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Self Confidence and Anxiety of Health Volunteers while Doing First Aid for Accident Victims in Surabaya

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ABSTRACT

Introduction: Health volunteers are first aid actors in the field when an accident occurs, health volunteers face various situations and conditions from victims and the environment, so they experience anxiety, the anxiety experienced can be an obstacle to first aid handling. This study aims to identify factors related to the anxiety of health volunteers when performing first aid on accident

Methods: This study used an analytic observational design with a cross-sectional approach, the population of this study was the health volunteers of the city of Surabaya, amounting to 220 people. The sampling technique used probability sampling with a simple random sampling approach and obtained 103 respondents according to the inclusion and exclusion criteria. The research instrument was a questionnaire in the form of a google questionnaire consisting of questionnaires for demographic data, anxiety (DASS 42), motivation (VFI), and self-confidence (Lauster). Data analysis using Spearman Rho statistical test with $p = 0.05$.

Result: The results of the study showed that the majority of respondents experienced a very severe level of anxiety (36.9%) and a weak majority level of self-confidence (96.1%). The results of the analysis of the relationship between self-confidence and anxiety levels obtained $p = 0.003$ ($p < 0.05$).

Conclusion: There is a relationship between self-confidence and the level of anxiety of health volunteers.

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1. INTRODUCTION

Accident is an event on the road that suddenly occurs and unintentionally involves a moving vehicle with or without other road users, resulting in human casualties or property loss (Supiyono, 2018). As one of the efforts to save victims due to traffic accidents, it is necessary to take fast, precise, and accurate action in performing first aid. Health volunteers in carrying out first aid are faced with various situations and conditions both from the victim and the environment (BNPB, 2011). This causes volunteers to be vulnerable to anxiety. Anxiety experienced by volunteers can be an obstacle in providing maximum first aid treatment, so volunteers need good motivation and confidence.

The prevalence of traffic accidents in the Global Status Report on Road Safety (WHO, 2018). It is explained that the number of deaths due to traffic accidents every year reaches 1.35 million. Traffic accidents have become the leading cause of death for individuals aged 5-29 years. The victims are pedestrians, cyclists, and motorcyclists, especially in developing countries. According to police data, in Indonesia, on average 3 people die every hour due to road accidents. The data also states that the large number of accidents is caused by several things, namely: 61% of accidents are caused by human factors, namely those related to the ability and character of the driver, 9% due to vehicle factors (related to the fulfillment of roadworthy technical requirements) and 30% caused by infrastructure and

environmental factors (Kominfo, 2017). In 2018 in East Java there were 11 thousand traffic accidents (Antaranews, 2019), while in Surabaya in 2017 the number of traffic accidents reached 1.365 (Liputan6, 2019). The number of Health Volunteers in Surabaya are 489 volunteers. This data is taken from the report on the mobilization of PMI Surabaya volunteers in 2021 in February.

Accidents that often occur can result in loss of property and loss of life (World Health Organization, 2021). One of the efforts to reduce the impact of accidents is to take quick, precise, and accurate action by volunteers in first aid measures. Health volunteers as one of the first aid workers still often experience anxiety when helping accident victims (Thormar et al., 2010). Volunteers who feel insecure about their ability to perform first aid. Feelings of not being able to act despite training, and the helplessness of finding a victim with a serious injury can cause anxiety. Lack or absence of motivation and self-confidence can also add to the anxiety that volunteers feel when performing first aid. The impact that arises from this lack of confidence can be in the form of errors in handling, forgetting procedures in carrying out rescue actions, confusion and shaking when taking actions. and unable to implement the knowledge they have.

Volunteers must be able to find out the cause of their own anxiety to avoid the factors that cause anxiety to provide maximum first aid to victims of traffic accidents (International Federation of Red Cross, 2012). In addition, to reduce the level of anxiety of health cadres, it is necessary to provide training and education related to the procedures for implementing ambulance services on a regular basis. To increase knowledge and provide motivational support among fellow KSR members. Mental readiness is important to provide first aid services to achieve the goals of first aid itself. This study aims to identify the relationship between self-confidence and anxiety of health volunteers when providing first aid to accident victims.

2. METHOD

This study used an analytical observational design with a cross sectional approach. The population of this study were active health volunteers in Surabaya, which amounted to 220 people. The sampling technique used probability sampling with a simple random sampling approach and obtained as many as 103 respondents according to the inclusion and exclusion criteria. The independent variable is motivation and self-confidence, the dependent variable is anxiety.

The research instrument was a questionnaire in the form of a google form. The questionnaire consisted of demographic data, anxiety (DASS 42) and self-confidence (Lauster) questionnaires. This research was conducted in June 2021 in Surabaya. The analysis of study used SPSS, data analysis using Spearman Rho statistical test with $p = 0.05$. This study

has passed the ethical test with No: PE/91/VII/2021/KEPK/SHT.

3. RESULT

The results showed that the majority of health volunteers were 21–23 years old, the last education of the majority of health volunteers was high school, the majority of the duration of participation in PMI activities by health volunteers was 1-3 years, with the number of trainings attended by the majority of health volunteers was 2–3 trainings, and many types of cases that have been handled the majority > 3 cases.

Based on table 1, it was found that most health volunteers were aged 21–23 years, amounting to 55 people (53.4%) with the education level of the majority being senior high school students, totaling 80 people (77.7%). Regarding the length of participation of most health volunteers in organizational activities for 1-3 years, totaling 63 people (61.2%). And related to participation in training, it was found that most health volunteers attended training as many as 2–3 training, totaling 47 people (45.6%), Based on experience in handling cases, it was found that most health volunteers had experience in handling > 3 types of cases as many as 50 people (48.5%).

Based on table 2, it is found that from the total respondents, the majority are dominated by very severe anxiety, there are 38 people (36.9) and for self-confidence, it is dominated by low of confidence by 99 respondents (96.1%). The results of the calculation of the correlation test between the level of anxiety and self-confidence, the number of respondents is 103 people, with a high correlation of 0.294** which means a significant correlation. The correlation between the two variables is 0.003 which is smaller than the critical limit = 0.05. It means that there is a significant relationship between the two variables ($0.003 < 0.05$).

4. DISCUSSION

The results of this study indicate that most of the volunteers experience anxiety and low self-confidence. Anxiety in volunteers is mostly due to fear of making a fatal mistake. Based on the results of the study, it was found that the majority of respondents had a low level of confidence. Researchers assume that there are several factors that might contribute to the respondents' self-confidence. First factor is support. This is indicated by the respondents' answers, which the majority hope to get support. According to Hidayah et al., (2021) that the psychological problems experienced by volunteers do not only come from within themselves but also from family support which is often not functional for these volunteers. This is in line with the research Rahwuni et al., (2014) dan Ashar et al., (2018) that individuals with high self-confidence, will be able to go through any problem without looking in a negative direction, think rationally and objectively about the problems

Table 1. Demographic Data Characteristics of health volunteers (n = 103)

Characteristics	n	%
Age		
18- 20	29	28
21-23	55	53
> 23	19	19
Education		
primary school	1	1
junior high school	80	77,7
senior high school	22	21,3
Duration Engaged in Volunteer		
< 1 year	15	14,6
1-3 years	63	61,2
> 3 years	25	24,3
Number of course		
1 course	42	40,8
2 – 3 courses	14	13,6
> 3 courses		

Table 2. Self-confidence and anxiety of health volunteers in providing first aid in June 2021 (n=103)

Characteristics	n	%
Level of Anxiety		
Normal	25	24,3
Mild	5	4,9
Moderate	11	10,7
Severe	24	23,3
Very Severe	38	36,9
Level of Self-Confidence		
Strong	2	1,9
Enough	2	1,9
Low	99	96,1

that occur to them, resolved well by themselves and with the help of others. This will lead to a feeling of fear of doing the wrong thing even though they have also received adequate training and education. Ros, (2011) says that self-confidence includes the ability to be yourself and go anywhere and try anything in a positive sense, without feeling fear or shame. Lack of self-confidence is also shown in the questionnaire point 5, there is a feeling that "I feel that other health volunteer members are better than me when doing treatment" getting the most answers from the total respondents. From these results, the researchers assumed that the low self-confidence of health volunteers was due to feeling no better than the others and still lacking in experience and knowledge. However, the knowledge can lead to the level of education. This is supported by the results of research which shows that the majority of respondents have a high school education. This is different from, (Haryoko & Juliastuti, 2016) who said that education level was not related to anxiety.

Nevertheless, low self-confidence is seen by some respondents as necessary to improve self-ability to increase self-confidence. This is in line with (Amri, 2018) which said that the level of education accompanied by sufficient knowledge contributes greatly to increasing self-confidence. However, if between knowledge and anxiety, according to (Suwandi & Malinti, 2020) Who conducted a study on

adolescents regarding knowledge of COVID-19 anxiety did not find a significant relationship. Likewise in the results of this study, although there was no significant test between knowledge and anxiety, data from respondents showed that even with sufficient experience and good knowledge, most of the volunteers experienced anxiety. From this, the thing that needs to be reviewed is whether the burden of responsibility while on duty in the unit contributes to anxiety while on duty..

In addition to support and knowledge, another factor that is also very important in self-confidence is respect from others. Most of the respondents gave the answer to point 19 regarding "I want to know how to make other people respect me". Another factor that is no less important in influencing self-confidence is self-concept, self-esteem, appearance, life experience and education. However, this research does not specifically examine self-concept, self-esteem, and appearance. This research is in line with research Syarullah, Rokayah and Nurdinih, (2017) regarding student anxiety with self-confidence when completing thesis shows that the lower of student's confidence in dealing with the thesis, as high as the anxiety. Although the population in the study was different, this showed that self-confidence contributed significantly to the occurrence of anxiety. Other research by Sutrisno (2017) also the results of this research where it is found that the anxiety of civil servants who will face retirement will be higher in individuals who have low self-confidence.

Thus, it can be ascertained that the self-confidence of volunteers has a significant relationship with the anxiety of volunteers when performing first aid for trauma victims either due to accidents or disasters.

Another thing to consider that anxiety is also affected by spiritual level. Widyastuti *et al.*, (2020) explained that high spiritual intelligence causes someone to reduce anxiety for patients. However, this study did not measure the spiritual level of volunteers so that in the future it is also necessary to see whether the spirituality of volunteers also chooses a relationship with the anxiety experienced while on duty.

The anxiety experienced by volunteers while on duty also needs to be seen from the experience and training, they have received. However, from the results of the study, it was found that most respondents had handled more than 3 cases during their time as volunteers. So, for now, researchers think that experience is not a significant thing in influencing anxiety and self-confidence. Apart from that, the length of participation in volunteering also does not support where most volunteers with anxiety are dominated by participation in the range of 1-3 years. This is a new finding regarding how long it takes volunteers to adapt to the situations they must face while on duty.

This is different from research (Tanrewali & Wahyuningsih, 2019) which shows that experience contributes significantly to respondents' anxiety.

However, it needs to be re-examined that the respondents in the research are cancer patients with chemotherapy, which is certainly different from health volunteers. Experience is a very valuable thing that happens to individuals, especially for the future, initial experience as an important part and even very decisive for the mental condition of individuals in the future. If the individual's experience is lacking, it tends to affect the level of anxiety (Hidayah et al., 2021). Researchers assumed that individuals who have more experience than other individuals will show differences both in terms of self-confidence, knowledge and communication with others, individuals who already have experience about something will get used to or be able to reduce their level of anxiety. According to Merina Widyastuti, Ambarsari, et al., (2021) that one of the motivations to become a volunteer is feeling needed by others. According to researchers, this can increase the feeling of having to give the best according to the expectations of others and can trigger volunteer anxiety when carrying help. According to (Permatasari & Ariati, 2015) One of the sources of volunteer anxiety is heavy physical demands, unpleasant work situations and feelings of pain because they cannot meet the existing demands. This is important because if it occurs in volunteers for a long time, it will put volunteers in a saturated position.

In addition, the length of time being a volunteer is also a major concern that needs to be studied. Volunteers in carrying out the task of responding in ambulance services are provided with basic education and training in first aid then, before independently carrying out first aid, new volunteer members will be accompanied and given guidance by senior volunteer members and the unit head on duty that day. Health volunteers in serving as members of the ambulance service are prepared as volunteers who are ready in all situations and conditions, both from the scene and victims found so that a weak level of self-confidence can affect anxiety which then has an impact on the process of handling victims in the field. One steps that volunteers can take to gain experience can be by actively participating in the post picket so that by frequently being in the field, volunteers will be exposed to various cases and situations and conditions in the field. The limitation of this study is that the researcher has not compared the results of this anxiety with the anxiety of other volunteers. Besides that, a measuring instrument in the form of a questionnaire with quite a number of questions is considered by the respondents to be quite time-consuming. However, all of the respondents involved have been willing to complete the research process until it is finished.

CONCLUSION

Based on research conducted on health volunteers, it can be concluded that self-confidence has a significant

relationship with volunteer anxiety when helping trauma victims due to accidents or disasters. The implication of this research is in the future it is necessary to hold continuous education and training with variations to increase the knowledge and experience of volunteers so that they can increase self-confidence and be able to overcome anxiety while on duty. In addition, intensive support and assistance from senior volunteers is needed as a knowledge transfer process.

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