



EDUCATION ON THE MANAGEMENT OF COVID-19 SYMPTOM COMPLAINTS AS AN EFFORT TO INCREASE WORK PRODUCTIVITY: A COMMUNITY EMPOWERMENT

Edukasi Manajemen Keluhan Gejala Covid-19 sebagai Upaya Peningkatan Produktivitas Kerja: Pengabdian Masyarakat

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ABSTRACT

Background: In December 2019 an infection by a virus was discovered which was finally declared by WHO as a Covid-19 pandemic. The first case in Indonesia was first identified in March 2020. Clinical complaints of COVID-19 patients are quite broad, ranging from asymptomatic, mild symptoms, pneumonia, severe pneumonia, ARDS, sepsis, to septic shock. The most common symptoms are fever, fatigue or myalgia, and dry cough. To be able to understand the symptoms of Covid-19, it is necessary to have sufficient knowledge to be able to take an attitude in dealing with the symptoms that arise. Efforts to increase knowledge and attitudes can be done through education.

Purpose: The implementation of this education is expected to increase knowledge and attitudes towards the management of Covid-19 symptoms in employees. **Methods:** Education was conducted on 192 employees of company "X" who were selected by simple random sampling. Service activities were carried out in April 2021 using an instrument in the form of a questionnaire.

Results: In the analysis of the results, it is known that educational activities about the management of Covid-19 symptoms have an influence on the knowledge and attitudes of employees about the management of Covid-19 symptoms. Productive aged 30-50 years have a good response to the increase in knowledge and attitudes. It also provides an increase in employee productivity. **Conclusion:** Good knowledge and a positive attitude have an impact on the comfort of the work environment so that it can make employees feel comfortable at work and improve productivity.

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ABSTRAK

Latar belakang: Pada bulan Desember 2019 ditemukan suatu infeksi oleh virus yang akhirnya diumumkan oleh WHO sebagai pandemic Covid-19. Kasus pertama di Indonesia pertama kali diketahui pada bulan Maret 2020. Keluhan klinis pasien COVID-19 cukup luas, mulai dari tanpa gejala (asimtomatik), gejala ringan, pneumonia, pneumonia berat, ARDS, sepsis, hingga syok sepsis. Gejala paling sering adalah demam, kelelahan atau myalgia, batuk kering. Untuk dapat memahami gejala Covid-19 diperlukan suatu pengetahuan yang cukup agar dapat melakukan sikap dalam mengatasi gejala yang timbul. Upaya meningkatkan pengetahuan dan sikap ini dapat dilakukan dengan edukasi.

Sikap

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At least four to five key words are sorted alphabetically and separated by commas. Keywords should be carefully chosen to reflect the concept of articles to improve the completeness of modern scientific articles that can help readers to access articles.

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Tujuan: Pelaksanaan edukasi ini diharapkan dapat meningkatkan pengetahuan dan sikap terhadap tatalaksana gejala Covid-19 pada karyawan. **Metode:** Edukasi dilakukan pada 192 orang karyawan perusahaan "X" yang dipilih dengan simple random sampling. Kegiatan pengabdian dilakukan pada bulan April 2021 dengan menggunakan instrument berupa kuesioner. **Hasil:** Pada analisis hasil diketahui bahwa kegiatan edukasi tentang tatalaksana gejala Covid-19 memberikan pengaruh terhadap pengetahuan dan sikap karyawan tentang tatalaksana gejala Covid-19. Usia produktif 30 s/d 50 tahun memiliki respon yang baik terhadap peningkatan pengetahuan dan sikap. Hal ini juga memberikan peningkatan produktivitas karyawan. **Kesimpulan:** Pengetahuan baik dan sikap yang positif memberikan dampak terhadap kenyamanan lingkungan kerja sehingga dapat membuat karyawan merasa nyaman dalam bekerja dan produktivitas menjadi lebih baik.

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INTRODUCTION

In December 2019, the first mysterious case of pneumonia was reported in Wuhan, Hubei Province. The source of the transmission is still unknown, but the first case was linked to a fish market in Wuhan. From 11-29 December 2019, there were five patients who were treated with acute respiratory distress syndrome (ARDS) (Ren et.al, 2020). The virus can be transmitted from person to person and has spread widely in China and more than 190 other countries and territories. On March 12, 2020, WHO declared COVID-19 a pandemic (WHO, 2020). The first COVID-19 reported in Indonesia on March 2, 2020, was two cases. Currently, the spread of SARS-CoV-2 from human to human is the main source of transmission so the spread becomes more aggressive. Transmission of SARS-CoV-2 from symptomatic patients occurs through droplets released when coughing or sneezing (Han, 2020).

The clinical manifestations of COVID-19 patients have a broad spectrum, ranging from asymptomatic, mild symptoms, pneumonia, severe pneumonia, ARDS, sepsis, to septic shock. About 80% of cases were classified as mild or moderate, 13.8% were seriously ill, and 6.1% of patients fell into a critical condition (Liu et. al, 2020). Common symptoms early in the disease are fever, fatigue or myalgia, and dry cough. As well as several organs involved such as respiratory (cough, shortness of breath, sore throat, hemoptysis or coughing up blood, chest pain), gastrointestinal (diarrhoea, nausea, vomiting), neurological (confusion and headache) (Huang, 2020). However, the signs and symptoms that are often encountered are fever (83-98%), cough (76-82%), and shortness of breath or dyspnea (31-55%) (Wu, Chen, Chan, 2020).

Knowledge is a result of curiosity through sensory processes, especially in the eyes and ears of certain objects. Knowledge is also the most important domain in the formation of behavior. In addition to knowledge from the community, the knowledge, attitudes and actions of community leaders or the government are able to describe their behavior to encourage the community in prevention efforts. So that people can behave well. Behavior is part of a person's actions that can be learned and observed. One of the factors that influence human behavior or society is the level of knowledge (Donsu, 2019).

Corona Virus Disease 2019 (Covid 19) became a global pandemic that caused changes in various fields such as education, society, culture, including trade and industry. There are many new habits that everyone must do to avoid the spread of the Covid virus. The work environment is an important factor in creating conducive conditions for employees to carry out their duties. During the COVID-19 pandemic, employees need a safe, safe work environment. A sense of comfort at work will have a positive impact on employees, namely, employees will feel satisfied with the work environment provided by the organization. For employees who feel uncomfortable, the work results will not be optimal and will reduce employee work productivity. The decrease in work productivity will have an impact on the work achieved by the employee. Work environment factors have a relationship in supporting work productivity.

Employee productivity is a benchmark for every company in carrying out its business activities, both in terms of product quality and quantity. Several factors that can affect the high and low productivity of employees include motivation, work discipline from one's self, and is supported by an adequate work environment. The utilization of quality human resources in the industrial sector is the key to the success of achieving company goals (Van de Lande, et al, 2016).

This research is the result of community service in the form of educational activities for company employees about the management of Covid-19 symptoms. The results of this educational activity are expected to increase employee knowledge and attitudes in understanding the management of Covid-19 symptoms so that this pandemic event does not reduce employee productivity.

METHODS

This study used a descriptive research method with cross-sectional sampling. The data used are primary data regarding knowledge and attitudes regarding the management of Covid-19 symptoms. Data collection was carried out using a questionnaire and data analysis was presented in a frequency distribution table. Respondents in this community service research were employees of company X. Sampling in this study was by using a simple random sampling technique so that a sample of 192 people was obtained. The instrument of this research used the initial questionnaire and the final questionnaire on the same day. This research was conducted in April 2021.

RESULTS

Table 1 shows that the employees of company X are predominantly male (74.5%) with the dominant age being >30 to 50 years (66.1%). Table 1 also shows that most of the employees do not experience visual impairment (82.8%), do not have hearing loss (95.8%), have no history of allergies (72.9%), and most do not smoke (63, 5%). However, there are 32.8% of employees experience moderate and severe pulmonary function disorders.

Table 1. Characteristics of Respondents

Characteristics	Criteria	Frequency	Percentage
Sex	Male	143	74,5
	Female	49	25,5
Age	s/d 30 years	39	20,3
	>30 s/d 50 years	127	66,1
	>50 years	26	13,5
Workplace position	Administration	62	32,3
	Production	68	35,4
	Company outside	62	32,3
Visual disturbance	No	159	82,8
	Yes	33	17,2
Hearing disorders	No	184	95,8
	Yes	8	4,2
Allergy history	No	140	72,9
	Yes	52	27,1
Smoking habit	No	122	63,5
	Yes	70	36,5
Lung function disorders	No	111	57,8
	Minor disorders	18	9,4
	Moderate & severe disorders	63	32,8

Table 2. Cross-tabulation of Respondents' Characteristics (Gender, Age, and Workplace Position) Before and After Education on the Management of Covid-19 Symptoms.

Variable	Criteria	Changes in knowledge of Covid-19 symptoms before and after education		Changes in attitude towards the symptoms of Covid-19 before and after education	
		No	Yes	No	Yes
Sex	Male	28 (19,6%)	115 (80,4%)	68 (47,6%)	75 (52,4%)
	Female	9 (18,4%)	40 (81,6%)	18 (36,7%)	31 (63,3%)
Age	s/d 30 years	8 (20,5%)	31 (79,5%)	15 (38,5%)	24 (61,5%)
	>30 s/d 50 years	22 (17,3%)	105 (82,7%)	60 (47,2%)	67 (52,8%)
	>50 years	7 (26,9%)	19 (73,1%)	11 (42,3%)	15 (57,7%)
Workplace position	Administration	13 (21%)	49 (79%)	26 (41,9%)	36 (58,1%)
	Production	11 (16,2%)	57 (83,8%)	36 (52,9%)	32 (47,1%)
	Company outside	13 (21%)	49 (79%)	24 (38,7%)	38 (63,1%)

Based on table 2, shows that more female employees responded to education on the management of Covid-19 symptoms by increasing knowledge (81.65) and attitudes to dealing with Covid-19 symptoms (63.3%). In the age group > 30 to 50 years, is more responsive to education on the management of Covid-19 symptoms by increasing knowledge (82.7%) while changes in attitude are mostly shown by the age group up to 30 years (61.5%). Employees who work in the production department have more knowledge (83.8%) after education on

the management of Covid-19 symptoms, while many changes in attitude are shown by employees in the administration department (58.1%).

Table 3. Different Tests Before and After Education on the Management of Covid-19 Symptoms

Wilcoxon	Knowledge of Covid-19 symptoms	Attitude to Covid-19 symptoms
Significance	0,000	0,000

The Wilcoxon difference test in table 3 shows that there are significant differences in the knowledge and attitudes of respondents to the symptoms of Covid-19 before and after educating employees.

Table 4. Correlation of Work Productivity with Education on the Management of Covid-19 Symptoms

Somers' d	Knowledge of Covid-19 symptoms		Attitude to Covid-19 symptoms	
	Before	After	Before	After
Significance	0,000	0,000	0,000	0,000
Correlation value (r)	0,56	0,82	0,55	0,81
Interpretation	Medium	Strong	Medium	Strong

Table 4 shows that there is a significant increase in the effect on work productivity after education on the management of Covid-19 symptoms was carried out. Prior to education, employees' knowledge and attitudes towards the symptoms of Covid-19 had quite an effect on work productivity. After being educated on the management of Covid-19 symptoms, employee knowledge and attitudes have a strong influence on work productivity.

DISCUSSION

Age is one of the factors in determining a person's assessment. The age of 30 to 50 years is a productive age, which in this study is the most dominant which shows a change in knowledge and attitudes after education. Respondents in productive age have a wider level of knowledge than elderly respondents, this is possible because those at productive age can follow the development of knowledge, besides that productive age has the ability to capture better responses because the function of organs and sensory functions is still good (Pratiwi, et.al, 2016). Education or education is very important in influencing the human mind. A person who has a fairly good education will try to solve the problem as best as possible when he encounters a problem. Through an educational process that involves a series of activities, the individual will gain better knowledge, understanding, expertise and insight, including in terms of knowledge and management attitudes towards Covid-19 symptoms. In the analysis of the results of education on the management of Covid-19 symptoms, it shows that education or education for employees shows that the knowledge and attitudes of employees in managing Covid-19 symptoms are getting better. Knowledge, attitudes and actions towards the management of Covid-19 is one of the health behaviors. Green (1980) stated that every health behavior can be seen as a function of the collective influence of (a) predisposing factors including knowledge, attitudes, and perceptions, (b) enabling factors including facilities and infrastructure, and (c) reinforcing factors including support social and legal regulations. The need for information about the symptoms of Covid-19 is closely related to the knowledge and attitudes of the public on the importance of information on treatment for Covid-19 symptoms (Pratiwi, et.al, 2016). Education is carried out for various purposes such as improving health status, preventing disease and injury, improving or restoring health, increasing the ability to cope with health problems such as empowerment. Education focuses on the ability to perform healthy behaviors (Waliulu, 2018). Education is one of the factors that can increase knowledge. So it can be concluded that education or education about the management of Covid-19 symptoms is very influential on the knowledge and attitudes of the community, which in this case are employees of company X regarding the management of Covid-19 symptoms.

Employee productivity is a benchmark for every company in carrying out its business activities, both in terms of product quality and quantity (Baiti, Djumali & Kustiyah, 2020). The results showed that there was an increase in employee knowledge and attitudes towards the management of Covid-19 symptoms after receiving education. Increased knowledge and attitudes of employees in understanding the management of Covid-19 symptoms will make the work environment conducive. A conducive work environment supports employee productivity, on the

other hand, an uncomfortable environment will interfere with work concentration. The company must make every effort to pay attention to the work environment. Creating a comfortable and conducive work environment starts with self-awareness from employees, management and company leaders (Ramadon, Syahri & Pasmawati, 2017). The work environment can consist of a physical and non-physical work environment. The physical work environment is all the circumstances of the physical environment that can affect the productivity of employees directly or indirectly. The non-physical work environment is all conditions from the surrounding environment related to employee work relationships, both relationships with superiors and coworkers, or relationships with subordinates (Baiti, Djumali & Kustiyah, 2020).

CONCLUSION

Age is one of the factors that must be considered when providing education. Productive ages are easier to absorb educational materials. Education can influence employee knowledge and attitudes by further increasing employee knowledge and attitudes on the management of Covid-19 symptoms. Increased knowledge and attitudes towards the management of Covid-19 symptoms will provide a sense of comfort so that the work environment becomes better and ultimately employee productivity will be better. Cooperation between employees, management and company owners is very necessary in managing the symptoms of Covid-19.

CONFLICT OF INTEREST

There is no conflict of interest.

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