closer to society so that health workers are not overwhelmed by the implementation of appreciation support.

CONCLUSION

This study concluded that there was the relationship between emotional support, instrumental support, information support, and appreciation support from healthcare workers with compliance of COVID-19 health protocol implementation in community

Declaration of Interest

No conflict of interest

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Data Availability

The datasets generated during analyzed the current study are available from the corresponding author on reasonable request.

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