

**KNOWLEDGE, PERCEPTION AND
PROTECTIVE BEHAVIOR OF SERVICE
PROVIDERS ON COVID-19 AND THEIR
CURRENT CHALLENGES AT YANGON
INTERNATIONAL AIRPORT**

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**Master of Public Health (MPH)
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ABSTRACT

The knowledge, perception, and protective behavior of service providers on Coronavirus Disease 2019 (COVID-19) play integral role in prevention and control of pandemic. Staff who are working at international airports need to have appropriate level of knowledge and protective behavior against diseases especially in case of noble virus outbreak to make effective and efficient preparedness and response. This cross-sectional study used both quantitative and qualitative methods to assess the knowledge, perception, and protective behavior among 216 staff who were working at the airport and to explore the barriers and challenges in pandemic response among 10 selected participants at Yangon International Airport. Multivariable logistic regression was performed to determine the association between variables and thematic analysis was used for qualitative data. Majority of participants in this study were over 40 years old, male, married and majority (57.9%) of participants had average (4-8) household members. All the participants had at least six months working experience and majority were government staff. Of 216 participants, 37 (17.1 percent) had high knowledge, 148 (68.5 percent) had good perception, 176 (81.5 percent) had good protective behavior about COVID-19 pandemic. Demographic and work-related characteristics had no association with the knowledge level of participants. Female participants had good protective behavior than male participants (aOR= 6.46, 95% CI; 1.85,22.61, $P = 0.004$). Participants with more than 8 hours average duty hours per day had good protective behavior (aOR= 3.36, 95% CI; 1.60,7.05, $P = 0.001$). As the qualitative findings, all participants had positive perception on pandemic prevention and response activities at the airport. Most of them mentioned their challenges as the insufficient personal protective equipment supply and limitation of space for physical distancing at work as the limitations. All participants stated that they had lots of stress regarding disease spread to their families. Although more than half of the participants had good perception and protective behavior, only one fifth had high level of knowledge. Regular risk communication with service providers to acknowledge them about pandemic in evidence-based approach and enabling environment to get better protective behavior should be strengthened.