Characteristics Of The Knowledge Service System On The Behavior Of Preventing The Transmission Of COVID-19 In The City Of Ternate

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Abstract.
Since the COVID-19 pandemic hit the whole world including Indonesia, there has been a change in habits in living life for all parties, including health service providers, especially hospitals, which are the last bastion in the fight against the COVID-19 pandemic. The type of research used in this study is a descriptive quantitative method, which is carried out on a set of objects which usually aims to see the characteristics in order to determine the extent of knowledge, attitudes, family support and use of media towards the knowledge service system about the behavior of preventing transmission of Covid-19 patients in Indonesia. community in Ternate City. The population in this study was all Covid-19 data recorded in medical records at the City Health Center in 2020, as many as 118 civid 19 sufferers. The sampling technique was carried out by the total sample method. The research was carried out in 2020. The results of the univariate analysis describe the distribution of respondents based on demographic characteristics (gender, education level, occupation, knowledge, family support attitudes and preventive behavior), with COVID-19 disease

Keywords: *Service, Knowledge, and Behavior Preventing Contagion*

I.   INTRODUCTION

Coronavirus Disease 2019 (COVID-19) is a new disease that has never been previously identified in humans. The virus that causes COVID-19 is called Sars-CoV-2. Corona virus is zoonotic (transmitted between animals and humans). Based on scientific evidence, COVID-19 disease can be transmitted from human to human through coughing/sneezing droplets (droplets). The people most at risk of contracting this disease are people who are in close contact with COVID-19 patients, including those caring for COVID-19 patients [1] This disease appeared in Wuhan, China in December 2019, is now a pandemic that attacks many countries globally [2]. On January 30, 2020, the World Health Organization (World Health Organization) announced an outbreak of a new corona virus and made this health problem a Public Health Emergency of International Concern (PHEIC), or a health emergency that needs the attention of all countries in the world [3].Since the COVID-19 pandemic hit the whole world including Indonesia, there has been a change in the habits of living for people all parties, including health service providers, especially hospitals the last bastion in the fight against the COVID-19 pandemic. For COVID-19 patients moderate and severe cases that require hospital systems and services, it is hoped that the hospital will be able to optimize all its resources in dealing with the pandemic this COVID-19. At the beginning of the COVID-19 pandemic, there was a high number of hospital staff exposed and patients and their families including hospital visitors who do not understand the provisions and changes in the service system during the COVID-19 pandemic, Therefore, with this guide, it is hoped that it will make it easier for managers and Hospital visitors in adapting during the COVID-19 pandemic [4].

Social stigma is a negative association between a person or group of people who share certain characteristics and diseases. In an outbreak, social stigma is that people are labeled, stereotyped, discriminated against, treated differently, and/or experience a loss of status because they are considered to be related to a disease, cases in the world, starting at the end of January 2020, when the covid-19 pandemic still in China, verbal and physical attacks against Chinese or Asian descent occur in many countries. an increase in the number of reports of public stigmatization of people who are positive for covid19, especially against people from areas affected by the epidemic [5].The knowledge service system on preventing COVID-19 behavior in the social stigma that occurs in Indonesia is ostracizing patients who have recovered from Covid-19, refusing and ostracizing people who move from one area to another, ostracizing certain ethnicities because they are considered as carriers of the virus, to prevent breaking the chain of transmission of COVID-

19. In rejecting the corpse because it is considered that there is still a virus that can be transmitted to other people, it excludes medical/health workers who work in hospitals. As a result, people's mental health, health service providers are at risk of experiencing disturbances [6].

According to [7] uncontrolled social media will create communication and information systems to develop without control, which transcends nature, the nature and purpose of communication itself (hyper communication), thus creating a kind of communication confusion and information confusion [8]. Data for the Province of North Maluku itself has accumulated as many as 3026 positive ones, 2549 recoveries, and 94 deaths.Based on data from the Ternate City Health Office, there are 11 health centers, namely Siko Health Center with 45 Covid-19 patients, while at the City Health Center there are 118 Covid patients, while at the Kalumpang Health Center there are 68 Covid patients, Gambesi Health Center 89 Covid patients, while Gambesi Health Center 22 patients. Covid and Sulamada Health Center 3 patients with covid. While outside the region there are 4 Covid-19 patients.The data from the Ternate City Health Service work area which is accumulated as a whole for COVID-19 sufferers, namely data on Covid-19 patients at the City Health Center of 118 Covid patients in 2020 in Ternate City. This is what makes researchers interested in conducting research with the title "Characteristics of Knowledge Service Systems on Behavior to Prevent COVID-19 Transmission in the City Health Center Work Area".

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II.   METHODS

The type of research used in this study is a descriptive quantitative method, which is carried out on a set of objects which usually aims to see the characteristics in order to determine the extent of knowledge, attitudes, family support and use of media towards the knowledge service system about the behavior of preventing transmission of Covid-19 patients in Indonesia. community in Ternate City. The population in this study was all Covid-19 data recorded in medical records at the City Health Center in 2020, as many as 118 civid 19 sufferers. The sampling technique was carried out by the total sample method. The research was carried out in 2020.

III.   RESULT AND DISCUSSION

After processing and analyzing the data of the variables studied, the research results are presented in the form of univariate analysis. Data collection carried out at the City Health Center can be presented in the table. The results of the univariate analysis describe the distribution of respondents based on demographic characteristics (gender, education level, occupation, knowledge, family support attitudes and preventive behavior), with covid 19 disease.

Table 1. Distribution of Respondents Characteristics by Gender

Gender	Frequency	Percent (%)
Man	76	64,4
Woman	42	35,6

Based on Table 1, it shows that the gender of males is 76 (64.4%) compared to females which is lower by 42 (35.6%).

Table 2. Distribution of Respondent Characteristics Based on Education Level

level of Education	Frequency	Percent (%)
Elementary School	28	23,7
High school graduate	14	11,9
finished high school	50	42,4
PT College	26	22,0

Based on Table 1, it shows that the higher education level is high school graduates by 50 (42.4), while the education level for elementary school graduates is 28 (23.7%), compared to the higher education level (PT) of 26 (22.0 %) and the lowest level of education is the education level of junior high school graduates at 14 (11.9%).

Table 3. Distribution of Respondents Characteristics by Type of Work

Type of work	Frequency	Percent (%)
Farmers/Fishermen/Labourers	10	8,5
Civil servant	30	25,4
Self-employed	52	44,1
Housewife	26	22,0

Based on table 3, it shows that the work of self-employed is 52 (44.1%), compared to the type of civil servant work of 30 (25.4%), compared to the type of work of housewives (IRT) of 26 (22.0%) compared to with the type of work farmer/fisherman/labor by 10 (8.5%).

Table 4. Distribution of Respondents Characteristics Based on Knowledge

Knowledge	Frequency	Percent (%)
Well	62	52,5
Not enough	56	47,5

Based on Table 4, it shows that good knowledge of respondents is 62 (52.5%), compared to 56 (47.5%).

Table 5. Distribution of Respondents Characteristics Based on Attitude

Attitude	Frequency	Percent (%)
Well	60	50,8
Not enough	58	49,2

Based on Table 5, it shows that the attitude of the respondents is good at 60 (50.8%), compared to the attitude of the respondents who are less at 58 (49.2%).

Table 6. Distribution of Respondents Characteristics Based on Family Support

Family suppor	Frequency	Percent (%)
Well	58	49,2
Not enough	60	50,8

Based on Table 6, it shows that the respondent's family support is good at 58 (49.2%), compared to the respondent's family support is less at 60 (50.8%).

Table 7. Distribution of Respondents Characteristics Based on Family Behavior

Family Behavior	Frequency	Percent (%)
Well	89	75,4
Not enough	29	24,6

Based on Table 7, it shows that the respondent's behavior is good at 89 (75.4%), compared to the respondent's family behavior is less (29.6%).

1. Knowledge

Knowledge is the result of "knowing" and this occurs after people have sensed a certain object. Sensing occurs through the five human senses, namely the senses of sight, hearing, smell, taste and touch according to Bachtiar quoted from [9].According to the word health organization, Corona or COVID-19, a very deadly virus, is capable of destroying not only the Indonesian people but also the entire population in the world. Observing these conditions, finally the World Health Organization (WHO) or the world health organization issued a decision so that people can maintain social distance when interacting [10].The need for knowledge about health can be seen from the background of the person's illness. For example, in the research of [11]it is stated that a person with a history of diabetes is more susceptible to viruses such as flu, including the corona virus. In addition, people with a history of heart disease, kidney disease, old age and weak immune systems are also a group of people who have a high risk of contracting COVID-19.

[12] said the human lung system is vulnerable to infection because it is in contact with other body parts. Eye, nose, or mouth activity can affect the level of lung health. This condition applies to everyone regardless of age. For example, dirty air inhaled by the nose or inhaled by the mouth will have an impact on the lungs. This is what happens when the corona virus spreads to humans. Eyes, nose and mouth that have been contaminated with this virus cause the lungs to become unhealthy so that they are easy to get flu, cough

and shortness of breath. From the research results obtained at the level of good knowledge there are 52.5% compared to the level of poor knowledge of 47.5% will be contaminated by covid 19.

2.   Solution

From this simple mapping, it can be seen that the need for knowledge about COVID-19 is very diverse. The presence of the corona in a relatively fast time in the information age as it is today also has an impact on the rapid spread of any information or news about this deadly virus. New news about corona seems to appear every second. Starting from official government announcements, television stations, online and print newspapers, to sending messages from colleagues through social media. The nature of this information age is reflected in the behavior of the information society " information society, where everyone can create, access, utilize and share information and knowledge, enabling individuals, communities and peoples to achieve their full potential in promoting their sustainable development and improving their quality of life Geneva Declaration of Principles in [13].

Based on the quote, it can be understood that the information society is people who can search, create, store, use, share and delete information at any time. Here information is no longer interpreted as a message from one person to another, but has become a need that is sought at all times to facilitate the problems being faced. However, in reality a separate problem arises in the midst of the rapid flow of information. Invalid news, unclear sources and hoaxes about COVID-19 emerged amid public panic when facing this pandemic. Moreover, from several news reports, this disease is increasingly claiming lives. The ease of making and disseminating information in the community makes valid information seem blurry, covered by news edited by irresponsible people. Thus the public really needs valid knowledge about COVID-19.

3.   Attitude

Attitude is a reaction or response of a person who is still closed to a stimulus or object, where the manifestation of the attitude cannot be directly seen, but can only be interpreted beforehand from closed behavior [14] Based on the results of the study, it was found that most of the attitudes of the murtajih village community in preventing Covid-19 were positive as much as 50.8%. This respondent's attitude was influenced by good respondent knowledge where someone who already knows about certain information, then he will be able to determine and make decisions how he should deal with it. In other words, when a person has information about Covid-19, then he will be able to determine how he should behave towards Covid-19 by 49.2% [15].

4.   Family Support

This study discusses the influence of scovid with family support on the success of learning from home during the covid-19 pandemic. As we all know that students from elementary school to university levels are instructed to study from home during this COVID-19 pandemic. This research becomes very interesting considering that the time spent at home will still be extended to an unpredictable time.Family support can be provided through emotional support, instrumental support, and informational support. With family support, it will increase psychological well-being, attention, understanding, and even increase self-esteem and positive feelings about themselves. However, if family support is low, it will have an impact that can cause low enthusiasm for attending education and even no encouragement to attend lectures.

Parents play an important role in welcoming the success of their children's education, especially during online learning the role of parents is needed such as teaching children to learn and assisting children to learn, providing a comfortable atmosphere so that children focus on learning, encouraging children so that children want to learn, providing facilities to learn, directing children according to the talents and interests of each child [16].According to the researcher, the lack of family support and parental actions in motivating their children during the teaching and learning process has a very large impact on student learning. Every family that is less concerned with children's education such as lack of support and care, towards every child's needs will make the child less motivated and successful in learning, on the contrary the right motivation given will make it easy to accept learning, therefore learning efforts for each child depend on from the motivation given by his family. Based on the results of the study, it was found that good family support was 49.2% compared to 50.8% less good family support.

5.   Deterrent Behavior

The key to prevention includes breaking the chain of transmission by isolation, early detection, and basic protection. The WHO recommendation in dealing with the Covid-19 outbreak is to carry out basic protection, which consists of washing hands regularly with alcohol or soap and water, keeping a distance from someone who has symptoms of coughing or sneezing, practicing coughing or sneezing etiquette, and seeking treatment when they have serious complaints. according to the suspect category. For that, temporarily avoid crowds and stay at home and keep your family healthy and avoid disease because family is very important for us [17].

The results of this study are in line with [18] who found a relationship between social distancing behavior and gender where women have good distance behavior 3.4 times compared to men. [19] found that female respondents carried out more preventive behavior than men (92.4%). Women in general are more diligent than men, especially in eastern culture women are more emphasized in maintaining cleanliness and the environment. Likewise with social distancing, wearing masks and washing hands. [20] reported that teenagers aged 15-34 years were the biggest contributor to Covid-19 cases in Surabaya because of their habit of hanging out and crowding. This activity started at 19.00 WIB until the implementation of the curfew, even the joint officers were disbanded, but when the officers left, they came back together. Based on the results of good prevention behavior of 75.4% compared to bad prevention behavior of 24.6%

IV.   CONCLUSION

Based on the conclusions above, it is hoped that the district government of Ternate City will improve the education system for knowledge services to prevent transmission of Covid-19 with various methods and media that are preferred by the people of Ternate City. In addition, it is necessary to improve service media regarding the prevention of Covid-19 transmission in crowded centers in the working area of the City Health Center. The suggestions that can be put forward in this study are, it is necessary to increase the partnership between health workers and the government in the village related to providing information and preventing the transmission of Covid-19 behavior.

V.   ACKNOWLEDGMENTS

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