



## Original Research

# Increasing Public Confidence In Accessing Public Safety Center-119 Services Through First Aid Training

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### ABSTRACT

**Background:** Emergency conditions in Indonesia can be caused by the vulnerability of disasters, accidents and diseases that threaten life or cause disability in humans. Emergency conditions require immediate assistance to prevent death and disability. The community as the first helper holds a very important key to the safety of individuals who are experiencing emergency conditions. Not all people are familiar with the PSC-119 service. The results of the preliminary study also showed that most of the respondents expressed lack of confidence because they had never received any socialization or training on how to provide first aid.

**Methods:** a form of experimental research with a pretest-posttest model, with intervention towards respondents related to actions in first aid training. Respondents in this study were 217 special lay people. The sampling technique in this study was random sampling by distributing invitations to special lay people in the city of Surakarta, consisting of members of the Voluntary Corps, health cadres and Linmas Kelurahan at Surakarta City. The data analysis technique used a t test

**Results:** There was an increase in the value between the pretest and posttest of 12.2 and the result of different test (t test) shows the value of Sig. (2-tailed) is 0.00.

**Conclusion:** There was an increase in community confidence in accessing PSC-119 services after first aid training was carried out for victims with significant emergency conditions.

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## INTRODUCTION

Emergency conditions in Indonesia can be caused by the vulnerability of disasters, accidents and diseases that threaten life or cause disability in humans. The Indonesian territory is geographically divided into islands, located at the junction of tectonic plates, namely the Asian, Australian, Indian Ocean and Pacific Ocean plates and in the southern and eastern parts of Indonesia there are volcanic belts (volcanic arcs) from the islands of Sumatra, Java, Nusa Tenggara and Sulawesi which its sides are old volcanic mountains and lowlands, making it very prone to disasters (Badan Nasional Penanggulangan Bencana, 2009) & (BNPB, 2014).

Emergency conditions require immediate assistance to prevent death and disability. First aid for individuals experiencing emergency conditions requires coordination starting from the pre-hospital environment and hospitals or other health care institutions. Based on the Minister of Health Regulation Number 19 of 2016 concerning the Integrated Emergency Management System (SPGDT), the government has established a service called the Public Safety Center 119 (PSC-119) to serve the community in emergency conditions. This service is carried out by the district, municipality or city government which aims to provide fast and integrated services so that it can reduce the mortality and morbidity rates for people who experience emergency conditions both that occur in daily life and during disaster conditions (Kementerian Kesehatan RI, 2016).

Based on the SPGDT concept, the PSC-119 service cannot stand alone without involving community empowerment as first responders. Community First Responder is an ordinary community that provides assistance in emergency conditions. The community as the first helper holds a very important key to the safety of individuals who are experiencing emergency conditions (Kementerian Kesehatan RI, 2018). Starting August 2016, the Ministry of Health launched the 119 emergency telephone service. This toll free telephone was launched to facilitate medical emergency services. The flow is that residents who encounter cases of health emergencies, such as accidents, can call by cellphone or landline and ask for assistance in sending medical personnel and fleets as needed.

Before getting help, residents will be connected to the operator of the National Command Center (NCC) at the Ministry of Health Office. This operator will forward the information to the Public Service Center (PSC) operator with offices in districts / cities<sup>4</sup>. Not all people are familiar with the PSC-119 service. People who are familiar with PSC-119 services also do not necessarily have the courage and confidence to access these services through telephone lines. Most of the people still choose to contact the police or escort patients in emergency conditions directly to the nearest health service institution.

Based on the results of interviews in a preliminary study of 10 members of the public, especially from the corps who volunteered, the answer was that 4 people felt they had the confidence and courage to call PSC-119 while 6 people stated that they did not have the confidence to call PSC services. -119. The results of the preliminary study also showed that the majority of respondents expressed lack of confidence because they had never received any socialization or training on how to provide first aid, which included material for access procedures for requesting assistance to PSC-119 services. Based on an interview with the Head of the Health Service Section of the Surakarta City Health Office, PSC-119 has also conducted training and outreach in order to bring access to this service closer to the community. This study aims to analyse the effect of first aid training on the general public on increasing self-confidence in accessing PSC-119 services.

## **MATERIALS AND METHOD**

A form of experimental research with a pretest-posttest model, with intervention towards respondents related to actions in first aid training. Respondents of this research is the general public in the city of Surakarta. The sampling technique in this study was random sampling by distributing invitations to the general public in the city of Surakarta which consisted of members of the Voluntary Corps, health cadres and Linmas

Kelurahan of Surakarta City. Of the 300 invitations given, 217 special lay people were willing to participate in data collection activities. The research instrument used was a questionnaire.

Content validity in consultation with 3 practitioners in the field of pre hospital emergencies was used to assess the suitability of this instrument with research objectives and respondent characteristics, and the results of this questionnaire were recommended to be used in this study. While the data analysis technique used a different test. The ethical clearance of this research was obtained from the Ethics Commission of Dr Moewardi Hospital with the number 827/VI/HREC/2020 dated June 30, 2020.

## RESULT

All respondents involved in this study were 217 who had participated in full activities. There was an increase in the value between the pretest and posttest of 12.2 and the t test results showed the value of Sig. (2-tailed) is 0.00.

**Table 1.** The effect of first aid training on increasing community confidence in accessing PSC-11 services

<i>Mean Pretest</i>	<i>Mean Posttest</i>	<b>Selisih kenaikan</b>	<b>Nilai t</b>	<b>Sig. (2-tailed)</b>
64,5	76,7	12,2	77,112	0,00

Table 1. Shows that there is an increase in the value between the pretest and posttest of 12.2 and the t test results show the value of Sig. (2-tailed) is 0.00, so it can be concluded that there was an increase in community confidence in accessing PSC-119 services after first aid training was carried out for victims with significant emergency conditions.

## DISCUSSION

The results showed that integrated first aid training with direct instructors from the PSC-119 team could increase public confidence in accessing PSC-119 services. The first aid training materials delivered include the objectives and benefits of first aid for the safety of victims or survivors, the ease in carrying out aid communication, confidence in asking for services, the importance of the role of first responders in providing first aid, guidance services for PSC 119 to the community in implementing SPGDT and procedures requests for first aid if the first responders find survivors as well as first aid procedures given by rescuers while waiting for the ambulance to arrive.

Several studies examining this research, a study conducted by (Tawalbeh & Tubaishat, 2014) obtained results that the simulation method greatly affects students' knowledge and confidence in applying Advance Cardiac Life Support (ACLS) knowledge. Other evidence is that the short education session has a positive effect on increasing confidence of public to perform basic life support. Short teaching sessions have been proven to boost respondents' confidence in administering first aid to cardiac arrest victims in previous studies. Short first-aid training sessions can also boost self-esteem, allowing young people to believe they are capable of helping those who are undergoing a traumatic situation (Abelsson et al., 2020). Training also increases the confidence of schoolchildren aged from 14 to 18 years to perform the basic life support

at survey time-points. This study was gained to improve bystander CPR in community (Wingen et al., 2018).

The form of activities with the simulation method is effective to increase knowledge, skills, self-confidence and critical thinking skills. This activity is part of the soft skills that can be obtained when volunteering. Most of the respondents in this study is volunteers. Through some training programs, first aid competence among volunteers can be improved. This competence is important for volunteers to carry out their duties at the disaster and emergency site. Simulation that conducted regularly is essential to gain their first aid competence (Putri et al., 2020).

Introducing how to ask for help from the public safety center can be started from childhood. Most primary school-aged children, particularly those in kindergarten and first grade, are not equipped to respond to an emergency using a smartphone to telephone 9-1-1 and communicate the emergency to a dispatcher, according to a study involving fifty students. Furthermore, most kindergarten and first-grade students were unable to detect an emergency. Emergency education for elementary school students is usually provided through regional police school visits, and primarily consists of didactic teaching without simulated exercise or assessment, tactics that have been shown to improve skill transfer to real-life situations. (Huber et al., 2021).

## CONCLUSION

There was an increase in community confidence in accessing PSC-119 services after first aid training was carried out for victims with significant emergency conditions.

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