

Implementation of the COVID-19 Health Protocol in Grab Bike Riders in Kupang City

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Abstract: Covid-19 is an infectious disease caused by SARS-CoV-2. The behaviour of Grab Bike riders who do not follow health protocols can increase the spread of the Covid-19 virus. The initial survey of Covid-19 cases conducted by researchers with 10 riders Grab Bike Kupang found that 7 out of 10 Grab Bike riders had tested positive for Covid-19. Based on researchers' observations in the field, it is still possible to find Grab Bike riders who have not fully implemented every health protocol. Good knowledge and attitude can encourage Grab Bike riders to take action in implementing the Covid-19 health protocol. This study aims to describe the knowledge, attitudes, and actions of Grab Bike riders in implementing the Covid-19 health protocol in Kupang City to prevent the spread of Covid-19. This type of research is quantitative research with a descriptive survey method. This research was conducted in the Grab Bike riders work area in Kupang City with a total sample of 62 people and using an accidental sampling technique. Based on the results of the study, it is known that the knowledge of Grab Bike riders is in the good category, namely 55 people (88.7%), the enough categories are 7 people (11.3%), and there are no people in the fewer categories (0.0%). The attitude of Grab Bike riders is in the positive category, namely 62 people (100.0%), and there are no people in the negative category (0.0%). The actions of Grab Bike riders are in the good category, namely 54 people (87.1%) and the less category are 8 people (12.9%). It is hoped that Grab Bike riders will always follow the Covid-19 health protocol that has been established and seek out the most up-to-date information on measures to prevent the Covid-19 virus from spreading.

Keywords: Knowledge; attitude; action; health protocol; covid-19.

INTRODUCTION

Coronavirus Disease 2019, often known as Covid-19, is a disease caused by SARS-CoV-2 (Severe Acute Respiratory Syndrome Coronavirus 2). On December 31, 2019, the WHO China Country Office reported a case of pneumonia with no identifiable cause in Wuhan, Hubei Province, China. On January 7, 2020, China identified the reported case as a new type of Corona virus. Meanwhile, on March 2, 2020, the first case of Covid-19 was reported in Indonesia [1]. According to data from the NTT Province's Center for Disaster Management and Operations, as of February 14, 2021, there have been 108.576.068 confirmed cases worldwide, 1.217.468 confirmed cases in Indonesia, and 7.404 confirmed Covid-19 cases in NTT. From 7.404 positive instances to 2.817 individuals being treated, 4.392 people recovering, and 195 people dying, the spread of Covid-19 in NTT has been dramatic. Kupang City, the capital of NTT Province, has 3.813 positive cases, with 1.620 still being treated, 2.104 recovering, and 89 dying [2].

Working as an online motorcycle taxi is one type of job that is particularly vulnerable to the Covid-19 virus's spread. Since March 23, 2018, Grab Bike has been operating in Kupang City as an online motorcycle taxi service [3]. According to an early assessment of Covid-19 cases done by researchers in July 2021 with 10 Grab Bike riders, 7 out of 10 Grab Bike riders tested positive for Covid-19. According to an early survey conducted by researchers with 10 Grab Bike riders in Kupang City, each Grab Bike riders may receive 14 orders per day for passenger, food, and goods delivery services during the Covid-19 outbreak. The number of orders for Grab Bike riders in the initial survey reveals that the intensity of utilizing Grab Bike services in Kupang City is relatively high, and there is a risk of transmission of the Covid-19 virus if Grab Bike riders do not follow health procedures. It is still possible to discover Grab Bike riders that have not properly fulfilled every health protocol, according to field observations.

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The health protocol strategy is a guideline created in an attempt to deter and control Covid-19, which is governed in the Decree of the Minister of Health Number HK. 01.07/Menkes/382/2020, and the Ministry of Transportation is regulated in SE No.24 of 2021, which states that every individual when traveling, such as using an online motorcycle taxi, is required to implement and comply with the 3M health protocol, which includes wearing a mask, maintaining distance, and avoiding crowds, and was implemented Hands should be washed with soap or hand sanitizer.

The behavior of Grab Bike riders in responding to the current pandemic scenario has a big impact on the application of the Covid-19 health protocol. A reaction or form of response to an external stimulation or stimulus is referred to as behavior [4]. Green's theory claims that three elements influence behavior: (1) predisposing factors (knowledge and attitudes); (2) supporting factors (physical environment, availability of supporting facilities); and (3) driving factors (attitudes and behaviors of the people around who become the reference group) [4]. In a research of the characteristics that influence community compliance with health protocols, Afrianti and Rahmiati (2021) found that persons with good knowledge (74.2%) and positive attitudes (76.1%) are more obedient to the implementation of the health protocol (89.6%) [5]. Based on Green's theory, this study will focus on one of Green's behavioral elements, namely predisposing factors in the form of knowledge and attitudes, to describe the behavior of Grab Bike riders in the implementation of the Covid-19 health protocol in Kupang City.

METHOD

This is a quantitatively based descriptive study. From October 2021 to December 2021, researchers conducted research in Kupang City's Grab Bike riders work region. Because the population in this study is unknown with certainty, the number of samples in this study was determined using the formula presented by Riduwan and Akdon (2015) with a 95% confidence level and a 5% error rate, yielding 62 persons [6]. The sampling technique used is Accidental Sampling. The independent variable in this study consisted of two predisposing factors, namely Knowledge and Attitude, while the dependent variable in this study was Action in implementing the Covid-19 health protocol.

The data collection technique used a questionnaire instrument containing a set of questions to the respondents, then processed and analyzed using univariate analysis, which was used to describe the data collection in the form of the frequency distribution of the research variables. This research has passed the ethical review by the Health Research Ethics Commission, Faculty of Public Health, and Nusa Cendana University and obtained a Certificate of Passing the Ethics Review with No.2021178-KEPK.

RESULT AND DISCUSSION

1. Characteristics of Respondents

a. Age

Table-1: Distribution of Respondents based on Age of Grab Bike Riders in Kupang City in 2021

Age (Years)	Total	%
<30	25	40,3
30-40	30	48,4
>40	7	11,3
Total	62	100

Table 1 shows that most of the respondents are 30-40 years old, namely 30 people (48.4%) and only 7 people (11.3%) are >40 years old.

b. Education Level

Table-2: Distribution of Respondents based on the Education level of Grab Bike Riders in Kupang City in 2021

Education Level	Total	%
Elementary School/Equivalent	1	1,6
Middle School/Equivalent	2	3,2
High School/Equivalent	37	59,7
Academy/University	22	35,5
Total	62	100,0

Table 2 shows that most of the respondents have the last education of High School/Equivalent, namely 37 people (59.7%) and only 1 person (1.6%) has the last education level of Elementary School/Equivalent.

2. Research Variables

a. Knowledge

Table-3: Distribution of Respondents based on Knowledge Level of Grab Bike Riders in Kupang City regarding the 2021 Covid-19 Health Protocol

Health Protocol Knowledge	Total	%
Good	55	88,7
Enough	7	11,3
Less	0	0,0
Total	62	100,0

Table 3 shows that most of the respondents have a good knowledge category as many as 55 people (88.7%) and no people have knowledge of fewer categories (0.0%).

b. Attitudes

Table-4: Distribution of Respondents based on Attitudes of Grab Bike Online Riders in Kupang City regarding the 2021 Covid-19 Health Protocol

Health Protocol Attitude	Total	%
Positive	62	100,0
Negative	0	0,0
Total	62	100,0

Table 4 reveals that 62 people (100, 0%) of all respondents have a positive attitude category, while no one (0, 0%) has a negative attitude category.

c. Action

Table-5: Distribution of Respondents based on the Action Level of Grab Bike Online Riders in Kupang City Regarding the 2021 Covid-19 Health Protocol

Health Protocol Action	Total	%
Good	54	87,1
Less	8	12,9
Total	62	100,0

Table 5 shows that the majority of respondents have good category actions, with 54 people (87.1%) having good category actions and only 8 people (12.9%) having less category actions.

DISCUSSION

Overview of Health Protocols Knowledge of Grab Bike Riders

When a person learns to comprehend something, knowledge is gained, and this can happen when using the senses of an object. Object recognition can be accomplished in two ways: through the senses and through reason. When the human senses come into contact with an object, they can recognize it, which leads to a new knowledge of the object. If someone understands something without using their senses and instead relies on reason, thought, and reason, the mind will form an understanding, opinion, and decision about the object or problem. Knowledge is a significant domain that can impact action decisions (overt behavior) [4].

The findings of the study based on the knowledge level of the respondents showed that as many as 55 people (88.7%) Grab Bike riders in Kupang City had a good level of knowledge, as many as 7 people (11.3%) had enough knowledge and none (0.0%) who have less knowledge about the implementation of the Covid-19 health protocol. A good level of knowledge can be influenced by several factors, including age, information media and education level [4].

According to the characteristics of 62 respondents Grab Bike riders, it is known that the most age group is in the age range of 30-40 years totaling 30 people (48.4%), followed by age <30 years as many as 25 people (40.3%), and age of at least >40 years as many as 7 people (11.3%). Most of the age of the respondents in this study was included in the adult category so they already had a good mindset and understanding in responding to the Covid-19 virus, this of course could encourage awareness in taking action decisions in implementing health protocols. According to Notoatmodjo (2012), that the increasing age, the better knowledge will be because of the power and mindset that is growing in the person [4].

Educational information media that provide information regarding the implementation of health protocols, both through mass media and online media via electronic devices such as mobile phones can assist in expanding knowledge. According to interviews with respondents, Grab Bike riders get knowledge about health protocols via the news on the internet and the Grab Driver application, which often provides calls for putting health protocols in place. The Grab Company regularly gives health protocol information to Grab Bike riders in Kupang City via the Grab Driver application's notification feature, and the app also includes a health statement that requires Grab Bike riders to understand the application of health protocols, body conditions, and document themselves when ready to work in accordance with health protocol rules.

The level of education also affects the level of knowledge that is getting better [4]. The majority of the respondents in this survey had a High School/Equivalent background, with 37 persons (59.7%) and 22 people respectively having a High School/Equivalent background (35.5%). A tiny percentage of respondents have an Elementary School/Equivalent educational history, with as few as one person (1.6%) and as many as two people having a Junior High School/Equivalent educational background (3.2%). The high level of knowledge for Grab Bike riders in Kupang City will make it simpler to obtain information about the implementation of health protocols, which will influence how people react to the Covid-19 outbreak. Both the government and the Grab Company must continue to provide education in order to support the growth of knowledge among Grab Bike riders in terms of applying the Covid-19 health protocol. The usage of health words in giving health education relating to the critical circumstances of the Covid-19 epidemic, according to Fajriyah, *et al.* (2021), can potentially misprocess information [7]. As a result, in order to overcome errors in information processing, education should be conducted using simple health terms, so that providing education to Grab Bike riders with lower education levels is easier to accept and can encourage the development of knowledge of Grab Bike riders with any level of education.

Overview of Health Protocols Attitude of Grab Bike Riders

Since attitude is a closed response to an object or stimulus, it can only be derived from closed behavior and cannot be observed directly. The connotation of the suitability of the reaction to the stimulus in the form of an emotional reaction is represented by attitude [4].

Good knowledge will produce a positive attitude [8]. The findings revealed that 62 people (100.0%) had a positive attitude and no one had a negative attitude out of 62 respondents (0.0%). The study's findings reveal that Grab Bike riders already have a good attitude about the Covid-19 outbreak, as well as support and willingness to follow the health protocols established. This is inextricably linked to understanding how to apply appropriate health procedures for Grab Bike riders. Knowledge can help Grab Bike riders become more aware of the need to set health protocols in their workplace to prevent the virus from spreading. This is in line with research conducted by Rosidin *et al.* (2020), that knowledge can foster an attitude of worry about the spread and impact of the Covid-19 virus [9].

Sukesih *et al.* (2020) define attitude as an evaluation or reaction to feelings of support or partiality toward a certain object, as well as feelings of being unsupportive or impartial against that object. Personal experience, the influence of individuals deemed important, culture, mass media, religious and educational institutions, and emotional reasons can all impact a person's viewpoint [8]. Education is one of the factors that influence a person to maintain an attitude or can form a new attitude because of the relationship between education and one's knowledge [10]. According to the characteristics of the respondents, the majority of Grab Bike online riders in Kupang City have the most recent education in Senior High School (59.7%) and Academy/College (35.5%). According to this information, Grab Bike riders in Kupang City have a large capacity for information absorption and have a positive attitude toward the implementation of the Covid-19 health protocol for Grab Bike riders in Kupang City.

The results of interviews with respondents also revealed that educational media that is easily accessible on the internet via mobile phones used and health promotions carried out by the Grab company through the Grab application notification influence Grab Bike riders to have a positive attitude in implementing the Covid-19 health protocol. Riders with messages urging Kupang City Grab Bike partners to follow health protocols. The application used by Grab Bike riders, in Kupang City, also includes a health statement feature, which can aid in monitoring Grab Bike partners' compliance with health protocols.

Overview of Health Protocols Actions of Grab Bike Riders

The end result of a person's health action or behavior is expected to be able to do or carry out what a person knows or responds to after he begins to know an object or stimulus, gives an opinion or assessment of a new thing that is known, and eventually, the end result is expected to be able to do or carry out what a person knows or responds to [4].

According to Rachmani *et al.* (2020), a high level of knowledge and attitude regarding Covid-19 will be able to impact Covid-19 practice or prevention [11]. According to the study's findings, 54 people (87.1%) Grab Bike riders had a good level of action, whereas 8 people (3.3%) had a poor level of action. According to the findings of this study, the majority of respondents who ride Grab Bike riders in Kupang City are already undertaking good steps to implement the Covid-19 health regimen. This is inextricably linked because the majority of Grab Bike riders, as many as 55 individuals (88.7%), already have a good level of knowledge, and all Grab Bike riders, as many as 62 people (100.0%), already have a positive attitude. Good knowledge and a positive attitude towards the implementation of the Covid-19 health protocol can encourage good actions for the majority of respondents, namely 54 people (87.1%).

The study's findings show that the majority of Grab Bike riders follow the Covid-19 health protocol, which includes wearing proper masks while working, providing and using hand sanitizer when cleaning hands, keeping a safe distance from crowds, and changing and washing clothes worn after work. This is in accordance with the Decree of the Minister of Health of the Republic of Indonesia No. HK.01.07/MENKES/382/2020 (2020), when using public transportation, it is suggested to wear a mask, keep a distance from passengers or other people, avoid touching the face area, and washing hands with running water or using hand sanitizer [12]. The behavior of Grab Bike riders in Kupang City, is also in accordance with the recommendations of the Ministry of Transportation (2021), which is regulated in Circular No. 24 of 2021 regarding instructions for implementing people using land transportation during the Covid-19 pandemic, that every individual when traveling is like using online motorcycle taxis, it is emphasized to apply and comply with 3M's health protocols, namely wearing masks, maintaining distance and avoiding crowds, and washing hands with soap and running water or using hand sanitizer [13].

CONCLUSION

According to the findings of this study, Grab Bike riders in Kupang City have good knowledge, attitudes, and actions when it comes to enforcing the Covid-19 health protocol. It is expected that Grab Bike riders will always follow the Covid-19 health protocol

that has been established and seek out the most up-to-date information on measures to prevent the Covid-19 virus from spreading. The researcher recognizes that there are still many shortcomings/limitations in collecting data, particularly only utilizing questionnaires, so that further research should examine deeper issues related to the application of the Covid-19 health protocol on Grab Bike riders in Kupang city.

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