

Original Research Paper

The level of trust of *santri* in choosing the shelter services of the University of 'Aisyiyah Yogyakarta

Kharisah Diniyah* , Sri Lestari

Universitas 'Aisyiyah Yogyakarta, Indonesia

 kharisah.diniyah@unisayogya.ac.id

Submitted: July 14, 2022

Revised: July 30, 2022

Accepted: August 13, 2022

Abstract

The number of people affected by Covid 19 in the world continues to increase every day. Based on the Worldometers page, as of September 23, 2020, the total number of confirmed Covid-19 cases in the world is 31,749,508 (31.7 million) issues. The recovery rates have also increased, but some people at high risk can cause serious health problems (Task Force on COVID-19). Emotional and mental disorders can occur due to the Covid-19 Pandemic, especially in people who have to isolate/quarantined. Such conditions cause the need to provide shelters for activities for people undergoing self-isolation so that anxiety can be controlled and immunity can increase. The study aims to determine the level of trust of *santri* in choosing the 'Aisyiyah Yogyakarta University (Unisa) Shelter. This research is a quantitative analytic survey study with a single variable, namely the trust of covid 19 students, involving 30 respondents. Accidentally involving, 30 respondents determined the criteria by filling out a standardized satisfaction questionnaire using descriptive analysis. The results showed that 100% of respondents highly trust the Unisa shelter as a place for self-isolation. The trust is based on three dimensions where the dimensions of ability and benevolence are at a high level of trust, while the integrity dimension is at a moderate level of trust. In the integrity dimension, where the level of trust is moderate, skill performance still needs to be improved.

Keywords: covid 19; satisfaction; shelter

1. Introduction

The coronavirus that attacks humans became the first extraordinary virus discovered in Wuhan, China, around December 2019. The virus, called Severe Acute Respiratory Syndrome Coronavirus 2 (SARS-COV2), caused Coronavirus Disease-2019 (Kemenkes RI, 2020). The number of victims worldwide due to COVID-19 attacks continues to grow daily. Based on the Worldometers page, as of September 23, 2020, the number of Covid-19 cases in the world has been detected as many as 31,749,508 (31.7 million) cases, including in Indonesia, shows the same symptoms where every day also experiences a significant increase. From the latest data, it was found that Covid-19 cases reached 3,507 people. So far, the total number of cases has been recorded at 225,030 people. However, cases confirmed to be cured have also increased (Bramasta, 2020).

COVID-19 disease gives rise to mild symptoms, including cough, runny nose, fever, and sore throat. Approximately 80% of these cases recover without having to get special treatment. On average, 1 in 6 people is likely to suffer from severe pain, such as difficulty breathing or pneumonia, where the occurrence occurs gradually. The mortality rate due to the Covid-19 attack is low (around 3%). Still, for elderly sufferers and those with certain previous medical conditions (such as hypertension, heart disease, and diabetes), the condition increases the occurrence of more severe pain (Kemenkes RI, 2020).

Patients with mild symptoms to asymptomatic patients should undergo self-isolation to prevent transmission to others. But home and environmental conditions sometimes do not allow for self-

isolation. As stated by Hutama et al. (2020) densely populated settlements such as in North Semarang that do not allow their residents to self-isolate, with an average number of family members of 5-8 people on a house area of + 18m², and 27.52% are labor workers. This also makes the condition of OTG require self-isolation facilities outside their residence (Hutama et al., 2020). The COVID-19 pandemic has had a major impact on adaptability. This condition affects the physical and psychological condition, especially those undergoing isolation or quarantine due to Covid 19. People should stay in special quarantine homes because they are considered unable to self-quarantine at home and have the potential to spread COVID-19. The results of Nurjanah's study, among 30 Indonesian citizens who were quarantined from April to June 2020, there was a decrease in appetite (30%) and sleep disorders (30%) (Athiyah, 2021). The results of a similar study conducted by Suwarni et al. (2021) stated that the majority of respondents experienced psychological disorders at several levels, such as mild depression (59.5%), mild anxiety (66.7%), and insomnia on a mild-medium-severe scale of 76.2%. So appropriate treatment of these psychological disorders is needed so that the patient recovers quickly (Suwarni et al., 2021). Anxiety that is left without intervention can cause more severe anxiety. Patients can experience shortness of breath, tense muscles, restlessness, and can even commit suicide (Sari, 2020).

One of the important things in dealing with concerns due to covid 19 is to filter the information received at a certain time. This information must come from a reliable and credible source in the field. Getting help from a qualified person, such as a psychiatrist, is also a good choice if it is not possible. (Vibriyanti, 2020). Based on research, Ikawati & Murtiwiidayanti (2021), said that people could avoid fear by managing or controlling fear in the following ways: (1) limiting information/exposure that can increase depression or anxiety; (2) selecting information about Covid-19, i.e., information that is considered real (valid); (3) Carrying out activities such as ordinary days that are useful, productive and positive thinking in the face of Covid-19; (4) doing fun hobbies, exercise, while still eating a balanced diet (5) always following the recommended government guidelines (6) Keeping in touch with family and friends using mobile phones or phones (Ikawati & Murtiwiidayanti, 2021). In line with this, Muhammadiyah established a covid-19 shelter called the Covid-19 Islamic boarding school with facilities for 32 places, isolation rooms, public areas, sports areas, and mini hospitals (Muhyiddin, 2021).

Similarly, Muhajir said that the calm and mental stability factors, far from stress, are a considerable contributor to determining recovery. So that if the patients come to the Islamic boarding school, they are mentally prepared to face Covid-19 and learn religion. It can strengthen their immunity and increase their belief (Suara Muhammadiyah, 2021).

The research found that hospital reputation, nurse reliability, operational benevolence, and patient satisfaction affect inpatient trust in private hospitals in Banjarmasin, and patient trust significantly positively affects inpatient loyalty (Djohan, 2015). Similar studies have shown that the quality of service affects patient trust directly and indirectly. Service quality is a global consideration or attitude related to the superiority of a service. A high level of service performance is considered to increase patient satisfaction and trust (Kartikasari & Dewanto, 2014)

Related to this worldwide pandemic, Aisyiyah University Yogyakarta also fought the Covid-19 pandemic. This aligns with the university's goal of caring for and focusing on health. Providing special isolation places (shelters) for Covid patients is a form of concern for treatment. In the midst of the Covid-19 pandemic, this is the place of isolation, the Special Isolation Room (RIK) of PKU Muhammadiyah Gamping Hospital, which has the nuances of spirituality, namely fostering hope and soul strength. The *santri* at this shelter still cannot carry out activities by paying attention to health protocols and can participate in all activities organized by this *pesantren*, which can increase motivation to recover immediately, increase a sense of comfort, and foster joy while undergoing isolation. Based on the above presentation, researchers want to examine more deeply how the level of trust of students in choosing Unisa Shelter Services.

2. Research Methods

This research is a quantitative study of an analytical survey with a single variable, namely the satisfaction of covid 19 *santri*, involving 30 respondents from 100 respondents. The sample calculation uses the Slovin formula with an error rate of 0.15 and specified criteria, filling out a standardized satisfaction questionnaire, which is then carried out as a descriptive analysis.

3. Results and Discussion

3.1.Characteristics of Respondents

The study was conducted on 30 respondents, namely *santri* affected by Covid-19 treated or self-isolated at the Unisa Shelter from December 2020 to January 2021. The characteristics of the respondents can be seen as follows:

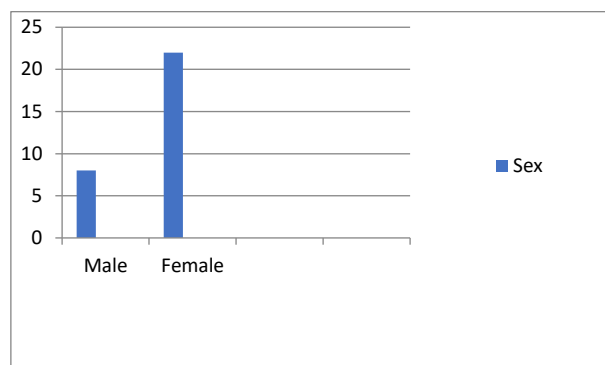


Table 1. Characteristics of respondent based on gender

Table 1 above shows that respondents in the study, based on gender, found more women with 22 respondents (73.3%), followed by men with eight respondents (26.7%).

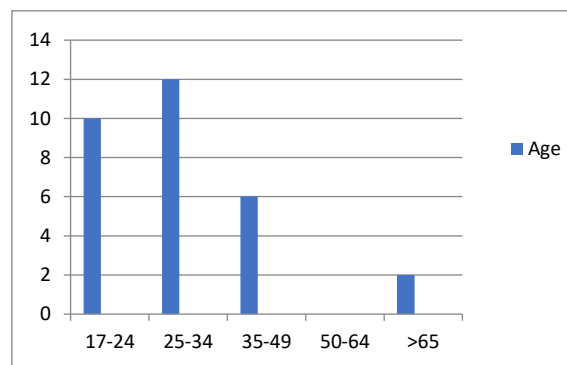


Table 2. Characteristics of Respondent based on Age

From Table 2, it appears that respondents based on their age, most of them are aged 25-34 years, with a total of 12 respondents (40%), and a small part is over 65 years old, with a total of 2 respondents (7%), while the age of 50-64 years is 0 (0%). This condition is different from previous studies where the largest age affected by Covid 19 is > 60th (Khaerunnisa et al., 2022). Meanwhile, in this study, the age of 25-35 was the most affected by Covid-19. This is because, at that age, it is included in the productive age that still has to mobilize to work and meet other needs.

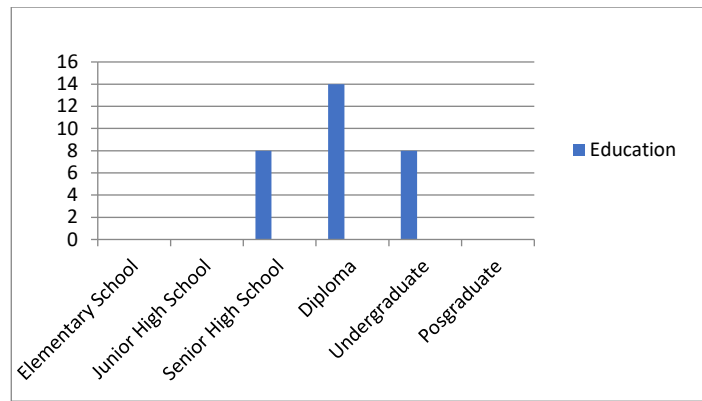


Table 3. Characteristics of respondent based on education

Table 3 clearly shows that respondents based on their level of education, most of them are diplomas with 14 respondents (47%), a small percentage are undergraduates, and high schools with eight respondents each (27%), while elementary and junior high schools there are none (0%).

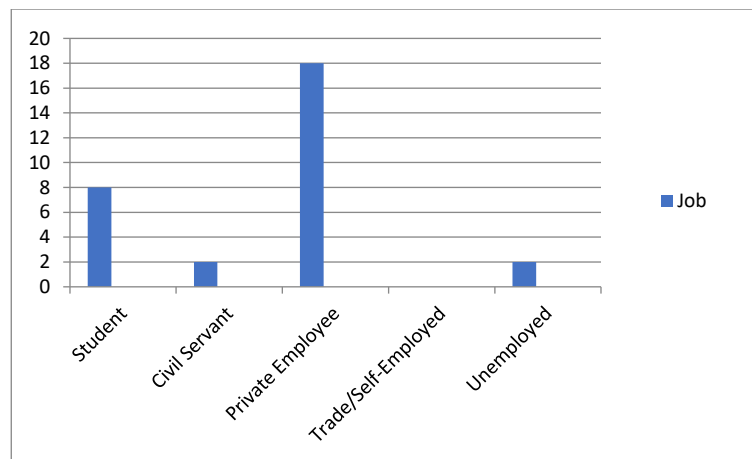


Table 4. Characteristics of respondent based on job

Table 4 shows that if respondents based on their type of work, the majority are private employees with 18 respondents (60%), a small percentage are not working and civil servants with two respondents each (7%), while for trade/self-employment 0 respondents (0%).

3.2. The Trust of Respondents

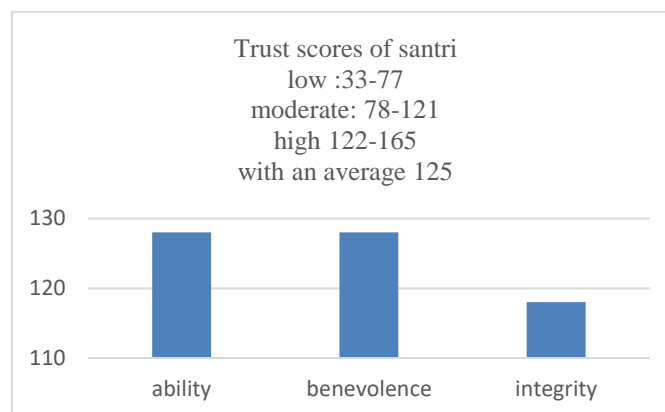


Table 5. The trust of respondents

Based on Table 5 above, it is clear that the average trust of *santri* is in the high category. However, when viewed from 3 dimensions, ability and benevolence are in the high category, while integrity is in the moderate category.

Table 1 shows that the majority of respondents living in shelters are women. This condition shows that women tend to be more vulnerable to Covid 19. This condition is in line with research conducted by Khaerunnisa et al. (2022) that the Covid 19 virus affects more women than men. This is because, naturally, women's immune conditions are more vulnerable than men's due to the female body's metabolic system being more susceptible to disease (Gaffar M, 2019).

The study results related to the educational characteristics of respondents are based on table 3, which shows that the majority are diploma educated. People with a high level of education will participate in obeying and carrying out the government's appeal because they realize that the appeal issued by the government must contain benefits in it, especially the appeal in handling Covid19, including the policy to isolate both independently and in available shelters (Kairout R & Ersya MP, 2021).

Tables 4 and 5 explain that out of 30 respondents, the high confidence level, as indicated, averaged a score of 125. In general, this shows that *santri* believe that the services provided by the Unisa Shelter are able to provide 24-hour services, provide a sense of comfort and security, and have adequate equipment. This is in accordance with what Mayer et al. 1 defined in Wong (2017), that how service providers can offer their products, serve, and ensure the transaction process runs very well without interference from other parties. This means that consumers get a guarantee of satisfaction and safety from the products offered. At the same time, ability includes experience, ability, and knowledge in providing services. Benevolence includes attention, empathy, confidence, and acceptance.

However, when viewed from the dimension of integrity, the trust of *santri* is in the medium category. This is possible because the Unisa Shelter is still relatively new, not widely known in the community, and does not charge tariffs officially, so doubts arise about when students will access Unisa Shelter. Adequate information is needed by prospective students regarding facilities to be considered for utilizing shelters for isolation because it is not possible to use private homes. This is in accordance with the opinion expressed by Imran & Ramli (2019), that the image of a hospital influences the respondent's trust. Information that is easily accessible and clear makes prospective customers more stable to take advantage of the health facilities provided (Risnaningtyas & Maharani, 2021).

4. Conclusion

Based on the results of this study, it can be concluded that based on the characteristics of respondents, some of the females 22 respondents (73.3%), based on the age of most of the 17-24 years old, as many as 12 respondents (40%), based on education the majority of respondents are diplomas, namely 14 respondents (47%), while in jobs characteristics, most of them are private employees, namely 18 respondents (60%). In the Trust of respondents, 100% have a high level of trust. This is made clear from the three dimensions of trust, namely in the dimension of ability and benevolence is at a high level of trust, while in the dimension of integrity, it is at a moderate level of trust. This is possible because the Unisa Shelter is still new, so there are doubts about the ability to provide treatment and affordable rates. This requires further research on the need for information to increase the trust of health service users, especially shelters for Covid 19 sufferers.

Acknowledgment

Santri Shalter Unisa, Unisa Shelter Manager, MMCC Yogyakarta, LPPM University of 'Aisyiyah Yogyakarta

References

- Athiyyah. (2021). Permasalahan Kesehatan Mental di Masa Covid-19. *Jurnal Riset Dan Pengabdian Masyarakat*, 1(1), 170–185.
- Bramasta, D. B. (2020). Update Terkini Covid-19 di Dunia: 29,7 Juta Orang Terinfeksi | Peningkatan Pengangguran di Inggris. *Kompas.Com*. <https://www.kompas.com/tren/read/2020/09/16/083100965/update-terkini-covid-19-di-dunia--29-7-juta-orang-terinfeksi-peningkatan?page=all>
- Djohan, A. J. D. (2015). Faktor-Faktor yang Mempengaruhi Kepuasan dan Kepercayaan untuk Mencapai Loyalitas Pasien Rawat Inap pada Rumah Sakit Swasta di Kota Banjarmasin. *Jurnal Aplikasi Manajemen*, 13(2), 257–271.
- Gaffar, M; 2019; Antara Laki-Laki Dan Perempuan, Siapa Yang Paling Kuat Sistem Kekebalan Tubuhnya?; the conversation.com <https://theconversation.com/antara-laki-laki-dan-perempuan-siapa-yang-paling-kuat-sistem-kekebalan-tubuhnya-114207>
- Hutama, S. T. E. W., Hadi, M. I., Pramasari, & Purnama, A. G. (2020). Rekomendasi Lokasi Shelter Karantina Mandiri Sbagai Upaya Mitigasi Penyebaran Covid 19 Pada Pemukiman Padat Di Pesisir Utara Kota Semarang. *Jurnal Iptek*, 4(1), 23–33.
- Ikawati, & Murtiwayanti, S. Y. (2021). Kecemasan Masyarakat Dalam Menghadapi Pandemi Covid-19. *Jurnal Penelitian Dan Pengembangan Kesejahteraan Sosial*, 10(3), 227–240.
- Imran B, Ramli AH, 2019; Kepuasan Pasien, Citra Rumah Sakit Dan Kepercayaan Pasien Di Provinsi Sulawesi Barat; Prosiding Seminar Nasional Pakar ke 2 Tahun 2019 Buku 2: Sosial dan Humaniora ISSN (P) : 2615 - 2584 ISSN (E) : 2615 - 3343 <https://e-journal.trisakti.ac.id/index.php/pakar/article/download/4328/3436>
- Kairoot,R; Muhammad Prima Ersya, MP; 2021; Analisis Tingkat Kepercayaan Masyarakat terhadap Pelaksanaan Kebijakan Penanganan Covid-19 oleh Pemerintah Kecamatan Kubung; Journal of Civic Education (ISSN: 2622-237X) Volume 4 No. 4 2021; <http://download.garuda.kemdikbud.go.id/article.php?article=3029299&val=14527>
- Kartikasari, D., & Dewanto, A. (2014). Pengaruh Kualitas Layanan terhadap Kepuasan dan Kepercayaan di Rumah Sakit Bunda Kandungan Surabaya. *Jurnal Aplikasi Manajemen*, 12(3), 454–463.
- Kemkes RI. (2020). *Keputusan Menteri Kesehatan Republik Indonesia Nomor HK 01. 07. /Menkes/ 413/2020 Tentang Pedoman pencegahan pengendalian Coronavirus Disease 2019 (Covid 19)*. Menkes RI.
- Khaerunnisa, R, Rumana, N A, Yulia, N, Fannya, P; 2022; Gambaran Karakteristik Pasien Covid-19 di Rumah Sakit Mekar Sari Bekasi Tahun 2020-2021; Jurnal Manajemen Informasi Kesehatan Indonesia Vol. 10 No.1, Maret 2022; ISSN: 2337-6007 (online); 2337-585X (Printed); DOI : 10.33560/jmiki.v10i1.390; <https://jmiki.apfirmik.or.id/index.php/jmiki/article/download/64/263>
- Muhyiddin. (2021). RS PKU Muhammadiyah Bantul Miliki DShelter Covid-19. *Ihram.Id*.
- Risnangtyas,A K; Maharani, C; 2021 Pemanfaatan Kembali Pelayanan Kesehatan pada Masa Pandemi COVID-19; Indonesian Journal of Public Health and Nutrition; IJPHN 1 (3) (2021) 462-471; <https://doi.org/10.15294/ijphn.v1i3.48941> <https://journal.unnes.ac.id/sju/index.php/IJPHN/article/download/48941/20765/>

- Sari, I. (2020). Analisis Dampak Pandemi Covid 19 Terhadap Kecemasan masyarakat. *Jurnal Kesehatan, 1*, 69–76.
- Suara Muhammadiyah. (2021). Menko PMK Puji Shelter Covid-19 RS PKU Muhammadiyah Bantul. *Suara Muhammadiyah*.
- Suwarni, L., Setiawati, L., Windi, M. M., & Tambunan, M. B. (2021). Gambaran Gejala Klinis dan Gangguan Psikologis Pasien Positif Covid-19 di Kota Pontianak. *Media Publikasi Promosi Kesehatan Indonesia, 4*(3). <https://doi.org/10.56338/mppki.v4i3.1621>
- Vibriyanti, D. (2020). Mengelola Kecemasan DI Tengah Pandemi Covid 19. *Jurnal Kependudukan Indonesia, 69–74*.
- Wong David; 2017; Pengaruh Ability, Benevolence Dan Integrity Terhadap Trust, Serta Implikasinya Terhadap Partisipasi Pelanggan E-Commerce : Studi Kasus Pada Pelanggan ECommerce Di UBM; *Jurnal Riset Manajemen dan Bisnis (JRMB) Fakultas Ekonomi UNIAT Vol.2, No.2, Juni 2017: 155 - 168 ISSN 2527 - 7502 ; <https://www.researchgate.net/publication/335106118>*