

# **PHENOMENOLOGICAL STUDY: CAMPUS SECURITY EXPERIENCE OF THE MINISTRY OF HEALTH'S SURAKARTA HEALTH POLYTECHNIC AS A LAY HELPER IN PROVIDING FIRST AID & CARDIAC ARREST TREATMENT FOR ACCIDENT VICTIMS**

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## **ABSTRACT**

**Background:** Accidents are events that can occur at anytime and anywhere, including on campus. Campus security plays a strategic role as the vanguard in maintaining security and peace, as well as providing first aid in the event of such incidents.

**Purpose:** Aims of this study is to explore and understand in depth the experience of security officers at the Surakarta Ministry of Health Polytechnic Campus as lay helpers in providing first aid and cardiac arrest treatment for accident victims.

**Methods:** This study used were qualitative with a phenomenological approach. Data analysis used Interpretative Phenomenological Analysis (IPA). The research participants consisted of 5 security officers. Data were collected through in-depth interviews

**Results:** produced five main themes, namely: (1) Immediate first aid measures for victims, (2) Providing first aid according to ability, (3) Limited knowledge and skills in first aid, (4) Helping according to the dictates of conscience as a form of devotion and pride, (5) The need for routine training and coaching. The limitations include Reliance on interview data based on participants' subjective experiences, which has the potential to introduce recall bias and social-desirability bias in describing first aid skills and actions and cardiac arrest management.

**Conclusion:** The experience of security personnel shows the importance of providing first aid skills based on ongoing training so that they are able to act quickly, appropriately, and confidently in emergencies in a health education environment.

**Keywords:** Cardiac Arrest, Experience, First Aid, Lay Helper, Security

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## BACKGROUND

Accidents are events that can occur anytime and anywhere, including on campus. These incidents often result in injuries that always require prompt and appropriate first aid before professional healthcare professionals arrive on the scene. In critical and emergency such as cardiac arrest, a delay in treatment can significantly reduce the victim's chances of survival. According to (AHA, 2020). Every minute of delay in performing Cardiopulmonary Resuscitation (CPR) on victims can reduce the victim's chances of survival by 7–10%. This situation urgently requires our attention, not just healthcare workers; all elements must contribute to reducing the incidence. The public can be provided with health education on providing first aid (Khayudin & Hadi, 2021). Therefore, the ability of the general public, including security officers, to provide first aid is crucial.

Security gets a strategic role as the frontline in maintaining security and order in the educational environment. They are often the first to arrive at the scene of an incident or accident on campus. Although not medical professionals, they are strategically positioned to administer first aid, perform chest compressions or cardiopulmonary resuscitation (CPR) if trained, or quickly coordinate with medical services. This situation demands basic first aid skills for security personnel, particularly in cases of cardiac arrest or serious injuries. Security personnel's knowledge and skills in handling these situations can be a determining factor in the success of lifesaving efforts (Rizky & Widyastuti, 2021).

Several studies have shown that non-medical personnel who provide first aid to accident victims still have limitations in terms of preparedness, knowledge, skills, and confidence when providing first aid. Research by (Setyowati, Sari, & Utami, 2022) found that most lay people are afraid of making mistakes when helping victims, especially during CPR, due to a lack of direct experience and ongoing training. This underscores the importance of improving the competence and training of lay rescuers, such as campus security personnel.

A relevant phenomenological approach was used to explore the meaning of security personnel's experiences as lay rescuers in emergencies. Through this approach, researchers can understand individuals' perceptions, emotions, and thought processes within the real-life contexts they experience (Creswell & Poth, 2018). This in-depth understanding is expected to provide a comprehensive overview of the experiences, obstacles, and training needs of security personnel in providing first aid and cardiac arrest treatment to accident victims on campus.

Thus, this research is important to contribute to the development of emergency preparedness systems in health education institutions. Furthermore, the results can serve as a basis for developing training programs and campus policies that support the improvement of lay rescuers' competency in dealing with medical emergencies.

## OBJECTIVE

This study aims to explore and understand in depth the experience of security officers at the Surakarta Ministry of Health Polytechnic Campus as lay helpers in providing first aid and cardiac arrest treatment for accident victims.

## METHODS

*Study Design* is qualitative research with a phenomenological approach. Data collection was conducted through in-depth interviews using a structured interview guide (Afriyanti & Rachmawati, 2014). The researcher also used field notes. After data collection, the researcher analyzed the data using Interpretative Phenomenological Analysis (IPA) (Jeong & Othman, 2016). The research location was at the Poltekkes Kemenkes Surakarta campus. The research was conducted in October 2025. *Research Subject*: Five participants, the campus security of the Ministry of Health Polytechnic of Surakarta participated in this study. *Trustworthiness* After the interview was conducted, the researcher conducted observations with field notes, then transcribed the verbatim data, categorized and created sub-themes to become the main theme, and validated the data. *Ethical Consideration* on October 2025, with No. 18/EC/KEPK-BU/X/2025.

## RESULTS

The characteristics of the participants who were interviewed can be explained in the following table:

No	Participant	Gender	Length of working (Years)	Age
1	P1	M	4 <sup>th</sup>	39 <del>Y.O</del>
2	P2	M	4 <sup>th</sup>	34 <del>Y.O</del>
3	P3	M	4 <sup>th</sup>	30 <del>Y.O</del>
4	P4	M	3,5 <sup>th</sup>	28 <del>Y.O</del>
5	P5	F	2 <sup>th</sup>	23 <del>Y.O</del>

### Theme 1: Immediate aid actions for victims.

Tells about security perceptions regarding first aid for victims. Participants were asked how far they understood first aid as lay people in assisting victims.

*"First aid given upon witnessing an accident" P1*

*"First aid is an action to condition an incident" P2*

*"Actions performed with the tools available before the medical team arrives" P3*

*"First aid given and depends on the situation on the ground," P4*

*"Immediate initial assistance given to a sick victim" P5*

Security acts as a lay helper who perceives first aid as an immediate action to be carried out on the victim before health workers or an ambulance arrive at the scene.

## **Theme 2: Providing First Aid According to Your Ability**

Discusses the perceptions of participants/ security personnel as first responders in providing first aid to victims of cardiac arrest. Participants describe their understanding of their role as lay rescuers providing first aid to victims.

*"All I know is that you shouldn't lift someone; let a professional medical team do it." P1*

*"Since I'm not a medical professional, I just calm them down and contact the relevant authorities." P2*

*"As a security guard, I can only help direct traffic. If the victim is in serious condition, we can't help either." P3*

*"We only know that if someone faints, we should give them resuscitation, but if their heart has stopped, I'm at a loss for what to do." P4*

*"Take action with artificial respiration or pump the heart and lungs, which is important in the victim's chest." P5*

Security personnel assist victims of cardiac arrest, using the knowledge they have, as is, and according to their ability to help the victim.

## **Theme 3: Limited Knowledge and Skills in First Aid**

Most participants admitted to not having received formal training in Basic Life Support (BLS) or cardiac arrest management.

*"If there were official training, we would definitely be happy to participate. It's very important for us, who are often in the field." P1*

*"There was a demonstration from the Health Team once, but it's been a long time, so I've forgotten." P2*

*"During my time here, there hasn't been any first aid training. So if someone faints or has an accident, we do what we can." P3*

*"I don't have the personal experience, knowledge, or physical ability to help accident victims. I can only provide information and advice based on my knowledge. If you need emergency assistance, please contact your local emergency services." P4*

*"I'm still not capable of providing first aid due to my lack of knowledge, and it's our duty to help accident victims." P5*

Security officers recognize the importance of basic medical first aid knowledge, but have never received formal training. As a result, their actions are often based on intuition, observation, or previous experience.

#### **Theme 4: Helping according to one's conscience as a form of devotion and pride**

Depicts the feelings of campus security personnel after helping or assisting victims. For them, helping is not just a profession that is always at the forefront, but a form of self-dedication, humanity, and a source of pride.

*"I feel proud and relieved, even though I'm just a security guard, to be able to help victims. That's extraordinary, in my opinion." P1*

*"It's a conscience-driven response that's ingrained in my profession and daily life." P2*

*"A calling from my conscience to help others and those experiencing disaster." P3*

*"Even if it's just helping guard the streets and reassuring those around me, I still feel like I'm playing a role. And it gives me a sense of happiness to be able to contribute to helping victims." P4*

*"I think our job isn't just guarding the gates or patrolling. If someone is in trouble, we have to help. That's part of our responsibility and dedication." P5*

Security believes that helping is not only a physical act, but also a feeling and a social one that fosters feelings of pride, devotion, and a more rewarding professional identity.

#### **Theme 5: The Need for Routine Training and Coaching**

Security personnel believe in the importance of ongoing training and coaching as lay rescuers. They recognize that the security team's role extends beyond maintaining order and order, but also to ensuring emergency preparedness. However, most acknowledged that training related to first aid, Basic Life Support (BLS), and cardiac arrest management remains minimal, or even routinely absent.

*"I really want to learn CPR and how to help someone who has stopped breathing. We're often the first people on the scene." P1*

*"I really want to learn CPR and how to help someone who has stopped breathing. We're often the first people on the scene." P2*

*"We want to have the skills of healthcare workers, at least knowing the first steps before the medical team arrives." P3*

*"I don't have the personal experience or physical ability to help accident victims." P4*

*"helping accident victims, for example, if we don't understand medical knowledge about how to help properly and correctly" P5*

Training and coaching are considered important so that first aid measures can be carried out correctly, quickly, and safely, while also fostering self-confidence and preparedness in critical

situations.

## DISCUSSION

### Theme 1: Immediate first aid measures for victims

The above results indicate that the perception of first aid is the immediate action taken for the victim before health workers or an ambulance arrive at the scene. Conceptually, first aid is defined as the immediate effort given to someone who experiences a sudden injury or illness before receiving further medical treatment (Kementerian Kesehatan RI, 2023). According to (Ramdani, Wibowo, & Susanto, 2024), most people understand the importance of first aid, but there are still some limitations in practical skills, especially in cases of bleeding, respiratory arrest, and cardiac arrest. Furthermore, first aid is a very important initial action before the victim receives professional medical assistance. However, perceptions regarding who is entitled and capable of providing first aid are still limited.

The public assumes that first aid should only be administered by medical personnel or trained health workers. This finding aligns with research by (Rahmayanti, Wulandari, & Arifin, 2024), which found that public perception of the competence of lay first responders remains very low due to concerns about the risk of misuse. (Handayani & Yusuf, 2023) stated that empirical experience, such as witnessing or administering first aid, can increase public awareness of the urgency of rapid action in emergencies. Therefore, it can be concluded that public perception of first aid reflects their level of knowledge and experience. The greater the public's understanding and confidence, the greater their participation in providing first aid.

### Theme 2: Providing First Aid According to Ability

The results above indicate that security guards provided first aid to victims of cardiac arrest using their existing knowledge, as is, and within their capabilities. This aligns with research conducted by (Wicaksono, Nugraha, & Rahayu, 2022), which found that lay rescuers tended to act based on intuition and everyday experience when facing emergencies. Limited formal knowledge and skills regarding first aid led respondents to choose actions that felt safest and most appropriate to their capabilities. This demonstrates an awareness of their own limitations, which is a crucial aspect of the safety of both victims and rescuers.

According to (Putri & Handayani, 2023), an individual's or a community's ability to provide first aid is greatly influenced by experience, training, and self-confidence. However, it is important to note that actions not based on proper knowledge can pose a risk to the victim's safety. Therefore, first aid training for the general public is essential to ensure more effective

and safe actions (Khayudin, 2020). Strengthening community capacity through education and regular simulations on Basic Life Support is crucial as part of community preparedness in emergencies. This demonstrates that providing first aid according to ability is a significant form of social responsibility.

### **Theme 3: Limited Knowledge and Skills in First Aid**

Research results show that limited knowledge and skills are the main obstacles for lay people in providing first aid to accident victims or in emergencies. The majority of participants admitted to having never received formal first aid training, so the actions taken by first responders tend to be based on general knowledge or personal experience. This situation indicates a gap between practical needs in the field and the community's capabilities. This lack of confidence stems from a lack of knowledge and training in basic first aid skills.

According to Bandura (1997), in (Rahmawati & Nugroho , 2023), an individual's belief in their abilities (self-efficacy) significantly influences the decision to act in an emergency. When someone feels they have sufficient skills, they tend to hesitate or even be passive in taking action. This is also in line with research (Handayani & Sutopo , 2020), which shows that a lack of formal training results in lay rescuers only being able to perform basic actions such as calling for help or calming the victim, without performing simple medical procedures that can actually save lives. This limitation is also exacerbated by a lack of access to information and training. Weak public health literacy in emergencies is a key factor in determining the community's readiness to face emergencies and take appropriate rescue actions.

### **Theme 4: Helping according to conscience as a form of devotion and pride**

The results above indicate that the participants' acts of helping were not solely motivated by work obligations, but rather stemmed from a sense of conscience and individual humanity. The moral values embedded within individuals are the primary drivers of altruistic behavior, namely helping others without expecting anything in return. This aligns with the opinion (Eisenberg, Spinrad, & Morris, 2021), who state that empathy and moral values are internal factors that significantly influence a person's tendency to help. Participants also described the experience of helping as a source of pride, especially when the rescue action was successful in saving or alleviating the victim's suffering. The sense of satisfaction and pride after helping indicates an intrinsic satisfaction stemming from service value. According to intrinsic motivation theory (Ryan & Decy, 2020), a person tends to feel more meaningful when their actions align with positive personal values and beliefs. In this context, helping becomes a form of profound self-actualization. Furthermore, helping victims is seen as a form of devotion to

others and social responsibility. Participants felt that by providing first aid, they were contributing to the safety of others and reflecting a positive image as part of a community.

Research (Prasetyo & Handayani, 2022) states that a sense of social responsibility and solidarity are important factors in fostering helpful behavior in the workplace and in the general public. The meaning of helping based on conscience also shows a connection to spiritual values. According to (Rahman , 2023), spirituality plays a crucial role in shaping prosocial behavior, as individuals with high spiritual awareness tend to have empathy and a strong drive to help others selflessly. Thus, this illustrates that helping is not merely a spontaneous response to emergencies but also a reflection of the moral, spiritual, and social values embedded within individuals. Helping according to the guidance of conscience is a symbol of sincere individual devotion and a source of personal pride, as through such actions, one can experience a deeper meaning in life and make a real contribution to others.

### **Theme 5: Need for Routine Training and Coaching**

The results above indicate that participants felt a high need for routine training and coaching in providing first aid. This is because participants' awareness of their abilities in emergencies is still limited and easily degraded without regular training. Training is often one-off and lacks ongoing coaching, making the acquired knowledge and skills difficult to maintain long-term. According to (Handayani & Sutopo , 2020), the lack of formal training means lay rescuers are limited to performing basic actions such as summoning help or calming victims, without performing simple medical procedures that should be provided to victims. Therefore, repeated training is crucial to increase individual competence and confidence in providing first aid appropriately and safely. Furthermore, regular coaching from authorities or health institutions can provide feedback, correct procedural errors, and strengthen rescuers' discipline and preparedness.

According to Self-Determination Theory (Ryan & Decy, 2020), structured and supportive coaching can fulfill an individual's basic need for competence and relatedness, thus maintaining motivation to continue learning and helping others. Research (Eisenberg, Spinrad, & Morris, 2021) confirms that a person's empathy and concern for others' conditions develop more optimally when they are in a supportive environment that provides opportunities for consistent learning. In this regard, regular coaching plays a crucial role in developing a responsive, empathetic, and professional attitude in providing first aid. The need for regular training and coaching is a crucial aspect to ensure ongoing steps to improve the capabilities of lay rescuers. Continuous training efforts not only strengthen technical skills but also shape the

rescuer's character and prepare them for critical and emergency.

## **CONCLUSION**

The experience of security officers from the Surakarta Health Polytechnic as lay rescuers in providing first aid and treating cardiac arrest in accident victims has yielded five key themes. First, immediate first aid for victims. Second, providing first aid according to ability. Third, limitations in first aid knowledge and skills. Fourth, assisting according to conscience as a form of devotion and pride. Finally, the a need for regular training and coaching. Overall, this study confirms that the security officers' experience as lay rescuers is not only related to the technical aspects of assisting, but also to moral, psychological, and social dimensions. This study suggests the need for enhanced training and certification, regular emergency situation simulations, collaboration with campus medical personnel, and enhanced campus community education.

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## **CONFLICTS OF INTEREST**

There is no conflict of interest.

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