

# The Relationship of Knowledge and Attitudes with Behavior of Implementing Health Protocols in Garment Workers

Intan Mega Pratiwi<sup>1</sup>, Indriati Paskarini<sup>2</sup>, Endang Dwiyantri<sup>3</sup>, Shintia Yunita Arini<sup>4</sup>, Heru Suswojo<sup>5</sup>

<sup>1</sup>Master of Occupational Health and Safety, Faculty of Public Health, Universitas Airlangga, Indonesia

<sup>2,3,4</sup>Department of Occupational Safety and Health, Faculty of Public Health, Universitas Airlangga, Indonesia

Campus C Mulyorejo, Surabaya, East Java 60115 Indonesia

<sup>5</sup>Bhakti Rahayu General Hospital Surabaya, Indonesia

Jl. Ketintang Madya I No.16, Ketintang, Gayungan, Surabaya, East Java 60232 Indonesia

## ABSTRACT

**Introduction:** Informal workers in Garment Asia Raya of Banyuwangi continue their work activities during the COVID-19 pandemic. These informal workers in Garment Asia Raya Banyuwangi are, therefore, vulnerable to the transmission of COVID-19. The implementation of health protocols must be carried out to prevent and minimize the risk of COVID-19 transmission. However, the workers have not fully implemented health protocols. The purpose of this study is to determine the relationship of knowledge and attitudes with workers' behavior in the implementation of health protocols. **Methods:** This study was a quantitative study with a cross-sectional research design. The research population was 50 informal workers in Garment Asia Raya Banyuwangi, using the total sampling technique. The variables studied were knowledge, attitudes and behavior in the implementation of health protocols. The data collection used a questionnaire sheet that had been tested for validity and reliability. The data analysis technique used was descriptive analysis and Spearman correlation analysis. **Results:** Most of the workers had a low category of knowledge. Most of the workers had a moderate attitude towards the implementation of health protocols. Moreover, most of the workers had poor behavior in implementing health protocols. The results showed a positive relationship with a weak correlation level between knowledge and attitudes with the behavior of implementing health protocols. **Conclusion:** It can be concluded that the higher the knowledge and attitudes of workers, the better the workers' behavior in implementing health protocols.

**Keywords:** attitude, garment workers, health protocols, knowledge, secure work

## Corresponding Author:

Indriati Paskarini

Email: indriati.paskarini@fkm.unair.ac.id

Telephone: +62812 3455 6464

## INTRODUCTION

Coronavirus Disease of 2019 (COVID-19) is a health problem that becomes the global concern nowadays. This disease is caused by the coronavirus or often referred to as COVID-19. COVID-19 is an infectious disease caused by Severe Acute Respiratory Syndrome Coronavirus 2 (SARS-CoV-2). SARS-CoV-2 is a new type of coronavirus that has never been previously identified in humans.

According to the World Health Organization (WHO) and Public Health Emergency Operation Centre (PHEOC) Ministry of Health, the global spread of COVID-19 as of September 15, 2021, in 204 countries, showed more than 225 million

confirmed cases and 4,644,740 deaths. Meanwhile, for the spread of COVID-19 in Indonesia as of September 15, 2021, there were 4.178 million confirmed cases, including 3,953,519 who were cured and 139,682 deaths (Annisa, 2021).

Many workers, especially in developing countries who work in the informal sector, must continue to work during the COVID-19 pandemic. According to the International Labor Organization, the majority of workers in the informal sector are exposed to higher occupational safety and health risks due to the absence of proper protection, and their chances of contracting illness, accident, or death will increase; COVID-19 can further increase these risks (International Labour Organization, 2020).

The spread of COVID-19 cases in Banyuwangi increases every month. However, many informal workers continue their work activities because the goods delivery must proceed, even though

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the COVID-19 outbreak is increasing. One of the informal workers who continue to carry out the working activities like before the pandemic is those working in Garment Asia Raya.

Garment Asia Raya Banyuwangi is a branch of the center of PT Garment Asia Raya which is located in Bali. Garment Asia Raya Banyuwangi is engaged in the manufacture of clothing that will be exported to Australia. Garment Asia Raya is a micro-enterprise that aims to provide jobs for the community, especially those with sewing skills.

Informal workers in Garment Asia Raya are not limited by age and education with the main condition being that they have sewing skills. Thus, the background of the workers vary as workers have a minimum age of 20 years and a maximum age of more than 50 years, and a minimum level of education of workers is elementary school and the maximum education level is high school. Informal workers who are research respondents in this study are active workers during the COVID-19 pandemic.

Workers are working in threatening conditions during the COVID-19 pandemic. This is because they have to continue to produce the goods and meet many people every day without knowing whether one of them is exposed to the virus. Working during the pandemic requires all workers to always be aware of the spread of the virus, and the implementation of COVID-19 preventive behavior must be prioritized. All types of micro-enterprises are certainly at risk of being exposed to COVID-19. Therefore, the health protocols for micro-enterprises must remain the priority in order to break the chain of the COVID-19 transmission (Nismawati and Marhtyni, 2020).

The principle of preventing the spread of COVID-19 that must be carried out in the workplace is to apply health protocols by wearing mask, washing hands with soap and running water or using alcohol-based antiseptic liquid/hand sanitizer regularly, maintaining a minimum distance of one meter from other people, and increasing endurance by implementing Clean and Healthy Lifestyle Behavior (PHBS) (Ministry of Health of the Republic of Indonesia, 2020). The results of the study conducted by the World Health Organization concluded that using a mask, keeping the distance, and washing hand with soap or running water regularly can reduce the risk of COVID-19 transmission by up to 85%.

Based on an initial study conducted at Garment Asia Raya, it was found that most of the workers

had not implemented health protocols optimally. Some workers did not wear masks or wash their hands before, during, and after work, but most of them had implemented social distancing. In a study by Pinasti (2020) regarding the implementation of health protocols, it was found that 52.3% to 56.9% of people never washed their hands or used hand sanitizers when they were carrying out activities outside their house during a pandemic.

A study regarding the implementation of workers' health protocols conducted by Haqi and Arini (2021) stated that most of the workers (58.1%) were in the moderate category in implementing COVID-19 control efforts in the workplace, and 10% of workers were still in the low category. A similar study conducted by Alfidyani, Lestantyo and Wahyuni (2020) stated that 60.9% of workers in the garment industry in Semarang were still classified as non-compliant in the use of Personal Protective Equipment (PPE). This was because Personal Protective Equipment (PPE) was damaged, lost, and left at home. Another reason was that the workers felt uncomfortable when using PPE, and there was a lack of supervision from companies that never gave warnings to workers if they did not use PPE while working.

The formation of COVID-19 prevention behaviour can be influenced by knowledge and attitudes. According to Adventus *et al.* (2019), behavior domains are knowledge, attitude and action. Knowledge is the participant's understanding of the given topic. Meanwhile, attitude could be interpreted as a person's tendency to act, either support or not support. Attitude is a predisposing factor to behavior (Desty and Arumsari, 2021). Behavior is part of a person's actions that can be studied and observed (Mujiburrahman *et al.*, 2020). Knowledge and behavior are interrelated. Having good knowledge will positively impact behavior aspects (Fitri *et al.*, 2020).

The purpose of this study is to determine the relationship between knowledge and attitudes of workers toward COVID-19 and the prevention that must be done regarding the behavior of workers in implementing health protocols in Garment Asia Raya Banyuwangi.

## METHODS

This study was a quantitative research with a cross-sectional design. The population of this study was 50 informal workers in Garmen Asia

Raya Banyuwangi, selected using the total sampling technique. Informal workers in Garment Asia Raya were outsourced workers with a contractual job. This study was conducted for two weeks, from the end of April to the beginning of May 2021.

The data collection was carried out using a questionnaire. The knowledge and attitude questionnaires were obtained from the previous studies. The answer choices given were in three scales (correct, wrong, and no answer). Knowledge and attitude were divided into three categories, namely low, moderate, and high. The behavior questionnaire in implementing health protocols used a questionnaire from the World Health Organization (2020). The answer choices given were in four scales (always, often, sometimes, and never). Behavior was divided into two categories, namely good and poor.

The knowledge, attitudes and behavior questionnaires were tested for validity and reliability on other workers with relatively the same characteristics as the research population, namely workers in the Leather Manufacturing & Garment industry in Banyuwangi. In order to test the validity of the knowledge, attitudes and behavior questionnaires, the Pearson Correlation was used in which there were 24 valid knowledge questionnaire statements, 15 valid attitude questionnaire statements and 8 valid behavior questionnaire statements.

The data analysis in this study employed descriptive analysis to determine the frequency distribution of the knowledge, attitudes, and behavior variables in implementing the health protocols. The Spearman correlation analysis was used to find out the strength of the relationship between the level of knowledge and behavior in the implementation of health protocols and the strength of the relationship between the level of attitudes and behavior in implementing health protocols. This study has carried out an ethical test from the Faculty of Dentistry, Universitas Airlangga No. 194/HRECC.FORM/IV/2021.

## RESULTS

### Knowledge of Informal Workers in Garment Asia Raya

Based on Table 1, it can be seen that 25 people or 50% of the respondents had a low level of knowledge, 18 people or 36% of the respondents had a moderate; level of knowledge, and 7 people or 14%

of the respondents had a high level of knowledge about COVID-19 and efforts to prevent it. Therefore, it can be concluded that most of the respondents had a low level of knowledge.

### Attitude of Informal Workers in Garment Asia Raya

Based on Table 2, it can be seen that 20 people or 50% of the respondents had low attitude toward the implementation of health protocols, 28 people or 56% of the respondents had moderate category attitudes and 2 people or 4% of the respondents had high attitudes toward the implementation of health protocols as efforts to prevent the spread of COVID-19 in the workplace.

### Behaviour of Informal Workers in Garment Asia Raya in the Implementation of Implementing Health Protocols

Based on Table 3, it can be seen that 39 people or 78% of the respondents had poor behavior in implementing health protocols, and 11 people or 22% of the respondents had good behavior in implementing health protocols. It can be concluded

**Table 1.** Distribution of Informal Workers Knowledge

Knowledge	Frequency (n)	Percentage (%)
Low	25	50
Moderate	18	36
High	7	14
<b>Total</b>	<b>50</b>	<b>100</b>

**Table 2.** Distribution of Informal Workers Attitude

Attitude	Frequency (n)	Percentage (%)
Low	20	40
Moderate	28	56
High	2	4
<b>Total</b>	<b>50</b>	<b>100</b>

**Table 3.** Distribution of Informal Workers Behavior in Implementing Health Protocols

Behavior	Frequency (n)	Percentage (%)
Poor	39	78
Good	11	22
<b>Total</b>	<b>50</b>	<b>100</b>

that most of the respondents had poor behavior in implementing health protocols.

### The Relationship between Knowledge and Behaviour of Informal Workers in Garment Asia Raya in the Implementation of Health Protocols

Based on Table 4, it can be seen that most of the workers had a low level of knowledge and poor behavior in implementing health protocols. Spearman correlation value obtained was 0.140, which means the relationship between knowledge and behavior had a weak correlation level. The direction of the relationship between the knowledge variable and the behavior was positive, which means the higher the workers' knowledge, the better the behavior of workers in implementing health protocols.

### The Relationship between Attitudes and Behaviour of Informal Workers in Garment Asia Raya in the Implementation of Health Protocols

Based on Table 5, it can be seen that workers who had a moderate level of attitude towards the implementation of health protocols had poorer behavior in implementing health protocols than workers who had low and high attitudes. Spearman correlation value obtained was 0.196, which means the relationship between attitudes and behavior had a weak correlation level. The direction of the relationship between attitude and behavior variables was positive, which means the higher the attitudes of workers towards the implementation of health

protocols, the better the behavior of workers in the implementation of health protocols.

## DISCUSSION

### Knowledge of Informal Workers in Garment Asia Raya

In this study, knowledge defines a worker's understanding of COVID-19, the way it spreads, the symptoms felt and the prevention of COVID-19 in the workplace. Knowledge about COVID19 disease is very important so as not to cause an increase in the number of cases of COVID-19 disease (Mushidah and Muliawati, 2021). One's knowledge about health is one of the important aspects before the occurrence of health behavior (Sari and Utami, 2021).

Knowledge is a very important domain in the formation of someone's behavior because knowledge can be a person's foundation, which makes behavior last long (Putri and Wahyudiono, 2021). Knowledge will form belief and the way someone perceives reality, provide a basis for decision making, and determine behavior toward certain objects. Thus, knowledge will affect a person's behavior (Desty and Arumsari, 2021).

The knowledge possessed by workers about COVID-19 and efforts to prevent it was mostly in the low category in this study. The low category could be caused by workers' ignorance of the news that had been circulating regarding COVID-19 information, so workers' understanding of

**Table 4.** The Relationship between Knowledge and Informal Workers Behavior

Knowledge	Behavior				Total		Correlation
	Poor		Good		N	%	
	n	%	n	%			
Low	21	84	4	16	25	100	0.140
Moderate	13	72.2	5	27.8	18	100	
High	5	71.4	2	28.6	7	100	

**Table 5.** The Relationship between Attitudes and Informal Workers Behavior

Attitudes	Behavior				Total		Correlation
	Poor		Good		N	%	
	n	%	n	%			
Low	18	90	2	10	20	100	0.196
Moderate	19	67.9	9	32.1	28	100	
High	2	100	0	0	2	100	

COVID-19 and efforts to prevent it was still low. The workers knew information about COVID-19 due to the large amount of information circulating in the mass media, television and their respective gadgets, but the amount of news circulating made most workers think that the information circulating was difficult to believe. This happened to workers who had a high level of knowledge because some had good perceptions about COVID-19, supported by the surrounding environment to avoid the spread of COVID-19. This is not in line with a study conducted by Saefi *et al.* (2020) which stated that the majority of respondents had high knowledge about COVID-19 and efforts to prevent COVID-19 transmission.

Knowledge about COVID-19 is a very important aspect in this current pandemic, which includes the causes of COVID-19 and the characteristics of the virus, signs and symptoms, terms related to COVID-19, necessary examinations and the transmission process, as well as efforts to prevent the disease (Rahayu and Mulyani, 2020). Good knowledge can be supported by the acceptance of information circulating in the community about COVID-19 (Putra and Manalu, 2020).

The low level of knowledge in this study was evidenced by the answers to questions regarding insight or understanding of the meaning, transmission, symptoms, risk factors, prevention of COVID-19 was still low. The good level of knowledge of respondents was generally due to a large amount of information about COVID-19 obtained from mass media such as television, billboards, and banners as well as direct socialization from the health workers. The existence of new information about a certain issue provides new cognitive foundation to form knowledge about it (Sari and Utami, 2021).

### **Attitudes of Informal Workers in Garment Asia Raya**

Attitude is a relationship between cognitive, affective and conative in understanding, feeling and behaving towards an object. Attitude does not mean a behavior or action but a person's readiness to react to a particular object (Wisudawan Putra and Soedirham, 2021). In this study, attitude is defined as a form of workers' willingness to implement the health protocols when working. Attitude is important because it affects actions, although it is not always shown in behavior and action (Yanti *et al.*, 2020).

Attitudes toward risk can influence health-related behavior and change risk behavior. Based on Fitria, Jumaini and Agrina (2021) positive attitude or positive behavior will affect the implementation of the COVID-19 health protocols. Various factors can influence attitudes, such as personal experience, culture, information, educational or religious institutions, and emotional factors in individuals. There is a change in attitude when the data can be understood, accepted and approved (Yanti *et al.*, 2020).

Based on the results of this study, the researcher finds that most of the workers had a moderate attitude category. This means that workers had a good attitude towards COVID-19 and their willingness to take steps to prevent it. However, there has been no consistent positive attitude towards the implementation of health protocols. A similar study conducted by Rejeki and Rahman (2021) stated that the attitudes of the PROLANIS type 2 diabetes mellitus participants towards COVID-19 resulted in a number of positive attitudes with as many as 34 people (89.5%) and 4 people (10.5%) with negative attitudes. This means that more respondents had a positive attitude than a negative one.

A similar study conducted by Sari and Utami (2021) showed a different results in which they stated that most adolescents had negative attitudes towards the implementation of health protocols. Negative attitudes in the implementation of health protocols had a fairly large percentage, standing at 62%. This means that respondents were less able to respond appropriately in terms of the prevention and the transmission of COVID-19.

The behavior is also evidenced by the moderate level of attitudes shown by Garment Asia Raya workers in wearing masks, washing hands, and using the hand sanitizer provided by the workplace, carried out in a disciplined manner. For example, workers have already worn masks but only covered their mouths, workers wore masks only because there were influential people such as visits from health workers from the Public Health Center, and workers brought masks but did not use them. The attitudes in the moderate category that workers had in washing their hands was indicated by the respondents' answers regarding the importance of washing hands; most of them stated that they washed their hands only before doing activities and before eating. However, most of them have implemented a minimum distance of 1 meter when working.

The results of Desty and Arumsari (2021) stated that the good attitude of traders at Sampangan Market was indicated by answers to questions related to the importance of wearing masks when leaving the house or doing activities, washing hands with soap or hand sanitizers, avoiding crowds, keeping a distance from other people and putting trust in the Government in handling COVID-19.

### **Behaviour of Informal Workers in Garment Asia Raya**

The behavior of implementing health protocols is an activity carried out to keep individuals from being infected with COVID-19 by wearing masks, maintaining distance, washing hands, and maintaining cleanliness. The behavior referred to in this study is the action of workers in obeying the regulations that have been given by the Government regarding the obligations of workers when working during the COVID-19 pandemic, namely implementing the application of protocols with discipline which includes wearing masks, washing hands with running water or using hand sanitizers and practicing social distancing at least 1 meter when working.

Health protocols such as wearing masks, washing hands, maintaining distance, avoiding crowds, and limiting mobilization can break the chain of COVID-19. The recommendation for a safe distance to meet physical distancing rules is at least one meter because the aim is to prevent the spread of being affected by droplets of COVID-19 sufferers (Wahidah *et al.*, 2020).

Based on the results of this study, it was found that most of the workers had poor behavior in implementing health protocols. This is evidenced by the results of respondents in answering statements on research instruments. Most informal workers have not been disciplined in wearing masks when working and in washing hands using hand sanitizers or with running water, but workers always keep their distance. The implementation of this health protocol is very important to implement, as an effort to prevent the spread of COVID-19 in the workplace.

The results of this study are not in line with research conducted by Fitri, Widyastutik and Arfan (2020) which stated that the majority of respondents carried out health protocols well. Rachmani, Budiyo and Dewanti (2020) also stated that the majority of respondents had high level of knowledge about COVID-19 and efforts to prevent it, had a

positive attitude, and carried out health protocols well.

Behaviour is the most important aspect to realize an increasing public health status. To realize improved public health, all members of the community, both individually / personally, family members, members of the school environment, work environment, and other parties must live in a healthy environment, behave healthily, be able to access quality, fair and equitable health services evenly and have the highest degree of health (Nismawati and Marhtyni, 2020).

### **The Relationship between Knowledge and Behaviour of Informal Workers in Garment Asia Raya in the Implementation of Health Protocols**

Based on the results of the Spearman correlation test conducted to determine the relationship between knowledge and behavior of workers in the application of health protocols, it was found that the direction of the relationship was positive, and the correlation level was weak (0.140). This means that the higher the level of respondents' knowledge, the better the behavior of workers in implementing health protocols.

The respondents' lack of knowledge related to COVID-19 has resulted in a poor implementation of health protocols. This statement is in line with the results of a study conducted by Akbar, Hardy and Maharani (2020) which stated that the relationship between education level and COVID-19 prevention measures showed that 71 respondents (81.6%) with a poor level of knowledge had poor COVID-19 prevention measures.

However, this statement is not in line with a study conducted by Rachmani, Budiyo and Dewanti (2020) which stated a significant correlation between respondents' knowledge and COVID-19 prevention behavior. The higher the level of respondents' knowledge, the better the COVID-19 prevention behavior. A similar study conducted by Widayanti (2021) stated a significant relationship between knowledge and behavior in preventing COVID-19. The better the knowledge, the better the behavior would be formed in an effort to prevent the transmission of COVID-19. However, this study is not in line with research of Fitria, Jumaini and Agrina (2021) which stated that there was no relationship between knowledge and behavior in the implementation of health protocols in the community.

Knowledge has an influence on health behavior in the community. Behavior based on knowledge would last longer than behaviour that is not based on knowledge. However, in practice, the process of forming a behavior is not always in accordance with this principle. A number of factors can influence behavior, so changes in behavior result in the possibility of someone having good practices even though they have low knowledge and poor attitudes (Rachmani, Budiyo and Dewanti, 2020).

Everyone has different levels of knowledge. There are various ways to acquire knowledge, one of which is through learning activities. Learning is an intellectual activity. The learning process can broaden a person's knowledge and open his/her insights. The impact for a broad-minded people is a change in behavior change, which means that the better a person's knowledge, the better their behavior (Sukesih, Maiza and Sopyan, 2021).

The relationship between knowledge and behavior cannot be separated from the influence of the education level possessed by each person. Education has a significant role in the formation of healthy behavior. Health education aims to change people's behavior to be conducive to health. Thus, a person not only knows or just responds but can carry out healthy behavior in a good manner. In this study, respondents with high school education levels (Senior High School/Vocational School) had a high category of knowledge, those in junior high school education level had a moderate category, and those in elementary school education level had a low category. The higher a person's education level, the higher the level of their knowledge (Moudy and Syakurah, 2020).

A person's age can also influence the level of knowledge. The older they get, the more their grasping power and mindset will develop so that the knowledge they gain is getting better. The results of this study stated that most of the respondents were aged 21-30 years old. At that age, the respondents belong to the productive age group. Age can affect a person's way of thinking, so along with age, knowledge will develop. In the productive age, the possibility of a decline in intellectual and verbal levels is considered non-existent because productive age is a phase where a person is active in various activities related to social life and the future. Therefore, in the process, it allows someone to have higher level of knowledge (Suwaryo and Yuwono, 2017).

### **The Relationship between Attitude and Behavior of Informal Workers in Garment Asia Raya in the Implementation of Health Protocols**

Based on the results of the Spearman correlation test conducted to determine the relationship between attitudes and behavior of workers in the implementation of the health protocols, it was found that the direction of the relationship was positive, and the correlation level was weak (0.196). This means that the higher the positive attitudes of the workers or respondents, the higher the probability to have better behavior in the implementation of the health protocols.

A similar statement was given by Desty and Arumsari (2021) who stated that 37 respondents had a good attitude and showed good behavior in implementing health protocols at 73%. The statistical tests showed a significant relationship between respondents' attitudes towards COVID-19 and the behavior of implementing health protocols ( $p$ -value = 0.014). A similar study was also carried out by Sari and Utami (2021) showing that the results of their study obtained a positive correlation coefficient of 0.495. The relationship between attitudes and the implementation of the health protocols was unidirectional. Therefore, it can be concluded that the higher the level of attitudes, the better the implementation of the health protocols. A person who has good knowledge also has good attitudes and behavior (Sukesih, Maiza and Sopyan, 2021).

The relationship between attitudes and behavior can vary because they are interrelated factors. A positive attitude has positive behavior, which will affect the implementation of the COVID-19 health protocols (Fitria, Jumaini and Agrina, 2021). Human behavior is closely related to attitudes. According to Mujani (2020), compliance with the application of health protocols to handle the COVID-19 outbreak is influenced by attitudes and behavior.

A person's positive attitudes and behavior can be formed through a learning and training process that is influenced by the individual's level of education, social support, and information from various media (Yanti *et al.*, 2020). Efforts to form workers' attitudes and behavior in Garment Asia Raya in the implementation of health protocols are built by providing socialization from health workers to workers. Socialization about the dangers of COVID-19 and how to prevent it must be done and is expected to increase the level of knowledge

and awareness of workers to be disciplined in implementing health protocols. `

Workers with sufficient knowledge will understand the dangers of COVID-19 and the benefits of implementing health protocols, which results in positive attitudes shown towards the object of attitude. The object of attitude is a health protocol including wearing masks, washing hands with running water and soap or hand sanitizers, and applying social distancing. The tendency of positive attitudes possessed by Garment Asia Raya workers serves as a form of prevention and minimization of the spread of COVID-19 in the workplace.

Attitudes in the moderate category as the results of this study are caused by workers' attitudes that were still negative, showing that most workers were not wearing masks when working. Even though there was only a small majority of workers who did not wear masks, most of the workers did not wash their hands using running water/hand sanitizers. However, most workers practiced social distance because the workplace set the distance between each work desk of at least 1 meter. This is not in line with a study conducted by Desty and Arumsari (2021) which stated that traders at Sampangan Market possessed good attitudes, indicated by the answers to the questions related to the importance of using masks when leaving the house or doing activities, washing hands with soap or hand sanitizers, avoiding crowded places, keeping a distance from other people and trusting the Government in handling COVID-19. Furthermore, the answer was also proven by good actions or behavior in the implementation of health protocols to reduce the risk of COVID-19 transmission.

## CONCLUSION

The conclusion of this study is that there was a positive relationship and a weak level of correlation between knowledge and attitudes with the behavior of workers in the implementation of health protocols. The higher the level of knowledge and attitudes of workers, the better the behavior of workers in the implementation of health protocols. The efforts need to be made to improve the knowledge and attitudes of workers in the implementation of the health protocols, which can be done by providing regular training and socialization to workers.

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