

EFFECTIVENESS OF OCCUPATIONAL SAFETY AND HEALTH AT PT. CIANJUR ALAM UTAMA

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Abstract

This study examines the role of the Resources Department (SD) at PT Cianjur Alam Utama in the implementation of occupational safety and health (OHS) and explores its inhibiting factors. A qualitative approach was used through in-depth interviews and observations. The results showed that the SD Department played a significant role in reducing the number of work accidents by 35%, from 20 cases in 2021 to 13 cases in 2022. Various preventive efforts were made, such as periodic training, supervision of SOP implementation, and implementation of innovative solutions, such as playing music to improve employee concentration and reward programs for SOP-compliant employees. The main obstacle found was the low awareness of employees on the importance of OHS. The implementation of this program showed effectiveness in creating a safer, healthier, and more productive work environment. This research confirms the importance of collaboration between management and employees in building a conducive work culture to support the improvement of overall company performance.

Keywords: Resources Department, occupational safety, occupational health

Introduction

Occupational Safety and Health (OHS) is a fundamental element in a company's operations, especially in protecting employees who are valuable assets. Effective OHS implementation not only reflects corporate social responsibility but also has a direct impact on business sustainability. A high number of workplace accidents can cause various losses, such as increased medical costs, employee compensation, operational disruption, and decreased reputation and customer trust. Therefore, strict implementation of OHS standards is crucial to ensure business continuity, maintain motivation, and improve employee morale. PT Cianjur Alam Utama, as one of the largest FMCG (Fast Moving Consumer Goods) companies in Indonesia, has committed to creating a safe and healthy working environment through the strategic role of the Resources Department. This department is responsible for the implementation of the OHS policy, which has proven effective in reducing the number of work accidents. Based on company data, the number of work accidents decreased from 20 cases in 2021 to 13 cases in 2022, representing a 35% decrease. This reduction was achieved through preventive measures, periodic training, awareness campaigns, as well as monitoring employee compliance with Standard Operating Procedures (SOPs).

However, the implementation of OHS at PT Cianjur Alam Utama also faced a number of challenges, such as low levels of employee awareness of the importance of OHS and limited training budgets. To overcome these obstacles, the company developed innovative strategies, including the use of music in work areas to improve concentration and rewarding employees for complying with SOPs. These strategies not only helped improve compliance, but also encouraged the creation of a safer and healthier work culture. Based on this background, this study aims to analyze the strategic role of the Resources Department in the implementation of OHS policies at PT Cianjur Alam Utama, identify barriers faced, and formulate strategies to improve the effectiveness of OHS policies. Thus, this research is expected to make a real contribution to the company in creating a safe, healthy, and productive work environment, while supporting the improvement of overall company performance.

The problem formulations that are the focus of this research are:

1. What is the strategic role of the Resources Department in implementing OHS policies at PT Cianjur Alam Utama?
2. What are the obstacles faced in the implementation of OHS policies at PT Cianjur Alam Utama?
3. What strategies can be carried out to improve the effectiveness of the implementation of OHS policies at PT Cianjur Alam Utama?

This research not only seeks to examine the implementation of OHS, but also to overcome the existing challenges, in order to strengthen a work culture that is oriented towards safety and health.

Methods

This research uses a descriptive method with a qualitative approach to understand the role of the Resources Department (SD) of PT Cianjur Alam Utama in maintaining occupational safety and health (K3). According to Creswell (2022), a qualitative approach is a process of in-depth exploration of social or human problems, which produces complex images in the form of narratives. This approach is conducted in a natural context, focuses on the perspective of participants, and relies on direct observation of relevant behaviors, interactions, and events (Kirk & Miller, 2022). This approach was chosen because it provides flexibility in exploring participants' experiences, challenges, and perspectives on the implementation of OHS policies, which are often unreachable by quantitative data.

Data Collection Technique

Data was collected through in-depth interviews and direct observation in the field. Interviews were conducted with 15 participants including:

- 7 employees from the warehouse, transportation, and finance and accounting divisions who are directly involved in OHS implementation,
- 5 members of the SD Department who manage the OHS policy,
- 3 middle-level managers who provided managerial perspectives.

Interviews lasted 30-60 minutes per session with open-ended questions to explore views, experiences, and barriers related to the implementation of OHS policies. This interview technique refers to the definition of Meolong (2021) which states that an interview is a conversation with a specific purpose between an interviewer and a participant.

Direct observations were conducted for four weeks at the work site to understand the context of OHS implementation. Observations covered the implementation of standard operating procedures (SOPs), work environment conditions, employee behavior, and interactions between employees and management. This technique provides factual data on field dynamics and potential risks that are not recorded in formal documents.

Data Analysis Technique

Data analysis was conducted through three main stages:

1. Data collection: Integrating data from interviews, observations, and supporting documents.
2. Data reduction: Simplifying and categorizing data according to relevance to the research focus, as well as identifying patterns, themes, and important information related to the role of the SD Department in the implementation of OHS.
3. Data presentation: Organizing data systematically in the form of narratives or tables to facilitate understanding and drawing conclusions.

The inference process was followed by verification to ensure the validity and reliability of the findings. This approach is effective in exploring in-depth information related to OHS policies, including participants' experiences and challenges faced.

This research aims to provide recommendations to improve the effectiveness of OHS policies and overcome barriers to their implementation. By comprehensively understanding the role of the SD Department and the factors that influence OHS implementation, this research is expected to support the creation of a safer, more productive and competitive work environment at PT Cianjur Alam Utama.

Results And Discussion

1. The Resource Department's Role in Maintaining Employee Health and Safety

The Resources Department (SD) responsible for occupational safety and health at PT Cianjur Alam Utama has a crucial role in ensuring the protection of employee safety and health. The important roles carried out by the Resources Department include the following:

- **As a guideline in identifying and evaluating potential hazard risks associated with occupational safety and health.**

Lack of ability to identify hazards in the work environment is a major cause of preventable accidents and occupational diseases. PT Cianjur Alam Utama, through its HR Department, consistently conducts hazard identification and risk assessment, covering the use of personal protective equipment (PPE), training, and management of working conditions. Routine activity hazards, such as heavy workloads that trigger stress, are addressed with counseling facilities and entertainment activities. Chemical hazards in distribution areas are addressed with standard labeling, training, and emergency water taps and eyewash facilities. Physical and ergonomic hazards are managed through stretching programs and annual medical check-ups. In addition,

waste is managed according to regulations to prevent pollution. This approach creates a safe, healthy and sustainable working environment for employees.

- **Membantu memberikan rekomendasi dalam merancang Pengendalian Risiko, Prosedur, dan Program.**

The Resources Department (SD) at PT Cianjur Alam Utama plays an important role in designing risk control and safety programs to create a safe working environment. One effective method is the installation of labels and visuals that describe potential hazards, such as warnings of high electrical voltage, noise, hot materials, and hazardous chemicals. In addition, the SD Department ensures the use of Personal Protective Equipment (PPE) according to safety standards to minimize the risk of accidents.

The SD Department also develops Standard Operating Procedures (SOPs) to guide safe and efficient work. According to Sailendra (2015), SOPs ensure that organizational operations run effectively and efficiently. SOPs at PT Cianjur Alam Utama include SOPs for work clothes, machine use, and PPE with an easy-to-understand matrix. For example, the use of gloves for extreme temperature rooms, masks for chemicals, and safety helmets. These measures reflect the company's commitment to maintaining employee safety and health.

2. **Provide information, education, and training on Occupational Safety and Health.**

PT Cianjur Alam Utama's Resources Department (SD) plays an active role in providing education, training, and supervision related to occupational safety and health (OHS) to employees. Before entering the distribution area, new employees undergo training and socialization on the importance of OHS, potential risks, and compliance with Standard Operating Procedures (SOPs). This step aims to raise awareness of personal and coworker safety. Once on the job, regular reminders on the importance of performing tasks carefully and complying with SOPs are given by SD staff or division leaders on a daily basis. In addition, fire and natural disaster simulations are held monthly, where employees are trained on evacuation procedures and steps to deal with emergency situations. This program ensures employee preparedness and safety in the workplace. With this approach, the SD Department creates a safe working environment while increasing OHS awareness at all levels of the organization.

- **Monitor Employee Occupational Health and Safety.**

PT Cianjur Alam Utama's Resources Department (SD) applies a structured approach in measuring and monitoring occupational safety and health (OHS) performance on a regular basis. This monitoring process includes collecting data related to potential accident hazards and the use of equipment and machinery. One of the main objectives of this monitoring is to evaluate the level of compliance with Standard Operating Procedures (SOPs) and detect any damage or problems with machinery that could potentially cause work accidents. Therefore, the Resources Department provides various equipment needed to support OHS performance monitoring and measurement activities, such as noise measuring devices, high voltage measuring devices, and other equipment relevant to the type of work activity being carried out.

- a. **Factors that constrain the Resources Department in maintaining Employee Occupational Health and Safety.**

Based on the results of interviews and observations conducted by the author, several factors were found to be obstacles for the Resources Department (SD) in maintaining employee occupational safety and health (K3). These factors include:

1. **HR Factors**

Employees are a key element in Human Resources that has a vital role in achieving goals at PT Cianjur Alam Utama. However, employees can also be one of the obstacles for the Resources Department (SD) in an effort to maintain occupational safety and health. Some examples of problems faced are employees who are reluctant to comply with the rules and do not carry out work in accordance with Standard Operating Procedures (SOP). For example, there are employees who operate delivery vehicles beyond the predetermined speed limit, arguing that the maximum speed is considered too slow and they want to complete the work within the target time. In addition, some employees did not pay attention to the condition of equipment such as printers, where the use of ribbons or ink was not properly monitored, and some did not use Personal Protective Equipment (PPE) while working. In addition, there are also employees who are careless and lack concentration when carrying out tasks, which can increase the risk of work accidents and reduce the effectiveness of the application of SOPs related to occupational safety and health.

2. Environmental factors

The work environment plays an important role in safety, including through the design of the workplace, which should be designed safely from the start. However, in practice, there are weaknesses in the design that can pose risks to employee safety. For example, improper layout or selection of materials can lead to safety risks.

Conclusions

The conclusion of this study shows that the Resources Department (SD) at PT Cianjur Alam Utama has a strategic role in implementing the Occupational Safety and Health (OHS) policy. Through various preventive programs, education, supervision, and risk control, the SD Department has succeeded in reducing the number of work accidents by 35% in the last two years. The strategies implemented include the identification of physical, chemical, ergonomic, and waste hazards, along with the development of strict SOPs, such as guidelines for the use of personal protective equipment (PPE) and machine operational procedures. In addition, regular socialization and training, including disaster simulations, have increased employees' awareness and ability to deal with risks. Monitoring the implementation of SOPs and rewarding compliant employees helped build a safety-oriented work culture.

This research is in line with the findings of Irawan (2021), which shows that effective OHS implementation can increase work productivity. The decrease in the number of accidents at PT Cianjur Alam Utama proves the positive impact of OHS strategies on work safety and efficiency. However, obstacles such as low employee awareness and budget limitations were also found in this study, as revealed by Rahayu (2019). Another differentiating advantage is the innovative strategies, such as the use of music to improve work concentration and rewards to employees who comply with the rules.

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