



Pandemic Unsung Heroes: Psychological Analysis of Personal Experiences of Contract Tracers in the Philippines

Kolai D. Agustin | Louie Mar D. Murro | Phenelophe Llyne L. Garcia
Student Researchers • Zamboanga del Norte National High School, Dipolog City



Contact Tracers have a significant role in mitigating the spread of the COVID-19 virus. Their task is challenging, not only because they have to recognize and help the COVID-19 patients' close contacts and provide health education and advice to interrupt ongoing disease transmission but because they are also facing the risk of being infected. This study will look into the psychological effects of COVID-19 on the contact tracers' perspective anchoring on the motivation-coping behaviors-stress-performance theory. The stressors, coping mechanism, motivation, and performance were evaluated using the Psychometric Evaluation of Healthcare Workers' Stress Related to Caring for Patients with a Highly Infectious Disease scale, Filipino Coping Strategies Scale, SHL Motivation Questionnaire, and Health and Performance Questionnaire, respectively. Results indicate discomfort from personal protective equipment (PPEs) as the highest stressor, while individuals utilize the problem-solving strategy for coping. Higher motivation levels are evident in extrinsic properties. All three variables contribute to the performance level, showing significant relationships with each other, as depicted from the multiple regression analysis. In contrast, ANOVA results describe how only household size has no significant difference on performance level among all the demographic profile variables. Analysis disclosed how stress, coping styles, and motivation could affect the performance level of contact tracers. The findings gave light on the body of knowledge, suggesting the importance of conducting mental health campaigns among frontliners, including contact tracers, in the time of pandemic.

In efforts to mitigate the virus' spread, the DILG has employed its first batch of 10,000 Contact Tracers last October and has continued to hire and rehire more contact tracers (DILG,2020).



Studies concerning contact tracers in the countrywide setting are inadequate.

Frontliners are susceptible to stress, nonetheless, there is no solid proof or studies conducted that this can affect their work efficiency.



This study is conducted to highlight the missing link between the psychological impact of contact tracers during the exponential growth of COVID-19 cases and its effect on their work.

METHODOLOGY



Descriptive cross sectional investigation was used to assess if the level of stress, motivation, and coping mechanisms affect contact tracers' work performance.

This study is anchored on the further developed model of Chan, Leung, and Liang, which is the motivation-coping behaviors-stress-performance theory.



Four Hundred Eleven (411) contact tracers participated in the study.

The survey was done through the use of Google Forms.



Google Forms



FINDINGS

1

Demo-	Highest Stat.	Per-
Marital	Single	91.1%
Household	4-7 people	62.8%
Household	₱23,381 -	27.6%
Type of	Rural-Urban	51.2%
Region of	Mindanao	38.9%
Type of	General	91.6%

General Findings of SOP 1

2

Factors	Highest Stat.	Mean	Implication
Level of	Discomfort caused	3.50	Extreme
Coping	Problem-solving	3.62	Maximum
Performance	Absenteeism	1.47	Working Far
	Presenteeism	1.71	Excellent

3

General Findings of SOP 2 - 5

Model	R	R Square	Sig. F Change
1	.429 ^a	0.184	0.000
2	.491 ^b	0.241	0.000
3	.521 ^c	0.271	0.000

Multiple Regression Table

4

Variable	F-Value	P-Value	Decision
Marital Status	4.961	0.000	Rejects H ₀
Household Income	2.041	0.000	Rejects H ₀
Residence Type	1.670	0.001	Rejects H ₀
Region of Designation	1.837	0.000	Rejects H ₀
Type of Community	4.536	0.000	Rejects H ₀

ANOVA Results

CONCLUSION AND RECOMMENDATIONS

In conclusion, stress can push coping strategy and motivation, and has a direct link to work performance .



From the ANOVA results, it can also be inferred that demographic profile can indeed intervene in the performance levels.



In the regression analysis, stress and coping mechanisms are inversely proportional to performance, this implies that if there is lower stress, workers can work in higher efficiency and better performance. Also, workers do not have to use more coping strategies to overcome their stress.



The findings of this study further suggests recommendations that future studies can conduct. It is highly recommended that the performance levels can be evaluated again after a few months and know if there is a change in their performance after some time, with the many possible changes that could happen in time of pandemic.

