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ADMINISTRATION WORKERS KNOWLEDGE ON FIRST AID

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Abstract

Introduction and Aim

Today, more and more emphasis is placed on training, awareness, change. People want to feel safe - this is one of the needs, according to the pyramid Maslow. To achieve this, training, knowledge acquisition and refinement are needed.

Knowledge of the principles of first aid is important because it can save human life. Information about the scope of rescue and help we acquire in everyday life and in training, which aims to take care of the employee, the will to help, showing that everyone has the choice and influence on what they do, reaching people's awareness, imaging the threats and How to avoid them. The purpose of this paper is to analyze and estimate the level of knowledge and awareness about first aid among office workers. By showing what are the effective forms of training and how important first-aid skills are, I'm looking for answers as the average worker knows first aid, or should there be even more emphasis on training in the field.

Material and Methods

The research was conducted in the form of a questionnaire. Respondents who were administrative and office workers working in the city with over 100,000 inhabitants, in the city to 10,000 inhabitants and in the country, answered questions about their first aid knowledge.

Results

The results are presented in descriptive. After completing the survey, respondents answered specific questions.

Conclusions

The conclusion of the questionnaire replies is that there is too little first aid training, especially among rural and urban workers below 10 000 000 inhabitants.

Keywords: first aid, training, risk, staff clerical

WIEDZA PRACOWNIKÓW ADMINISTRACYJNO – BIUROWYCH Z ZAKRESU UDZIELANIA PIERWSZEJ POMOCY

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Streszczenie

Wprowadzenie i cel pracy

W dzisiejszych czasach coraz większy nacisk stawia się na szkolenia, uświadamianie, zmiany. Ludzie chcą czuć się bezpiecznie - to jedna z potrzeb, według piramidy Masłowa. Aby to osiągnąć potrzebne są szkolenia, zdobywanie wiedzy oraz jej udoskonalanie.

Wiedza na temat zasad udzielania pierwszej pomocy jest istotna gdyż może uratować życie ludzkie. Informacje dotyczące zakresu ratowania i pomocy nabywamy w życiu codziennym jak i na szkoleniach, których celem jest dbałość o pracownika, chęć pomocy, ukazanie, że każdy ma wybór i wpływ na to, co robi, dotarcie do świadomości ludzi, zobrazowanie, jakie występują zagrożenia oraz jak się ich wystrzegać.

Celem niniejszej pracy jest przeanalizowanie i oszacowanie poziomu wiedzy i świadomości na temat pierwszej pomocy wśród pracowników administracyjno- biurowych. Ukazując, jakie są efektywne formy szkoleń oraz jak ważne są umiejętności z zakresu pierwszej pomocy poszukuję odpowiedzi, co przeciętny pracownik wie o pierwszej pomocy, czy należy kłaść jeszcze większy nacisk na szkolenia z tej dziedziny.

Material i metoda

Badania zostały przeprowadzone w formie ankiety. Respondenci, którymi byli pracownicy administracyjno - biurowi pracujący w mieście powyżej 100 000 tysięcy mieszkańców, w mieście do 10 000 tysięcy mieszkańców a także na wsi, odpowiadali na pytania dotyczące ich wiedzy z zakresu pierwszej pomocy.

Wyniki

Wyniki zostały przedstawione w formie opisowej. Po wypełnieniu metryczki respondenci odpowiadali na pytania szczegółowe.

Wnioski

Wśród ankietowanych, najlepiej odpowiadali pracownicy administracyjno-biurowi, którzy pracują w mieście powyżej 100 000 mieszkańców.

Słowa kluczowe: pierwsza pomoc, szkolenia, zagrożenia, pracownicy biurowi

Introduction

Today, more and more emphasis is placed on training, awareness, change. People want to feel safe - this is one of the needs, according to the pyramid Maslow. To achieve this, training, knowledge acquisition and refinement are needed.

Knowledge of the principles of first aid is important because it can save human life. Information about the scope of rescue and help we acquire in everyday life and in training, which aims to take care of the employee, the will to help, showing that everyone has the choice and influence on what he does, reaching people's awareness, imaging the threats and how to avoid them. Training is not necessarily necessary, but fighting for the good of man. Many people do not take the training seriously, but they can protect them from accidents and even death. Effective training is the path to success. One of the issues that need to be addressed is first aid information. Workers are exposed to many hazards. Under the influence of stress and lack of knowledge about first aid, they may not be able to provide care or rescue for the injured. Many people were in school only. They are not ready to witness the accident. Employee knowledge of first aid in the event of an accident is a key element without which people in every position can lose their lives. In a company where courses are held, people feel more secure, safer. They know they can count on someone who can help by working alongside. Every life should be fighting, losing ourselves, not leaving ourselves with remorse that we did nothing and yet we could. Many companies have

first aid workers, but they are not always present (holidays, dismissals, exits). What if such an employee will not be found or will not be at work? Everyone should know how to save human life, which is so precious. How to help the other person? Maybe someday we will need this help.

Aim

The aim of this paper is to analyze and estimate the level of knowledge and awareness about first aid among office workers. By showing what are the effective forms of training and how important first-aid skills are, I'm looking for answers as the average worker knows first aid, or should there be even more emphasis on training in the field.

Material and methods

The research was conducted in the form of a questionnaire. Respondents who were administrative and office workers working in the city with over 100,000 inhabitants, in the city to 10,000 inhabitants and in the country, answered questions about their first aid knowledge.

The questionnaire consisted of 24 questions. Questions 1-5 is a metric, the others concerned the provision of assistance to the victims. Some questions are open and there are 5 questions about AED, heart attack symptoms, emergency numbers and help in case of burns and hemorrhages. Respondents in the last question were given the opportunity to assess their first aid knowledge.

The respondents were 60 people.

Results

The results are presented in descriptive. After completing the survey, respondents answered specific questions. The first was a question about completed training. Most respondents working in rural areas answered that they had completed: "Preliminary and periodic training" - 70%. Completed initial training was held by 30% of respondents. City workers of up to 10,000 inhabitants have also completed pre-service and interim training courses, ie 60%. People working in a large city of over 100 000 inhabitants in 70% completed initial and periodic training, while an initial 30%. Completed training did not affect the knowledge of employees. With the increase in the number of training, there was no increase in first aid knowledge.

The second question in the questionnaire was: "Did you participate in the first aid

course?" Most of the office staff responded - yes. The largest number of people who participated in the first aid course were employees working in the city with over 100,000 inhabitants. The smallest number of participants in the course are city workers with over 10,000 inhabitants.

The next two questions concerned the case in which first aid should be given. If the respondent was in such a situation, the next question had to answer as he did. Among people working in rural areas, no one experienced such an event. Of the respondents working in the city below 10 000 inhabitants, three people were in this situation. When asked how they responded, "I was not sure what to do," "I informed the ambulance," and even "I got first aid." Three out of 100,000 respondents from the city gave first aid, while four responded. The next question was about knowing the basic rules of first aid. Respondents had a choice of two answers that sounded like this or not. Large city respondents in 100% responded that they knew the basic rules of first aid.

In this question, people working in the country are the worst.

The next question was about the first action after the victim was noticed. The respondents had four answers: the first one said that when approaching the injured person first check the victim's breathing, the second answer: assess your own safety, third: check the victim's consciousness, fourth: check the victim's heart rate.

The problem for the respondents was the question: "What should be done in the first place when approaching the injured person?" First we evaluate our own safety and the injured person. Among the group of workers in the village and small town was 25% correct answers, it is very little. The employees of a large city of over 100 thousand answered most correctly 75%.

The questionnaire also includes a question about what to do to see if the victim is breathing.

The correct answers villagers gave in 70%, cities to 10 thousand. in 75%, cities over 100 thousand. Residents in 95%.

Asked: "Do you know when to start CPR cardiopulmonary resuscitation in an unconscious man?" Respondents in rural areas answered 25% correctly, working in a small city in 20%, while big city workers in 70%.

The next question concerned the number of chest compressions and the number of breaths performed during cardiopulmonary resuscitation. Most of the answers to this question were correct, ie 90% among office workers working in large cities and 85% among workers in rural

and small towns.

One of the questions in the questionnaire was the question of the frequency of chest compressions. 55% of responses were wrong among employees working in a small city while 45% were correct. The most correct answers were among the workers in the village and the least among the employees of the city with over 100,000 inhabitants.

The answer to the question of what is the AED device has fallen the worst. Among the administrative and office workers employed in rural areas, the response was not as high as 80%, only 20% know what an AED is. Small town respondents gave 75% correct answers, 25% false. On the other hand, the big city workers were the best, as as many as 80% of the respondents answered correctly, only 20% of the respondents replied.

The next open question was the question of how the hemorrhage can be cured. 65% of the people working in the village gave the correct answer, which was: "Put on a bandage above the place of bleeding", "Squeeze above the wound". 80% of those working in a small town gave the correct answers while only 20% said they did not know. People working in big cities gave different answers compared to the other respondents. Each of the respondents answered the following: "Make a dressing gauze, apply a dressing", "Putting a thick dressing on the place of bleeding", "Apply dressings until bleeding stops", "Pressure bandage", "Put on a firm bandage ", The correct answers were about 90%, each respondent tried his best to find a solution and answer how he would behave / in such a situation.

Another closed question was: "Do you know how many adjacent joints should be immobilized at break?" The correct answer was the answer b) 2 joints. 85% correct answers among rural and small town workers, 90% correct answers among employees of a large city

The next question was: "How many burns are there?" There were three answers, no answer c) 2, the most correct answer was 3 burns, 80% of respondents in the village and the big city responded correctly, while the small town 75 %.

The next open question is the question of what to do to help the burned person. This can happen, for example, in the event of steam burns or hot water from an electric kettle in every office. The correct answer among the office workers in the countryside was only 40% while the answer "do not know" as much as 60%. Among the workers in the small town the correct answers were 50%. Among the big city workers 100% of responses were correct min. "Cool place burns with water", "As soon as possible cool the burned place with water".

Another question concerned the form of coronary heart disease. The respondents, after reading the symptoms, were supposed to recognize it. Working in the country in 75% recognized the symptoms, city workers below 10 000 in 85%, city workers over 100 000 in 95%.

The questionnaire also included a question about the person trained and responsible for first aid at the workplace. Mostly such a person is known. The worst question in this question was the workers in the small town, as many as 30% of respondents did not know the person responsible for first aid

In the penultimate question, the administrative and office staff had to write 4 emergency numbers. Each respondent gave the correct answer for numbers 999, 997 and 998. The only problem was number 112 where some respondents wrote that it was a police or emergency number. There were only a few responses, with only 3% responding to the respondents.

The last question included an assessment of his own knowledge of first aid. People who had the most correct answers in the questionnaire rated themselves significantly worse than those whose answers were mostly wrong. None of the surveyed people rated their knowledge at 5 points. On a scale of 1 to 5. Most respondents rate their knowledge on 3 or below. This is a very poor result and means that employees are aware of their low knowledge of the rules of first aid.

Conclusions

Among the respondents, the most suitable were administrative and office workers who work in the city with over 100,000 inhabitants. This may be due to more training - in addition to initial and periodic training, first aid training is also provided. The knowledge of city employees below 10 000 inhabitants remains practically the same as those working in the countryside.

By analyzing the sex of the respondents, women outperformed men who gave more wrong answers. The majority of respondents had higher education but only a few who had a long, high school education.

In assessing one's own knowledge of first aid, no one rated themselves 5 (the highest score), the most frequently answered answer was 3, there were also lower scores like 2 and 1. As a result, employees are not sure of their knowledge. shortcomings. This situation indicates that first aid training is required. They are professionally trained by medical staff who teach what to do if a situation threatens health or human life. Training is a key element, thanks to which people can gain more knowledge and help the injured.

An important question was also: "Do you know the person trained and responsible for providing assistance to you in the workplace?" Mostly such person is known, information about such person in the workplace should be disseminated so that every employee, even a new one, knows the person, knows who he is or has a telephone number for that person. Small town workers in 30% do not know who they are talking about.

The conclusion of the questionnaire replies is that there is too little first aid training, especially among rural and urban workers below 10 000 000 inhabitants.

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