

**PSYCHOLOGICAL IMPACT OF SERVICE
PROVIDERS AND ITS ASSOCIATED FACTORS
DURING COVID-19 PANDEMIC AT FACILITY
QUARANTINE SITES, YANGON REGION**

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**Master of Public Health (MPH)
University of Public Health, Yangon**

2021

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**Thesis submitted to
the Postgraduate Academic Board of Studies,
University of Public Health, Yangon
as the partial fulfillment of the requirements
for the Degree of Master of Public Health (MPH)**

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ABSTRACT

Coronavirus disease 2019 (COVID-19) is an infectious disease that has become a global health threat. A cross-sectional descriptive study was conducted to assess psychological impact of the COVID-19 pandemic outbreak on service providers and its associated factors at facility quarantine sites in West and North Yangon Region in 2020 using a mixed-method. A stratified random sampling method was used for the quantitative study. Service providers who had working experiences in facility quarantine sites were selected with 1:3 ratios (one health service provider and three non-health service providers). For the qualitative study, a total of 8 respondents from religious buildings and university hostels were purposively selected. Depression, anxiety, stress, and PTSD were assessed by using the DASS-21 scale and the Impact of Events Scale-Revised (IES_R). Multivariable analysis was conducted to find out the association between independent and outcome variables. Thematic analysis was carried out for the qualitative data.

Of the 122 participants, more than half were male, and the mean age was 26.35 ± 7.056 years old. Most completed high school and had equal or less than five family members, and most had no underlying diseases. Among them, 20.5% had depression, 27% experienced anxiety and 9.8% of service providers had stress and 13.1% of service providers experienced PTSD. Service providers who were equal or less than 26 year old [aOR=3.5; 95% CI (1.01-12.29); p=0.047], who lived and provided service in religious buildings [aOR= 8.5; 95% CI (2.15-34.25); p=0.002], who have fair and poor bedroom facility [aOR= 0.3; 95% CI (0.09-0.82); p=0.021] and who have experienced the insufficient supply of apron [aOR= 5.5; 95% CI (1.64-18.49); p=0.00] were more likely to get depression. Participants who provided medical services [aOR= 4.8; 95% CI (1.58-14.76); p=0.006], who watched COVID-19 information on social media only one time [aOR= 3.6; 95% CI (01.02-12.86); p=0.047], who have family members over 65 year of age [aOR= 7.1; 95% CI (2.29-22.14); p=0.001], who experienced discrimination [aOR= 10.8; 95% CI (3.05-38.24); p=0.001] and who lived and provided services 21-30days [aOR= 8.5; 95% CI (2.18-32.72); p=0.002] were more likely to get anxiety. Service providers who were equal or less than 26yrs old [aOR=28.7; 95% CI (1.71-482.24); p=0.020], being female [aOR= 9.9; 95% CI (1.08-90.15); p=0.043], who have family members over 65 year of age [aOR= 14.9; 95% CI (1.96-114.48); p=0.009], who watched COVID-19

information on social media only one time [aOR= 11.1; 95% CI (1.88-166.01); p=0.008] and insufficient supply of surgical gown [aOR= 22.5; 95% CI (2.58-196.54); p=0.005] were more likely to experience stress. Participants who were equal or less than 26-year-old [aOR= 13.7; 95% CI (1.56-119.92); p=0.018], who experienced quarantine [aOR= 9.3; 95% CI (2.45-35.03); p=0.001] and who were arranged for food by self [aOR= 74; 95% CI (2.79-1983.97); p=0.010] were more likely to get PTSD. Service providers mentioned that the insufficient supply of PPE, communication problems, delay in information accessibility regarding swab test, and weakness of disciplines for quarantined persons as the challenges. In conclusion, some service providers in the quarantine sites had psychological impact on the COVID-19 pandemic outbreak and among them, anxiety was the most prevalent one in this study. Therefore, mental and psychosocial support for them in facility quarantine sites is crucial.