

ABSTRAK

Analisis Panggilan Kegawatdaruratan Sebelum, Selama Dan Sesudah Pandemi *Covid-19* Di *Public Safety Center (PSC) 119 Pantura*

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Latar belakang : Public Safety Center (PSC) merupakan pusat layanan kegawatdaruratan berbasis telekomunikasi 119, selama perkembangan *COVID-19* di Indonesia, laporan panggilan kegawatdaruratan dari berbagai lokasi di seluruh dunia menunjukkan peningkatan besar dalam volume panggilan layanan kegawatdaruratan, di Indonesia informasi mengenai dampak panggilan masih sangat terbatas, secara khusus tidak diketahui mengenai kasus pada pelayanan gawat darurat. Penelitian ini bertujuan untuk mengetahui data kegawatdaruratan di PSC 119.

Metode : Dalam penelitian ini adalah menganalisis data sekunder, di 5 wilayah pantura Kabupaten Batang, Kota Pekalongan, Kabupaten Pemasang, Kota Tegal dan Kabupaten Brebes. Analisa data pada penelitian ini adalah analisa univariat dalam bentuk frekuensi dan presentase.

Hasil : secara total terdapat kenaikan 230% kasus emergency selama pandemi covid-19 dan terjadi penurunan drastis setelah pandemi hingga 18%, sedangkan kasus non-emergency terdapat kenaikan 3,5 kali lipat yaitu 785% selama pandemi covid-19 dan terjadi penurunan drastis setelah pandemi hingga 17%.

Simpulan : selama perkembangan covid-19 panggilan mengenai kasus non-emergency telah mengalami kenaikan signifikan hampir 3,5 kali lipat selama pandemi secara total dari 5 wilayah, dalam hal ini juga memberi dampak pada layanan kesehatan mengenai kesadaran pentingnya layanan kesehatan.

Kata Kunci : Kegawatdaruratan, *Public Safety Center (PSC) 119*, Covid-19

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ABSTRACT

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Analysis of emergency calls before, during and after the Covid- pandemic 19 At Public Safety Center (PSC) 119 Pantura

Background: The Public Safety Center (PSC) is a telecommunications-based emergency service center 119. During the development of COVID-19 in Indonesia, emergency call reports from various locations worldwide showed a large increase in the volume of emergency service calls. In Indonesia, information about the impact of calls is still very limited, specifically unknown about cases in emergency services. This study aims to determine emergency data in PSC 119.

Method: This study analyzes secondary data in 5 pantura areas of Batang Regency, Pekalongan City, Pemalang Regency, Tegal City and Brebes Regency. Data analysis in this study is univariate analysis in frequency and percentage.

Results: In total, there was a 230% increase in emergency cases during the COVID- 19 pandemic, and there was a drastic decrease after the pandemic to 18%, while non-emergency cases saw a 3.5-fold increase of 785% during the COVID-19 pandemic and a drastic decrease after the pandemic to 17%.

Conclusion: During the development of COVID-19, calls regarding non-emergency cases have increased significantly, almost 3.5 times during the pandemic in total, from 5 regions; in this case, it also impacts health services regarding awareness of the importance of health services.

Keywords: Emergency, *Public Safety Center* (PSC) 119, Covid-19

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