



THE EFFECT OF AUDIOVISUAL HEALTH EDUCATION ON NURSE COPING STRATEGIES IN THE COVID-19 ISOLATION ROOM

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ABSTRACT

The covid-19 pandemic has had an impact on the psychological well-being of mental health workers such as nurses. Anxiety, panic, and fear appear along with the covid-19 incident. The increasing workload of nurses and the pandemic crisis conditions have put nurses in a stressful situation. There needs to be a good nurse coping strategy in dealing with the stress faced, so that it has a positive impact on the quality of services provided. One way to improve coping strategies is to provide education that can increase nurses' knowledge and coping strategies, especially using audiovisual method. The aim of the study was to determine the effect of audiovisual education on nurses's coping strategies of in the Covid-19 isolation room. This research is a quantitative research with a quasi-experimental design. The research sample was 33 respondents of the nurse in the covid-19 isolation room at Santa Maria Hospital Pekanbaru. The strategies coping's data were collected using the Ways of Coping Questionnaire. Data were analyzed using univariate and bivariate analysis. The results showed that most of the respondents were female (93.9%), permanent employees (93.9%), and worked longer than 1 year in the Covid-19 isolation room (87.9%) and most of the respondents (75.8%)) early adulthood and diploma degree of nursing. The mean value of coping strategy before education was 151,33 and after education was 160,18 with p value 0,006 (<0,05). This means that there is an effect of audiovisual health education on nurses's coping strategies in the covid-19 isolation room. Thus, it can be said that audiovisual media education is useful in improving nurses's coping strategies who working in the covid-19 isolation room.

Keywords: audiovisual health education; coping strategies; covid-19

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INTRODUCTION

At the beginning of 2020, the world was shocked by the outbreak of Coronavirus Disease 2019 or covid-19 which infected almost all countries in the world. The World Health Organization (WHO) stated that since January 2020 the world has entered a global emergency related to this virus. Covid-19 is a collection of viruses that infect parts of the respiratory system and cause mild to severe disease symptoms, such as the common cold or the common cold and serious illnesses such as MERS and SARS (Cascella et al., 2020). Based on the results of the study, in March 2020 WHO declared covid-19 as a pandemic case (WHO, 2020).

Data on the development of covid-19 worldwide as of May 24, 2021, found there were 166.351.774 confirmed cases and 3.449.183 cases of death with the highest incidence occurring in the United States, India, Brazil, France, and Turkey. In the ASEAN region, Indonesia ranks with the highest cases where there are 1.775.220 confirmed cases of covid-19, there are 1.633.045 cases recovered, and 49.328 cases died. The incidence of covid-19 in Indonesia is categorized as community transmission with a positivity rate of 16.5% (WHO standard <5%), a case fatality rate of 2.8%, and a recovery rate of 92.0%. Riau Province ranks 7th for the most cases nationally with 54.860 confirmed cases and 1,426 deaths meninggal (Kemenkes, 2020; Kementerian Kesehatan Republik Indonesia, 2021). The high number of spreads and findings of Covid-19 cases around the world has caused the world to be in a state of crisis. This has an impact on increasing stress experienced by all levels of society (WHO, 2020). The results of the self-examination conducted by the Association of Indonesian Mental Medicine Specialists found that 64.8% of the population experienced psychological problems, as many as 65% of respondents experienced anxiety, 62% depression, and 75% experienced trauma. Most of these psychological problems were found in the 17-29 year age group and > 60 years old (Winurini, 2020).

This situation also has an impact on the psychological and mental well-being of health workers such as doctors and nurses. Anxiety, panic, and fear appear along with the increasing incidence of the covid-19 pandemic. Not only anxiety, the workload of health workers also increases along with the increase in the number of Covid-19 patients. The existence of physical fatigue, inadequate medical equipment, nosocomial transmission of Covid-19 and the number of personnel that is not proportional to the number of patients have a negative effect on the physical and mental health of health workers. This is what causes nurses to feel restless, afraid, anxious, depressed and insomnia due to changes in the work system due to Covid-19 (Pappa et al., 2020).

Psychological problems for health workers during the covid-19 pandemic also occurred in Pontianak City. Anxiety (57%), depression (52.1%), and insomnia (47.9%) were found in health workers during the covid-19 pandemic. Health workers who treat patients with confirmed covid-19 have a higher incidence of anxiety, depression, and insomnia than those who do not treat covid-19 patients. The perception of feeling at risk and fear of contracting covid-19 (75.3%) becomes a psychological burden that increases anxiety for health workers (Hanggoro et al., 2020). The same thing is also explained in a systematic review and meta-analysis of the incidence of depression during the covid-19 pandemic for health workers in 17 countries. The results of the analysis showed that there were 24% cases of depression among health workers, nurses (25%), doctors (24%) and frontliners (43%) (Olaya et al., 2021).

The high number of psychological problems experienced by health workers is due to the magnitude of the pressure faced during the covid-19 pandemic. High risk of exposure to covid-19 from patients being treated, inadequate protection from possible contamination by patients, increased workload, frustration, discrimination, isolation, many health workers who are infected and die, lack of contact with family while caring for covid-19 patients, and fatigue become a frightening collection of stressors for health workers. In bad conditions, it can damage mentally and psychologically, causing stress, anxiety, symptoms of depression, insomnia, rejection, anger, and fear. This condition has an impact not only on the psychological health of health workers but also on concentration, understanding, and decision-making abilities during work (Kang et al., 2020; The Lancet, 2020). Therefore, it is

necessary to make efforts to improve and optimize the strategies and coping mechanisms of health workers, especially nurses in order to avoid adverse impacts.

The efforts to improve nurses' coping strategies are increasing nurses' knowledge about covid-19, especially how to prevent covid-19 transmission and good stress management. The provision of health education is useful as a source of good and correct information about preventing the transmission of covid-19 so that health workers are protected from stressful conditions due to false information about covid-19 (Moh Muslim, 2020). One of the health education media that can be used is audiovisual. Health education through audiovisual is the most effective method of providing information and education. Through this method a person will easily understand and accept the material and can encourage someone's motivation to learn and find out additional information about the material provided (Tanari et al., 2020).

The results of the preliminary study and researcher interviews with 7 nurses where 71.4% said it was quite stressful to work in the new normal era. This is based on the high risk of being infected with Covid-19, dishonest patients and difficult to educate, the large number of patients causes physical distancing to not work well, outpatients have not been screened for rapid tests, the higher the number of confirmed positive covid-19 for People Without Symptoms (OTG). This condition causes nurses to feel worried about being infected with covid-19, experience mood disorders, panic and have difficulty concentrating when patients receiving treatment show signs of being infected with Covid-19, are more emotional and easily feel tired. Based on this phenomena, this study is essential to do to identify the coping strategies of nurses whom caring patients with covid-19. This study aim to analysing the effect of audiovisual education on the nurses's coping strategies in the covid-19 isolation room.

METHODS

This study is a quantitative study with a quasi-experimental design using a one-group pretest-posttest design. This research was conducted at Santa Maria Hospital Pekanbaru from June to August 2021. The population in this study were all nurses who worked in the covid-19 isolation room at Santa Maria Hospital Pekanbaru. The sample used in this study amounted to 33 respondents who were taken by total sampling. The instrument used in this research is a questionnaire which consists of two parts. The first part is to collect the demographic data of the respondents and the second part is to assess the respondents' coping strategies using the Ways of Coping questionnaire taken from Folkman and Lazarus (1985). This questionnaire consists of 50 statements where 22 statements about problem focused coping (PFC) and 28 statements about emotion focused coping (EFC). The PFC content validity index value is 0,89 and the EFC is 0,91 with the reliability value of each questionnaire of 0,784 and 0,872. Before collecting data, the researcher conducted an ethical feasibility test at the Health Research Ethics Committee of STIKES Payung Negeri Pekanbaru and was declared ethically eligible with the number: 0020/STIKES PN/KEPK/VI/2021.

The data collection process was carried out using a google form where each respondent was given a link to fill out the questionnaire and asked to fill out the questionnaire completely and in accordance with the actual situation. Furthermore, the researchers invited respondents to join Zoom and were given education using a video that had been prepared by the researcher with a duration of approximately 10 minutes. The post-test stage was carried out 5 minutes after the education was given. Respondents were given back links and asked to fill out a

questionnaire. The research data were analyzed by univariate and bivariate analysis. Univariate analysis was used to see the frequency distribution of respondent characteristics which included age, gender, education level, employment status, and length of work in the covid-19 isolation room. Bivariate analysis was carried out using a dependent t test to see the effect of audiovisual media education on nurses' coping strategies. If p value $< \alpha$ (0.05) it means that there is a significant effect between audiovisual media education on nurses' coping strategies and if p value $> \alpha$ (0.05) it means that there is no effect between audiovisual media education on nurses' coping strategies.

RESULTS

Table 1.

Frequency distribution of respondents based on the characteristics of age, gender, education, employment status, and length of work (n=33)

Characteristics of Respondents	f	%
Age		
Late Teen	1	3
Early Adult	25	75,8
Middle Adult	7	21,2
Gender		
Man	2	6,1
Woman	31	93,9
Education		
Diploma degree of nursing	25	75,8
Bachelor degree of nursing	8	24,2
Employment status		
Temporary	2	6,1
Permanent	31	93,9
Length of work in the Covid-19 isolation room		
<1 year	4	12,1
\geq 1 year	29	87,9

Table 1 shows that most of the respondents are adults (25 respondents or 75,8%) and have diploma degree of nursing education (25 respondents or 75,8%). Most of respondents are women and permanent employees (31 respondents or 93,9%) and working in Covid-19 isolation rooms $>$ 1 year (29 respondents or 87,9%).

Table 2.

The difference in the average value of respondents' coping strategies before (pre-test) and after being given audiovisual health education (post-test)

Variable	Mean	SD	Mean difference	N	p value
<i>Pre-test</i>	151,33	9,4	8,85	33	0,006
<i>Post-test</i>	160,18	16,2			

Table 2 shows the average value of coping strategies before being given audiovisual health education is 151,33. Meanwhile, after being given audiovisual health education, the average value of coping strategies was 160,18. The results of the bivariate analysis using the dependent t test, obtained p value 0,006 ($<$ 0,05), which means that there is a significant effect of audiovisual media education on the coping strategies of respondents who work in the covid-19 isolation room at Santa Maria Hospital Pekanbaru. The results of data analysis can

also be seen that there is a significant increase between the mean pre-test and post-test scores with a difference of 8,85.

DISCUSSION

Respondent Characteristics

The results showed that most of the respondents were in their early adulthood (76.8%). Adolescence, early, middle, and late adulthood have different levels of exposure and risk of stressors such as work, health, finances, and relationships. This depends on the stage of development experienced and the events that accompany or relate to their life. The most stressors experienced in late adulthood were related to health status (38.6%), while in middle adulthood came from work (33.3%). Increasing age is directly proportional to the stressor experienced, but not with the coping strategies used. In the early and late adult age groups, they both have a tendency to use coping strategies that focus on emotions. Meanwhile, age is inversely related to the use of problem-focused coping strategies (Chen et al., 2018). The results of other studies show that younger people rarely use coping strategies and experience more problems. Meanwhile, older adults use various coping strategies with avoidance being the highest choice applied (Pandit & Vishnuvardhan, 2014).

Based on the results of the study, the majority of respondents were female (93.9%). The results of Tuasikal's research explain that there is no difference between men and women in choosing coping strategies. This is because the use of coping strategies is influenced by the nature of the stressor, the time to adapt, and the personal significance of a person (Tuasikal & Retnowati, 2019). This is supported by the research of Krisdianto which states that there is no relationship between gender and a person's coping mechanism, both men and women have a tendency that is not much different to use adaptive and maladaptive coping mechanisms (Krisdianto & Mulyanti, 2016). This is also reinforced by other studies which state that male and female caregivers have the same number of cognitive, behavioral, and avoidance coping strategies. However, men tend to use avoidance strategies, while women are more dominant in behavioral coping strategies (Pandit & Vishnuvardhan, 2014).

The results also showed that most of the respondents had a DIII Nursing education level (75.8%). The level of education affects the ability to deal with problems and stress. Someone with a higher level of education will be able to adapt to the problems that they face. The existence of knowledge and experience makes a person easier to deal with stressors. The lower a person's education level, the more likely they are to choose inappropriate coping strategies. Respondents who have higher education tend to be able to manage their own emotions, recognize other people's emotions, are able to motivate themselves, and are able to think more maturely to solve problems well and have more effective coping (Fijianto et al., 2021; Rachmah & Rahmawati, 2019; Tuasikal & Retnowati, 2019).

The majority of respondents are permanent employees (93.9%). Employment status affects the emotional and somatic well-being and stress of a person. A person with a temporary employment status experiences more emotional and somatic stress than a permanent employee (Rahe & Quaiser-pohl, 2017). With the status of a work contract that is not fixed, resulting in a person experiencing mental and physical problems that trigger permanent stress. This condition has a negative and serious impact on mental health in the long term (Shakir & Zia, 2014). Respondents in the study found that the majority worked > 1 year in the COVID-19 isolation room (87.9%). Length of work has a relationship with stress obtained during work and affects one's performance (Prasad & Vaidya, 2018). This is in line with Lestari and Rizkiyah's research which explains that employees with new tenure have higher stress levels

than those who have worked for a long time. This condition is caused by several factors, including lack of work experience, difficulty adapting to the work environment, and difficulty completing tasks (Lestari & Rizkiyah, 2021).

Effect of audiovisual media education on coping strategies

Based on the research analysis, it was found that the provision of audiovisual health education had an effect on the respondents' coping strategies with p value 0.006 (< 0.05). The results of this study are in line with Gustomi's research which states that the use of audiovisual media as distraction therapy can reduce anxiety in pre-operative cesarean patients with p value 0.000. After being given audiovisual distraction, there was a decrease in the patient's anxiety level from 54.1% initially experiencing severe anxiety to 54.1% who did not experience anxiety (Gustomi & Enimarini, 2017). Another study also showed that the provision of health education using audiovisual was effective (p value = 0.000) in improving coping mechanisms in patients with chronic heart failure (CHF). The results of this study show that providing audiovisual education can reduce stress factors so that respondents are able to optimize their coping mechanisms (Wijayanti & Dinata, 2019).

The provision of health education through audiovisual has also been shown to be effective in reducing the anxiety of patients undergoing preoperative spinal anesthesia. This method helps patients more easily understand and accept the information provided. This is useful in helping the patient's readiness so as to reduce the anxiety he experiences. The results showed that initially most of the patients experienced severe anxiety, after being given audiovisual android education the majority of patients experienced mild anxiety (p value = 0.000) (Nugroho et al., 2020). The positive influence of audiovisual education on a person's psychological condition and anxiety due to covid-19 was also explained in research conducted at the Udayana University Hospital. The results of his research showed that there was a decrease in patient anxiety from 24.51 to 22.14 after being given education in the form of audiovisual (Yanti, 2021). Another study also explained the same thing when there was an increase in respondents' knowledge after being given audiovisual education about preventing Covid-19 transmission and how to reduce anxiety and stress during the covid-19 pandemic (Sari et al., 2020).

The audiovisual method has a fairly high level of effectiveness, as an educational medium by 60% to 80%. Health education using audiovisual involves various aspects such as sound, images and writing so as to clarify the message contained. In addition, audiovisual also stimulates thinking, hearing, vision, and psychomotor. This makes it easier for someone to receive the information provided (Wijayanti & Dinata, 2019). Audiovisual education is useful for educational activities that become more interesting and have an impact on one's coping strategies due to an increase in knowledge coupled with direct experience they have. The audiovisual method is also effective in increasing respondents' knowledge and changing respondents' behavior in a positive direction (Daryani et al., 2019). Providing information about covid-19 that is packaged in audiovisual can give respondents a positive mindset or knowledge about covid so they can strengthen aspects of their coping strategies. Building coping behavior requires coping resources, both physical and non-physical. Coping resources tend to be subjective so that coping behavior can vary from every person (Maryam, 2017).

The way a person performs a coping strategy is based on the available resources. One of the efforts that can be done to improve nurses' coping strategies is to increase nurses' knowledge about covid-19 through health education using audiovisual media. Knowledge of nurses' coping strategies in the covid-19 isolation room has increased, supported by the respondent's

education level and respondent's experience while treating patients. The level of education and experience affects the knowledge and grasping power of nurses during the covid-19 education and opens the respondent's thinking towards a better direction about preventing the transmission of covid-19. Providing education using audiovisual media is able to increase the knowledge and coping strategies of isolation room nurses in managing stress during the covid-19 pandemic. Stress and anxiety conditions during the covid pandemic can be managed properly so as not to become distressed. Nurses are able to select and sort information about covid-19 properly. Making the best use of time to do positive activities while still paying attention to health protocols is a solution in improving coping strategies against stress during this covid-19 pandemic.

CONCLUSIONS

Based on the results of the research conducted, it can be concluded that the provision of health education using audiovisual method affects the coping strategies of nurses in the covid-19 isolation room. There was a significant increase in the average value of the nurse's coping strategy after being given information through educational videos. Thus, to overcome the stress and anxiety experienced by nurses during the covid-19 pandemic, especially those who work in isolation rooms, it is necessary to provide education using audiovisuals on a regular basis in maintaining and improving nurse coping strategies.

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