

Psychological Impacts of the Pamong Praja Police Unit as the Front Guard in Handling, Preventing, Spreading the Case of Covid-19

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Abstract. Coronavirus Disease 2019 (Covid-19) is an infectious disease with a pandemic status globally and has spread throughout Indonesia, including NTT. Covid-19 cases in NTT in 2021 experienced an increase of 312 deaths. The NTT Provincial Civil Service Police Unit is part of the task force and the front guard handling Covid-19 in the NTT region. This research uses qualitative research with the Photo Elicitation data collection method on seven informants. The study found that in the initial conditions, the informants did not have adequate information about handling covid-19; therefore, they became a risk group for Covid-19 and experienced various obstacles. These things impacted their psychological conditions (anxiety, insomnia, and interpersonal conflict) and physiological. Meanwhile, informants are accustomed to handling Covid-19 to reduce the negative psychological impact of the current situation. Community cooperation with Satpol PP members is needed to reduce the number of Covid-19.

Keywords: *Covid-19, NTT Satpol PP, Photo elicitation, The Psychological impact*

Abstrak. *Coronavirus Disease 2019 (Covid-19) merupakan penyakit menular yang berstatus pandemi dan menyebar ke seluruh Indonesia termasuk NTT. Kasus Covid-19 di NTT pada tahun 2021 mengalami peningkatan sebanyak 312 kasus kematian. Satuan Polisi Pamong Praja Provinsi NTT merupakan bagian dari satuan tugas dan garda terdepan penanganan Covid-19 di wilayah NTT. Penelitian menggunakan penelitian kualitatif dengan metode pengumpulan data *Photo Elicitation* pada 7 informan. Hasil penelitian menemukan bahwa pada kondisi awal, informan tidak memiliki informasi yang memadai mengenai penanganan covid-19 sehingga mereka menjadi kelompok berisiko covid-19 dan mengalami berbagai kendala. Risiko dan kendala yang dialami membuat informan kesulitan saat melakukan tugas penanganan yang berdampak pada kondisi psikologis (kecemasan, insomnia dan konflik antar pribadi) dan fisiologis (kelelahan kerja). Sedangkan kondisi sekarang, informan telah terbiasa melakukan penanganan Covid-19 sehingga dampak psikologis negative menjadi berkurang. Dibutuhkan kerjasama masyarakat dengan anggota Satpol PP dalam menurunkan angka Covid-19.*

Kata kunci: *Covid-19, Dampak psikologis, Photo elicitation, Satpol PP NTT*

Article history:

Received: 18 February 2022

Received in revised form: 28 April 2022

Accepted: 9 May 2022

Available online: 23 June 2022

Introduction

The infectious disease *Coronavirus Disease 2019* or Covid-19 is a global disease outbreak that threatens the world. Since it first appeared in China at the end of 2019, this global pandemic has spread to no less than 212 countries (Shereen et al., 2020). According to data from the *World Health Organization* (WHO), on March 22, 2021, the total global confirmed cases of Covid-19 were 2,711,071 deaths in 212 infected countries and 190 countries with local transmission. Indonesia is one of the countries that is also facing the Covid-19 pandemic. In Indonesia, 1,465,928 confirmed cases of Covid-19 and 39,711 deaths from 490 districts/cities in 34 provinces. East Nusa Tenggara (NTT) is one of the provinces in Indonesia that has become a red zone; the latest data obtained through the latest official information media for *emerging infectious diseases*, the cumulative number of Covid-19 cases has reached 11,745 cases and death cases, it has reached 321 cases on March 2021 (Infection Emerging, 2021).

Covid-19 cases in NTT increased in early 2021. The number of deaths due to Covid-19, which initially reached 36 points in December 2020, expanded several times to 312 deaths. So, the NTT provincial government formed a task force to accelerate the handling of Covid-19 in NTT related to efforts to prevent the spread of Covid-19 in the NTT region (Dispem Lantamal VII, 2020). The NTT Provincial Pamong Praja Police Unit is part of the task force for the acceleration of handling Covid-19 in NTT and has been appointed as the coordinator for law enforcement, discipline, and funerals as stated in the Decree of the Governor of NTT number 2/Kep/HK/2021 dated January 15, 2021, regarding the Task Force for Handling Covid-19 NTT Province.

Based on the details of these tasks, the NTT Provincial Satpol PP was assigned to carry out public awareness by building collaboration with the police and the TNI in carrying out general operations using masks correctly as a form of public attention in complying with health protocols (protkes) and carried out up to the Yustisi (judicial level place) for people who violate health protocols. In addition to public operations using masks, the NTT Provincial Satpol PP also has a particular task of handling Covid-19 patients who died, where the NTT Provincial Satpol PP officers are always on standby 1x24 hours in carrying out their duties to take breaking the chain of Covid-19 spread (Mensa, 2021).

Based on the description above, it is known that the increase in Covid-19 cases and cases of death due to Covid-19 in the NTT region made the NTT Provincial Satpol PP have to increase working hours from 8 hours a day (08.00-16.00) to 13 hours a day (08.00-21.00). Since October 2021, when there was an increase in Covid-19 cases. If the Covid-19 case decreases, working hours will return to normal. Changes in working hours and workloads are more at risk of contracting Covid-19 during the pandemic. These conditions can cause psychological disorders such as changes in concentration, irritability, reduced productivity, depression, anxiety, and stress due to concerns about personal health and fear of carrying infections and transmitting them to family members or others. This workload and risk can also cause interpersonal conflicts when dealing directly with people who do not comply with health protocols or with the bodies of Covid-19 patients.

This makes researchers feel it is essential to examine the psychological impact experienced by the NTT Provincial Satpol PP in handling the prevention of the spread of Covid-19 cases.

Metode

This research is qualitative research using the Photo Elicitation data collection method. The study was carried out at the Satpol PP Office of the Province of NTT in July-September 2021. The number of informants in this research was

seven people using quota sampling. The informants are the members of Satpol PP who have been in charge from the beginning of handling the spread of Covid-19 until now. In this study, the Photo-elicitation technique was used to identify and communicate the psychological impact experienced by the NTT Provincial Satpol PP while on duty in Handling the Prevention of the Spread of Covid-19 cases. Photo elicitation has several stages, firstly taking informants, secondly introducing photo-elicitation methods, third taking photos, and finally interviewing informants. There are several data credibility tests carried out to test the credibility of the results of qualitative research, among others, carried out by triangulation, audit trails, diaries, member checks, and negative case analysis. The study uses thematic data analysis with several stages: making transcripts, reading transcripts, making codes, creating categories, creating themes, making in descriptive form, and presenting data in quotations.

Results

1. Initial Conditions of the Covid-19 Pandemic

This study found that several things were experienced at the beginning of the Covid-19 pandemic, starting from members' perceptions about Covid-19, various risk factors, obstacle factors, and how to overcome existing obstacles such as psychological and physiological conditions experienced.

a. Perception of Covid-19

Informants MP, AN, PP, and MD stated that at the beginning of Covid-19, they felt afraid and anxious when assigned to handle Covid-19 because Covid-19 is a newly emerging infectious virus and informants were afraid when carrying out tasks related to the new virus.

"Yes, at first, we were worried about the treatment; things like that just happened, we didn't know at first how and what kind of disease it was, and we felt anxious and afraid, afraid of being polluted (infecting) our relatives or children, especially the child who was infected. we are afraid" (AN interview)

b. Risk Factor

In the interview results, it was found that the informant experienced several risk factors when handling Covid-19. All informants stated that when assigned to handle Covid-19, the workload increased by 4 to 6 hours. The MP informant said that there was often a build-up of work because many things had to be done apart from taking care of the administration of handling Covid-19. MP's buildup of work is described through photos when he completes the administration of handling Covid-19 in his office at the PP Satpol Office NTT (see **Photo 1**).



Photo 1. [Taken by MP in his office depicting the pile of work being completed]

"In terms of office work, it's me; I mean, I often experience work accumulations, there are routine tasks, there are additional tasks, I have to complete this administration properly. At least everyone involved in this humanitarian operation, they feel the hard work of what are they doing" (MP interview)

c. Constraint Factor

Constraint factors hinder an individual in carrying out his duties and responsibilities. The results of the interview show that the direct handling of Covid-19 makes members have to deal with people who do not comply with the health protocol; informants MP, AN, RE, MD, RL, and AW stated that conflicts often occur between Satpol PP and people who violate Health protocols because the community

refuses when they are given sanctions/fines. The RE informant also stated that people who often refuse to be sanctioned are people with a high level of education, which RE describes through the pictures they take (see **Photo 2**).



Photo 2. [Taken by RE, the photo RE shows is a conflict with the community that bothers him the most]

"People's opposition, such as this photo (while showing the photo to researchers), if this is not just the community (not ordinary people), why am I showing this photo, because it disturbs my psychology too, disturbs the psychology of common people, this is what we net this is one of the civil servants, which incidentally he should understand better" (RE interview)

AN also presented other obstacles through the picture he gave (see **Photo 3**); the image is when AN uses full PPE to carry out funerals for the bodies of Covid-19 patients.



Photo 3. [Taken by AN when wearing full PPE showing no air circulation when wearing it]

"Our feelings are undoubtedly uncomfortable in the PPE, the skin is white, it's peeling (peeling) also because of the prolonged use of PPE, breathing is disturbed (AN interview)

Apart from AN, another informant, AW, also stated problems regarding PPE use (see **Photo 4**). The picture shows informant AW using complete PPE at El Tari Airport Location.



Photo 4. [Photo of AW all day using full PPE for the funeral process]

"It can't be separated because here I experienced it for the first time because the bodies were flown through the Covid protocol if the others I was used to in Fatukoa, and the process was the same, but this is unique because we have to prepare and many parties must be contacted, and we use PPE from half of the time. 5 am, so it was very hot at that time, and we were all wet (drenched with sweat), stuffy, and at that time two bodies had to be flown back, so we wore PPE all day long" (AW interview)

In addition to obstacles with the use of PPE, equipment in the field is also an obstacle in the funeral process for the bodies of Covid-19 patients. Through the pictures he took (see Photo 5), the MD informant shows that all equipment must be adequately prepared and must not be lacking because it supports the funeral process.



Photo 5. [Taken by MD, equipment that must be used when eating corpses]

"This is a photo of equipment and PPE specially prepared for Covid patients; this is also all the equipment for the funeral of Covid patients, everything must be complete, not lacking, if it's lacking, we can't work" (MD interview)

d. How to Overcome Obstacles

The obstacles faced make it difficult for individuals to carry out their duties and responsibilities, so these obstacles need to be overcome not to hinder the work. In interviews with informants AN, PP, RL, and AW, they stated that the challenges during their assignment could be overcome because there was always an evaluation when they were finished.

"Yes, we will convey our complaints during the evaluation; for example, there is no equipment. The exam cannot be used; we will convey it during the evaluation to be completed so that it does not happen again" (PP interview)

e. Psychological Condition

During the funeral process, most of the informants, including MP, AN, MD, RE, AW, and RL, stated that they felt sad when they saw the picture (see **Photo 6**) that the researcher gave.



Photo 6. [Prepared by researchers, describes the atmosphere when Satpol PP buried the bodies of Covid-19 patients]

When they saw the picture provided by the researcher, the informant felt reminded of the atmosphere at the burial place for the corpse of a Covid-19 patient; the informant felt very sad; informants AN, RL, and MP also stated that when they

did the funeral in person, they cried because they thought that this funeral was inhumane like a funeral in general.

"What can you say, because it has become a health protocol, yes, we are sad because funerals are generally respected, but this Covid cemetery seems to be thrown away without being buried with love, but it's as if just put it in, like we bury animals, because of that, it felt sad, it was put down and immediately closed by the excavator without, oh my goodness, our humanity is the saddest already, it feels like we can only take a breath, it's a pity but what can we say" (interview RL).

In addition, RL described his feelings through the photos he took when he was negotiating with the family about the mother's body, who died of Covid-19 (see **Photo 7**).



Photo 7. [Taken by RL during negotiations before the funeral of the body of a mother who died of covid-19]

RL expresses the meaning of this photo as follows:

"The meaning of this photo, which I told you earlier, is that the deceased is a mother giving birth; at that time, I felt as if I had lost a mother because this child had not tasted her mother's milk but her mother has left her, that's what makes me feel very sad (interview, RL)

f. Physiological Conditions

The handling of Covid-19, which increases working hours, causes insufficient rest time, obstacles in the field, and the psychological conditions experienced by the informants affect their physical condition of the informants. All informants in their interviews stated that they felt physically exhausted, as RE noted in the interview:

"We are tired of being tired" (RE interview)

2. Current condition

The current condition is the current condition, namely the condition of the informant after repeatedly handling, preventing, and disseminating Covid-19 cases in NTT. This is reinforced by the motivation and acceptance of the tasks and responsibilities that have been given.

a. Motivation

PP informants illustrated the support of fellow members in making strong teamwork in handling Covid-19 through the pictures he took (see **Photo 8**).



Photo 8. [Taken by PP, group photo before leaving for duty]

"What I have in mind is that the funeral process for this body has to be done, it means that the government has given a rule like that, which was initially four hours (the body of a Covid patient must be buried for no more than 4 hours) we have to do

it and when we do it we can't do it alone, we need a strong team, that's the team in my mind, a strong team is needed for a job like this" (PP interview)

b. Accepting

The handling of Covid-19, which has been done repeatedly by the informants, has become a habit that the informants finally accept as the duties and responsibilities in their work, as informants MD and AN said in interviews. In addition, AN, MD, and AW said that the many treatments carried out made the informants become accustomed and not afraid and anxious, and it was no longer challenging to handle Covid-19.

"Fear doesn't exist anymore because we are used to it and already know the situation, already know the situation, we can handle it well" (MD interview).

Discussion

1. Initial Conditions of the Covid-19 Pandemic

The study results showed that in the initial conditions, each informant had the same perception of Covid-19, namely anxiety and fear of being exposed to Covid-19. This is in line with research from Hanggoro (2020) on the psychological impact of health workers, which states that informants who have the perception that they are at risk of being exposed to Covid-19 have a greater chance of experiencing psychological anxiety problems than those who do not.

The anxiety and fear felt by the informant when handling Covid-19 were not without reason but were caused by the risks that the informant got when carrying out the task of managing Covid-19. The results of the study found that there were risks experienced by informants when carrying out the job of handling Covid-19, namely increasing workloads that were heavier than before due to additional work outside the main task, which caused a decrease in concentration, work buildup, neglected work, insomnia, infection and transmit Covid-19 to those around you. This happened because those who were being handled were people who did not

obey health protocols and the bodies of Covid-19 patients. In line with the research results of Chen et al. (2020) also stated that officers who work on the front lines have a heavier and more stressful workload than usual because they are being cared for by Covid-19 patients.

In addition to being risky, the handling of Covid-19 carried out by informants directly has many obstacles. The results of the study found that the constraints experienced by the informants, namely, the rapidly spreading Covid-19 case led to the absence of special training for the Satpol PP to serve as the front guard so that the informants carried out their duties and responsibilities as a self-taught Covid task force. This makes the informants constrained in their work, such as difficulties in using PPE and equipment that suddenly breaks in the field; besides that, the lack of family support is also an obstacle experienced by the informants. This is in line with the research conducted by Pinggian (2021), which states that psychological impacts (especially anxiety) are more common among not medically trained workers than those who are medically trained.

In the research results, apart from obstacles, in the beginning, they were assigned to handle Covid-19, and all informants were afraid and anxious. Fear and anxiety are caused because what they face is new and is a contagious virus, so there is anxiety and fear for personal and family health when they have to be on the front line. Anxiety and fear also make informants irritable when on duty and often conflict with the community. In addition, the informant stated that they did things against their conscience when they buried the bodies of Covid-19 patients, and this made them feel very sad because they had to bury them inappropriately. In line with Brooks et al. (2020) research, distress and anxiety are reactions to something as threatening as the Covid-19 pandemic. Reactions related to stress in response to the Covid-19 pandemic are irritability, anxiety, lack of concentration, and interpersonal conflict.

In addition to the psychological condition of the informants, the results of the study also found how the physiological needs of the informants when carrying

out the task of handling Covid-19. All the informants in this study admitted they were tired because the given workload reduced their rest time.

2. Current condition

The study results found a difference between the initial conditions on duty and the current condition when the informant was used to handling Covid-19. The handling of Covid-19 carried out by the informant made this handling task a routine that formed new habits. The informant explained that the support from the leadership, fellow members, and families allowed them to handle Covid-19 until now. This is in line with Maslow's motivational theory of the need for appreciation. Individuals need to be appreciated by others, such as colleagues and superiors, which motivates them to work (Sarwono, 2017).

The support for the work carried out makes the informant accept this responsibility so that the informant does not experience adverse psychological effects in his current condition because there is no more anxiety and fear when handling Covid-19.

Conclusion

Based on the results and discussion of this study, it can be concluded that the Satpol PP of NTT province has two conditions that have different psychological impacts. The two conditions are conditions at the beginning of handling the pandemic and current conditions.

In the early days of the pandemic, members of the NTT Provincial Satpol PP experienced negative psychological impacts, which were illustrated through perceptions of the risks experienced by Covid-19, obstacles that hindered and how to overcome them, and psychological and physiological conditions. Meanwhile, in the current condition, namely the condition after members of the NTT Provincial Satpol PP often carry out the task of handling Covid-19 and are accustomed to making positive emotional changes that have an impact on the psychology of the

NTT Satpol PP members, wherein the current condition it is described through their motivation to work and self-acceptance to duties and responsibilities.

Suggestion

It is recommended that the relevant agencies increase their capacity as the Covid-19 task force. This capacity building can be done through collaboration with the health sector to be taught how to use PPE correctly, overcome obstacles when PPE is torn while on duty, and overcome the effects of using PPE for a long time. As well as for further researchers are expected to be able to research coping stress which is carried out to overcome the workload of the Satpol PP.

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Vol.4, No.2, June 2022, pp. 197~214

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