BEHAVIOR OF ONLINE MOTORCYCLE TAXI DRIVERS ON FIRST AID FOR VICTIMS OF TRAFFIC ACCIDENTS IN THE CENTRAL CITY SUB-DISTRICT OF GORONTALO CITY

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Abstrak

Perilaku P3K lalu lintas merupakan tindakan atau penanganan yang dilakukan oleh ojek *Online* atau masyarakat umum pada korban sebelum dibawake rumah sakit. penelitian ini bertujuan untuk mengetahui perilaku pengendara ojek *Online* pada pertolongan pertama korban kecelakaan lalu lintas di Kecamatan Kota Tengah Kota Gorontalo. Metode penelitian kuantitatif dengan desain penelitian deskriptif. Sampel berjumlah 53 responden diambil dengan teknik *Accidental Sampling*. Hasil penelitian menunjukkan bahwa sebagian besar responden berusia 26-35 tahun (52,83%) dengan pendidikan SMA (41,50%) serta sebagian besar responden memiliki pengetahuan cukup (57,51%), (59,85%) responden memiliki sikap cukup dan (39,40%) responden memiliki keterampilan kurang. Dari hasil ini dapat disimpulkan bahwa mayoritas responden berusia 26-35 tahun, pendidikan SMA, serta menunjukkan pengetahuan cukup, sikap cukup dan keterampilan kurang dalam memberikan pertolongan pertama pada kecelakaan lalu lintas.

Kata Kunci : Ojek *Online*, Perilaku, P3K Kecelakaan Lalu Lintas

Abstract

Traffic first aid behavior is an action or treatment carried out by *Online* motorcycle taxis or the general public on victims before they are taken to hospital. This research aims to determine the behavior of *Online* motorcycle taxi drivers in providing first aid to traffic accident victims in Kota Tengah District, Gorontalo City. Quantitative research method with descriptive research design. A sample of 53 respondents was taken using the Accidental Sampling technique.The research results showed that the majority of respondents were aged 26-35 years (52.83%) with a high school education (41.50%) and the majority of respondents had sufficient knowledge (57.51%), (59.85%) respondents had an attitude enough and (39.40%) respondents have insufficient skills. From these results it can be concluded that the majority of respondents were aged 26-35 years, had a high school education, and demonstrated sufficient knowledge, adequate attitudes and insufficient skills in providing first aid to traffic accident victims.

Keywords: *Online* Motorcycle Taxi Drivers, Behavior, First Aid for Traffic Accidents.

INTRODUCTION

Traffic accidents cannot be predicted when and where they will occur. Traffic accidents can cause minor injuries, serious injuries and even death. The number of traffic accidents is caused by drivers who are not obedient in traffic. Such as not wearing SNI standard helmets, driving at high speeds, breaking traffic lights, and other driving rules.

Kakorlantas Polri recorded the number of traffic accidents that occurred in Indonesia during the period January to September 13, 2022, the number of traffic accidents throughout Indonesia reached 94.6 thousand cases. This number increased by 34.6% compared to the same period last year which was around 70.2 thousand cases. All traffic accidents between January and September 13, 2022 resulted in 19,054 deaths. The number of people killed in these accidents increased by 683 people, up 3.7% compared to the same period last year. (Korlantas, 2022)

Accident data in Gorontalo City from January 2022 to June 2023 showed that there were 489 cases of traffic accidents resulting in 230 victims with serious injuries and 346 victims with minor injuries. In June 2023, it was found that the most accidents in Gorontalo City were in Kota Tengah Subdistrict, which resulted in 13 victims, namely 6 victims suffered minor injuries, 4 victims suffered serious injuries and 3 victims died.

In order to minimize casualties, Online ojek need to have good behavior in providing first aid to accident victims. As we know that online ojek can spend all their time on the road, it is possible that online ojek are among the first to find victims of traffic accidents. the behavior that online ojek must have is very important to save someone's life in the form of knowledge, attitudes and skills. Before providing assistance to accident victims, Online Ojek must know what actions to take when encountering victims of traffic accidents on the road, one of which is first aid in accidents (P3K). The accuracy of treating accident victims is highly dependent on knowledge and understanding of first aid such as ensuring the victim is alive / dead, if alive and unconscious making sure the airway is not blocked, do not give food & drink, how to lift the victim properly and correctly, and the technique of moving the victim. But in reality, online ojek drivers help victims with insufficient knowledge so that the lack of empathy of online ojek drivers for victims of traffic accidents.

The attitude of empathy and sympathy of Online ojek drivers is needed to generate a response to help victims of traffic accidents. But until now there are still many attitudes of Online ojek drivers who do not immediately provide first aid to victims and even tend to gather and become a spectacle. Some online ojek drivers sometimes provide inappropriate help such as rushing to move and take the victim to the nearest hospital / health center without paying attention to the victim's condition and how to move the victim correctly, so that the victim's condition becomes fatal even to death. Online ojek should already have first aid skills on accident victims that are good and correct for the survival of victims such as lifting and moving victims.

METHODS

This study uses a type of quantitative research with descriptive research design, with a population of 350 respondents and a sample of 53 respondents using accidental sampling techniques for sampling data adjusted to the predetermined inclusion criteria, namely 1) Riders who are registered with Online motorcycle taxis 2) Willing to be a research respondent 3) Can communicate well.

RESULTS

1. CHARACTERISTICS OF RESPONDENTS

a. Age

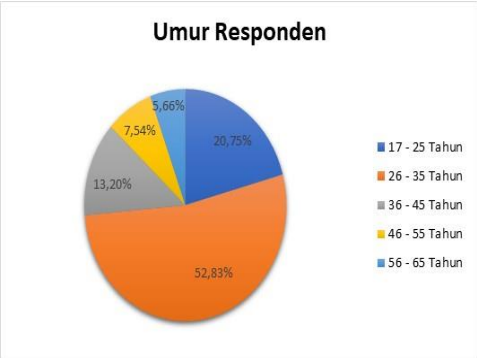


Figure 1 Frequency distribution of respondents' age

Based on the respondent distribution table above, it can be seen that the results found by respondents aged 26-35 years are more dominant in online ojek as much as 52.83% and the least is respondents aged 56-65 years as much as 5.66%.

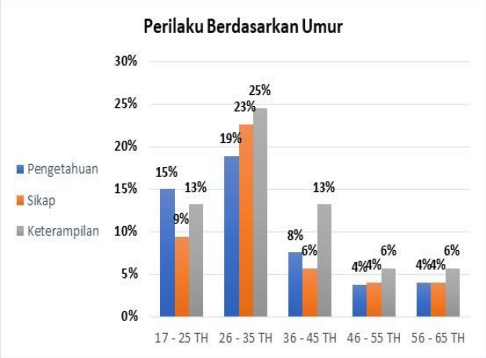


Figure 2 Frequency distribution based on age with behavior

Based on the respondent distribution table above, it can be seen that the results found by respondents aged 26-35 years are more dominant in the aspect of sufficient knowledge as much as 19%, with sufficient attitudes as much as 23% and 25% have poor skills.

b. Education

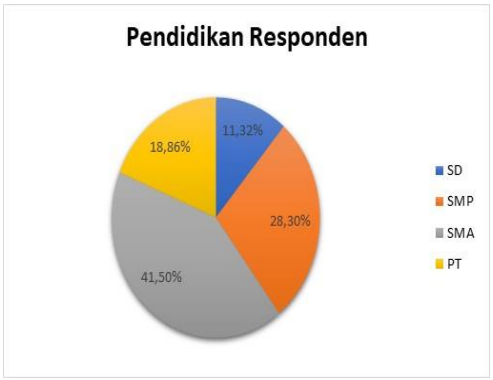


Figure 3 frequency distribution of respondents based on Online motorcycle taxi education

Likewise, with education, it was found that respondents with high school education were more dominant respondents as many as 41.50% and the least were respondents with elementary education as much as 11.32%.

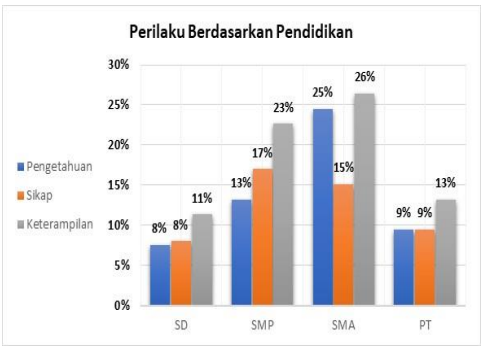


Figure 4 frequency distribution of respondents based on Online ojek education

Likewise, with education, it was found that the behavior of respondents in terms of knowledge was dominant in high school education with sufficient knowledge as much as 25%, the dominant attitude in junior high school education with sufficient attitude is 17%, and the dominant skills of high school with less skills are 26%.

1. Behavior of Online Ojek Riders on First Aid for Traffic Accidents



Figure 5 Online motorcycle taxi rider behavior on traffic accident victims

Based on Figure 5, the behavior of respondents in the knowledge aspect is the most respondents with sufficient knowledge as much as 37%. In the aspect of the most dominant attitude, namely respondents with sufficient attitude as much as 38%. And the behavior of respondents in the aspect of the most skills, namely respondents with less skills as much as 25%.

DISCUSSION

RESPONDENT CHARACTERISTICS

Age

The results showed that at the age of 26-35 years the respondents were more dominant. Based on the interview, the respondent stated that at that age most respondents were married. So respondents chose to become online ojek to increase family income. Given that the price of basic commodities rises from year to year. At that age, respondents are easier to receive information, more mature to think and some respondents are more courageous to take action against victims. However, most respondents lack skills in handling traffic accident victims.

According to BKKBN in (Oktriyanto et al., 2019) explains that in Indonesia, the ideal age of marriage recommended by the government in this case is 21 years for women and 25 years for men. This research is in line with (Ayuningtias et al., 2022) which says that the older a person is, the better his or her ability to catch and think. This result can occur due to prior knowledge or can be from personal experience or the experience of others. Experience also has an important role, frequent viewing or exposure to an event can make someone act better.

In contrast to research (Aini & Purwasari, 2021) which states that increasing age does not mean that it will make someone have a positive attitude tendency, there are other factors that are more likely to influence a person's attitude. According to Sunaryo in (Maulidiyah et al., 2022) many factors influence behavior, including genetic factors such as race, gender, physical traits, personality traits, innate talent, intelligence. As for exogenous factors such as environmental factors, age, education, occupation and religion.

EDUCATION

The results showed that respondents who have sufficient knowledge are high school compared to college. Because respondents are more dominant in becoming online motorcycle taxis are high school graduates. Based on the results of the interview, some respondents said that they had received information about first aid to accident victims while still in school. So most respondents are very responsive when encountering victims of traffic accidents, but most respondents do not have the ability to perform first aid due to the absence of training or simulations regarding first aid for victims of traffic accidents.

The results of research conducted by (Anggamguna et al., 2020) found that the higher a person's education, the more information he gets and the wider his

knowledge. Furthermore, research (Providing et al., 2023) states different results in its research where the level of education can affect a person's knowledge but not absolutely. This is because the development of technology is now very advanced, making it possible to gain knowledge outside of formal education.

Educational institutions are one of the factors that can shape and influence attitudes. Through educational institutions, a basis, understanding and a moral concept will be placed on individuals. Individuals will learn about good, bad, whether or not something can be done through the process at educational institutions (Rachmawati, 2019). The results of research conducted by (Maru, 2020) the first key to success in directing education regarding first aid in traffic accidents, preventing more severe trauma. And the success or failure of the implementation of first aid in traffic accidents lies with the community itself by doing good and correct first aid.

Online motorcycle taxi drivers' behavior on first aid for traffic accident victims

KNOWLEDGE

The results showed that most respondents' knowledge was in the moderate category. Based on interviews, respondents who have sufficient knowledge because they often see the handling of accident victims and some respondents get information through video media about the purpose of first aid and techniques in providing first aid to victims of traffic accidents such as respondents in the documentation on Saturday, July 15, 2023 photo 3 answering questionnaire statement number 2 that not only medical personnel can perform first aid in traffic accidents, 22 respondents answered quite well, which means that some respondents assume that not only medical personnel can perform first aid measures in traffic accidents. According to the interviews, some respondents did not perform first aid on the victims even though they had sufficient knowledge about first aid in traffic accidents, because they were afraid that it would worsen the victim's condition. In addition, reinforced by statement number 5 regarding the technique of removing helmets on victims of minor head injuries, 21 respondents answered quite well. Based on interviews conducted, some respondents immediately removed the victim's helmet without paying attention to the victim's condition first. This is because some respondents think that the victim will lack oxygen when wearing a helmet and some respondents know that removing the helmet on the victim will cause injury. 6 respondents had good knowledge as evidenced by statement number 1 that first aid can save someone's life, 6 respondents answered very well. This means that respondents understand the meaning of first aid can save a person's life. In addition, as evidenced by statement number 2 that respondents can perform first aid other than medical personnel, respondents have good knowledge, meaning that respondents understand that they can perform first aid.

Sufficient knowledge can be caused by age and education factors. Based on the results of the study found that most respondents have a high school education. respondent education affects the knowledge that will be obtained, the higher the education of the respondent, the easier it is to receive information so that the more knowledge he has. Conversely, lack of education will hinder respondents in their ability to seek, receive and absorb the information obtained. the more mature the respondent is, the impact on the capacity

to capture all forms of information conveyed and will expand knowledge about first aid in traffic accidents.

RESULTS

This research is also in line with the research (Luxmono et al., 2023), which states that most of the community has a sufficient level of knowledge due to the location where traffic accidents occur quite often and the health workers who are present when the accidents occur make the community understand a little about what needs to be done when there is a traffic accident. Respondents with an age range of 17-35 years are more receptive to information about health and are included in the productive age. And the last education of respondents is dominated by high school education. According to (Darsini et al., 2019) the problem caused by the lack of knowledge of online motorcycle taxis about first aid, handling and preparedness of helpers is the cause of many cases of death before reaching the hospital.

The results of this study are also in line with research (Asdiwinata et al., 2019) stating that public knowledge in traffic accidents is included in the sufficient category because most people have begun to realize the importance of performing first aid in traffic accidents but there are still people who do not understand how to perform first aid in traffic accidents properly and correctly. This is due to the lack of adequate information from Puskesmas health workers about the importance of first aid in traffic accidents so that it can affect community knowledge. The first key to success in directing education about first aid in traffic accidents, preventing more severe trauma and the success or failure of the implementation of first aid in traffic accidents lies with the community itself by performing good and correct first aid.

ATTITUDE

The results showed that most respondents had an adequate attitude when finding victims of traffic accidents. Based on the results of the interviews, some respondents said they were empathetic to the victims but did not have the courage to take first aid measures because they were hesitant to take action and were afraid to be used as witnesses at the time of the accident so that some respondents only saw the situation of the victims of the traffic accident, as can be seen in the documentation on Sunday, July 16, 2023 photos 4 and 7. This means that some respondents do not dare to take risks when helping victims of traffic accidents. This is reinforced by statement number 16 regarding performing first aid appropriately, 20 respondents answered hesitantly. According to interviews, some respondents said they did not know how to handle proper first aid so they did not dare to help victims of traffic accidents.

In addition, 19 respondents had a good attitude. As evidenced by statements number 11 and number 18 that respondents invite the community to help victims of traffic accidents, most respondents answered strongly agree. In statement number 12 that respondents immediately performed first aid on victims of minor injuries, 20 respondents answered in the affirmative. Likewise, in statement number 15 that respondents immediately provide first aid without waiting for the medical team, meaning that some respondents have a high empathetic nature and care about the lives of victims of traffic accidents. in addition, at No. 19 respondents have a good attitude stating that first aid in the first accident is carried out calmly and responsively. This means that most respondents know that performing first aid in a hurry will worsen the victim's condition.

This research is in line with research (Salam, 2022) which states that a person's good attitude in helping accident victims is strongly influenced by knowledge, personal experience, and the influence of other people who are considered important, culture, mass media, and emotional factors. Likewise, on the other hand, if the respondent's negative attitude is lacking, it is because the desire to help the respondent is also not so interested in helping others, especially those who are victims of accidents not close to him. This is what makes a negative attitude is high egoism in accordance with the characteristics of individuals who are more likely to focus on themselves than the conditions of the surrounding environment. Attitude is a readiness or willingness to act, and is not an implementation of certain motives. Attitude is also a tendency to accept and reject actions or activities (Andriani, 2019).

This study is also in line with research (Irman, 2019) which states that the negative attitude of respondents is due to lack of information and respondents who do not know or learn things related to first aid in traffic accidents, whereas when compared to traffic police, they have been trained on matters related to first aid in accidents and it is even a duty to help and assist victims of traffic accidents. one of the factors that caused the respondents' low attitude towards first aid was the fear of taking first aid measures in traffic accidents.

Attitudes influence behavior through a decision-making process that is researched and reasoned and its impact is limited to three things, namely: first, behavior is not determined by general attitudes but by specific attitudes towards something; second, behavior is not only influenced by specific attitudes but also by subjective norms, namely one's belief in what others want him to behave; third, attitudes towards a behavior together with subjective norms form an intention or intention to behave in a certain way. (Damansyah & Monoarfa, 2021).

SKILLS

The results showed that the average respondent had poor skills. This is reinforced by respondents answering never to statement number 2, namely the need to pay attention to the victim's condition when performing first aid. This means that respondents do not pay attention to the condition whether it is possible to treat the victim or not can be seen in the documentation on Wednesday, July 19, 2023 photos 1 and 8. Also reinforced by statements number 23 and 24 regarding actions in performing first aid, 20 dominant respondents answered almost never. This means that when encountering victims of bleeding in broken body areas, some respondents elevate the broken limbs and when encountering victims with respiratory arrest and cardiac arrest, some respondents never take BHD (Basic Life Support) actions. Whereas, when encountering victims with respiratory arrest and cardiac arrest, helpers are required to take BHD measures to restore respiratory function to those experiencing respiratory arrest and cardiac arrest. In addition, it was also reinforced by 13 respondents who answered never in statement number 28, namely not moving injured victims carelessly. This means that some respondents, when encountering victims of head injuries, immediately moved them to another place without paying attention to the technique or method of lifting the victim. even though victims with head injuries should not be moved carelessly, they must be done in the right way. As for statement No. 21, which states that they check the victim's pulse to find out whether the victim has fainted or not, most respondents have

insufficient knowledge. This means that some respondents sometimes check the pulse of traffic accident victims.

Although the average respondent with less skills, still has sufficient skills. This is reinforced by statement number 25, namely handling bleeding wounds of traffic accident victims, meaning that some respondents know that the way to stop bleeding is by applying pressure to bleeding wounds, as well as in statement No. 30 which states lifting the victim using the back muscles, respondents have sufficient knowledge. checking the victim's pulse to find out whether the victim is unconscious or not, 16 respondents sometimes do it. This means that some respondents sometimes check the pulse of victims of traffic accidents. In addition, 7 respondents have good skills as evidenced by the frequent answer to statement number 5, namely pressing bleeding wounds with a clean cloth. This means that some respondents performed first aid treatment appropriately, namely by stopping bleeding by pressing using a clean cloth.

This study is in line with research (Kase et al., 2018), which says that the average respondent performs initial emergency measures poorly due to the low knowledge of ordinary people in handling traffic accident emergencies. knowledge is gained through education, training or experience. Good knowledge of the initial handling of emergencies is able to help accident victims properly before being treated by the medical staff. skill is an ability to translate knowledge into practice so that the desired goal is achieved. Basically, skill is an individual thing, each individual will have a different level of skill depending on his ability and experience.(Jamaluddin et al, 2022)

This is also in line with research (Suastrawan et al., 2021) which found that most of the things most respondents who had helped victims of traffic accidents did were to evacuate or move victims to a safe place. First aid is not a medical action, but it is a temporary effort to save the victim. providing help must be quick and fast by using the facilities and infrastructure available at the scene. First aid actions that are done correctly will reduce disability or suffering and even save the victim from death, but if done incorrectly, it will only worsen the consequences of the accident and even cause death (Anggraini et al., 2018).

CONCLUSION

Berdasarkan hasil penelitian, dapat disimpulkan bahwa responden rata-rata berumur 26-33 tahun dan berpendidikan SMA. Adapun dominan responden memiliki pengetahuan cukup, sikap cukup dan keterampilan yang kurang dalam memberikan pertolongan pertama pada korban kecelakaan lalu lintas.

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