

Perilaku Pencegahan COVID-19 pada Pengemudi Transportasi Online, Samarinda, Indonesia

COVID-19 Prevention Behavior on Online Transportation Drivers in Samarinda, Indonesia

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ABSTRACT

Background: The numbers of COVID-19 sufferers in various countries are continuing to increase, including in Indonesia. COVID-19 has a wide impact, including on the online transportation service sector. Since 2015 in Samarinda City, there has been an online transportation service, namely Gojek Indonesia, which provides services to customers in the form of shuttle passengers, food delivery, and other necessities, including goods delivery services. The online transportation driver group is one of the groups at high risk of transmitting COVID-19. **Objective:** This study aimed to obtain information about COVID-19 prevention behavior including driver's knowledge of COVID-19, perceptions, and customer service on online transportation drivers in Samarinda. **Methods:** This study used a qualitative design with a phenomenological approach. The informants in this study were selected as many as 5 people. The Gojek at Cendana Street was chosen because it is the main entrance and exit route of tourists in Samarinda. The data technique was an interview and used qualitative data analysis. **Results:** COVID-19 is a respiratory disease. Drivers considered that COVID-19 is a dangerous disease, frightening, and causes excessive panic in the community because of its rapid spread and risks to all groups of people, including online transportation drivers. Serving customers remains a priority even though they understand the risk of contracting COVID-19. Efforts to prevent the transmission of COVID-19 carried out by Gojek drivers including using masks, washing hands with flowing water and soap, or hand sanitizer, also cleaning helmets or replacing them with spare helmets. **Conclusion:** The transmission of COVID-19 can be prevented by behaving cleanly and healthy also prioritize the prevention of transmission of COVID-19, such as wearing masks while doing activities, keeping passenger helmets clean, and washing hands after serving customers.

Keywords: Behavior, COVID-19, Driver, Online, Public Transportation

ABSTRAK

Latar Belakang: Jumlah penderita COVID-19 di berbagai negara terus mengalami peningkatan, tak terkecuali di Indonesia. COVID-19 berdampak luas, termasuk di sektor jasa transportasi online. Sejak tahun 2015, di Kota Samarinda telah tersedia jasa transportasi online yakni Gojek Indonesia yang menyediakan pelayanan jasa kepada pelanggan berupa antar jemput penumpang, antar makanan, dan kebutuhan lainnya, termasuk jasa pengiriman barang. Kelompok pengemudi transportasi online merupakan salah satu kelompok berisiko tinggi penularan COVID-19. **Tujuan:** Penelitian ini bertujuan untuk memperoleh informasi tentang perilaku pencegahan COVID-19 termasuk pengetahuan pengemudi tentang COVID-19, persepsi, dan pelayanan terhadap pelanggan pada pengemudi transportasi online di Samarinda. **Metode:** Penelitian ini menggunakan desain kualitatif pendekatan fenomenologi. Informan dalam penelitian ini dipilih 5 orang. Pemilihan pengemudi Gojek di kawasan Jalan Cendana karena merupakan jalur utama untuk masuk dan keluarnya wisatawan di Samarinda. Teknik pengumpulan data adalah wawancara dan menggunakan analisis data kualitatif. **Hasil:** COVID-19 adalah penyakit menular melalui pernapasan. Driver menganggap bahwa COVID-19 merupakan salah satu penyakit yang berbahaya, menakutkan, dan menimbulkan kepanikan yang berlebihan di

lingkungan masyarakat karena penyebarannya yang begitu cepat dan berisiko pada semua kalangan masyarakat, termasuk para pengemudi transportasi online. Pelayanan kepada pelanggan tetap menjadi prioritas meskipun mereka paham akan risiko penularan COVID-19. Upaya pencegahan penularan COVID-19 yang dilakukan driver Gojek antara lain menggunakan masker, mencuci tangan dengan air mengalir dan sabun, atau cairan pembersih tangan, dan membersihkan helm atau menggantinya dengan helm cadangan. **Kesimpulan:** Penularan COVID-19 dapat dicegah dengan berperilaku hidup bersih dan sehat serta mengedepankan tindakan pencegahan penularan COVID-19 seperti memakai masker saat beraktivitas, menjaga kebersihan helm penumpang, dan mencuci tangan setelah melayani pelanggan.

Kata Kunci: Perilaku, COVID-19, Pengemudi, Online, Transportasi umum

INTRODUCTION

The World Health Organization (WHO) has officially declared the new corona virus or Coronavirus Disease (COVID-19) caused by SARS-CoV-2 as a pandemic (WHO, 2020). This statement was delivered directly by the General Director of WHO, Tedros Adhanom Ghebreyesus through the newspaper (Pratnyawan, 2020). Globally, as reported on February 28, 2021, there were 113,472,187 confirmed cases, 2,520,653 deaths that occurred with a Case Fatality Rate (CFR) of 2.2% and was spread to 223 countries (World Health Organization, 2021).

Since the first COVID-19 case was found in Indonesia until March 6, 2021, there were 1,368,069 confirmed cases, 37,062 deaths with a CFR of 2.7% spread over 35 provinces (Kementerian Kesehatan Republik Indonesia, 2021). The Indonesian government has declared that COVID-19 is a national disaster. Various cities in Indonesia in collaboration with the central government made policies in an effort to prevent the spread of COVID-19 in the community (Zahrotunnimah, 2020) such as movement restrictions, closing schools or workplaces, and many other efforts (World Health Organization, 2020).

As of May 10, 2021, in Samarinda City, 13,047 confirmed cases have been recorded, 107 discarded cases and 47 probable cases. A total of 12,418 cases have been declared cured, 343 people have died, and 286 cases are still being treated (COVID-19 Samarinda, 2021).

A confirmed case is someone who has tested positive for COVID-19 as proven by laboratory tests. Meanwhile, the discarded case is a person with a

suspect case status and the results of the examination are negative twice and has completed a 14-day quarantine period. A probable case is a suspected case with Severe Acute Respiratory Infection (ARI; also known as ISPA) or has died with a convincing clinical picture of COVID-19 but there are no results of the RT-PCR yet (Reverse Transcriptase-polymerase chain reaction) laboratory examination (Kementerian Kesehatan Republik Indonesia, 2020).

Since 2015 until now, Gojek Indonesia online transportation services have been available in Indonesia, including in the city of Samarinda. The services provided by the online transportation company include passenger shuttle, food and other necessities, delivery of goods, and other types of services (Kristo, 2020). The number of Gojek drivers in Indonesia has reached two million people who are spread throughout Gojek's operational areas (PT. Aplikasi Karya Anak Bangsa, 2020). According to information obtained from the Gojek Samarinda driver community, namely Bubuhan Gojek Samarinda Driver (Budgos), the number of drivers in Samarinda City is around 5,000 drivers which is dominated by motorbike drivers.

The outbreak of COVID-19 in various cities in Indonesia has certainly become a serious concern for various parties, including Gojek Indonesia. Gojek realizes that its driver partners in the field are one of the groups at risk of transmitting the COVID-19 disease (Kartika, 2020). The spread of COVID-19 transmission to Gojek drivers can be done through direct contact with passengers. In

addition, transmission can be through transmission media such as money used for transactions, helmets used by customers, and other things.

These media or items can transmit the virus if they have been contaminated with bodily fluids such as droplets from sneezing, coughing, or talking that contain the COVID-19 virus. Based on this, the Gojek management has issued a number of appeals to its driver partners through the Gojek application to always be aware of the spread of COVID-19 (GOJEK, 2020) without compromising the quality of services provided to Gojek customers.

The knowledge and perception of Gojek drivers regarding COVID-19 are very important in preventing its transmission. The risk of transmitting COVID-19 to Gojek drivers is very high because of the demand of their work which is to serve customers at all times through the types of services that have been provided by Gojek management. The high risk of being infected or contracting COVID-19 from and to customers will affect the services that will be provided to Gojek customers. According to this, a study was conducted to obtain information regarding COVID-19 prevention behavior including driver knowledge about COVID-19, perceptions, and customer service to online transportation drivers.

METHOD

This study was a qualitative study without conducting statistical analysis (Bilgin, 2016). This study used a phenomenological design (Tuksel and Yildirim, 2015) to understand and describe a phenomenon (Helaluddin, 2018) namely the behavior of online transportation drivers in preventing COVID-19 based on their experiences during the COVID-19 pandemic. Research informants were online transportation drivers (Gojek drivers) on Jalan Cendana Samarinda with total 45 members. The selection of Gojek drivers in Cendana was carried out using purposive sampling, this was because the area had a great opportunity to obtain service orders in the form of shuttle customers or tourists from and to Samarinda City. This study was conducted for about two weeks started from March 6 to 19, 2020 and have obtained research ethics number No.

855/UN17.11/DT/2020 from the committee of ethics. The data collection technique was open interviews with informants at the online transportation drivers' base and used qualitative data analysis (B., A.M.H and Saldaña, 2014). The informants in this study were chosen 5 people in total because they have explained varied and complete information also have obtained information overload (Hariyanti, 2015).

RESULTS AND DISCUSSION

The face-to-face data collection process was carried out during the COVID-19 pandemic so that in its implementation it followed health protocols, including keeping the safe distance, washing hands with soap or hand sanitizer, and wearing masks. Despite the COVID-19 pandemic situation, in the process of gathering information in the field, there were quite a number of informants who were willing to be interviewed.

Information collection was carried out on five informants. The characteristics of the informants are shown in table 1 below:

Table 1. Characteristics of Informants according to Age, Gender, and Education

Age	Gender	Education
50	Male	Junior High
29	Female	Senior High
47	Male	Senior High
43	Male	Junior High
23	Male	Senior High

COVID-19 is one of the infectious diseases whose emergence is relatively new in the community so that various perceptions will arise, especially for online drivers regarding the definition of COVID-19. The following is an excerpt from an interview with an informant regarding the definition of COVID-19.

"...sama saja dengan penyakit menular pernapasan lain," (SK, 50 years old, AW, 43 years old). (it is just the same with the other infectious respiratory disease).

"...corona itu penyakit baru ditemukan dan lewat pernapasan," (SM, 29 years old, BI, 23 years old).

(Corona is a newly found disease and through respiratory).

“...Corona penyakit berbahaya masuk lewat hidung kayak TBC,” (AA, 47 years old). (Corona is a dangerous disease which transmits through the nose just like Tuberculosis).

The Gojek driver said that COVID-19 is a disease which transmitted through respiratory, the same as other diseases such as tuberculosis (TB) caused by infection with *Mycobacterium tuberculosis* (Nurjana *et al.*, 2015). TB transmission can occur through the air (Afiat, Mursyaf and Ibrahim, 2018) from droplets or splashes of phlegm that come out when a TB patient coughs, sneezes, or when talking (Feny Widiyarsih, Rochmawati, 2013).

The sources of information regarding COVID-19 among drivers can be seen based on the results of interview excerpts as follows:

“...dari whatsapp, aplikasi driver Gojek,” (SM, 29 years old, AA, 47 years old, AW, 43 years old, dan BI, 23 years old). (It is from WhatsApp, Gojek driver application).

“...dari teman driver juga infonya, ada juga banyak di FB,” (SK, 50 years old). (The information obtained from the fellow driver, also there are a lot of information in Facebook).

Information regarding COVID-19 was obtained from various sources, including information from online communication media such as WhatsApp, Facebook, and the Gojek application, fellow drivers, also television media. However, the information obtained from social media could contain hoax information (Sampurno, Kusumandyoko and Islam, 2020), thus, analytical skills are needed to filter the information so that it would not be easy to become a victim of hoax information (Rahayu and Sensusiyati, 2020).

COVID-19 can be transmitted through various transmission media as conveyed by the informant through the interview excerpt below.

“...menular langsung dari penumpang. Juga uang yang dipakai

membayar,” (SK, 50 years old, SM, 29 years old, AA, 47 years old, dan BI, 23 years old). (It is transmitted directly from the passengers and also through the money that is used to pay).

“...saat berhadapan langsung penumpang. mungkin helm yang dipakai juga,” (AW, 43 years old). (While having a direct contact with the passengers, maybe through helmet that is also used).

Transmission of COVID-19 can be through direct contact with sufferers or transmission media (Nugroho *et al.*, 2020) such as money used during cash payment transactions and the use of passenger helmets (Elisanti *et al.*, 2020). These items can be a transmission medium if they are contaminated with viruses (Indrawati, 2020) and enter the host's body through mucous membranes (eyes, nose, mouth) (Windhiyana, 2020).

COVID-19 can cause various negative impacts as conveyed by informants through interview excerpt obtained when this study was carried out as follow.

“...sangat berbahaya karena sampai orang banyak yang meninggal,” (SK, 50 years old, AW, 43 years old, SM, 29 years old, AA, 47 years old, BI, 23 years old). (It is very dangerous because it causes many people to die).

“...bikin takut dan panik orang-orang,” (BI, 23 years old). (It makes people scared and panic).

Online transportation drivers thought that COVID-19 has a dangerous impact because many cases caused people to die, this COVID-19 disease is scary and causes excessive panic in the community because of its rapid spread and risks to all circles of society including online transportation drivers. They feel threatened by contracting COVID-19 (Lembaga Demografi Fakultas Ekonomi Bisnis Universitas Indonesia, 2020).

Gojek's management is committed to providing maximum service to its customers. Gojek's driver partners in the field implement the company's commitment as the results of the following interview excerpts:

“...sudah menjadi tugas mas bahwa mitra driver Gojek harus memberikan pelayanan yang baik agar pelanggan puas,” SK, 50 years old, AW, 43 years old, SM, 29 years old, AA, 47 years old, BI, 23 years old). (It has become our duty that Gojek’s driver partners have to provide excellent services so that the customers can be satisfied).

Gojek drivers responded that the service provided to customers remains a priority in working as drivers even though they understand the risk of COVID-19 transmission, which at any time drivers can contract the disease. Gojek drivers made efforts to prevent COVID-19 transmission by wearing masks at work, using hand sanitizer (for those who have), washing hands with soap and flowing water after completing orders and washing passenger’s helmets also replacing them with spare helmets. Drivers are having difficulty getting masks and hand sanitizer in the field.

According to the results of interviews with informants, information was obtained that they carried out their activities as online drivers by pay attention to and implement the COVID-19 health protocol.

“Memakai masker,” (SK, 50 years old, AW, 43 years old). (By wearing mask).

“...pakai masker, cuci tangan,” (AA, 47 years old). (By wearing mask, washing hands).

“Cuci helm dan ganti yang lain,” (SM, 29 years old, BI, 23 years old). (By washing the helmet and replace it with the spare helmet).

“...masker sama pembersih tangan agak susah didapatnya sekarang,” (AW, 43 years old, SM, 29 years old, BI, 23 years old). (Mask and hands cleaner are quite hard to get now).

“...semua berisiko tertular atau menularkan COVID-19, sehingga harus tetap waspada dan memakainya, ..., COVID-19 ini musuh tidak nyata, jadi kita sebagai driver mesti menjaga kesehatan agar pelanggan juga aman dari COVID-19,” (AW, 43 years old, AA, 47 years old, SM, 29 years old).

(Everyone is at risk of contracting or transmitting COVID-19, thus, has to be alert and use it..., COVID-19 is an unreal enemy, so we as the drivers have to maintain our health in order to make the passengers safe from the transmission of COVID-19).

The results of the observations of the study towards the drivers interviewed while the study was conducted, it was proven that the drivers wore masks, they also provided hand sanitizers in bottles with an average size of 60 milliliters, and additional helmets for their customers.

Drivers in carrying out their activities use hand sanitizer which is considered effective in reducing the number of germs on hands that can cause the transmission of COVID-19 disease. Hand hygiene will prevent the transmission of diseases caused by organisms. The use of hand sanitizers is effective in reducing bacterial growth on the palms (Khaira, 2019). In addition, hand sanitizers can improve hand hygiene (Cure and Van Enk, 2015). Maintaining hand hygiene during outbreak conditions can help to control the epidemics (Pittet, Boyce and Allegranzi, 2017).

Aside from using hand sanitizer (if there is any), Gojek drivers choose the alternative of washing their hands with soap after completing orders. This action is in line with the recommendation from the Ministry of Health of the Republic of Indonesia which states that the act of washing hands with soap is one of the sanitation activities so that hands are clean and can break the chain of transmission of disease agents. This is done because hands can be a medium for disease transmission, either directly or indirectly (Kementerian Kesehatan RI, 2014). Washing hands with soap is one indicator of clean and healthy living behavior. Washing hands with soap can prevent various diseases (Lestari, 2019).

A person’s knowledge is based on his belief in something (Bratianu, 2018). The knowledge of Gojek drivers about COVID-19 is obtained through a trust process that can be justified in a certain way. Gojek drivers’ knowledge of COVID-19 can be expressed based on their belief that COVID-19 is a respiratory infectious disease. The belief in the driver partner’s opinion is based on information from a number of sources such as exposure to

information from currently available online media.

Online media has a strategic role in disseminating information to the public and should be educative also fact-based (Kementerian Komunikasi dan Informatika, 2020). Aside from online media, the presence of peer groups is also important as a source of information in the group (D.R, 2014). Fellow Gojek drivers are a source of information about the COVID-19 disease. In the Gojek driver application, there is also an automatic message delivered by the Gojek management to all driver partners (PT. Aplikasi Karya Anak Bangsa, 2020). Whenever the driver activates the Gojek application to wait for orders from customers, at that time an automatic message from the Gojek management regarding COVID-19 will appear on the application screen.

Gojek drivers are one of the groups of workers who are at high risk of COVID-19 transmission, considering that their activities mostly serve passengers whose contact and travel history is unknown before interacting with drivers. Contact that occurs between passengers and drivers is one of the ways of COVID-19 transmission. Most payment transactions from customers to Gojek drivers use cash in the form of cash money and coins.

WHO stated that the SARS-CoV-2 virus as the cause of COVID-19 was able to survive on the surface of money for days after exposure (Rafie, 2020). In addition, the transmission of COVID-19 can also occur through helmets provided by drivers for passengers, and while using them the passengers cough, catch a cold, or sneeze which makes the virus stick to the helmet glass. After being used by passengers, helmets are usually handed over to the driver so that there is space for virus transmission.

COVID-19 is considered a dangerous disease because it causes death for those who are infected, becomes a scary thing, and creates excessive panic in the community. This perception is based on the knowledge and information obtained by the driver about COVID-19. Perception is a person's process of knowing several things through their five senses (Kementerian Pendidikan dan Kebudayaan, 2016). The number of sources of information obtained by drivers, both from fellow drivers, online

media, and other sources of information, has given rise to various perceptions about COVID-19.

The death rate for COVID-19 cases in Indonesia until the third week of March 2020 reached 8.4% of the number of positive COVID-19 cases, which was far above the global death rate which was only around 4.01% (Putri, 2020). This was one of the factors that triggered the perception which considered COVID-19 as a dangerous and frightening disease. Not a few people are panicking about COVID-19, so it takes the role of all parties in providing information about COVID-19 as a whole so as not to cause unnecessary unrest in the community.

In addition, this perception is not without reason, given that the Indonesian government has issued a policy to prevent the transmission of COVID-19. These policies include limiting direct interaction in the community, avoiding gatherings that involve many people, limiting a person's travel to and from abroad or trips outside the region that are less important and can still be postponed, limiting activities at work that allow direct contact to occur, and other preventive efforts. This policy is called social distancing.

A person maintains a physical distance from someone to reduce the transmission of the virus from one to another. This is done as an effort to prevent or inhibit the spread of the virus. Besides that, social distancing is also carried out by staying away from infected people, limiting themselves to interact with the social environment, so that people will be far from people who have been infected (Allcott *et al.*, 2020). This policy is considered effective in preventing the transmission of COVID-19 in the community.

Although the cases of the spread of COVID-19 are increasing every day, Gojek drivers remain consistent in providing the best service to customers. Gojek driver partners have prepared and used Personal Protective Equipment (PPE) while working such as wearing masks. The use of respiratory protection in the form of a mask used by a person will function to protect the respiratory organs from various sources of disease that are transmitted through chemical contamination, micro-organisms and others by filtering clean and healthy air

(Kementerian Tenaga Kerja dan Transmigrasi Republik Indonesia, 2010). Therefore, the use of PPE in the form of masks every day for drivers is highly recommended to prevent the transmission of COVID-19 and the masks should only be used once.

One of the risk factors that have the potential to transmit COVID-19 among drivers is through the use of passenger helmets. Usually drivers provide helmets for passengers which are used interchangeably by passengers who use the services of drivers. The helmet can be a medium of transmission if it is used by passengers who cough, runny nose, or sneeze because the virus will stick to the helmet glass. Drivers take preventive efforts by cleaning passenger helmets or replacing them with other helmets. This was conveyed by the Director of the Infection Hospital, Prof. Dr. Sulianti Saroso who said that the Corona virus could easily spread through helmets. Therefore, it is recommended to use a hand sanitizer after touching the helmet or washing the helmet (Nurhuda, 2020).

The COVID-19 prevention behavior that has been carried out by driver partners (Reporter and *tirto.id*, 2020), particularly Gojek partners (GOJEK, 2020) in Samarinda City can be used as an example of positive action in preventing the spread of COVID-19 transmission for other online transportation drivers. The availability of masks and hand sanitizer at the beginning of COVID-19 is difficult to find in drug stores and pharmacies. This scarcity occurs because the number of users is not proportional to the amount of supply in the field. This is a challenge for drivers in maintaining their attitudes and actions consistently in preventing the transmission of COVID-19.

Currently, several parties in Samarinda who concern about anticipating the scarcity of hand sanitizer in the market, such as the Faculty of Pharmacy, Mulawarman University, Samarinda, are in the process of mass production which will later be distributed to the public through pharmacies, drug stores and government and private agencies in need (Jalil, 2020). This effort will certainly minimize the scarcity of supplies, especially hand sanitizer in Samarinda City, so that the difficulty for Gojek drivers to get it will no longer be felt.

The participation of all parties is very important in preventing the transmission of COVID-19 in Samarinda City and other cities in Indonesia. Currently, a number of government agencies, educational institutions, and several private parties have adopted a policy of limiting the activities of their employees and employees outside the home through the work from home program.

CONCLUSION

Gojek drivers understand that COVID-19 is a respiratory infectious disease. COVID-19 transmission can occur due to direct contact with customers and transmission media such as through money and helmets. They obtained this information from fellow drivers, online media, and television media. The spread of COVID-19 transmission among Gojek drivers can be prevented by implementing clean and healthy living behaviors. In addition, Gojek drivers take preventive measures against COVID-19 while working, such as wearing masks, keeping passenger helmets clean, and washing hands after serving customers. Therefore, the participation of all parties is needed, including the local government to cooperate with the Gojek operational management in the area to immediately issue joint policies, especially in preventing the spread of COVID-19 for driver partners. Likewise for customers to continue to behave safely when using online transportation services, for example wearing their own helmets, cleaning their hands frequently, and wearing masks. Aside from that, participation of the general public to disseminate complete information about COVID-19 to reduce excessive fear and panic in the community is important.

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