
RESEARCH ARTICLE

Attitude, Knowledge and Compliance of the Community in Implementing the Protocol for Handling of COVID-19 to Prevent the Transmission of COVID-19 Infection: A Literacy Study

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ABSTRACT

Currently, the world is still struggling with Covid-19 infection, which has become a world health problem since WHO officially declared it a pandemic on March 11, 2022. Based on the high risk and incidence of Covid-19 infection, it is necessary to educate about preventive behavior and understand the protocol in handling Covid-19 patients because the current conditions are, of course, a concern for all people related to efforts to control and deal with the Covid-19 pandemic in Indonesia. The purpose of this study is to analyze attitudes related to knowledge and compliance in implementing the Covid-19 handling protocol in a literacy study. The technique of writing this article is based on a type of qualitative research using a literature review approach. A literature review is an activity of studying various forms of relevant sources. The conclusion is that an understanding of attitudes, knowledge and compliance in carrying out the Covid-19 handling protocol will support breaking the chain of transmission of Covid-19 infection so as to reduce the death rate of patients infected with Covid-19 so that in carrying out the Covid-19 handling protocol requires attitude, knowledge and good obedience. Providing specific, valid and targeted knowledge can increase positive behavior in efforts to prevent Covid-19 infection. Compliance is one of the main keys to success in preventing the transmission of Covid-19 infection because it is a positive attitude and behavior towards a suggestion, procedure, or regulation that must be carried out or obeyed in preventing the spread of Covid-19 infection.

KEYWORDS

Compliance, Knowledge, Nurses, Covid-19 Handling Protocol, Attitudes

ARTICLE INFORMATION

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1. Introduction

Coronavirus Disease 2019 (Covid-19) is a disease caused by Severe Acute Respiratory Syndrome Coronavirus 2 (SARS-COV-2) and is a new type of coronavirus that has never been identified before. Covid-19 is a highly contagious virus and has spread very quickly globally, and even infection with Covid-19 can cause death. Common signs and symptoms of Covid-19 infection include symptoms of acute respiratory disorders such as fever and cough, with some cases having difficulty breathing; X-ray results show extensive pneumonia infiltrates in both lungs. The average incubation period is 5-6 days, with the longest incubation period being 14 days; even in severe cases of Covid-19, it can cause acute respiratory syndrome, kidney failure and even death (WHO, 2020).

The initial emergence of the Covid-19 case was on December 31, 2019; the WHO China Country Office reported a case of pneumonia of unknown etiology in Wuhan city, Hubei province, China. On January 7, 2020, China identified the unknown etiology

of pneumonia as a coronavirus, and the disease was called Corona Virus Disease (Covid-19) on January 30, 2020, WHO declared it a Public Health Emergency that Concerns the World / Public Health Emergency International Concern (KKMD/PHEIC). On March 17, 2020, the President of the Republic of Indonesia stated that the status of the disease Covid-19 is an emergency response stage and issued Presidential Decree No.7 of 2020 concerning the Task Force for the Acceleration of Handling Covid-19 through synergy between Ministries or Agencies and Regional Governments which aims to increasing anticipation of developments in the escalation of the spread of Covid-19, as well as increasing readiness and ability to prevent, detect and respond to Covid-19. (MOH, 2020).

The addition of a number of Covid-19 cases took place quite quickly, and there had been spread between countries. Until March 25, 2020, a total of 414,179 confirmed cases were reported, with 18,440 deaths (CFR 4.4%) where cases were reported in 192 countries/regions; even among these cases, there were several health workers who were reported to be infected. (WHO, 2020)

The transmission of the virus that causes Covid-19 is still not known with certainty; until April 26 2020, the cases continued to increase to 8,882 cases throughout Indonesia and spread to 34 provinces with 282 affected districts/cities, and the mortality rate reached 8,365%, while as of May 19 2020, data on positive cases of corona in 34 provinces in Indonesia experienced a spike in cases, namely up to 18,496 cases. (MOH, 2020). This was also felt by the people in East Nusa Tenggara; on April 9 2020, the province of East Nusa Tenggara became a red zone area with 1 confirmed positive Covid-19 patient, in accordance with NTT Governor Decree No. 20/Kep/HK/2020 that the main referral hospital for Covid-19 cases in the city of Kupang, NTT is Prof. W.Z Yohanes Kupang, and a second line hospital was also established as a referral hospital for Covid-19 cases, including the Bhayangkara Titus Uly Hospital and The? Wirasakti Kupang Army Hospital because they were considered to have health facilities and infrastructure to support medical services facing the Covid-19 case.

Based on the high risk and incidence of being infected with Covid-19, both abroad and in Indonesia, with these reported cases, not a few health workers have been infected, so patient safety in hospitals is of paramount importance, and one of the ways to minimize the risk and prevent the spread of Covid-19 is the readiness of health workers, especially health nurses who handle Covid-19, as the front guard and supporting pillars of health services in hospitals, so it is necessary to increase the knowledge and attitude of nurses in implementing the Covid-19 handling protocol. (Hamdiah & Umar, 2020)

In this case, the behavior to prevent the transmission of Covid-19 plays an important role, so it is necessary to provide education regarding preventive behavior and understand the protocols for handling Covid-19 because the current conditions are, of course, a concern for all people related to efforts to control and deal with the Covid-19 pandemic. in Indonesia, especially among health workers. In addition to behavior and attitudes, the level of knowledge of health workers, especially a nurse, is highly relied upon in tackling the Covid-19 pandemic in Indonesia because knowledge is part of health behavior which plays an important role in shaping a person's actions or behavior. (Nurmala 2018; Notoadmodjo 2012)

Compliance is one of the main keys to success in preventing the transmission of Covid-19 infection, which is the nurse's positive attitude and behavior towards a recommendation, procedure, or regulation that must be carried out or obeyed in an effort to prevent the spread of Covid-19 infection. Compliance is a manifestation of behavior in the health sector in an effort to prevent and treat diseases or disorders that can endanger health. (Notoadmodjo, 2010)

When carrying out compliance with the protocol for preventing and handling Covid-19 infections, there are several policies that need to be considered by the public during the Covid-19 pandemic. These policies cover government sector policies, the economic sector, the social sector, the education sector, the religious sector, and the health sector. An example of implementing government policies is the existence of regulations regarding an accountable and selective work system in order to continue to guarantee the productivity of the performance of the State Civil Apparatus (SCA) so that it takes time to prepare new prevention protocols. Performance policies in the social sector, namely mobility restrictions, travel regulations, and having to wear masks (medical or cloth masks) in daily activities. The policy in the economic sector is to prohibit traveling abroad. This is written in the circular letter of the Mayor of Kupang Number KPPD 443.1/1063/A/IX/2020 issued on 23 September 2020, which refers to the Circular Letter of the Minister for Administrative Reform and Reform Bureaucracy (Ministry of AR and RB) number 67 of 2020. One example of a policy in another economic sector is setting working hours of operation so that there is a term known as WFH (Work from Home), which means working from home without having to come to the office in the midst of the Covid-19 outbreak. Policies in this economic sector are regulated in Law No. 13 of 20023 concerning Manpower, where every worker/laborer has the right to obtain protection for occupational safety and health. Then an example of a policy applied to the education sector is by implementing online learning using various learning media, such as Google Meet, Google Classroom, Zoom, WhatsApp and so on. An example of a policy applied to the religious sector is to maintain a distance of 1 meter during worship activities. In addition, you must also wear a mask during worship. However, in reality, policies in the religious sector are often violated by the community and underestimate the existence of Covid-19. The policy for the health sector is to use PPE in the medical team as the front line of patients infected with Covid-19 (Umaroh, 2021, Hamdiah & Umar, 2021).

Based on this, the authors took the research title "Attitude, Knowledge and Compliance of Health Workers in Implementing the Covid-19 Handling Protocol to Prevent the Transmission of Covid-19 Infection: A Literacy Study". The purpose of this study is to analyze attitudes related to knowledge and compliance in carrying out the Covid-19 handling protocol in a literacy study.

2. Methodology

This study adopted qualitative research using a heritage study approach and literature review. A literature review is an activity of studying various forms of relevant sources, such as theses, sinta indexed journals, and so on, based on the titles that have been formulated by the authors to add to knowledge and technology. The research results obtained from the literature review/scoping review must be based on appropriate steps such as reading activities and noting the important main contents of the study material (Zed, 2014). The sources used in this assessment process are not arbitrary sources but sources used are up-to-date sources based on phenomena that exist in the environment or in the world. Furthermore, Nazir (2014) explained that the literature review obtained is an activity to criticize various forms of documents, various forms of notes, various forms of reports, various forms of books, and various forms of literature to answer the problem formulation developed by researchers.

Figure 1 below shows the steps in conducting a literature review by researchers.

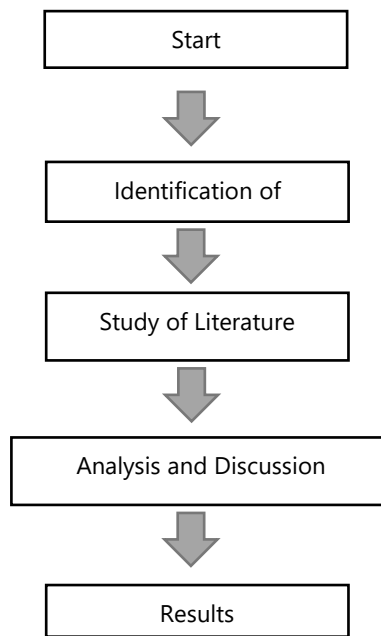


Figure 1. Researcher's Thinking Framework

Source: Rumetna, 2018

3. Results and Discussion

3.1 Result

The following is Table 1, which presents the results of the research based on the literacy studies that have been carried out.

No	Title	Author	Research Purposes	Research Result
1.	"Factors Affecting Community Compliance with Health Protocols in Preventing the Spread of Covid-19"	Riyadi & Larasaty, 2020.	This research aims to analyze community compliance with health protocols.	"Some of the social, demographic and economic characteristics of the respondents that influence the level of adherence to the application of health protocols include the status of the respondent's reaction to the conditions of the Covid-19 outbreak, the perception of the effectiveness of self-isolation or self-quarantine that can slow the spread of Covid-19, the level of

No	Title	Author	Research Purposes	Research Result
				concern about the news about Covid-19, the level of concern when traveling outside the home, the gender of the respondent, the education level of the respondent, the respondent's marital status, the respondent's health status, and the respondent's age. It is hoped that the community will be more obedient to the implementation of health protocols in accordance with the recommendations from the government. In addition, it is hoped that the government will be even more intense in supervising orderly public behavior in complying with the implementation of health protocols in their environment in order to control the spread of the Covid-19 pandemic".
2.	"The Relationship between Health Literacy Level and Community Compliance in Implementing Health Protocols During the Covid-19 Pandemic in Wajo Regency in 2021".	Putri, 2021	Aims "to find out the relationship between the level of health literacy and community compliance in implementing health protocols during the Covid-19 pandemic in Wajo District".	Based on this research, it is explained that compliance is needed by every individual to implement health protocol policies that have been made by the local government. Based on the results of interviews that have been conducted, it is also found that some small communities do not comply with the existence of health protocols. Given that the number of cases related to Covid-19 is increasing day by day, it is recommended that the surrounding community remain compliant with the Covid-19 protocol policy to maintain shared health. The implementation of the protocol policy can be done in various ways, for example, in a restaurant that will provide a place to wash hands before making a transaction; besides that, it can also be done to check the temperature first.
3.	"Indigenous Counseling: Studies on Compliance with Health Protocols"	Annajih, dkk. 2021.	The aim is to review the health protocols that were complied with during the Covid-19 outbreak.	Health protocols must be complied with by all groups, medical personnel, teachers, or other members of the public. If there is an incident of an individual experiencing Covid, the team that will be at the forefront is the medical staff first. Besides that, both patients and the community must comply with health protocols. z"Indonesian people who always adhere to

No	Title	Author	Research Purposes	Research Result
				<p>cultural values are an important basis for finding solutions to problems during the Covid-19 pandemic. Cultural values contain the intent and purpose of forming a civilized society". Factors influencing adherence to health protocols include threat perception, trust in the government, and self-awareness. However, during implementation in the field, cases of Covid-19 are increasing out of control every day; for this reason, public awareness and adherence to health protocols are needed.</p>
4.	<p>"Study of the Phenomenon of the Indonesian Covid-19 Pandemic: Foucault's Discourse, Knowledge and Power Perspectives".</p>	<p>Apriliyadi & Hendrix, 2021.</p>	<p>Aims to find out about the perspective of Foucault's discourse, knowledge and power in the condition of Covid-19.</p>	<p>There are various kinds of impacts that have changed due to the presence of the Covid-19 outbreak. The things affected include various economic, cultural and social sectors. Various forms of policies have been issued by the local government to break the chain of transmission of Covid-19. Public knowledge regarding the Covid-19 outbreak is still minimal, so education regarding Covid-19 is needed. The main goal is urban communities because, in urban areas, the Covid-19 virus can spread very easily. However, it is possible for rural communities not to be interacted with by Covid-19; if urban people who have been infected with Covid-19 return to their hometowns, it is certain that families in their hometowns can also be infected with the Covid-19 virus. Based on this, it is very important knowledge related to the Covid-19 virus.</p>
5.	<p>"Nurse Compliance in Preventing Transmission of Covid-19 Infection"</p>	<p>Dedeh Hamdiah & Ernawati Umar (2) 2021.</p>	<p>Aiming at the importance of the availability of PPE and the need factor, it is necessary to make efforts for related parties, especially the puskesmas and the local Health Service, to fulfil the availability of adequate PPE as an aspect of the need for a</p>	<p>This study shows that the need factor (OR=5,4;95%; C1 2,012-14,342) and PPE availability (OR=3,3,95%; C1=1,217-8,826) is the dominant risk factor for nurse compliance in the use of PPE.</p>

No	Title	Author	Research Purposes	Research Result
			sense of security for protection from the threat of transmission of Covid-19 infection in the Puskesmas area City of Serang, Banten.	
6.	"Knowledge related to efforts to prevent Corona Virus Disease (COVID-19) in Indonesia)".	Jesika Moudy & Rizma Adlia Syakurah, 2020.	Aiming efforts to prevent COVID-19 is influenced by the knowledge of the Indonesian people. The provision of specific, valid, and targeted knowledge can improve community prevention behavior against COVID-19 infection.	Of the 1096 respondents studied, almost the entire community has a positive attitude regarding COVID-19, namely being careful and taking personal health improvement efforts. The cross-tabulation results show that knowledge influences individual attitudes and actions in an effort to prevent COVID-19. The provision of specific, valid, and targeted knowledge can improve community prevention behavior against COVID-19 infection.
7.	"Compliance with the Use of Masks in Young Adult Community Group in Kupang	Basy et al., 2022	This study aims to analyze the simultaneous influence of knowledge, attitudes, social support, income, education, employment, and history of the COVID-19 vaccine to obtain a model of factors that influence adherence to the use of masks during the COVID-19 pandemic in adolescents in Kupang City	The result of the statistical analysis shows that there is a significant effect between attitudes, social support, employment, and history of administering the COVID-19 vaccine with adherence to the use of masks. Occupation is the dominant variable, with a magnitude of 25.082 times its effect on compliance with the use of masks.

3.2 Discussion

At the end of 2019, the world was hit by the Covid-19 outbreak. Covid-19 stands for Corona Virus Disease 2019. The world says the Covid-19 virus originated in the City of Wuhan in China. As time goes by, the Covid-19 virus spreads throughout the world, including in Indonesia. The impact felt by Indonesian citizens regarding the presence of the Covid-19 virus, among others, is decreasing people's income, and also many companies have closed, so many employees from these companies have experienced termination of employment. Indonesian people have always viewed negatively regarding the existence of the Covid-19 virus; this is because it has an impact on the family economy, namely decreased income and household income due to the termination of employment. However, the existence of the Covid-19 virus has unknowingly had a positive impact on Indonesian society, such as increasing a sense of kinship in a family. Since the emergence of the Covid-19 virus, the government has had limited mobility at every point in various cities. The purpose of this mobility restriction is to minimize the spread of the Covid-19 virus so that the government requires WFH (*Work From Home*). By implementing the WFH policy, families will spend a lot of time together with their respective families.

According to research conducted by Riyadi & Larasaty (2022) explained, "Several social, demographic and economic characteristics of respondents that influence the level of compliance with the implementation of health protocols include the status of respondents' reactions to the conditions of the Covid-19 outbreak, perceptions of the effectiveness of self-isolation or his self-quarantine can slow the spread of Covid-19, the level of concern about the news of Covid-19, the level of concern when traveling outside the home, the gender of the respondent, the education level of the respondent, the respondent's marital status, the respondent's health status, and the respondent's age. It is hoped that the community will be more obedient to the implementation of health protocols in accordance with the recommendations from the government. In addition, it is hoped that the government

will be even more intense in supervising orderly behavior in the community in complying with the implementation of health protocols in their environment in order to control the spread of Covid-19.”

The policies for implementing the Covid-19 Vaccination are based on instructions from the President of the Republic of Indonesia, namely (1) The Covid-19 vaccine is given free of charge, and the public is not charged at all, (2) All cabinet, and ministries, institutions and local governments to prioritize the vaccination program in the 2022 fiscal year, (3) Prioritizing and reallocating other budgets related to availability and free vaccination, (4) The President is the first to administer the Covid-19 vaccine, (5) Asking the public to continue to carry out 3M discipline, namely wearing masks, keeping a distance, and wash hands. The 3M discipline was also conveyed at the socialization activity held at UTD PMI in Surabaya City in 2020. This socialization activity also had the goal of providing education to the medical team regarding the Covid-19 vaccination so that the medical team would be ready for the third standby of the vaccination according to the schedule (Widuri et al., 2021).

Based on research conducted by Febryanti (2021), which was conducted on residents of the Dukuh sub-district in Surabaya City, the results showed that there was a government vaccine policy being carried out in the City of Surabaya. Respondents who took part in the vaccination were 37 subjects. From the results of this study, 81.1% of people agreed to vaccinate against Covid-19, while 18.9% of people did not agree to vaccinate against Covid-19. This is because people are still afraid of the side effects caused by post-vaccination. Then a test was carried out, where the results of the test that had been carried out obtained a significance of 0.0000, which means the same as a significance level <0.05 so that it can be seen that there is an effect of knowledge on the willingness to vaccinate residents of the Dukuh sub-district in the city of Surabaya.

Basy et al. (2022) showed in their studies in Kupang City that was a significant effect between attitudes, social support, employment, and history of administering the Covid 19 vaccine with adherence to the use of masks. Occupation is the dominant variable, with a magnitude of 25.082 times its effect on compliance with the use of masks. Immediate actions taken by the government and relevant stakeholders are firstly increasing public knowledge through continuous health promotion about the dangers of Covid 19 and, secondly, increasing vaccination and tightening community mobilization's supervision.

The implementation of the Covid 19 vaccination has been stated in the Minister of Health Regulation (PMK) No. 84 of 2020 (Cahyono, 2021). In this regulation, it is written that the goal is to reduce the spread of Covid-19, so it is necessary to vaccinate people in Indonesia. In addition, these regulations also have other objectives, such as reducing mortality or morbidity due to the coronavirus, achieving group community immunity, improving and maintaining healthy communities, improving the health system as a whole, and maintaining and minimizing social and economic impacts. Vaccine administration is prioritized as the main target, which is given to medical personnel, doctors, nurses and other medical personnel. The reason for vaccination was given to the medical team first because the medical team is the front line for the community in handling Covid-19 patients. The Covid-19 virus can be transmitted by coughing experienced by patients. If the Covid-19 virus is released by the patient through coughing to health workers, then the health worker will be the main target for the spread of the Covid-19 virus, so health workers need to vaccinate against Covid-19 first in order to minimize the spread of the Covid-19 virus.

At the Mojo Health Center located in the city of Surabaya, the Covid-19 vaccination program is also implemented for the surrounding community. Evaluation of the activities carried out can be measured from 5 dimensions, namely tangible, reliability, responsiveness, assurance, and empathy (Hardiansyah, 2011). Evaluation is an assessment that is carried out individually or in groups on work results and also the dedication that has been given to the responsibilities of a job. After the vaccination activities have been carried out at the Mojo Health Center, an evaluation stage is carried out. The evaluation consists of the services provided by the medical team to the community, which are good and satisfactory. This was done by interviewing the vaccination respondents. Then the implementation of vaccination has also referred to PMK No. 84 of 2020 concerning the Implementation of Vaccinations in the Context of Mitigating the 2019 Corona Virus Disease (Covid-19) Pandemic. Then to face the implementation of vaccination is also in accordance with the Standard Operating Procedures (SOP) for vaccination that has been established (Fadillah et al., 2019).

In addition to those mentioned above, there are several factors that influence individual behavior in preventing transmission of Covid-19, such as reinforcing factors, namely family support, motivation, and health care providers. The thing that is used as work motivation in fulfilling basic needs to encourage someone to act is the existence of a need factor, such as the need to provide facilities as work motivation. Work motivation is related to the aspect of the need for security in the form of the need for protection from threats and dangers (Roga et al. 2021). There are at least five basic human needs, including physiological needs, feeling safe, love, self-esteem, and self-actualization. The need for a sense of security (safety/security needs) is a need that encourages individuals to obtain peace, certainty, and order from their environment. These needs for security include physical security, stability, dependency, protection and freedom from threatening forces such as disease, fear, anxiety, danger, riots and natural disasters. In

this context, the need for nurses, as health workers, to use Personal Protective Equipment (PPE) at work is to motivate them to work in an effort to prevent the transmission of Covid-19 infection, which is the key to feeling safe. It is proven that there is a relationship between the availability of PPE and the need factor for nurse compliance in preventing the transmission of Covid-19 infection. (Hamdiah & Umar, 2021).

Compliance is required by every individual to implement health protocol policies that have been made by the local government. Based on the results of interviews that have been conducted, it is also found that some small communities do not comply with the existence of health protocols. Given that the number of cases related to Covid-19 is increasing day by day, it is recommended that the surrounding community remain compliant with the Covid-19 protocol policy to maintain shared health. The implementation of the protocol policy can be done in various ways, for example, in a restaurant that will provide a place to wash hands before making a transaction; besides that, it can also be done to check the temperature first (Putri, 2021).

According to Notoadmodjo (2012), knowledge is influenced by the behavior and experiences of a person and the environment, which can then be expressed and believed to give rise to motivation. Occupation and educational/occupational background were found to be related to the level of knowledge of Covid-19 infection. Individuals who have an educational background / non-health work certainly have experience of knowledge about health that is lower than those with an educational / health work background. This is what can make the difference in the level of knowledge of health problems, especially Covid-19, between the two groups. (Maudy, J; Syakura RA, 2020)

Factors that influence adherence to health protocols include perceived threats, trust in the government, and self-awareness. Health protocols must be complied with by all groups, medical personnel, teachers, or other members of the public. If there is an incident of an individual experiencing Covid, the team that will be at the forefront is the medical staff first. Besides that, both patients and the community must comply with health protocols. "Indonesian people who always adhere to cultural values are an important basis for finding solutions to problems during the Covid-19 pandemic. Cultural values contain the intent and purpose of forming a civilized society. However, during implementation in the field, cases of Covid-19 are increasing out of control every day. For this reason, public awareness and adherence to health protocols are needed (Annajih, 2021).

There are various kinds of impacts that have changed due to the presence of the Covid-19 outbreak. The things affected include various economic, cultural and social sectors. Various forms of policies have been issued by the local government to break the chain of transmission of Covid-19. Public knowledge regarding the Covid-19 outbreak is still minimal, so education regarding Covid-19 is needed. The main goal is urban communities because, in urban areas, the Covid-19 virus can spread very easily. However, it is possible for rural communities not to be infected with Covid-19. If urban people who have been infected with Covid-19 return to their hometowns, it is certain that families in their hometowns can also be infected with the Covid-19 virus. Based on this, knowledge regarding the Covid-19 virus is very important (Apriliyandi & Hendrix, 2021).

4. Conclusion

Based on the explanation above, it can be concluded that implementing the Covid-19 handling protocol requires a good attitude, knowledge, and compliance. Most Indonesian people do not have good attitudes, knowledge, and compliance regarding Covid-19, so this has an impact on increasing positive cases and death rates due to the Covid-19 virus. Based on this, further education is needed for the Indonesian people regarding the importance of attitude, knowledge, and compliance in implementing the Covid-19 handling protocol and cannot be separated from immediate actions taken by the government and relevant stakeholders by firstly increasing public knowledge through continuous health promotion about the dangers of Covid-19 and secondly increasing vaccination, and tightening community mobilization's supervision.

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