

Implementation Of Occupational Health And Safety Culture In Maintaining Zero Accident Stability For Workers In Sugar Factories

Emamayasari*, Erina Esa Aisyarah, Tyas Wuryaningsih, Mohammad Saheri, Predito Prihantoro

Institut Ilmu Kesehatan STRADA Indonesia

*Corresponding author: emamayasari07@gmail.com

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ABSTRACT

The application of occupational safety and health provides several benefits in every aspect of human life and provides benefits in every business activity and supports the progress of quality and sustainable development in the human resources, economic, social and environmental aspects. This research aims to find out and explore the application of occupational safety and health culture in maintaining zero accident stability. The informants in this research consisted of 4 main informants, namely installation workers, and 2 triangulation informants, namely occupational safety and health. The data analysis techniques used in this research are reduction, display and verification. Based on the research results, it was found that the implementation of occupational safety and health culture among production workers at the Sugar Factory where the research took place was classified as good and at an independent level, workers realized that work safety was a shared responsibility. Efforts to maintain zero accident stability include implementing good internal occupational safety and health communication, implementing discipline, monitoring and high work standards, and also in terms of investigating incidents the Company carries out quickly and responsively. However, during field observations, it was still found that workers were using incomplete PPE. The obstacle felt by workers and occupational safety and health parties is the return of PPE stock which sometimes takes a long time.

I. Introduction

Definition of occupational safety and health according to government regulation no. 50. In 2012, all activities carried out to guarantee and protect the safety and health of workers through efforts to prevent work accidents and work-related diseases, as well as diseases or other health problems in workers and other people in the workplace, including ensuring that the production process can run efficiently and productively (RI, 2012). Occupational safety and health is an effort to create a healthy and safe work environment, so as to reduce the probability of work accidents or illnesses due to negligence which result in demotivation and deficiencies in work productivity.

occupational safety and health has important and strategic values. The application of occupational safety and health provides several benefits in every aspect of human life and provides benefits in every business activity and supports the progress of quality and sustainable development in the human resources, economic, social and environmental aspects. The implementation of occupational safety and health aims to provide protection for workers and



other people in the workplace, protect company assets, protect the community and the environment. Several achievements regarding the application and implementation of occupational safety and health in Indonesia have certainly been obtained, but to date the desired goals have not been fully achieved (Indonesian Ministry of Manpower, 2022).

According to a report from the Ministry of Manpower, work accident victims in Indonesia have tended to increase in recent years. Based on data from JKK BPJS claims from 2005 to 2020, there continues to be an increase in cases of Work Accidents and Occupational Diseases (PAK). In 2005 there were around 99 thousand Indonesian workers who experienced work accidents or PAK. Then in the following years the number of victims tended to increase, reaching a record high of 234 thousand people in 2021. During the 2019-2021 period the majority or 64.4% of accidents occurred at work, then 27% occurred in traffic, 8.2% outside the workplace, and 0.3% in other places. Throughout 2019-2021, the most cases of work accidents were recorded in the various industrial business sectors, amounting to 22.3%; 21.4% are in the trade and services sector; 17.3% occurred in the agriculture, fisheries, plantations and forestry sectors; 15.5% occurred in the consumer goods industrial sector; and 12.1% occurred in the basic industry and chemical industry sectors (Ahdiat Adi, 2023). This figure is an indication that the implementation of occupational safety and health in Indonesia is still lacking and must increasingly become a priority for the world of work and industry in Indonesia.

The implementation of occupational safety and health culture is an important concept that has a positive impact on customer service (student job candidates), meaning it will be an advantage and reputation for the organization or industry. Technology and vocational education is ideal and can be superior if it has good occupational safety and health performance (safety performance), namely being able to control, protect, reduce, eliminate or isolate all risks from exposure to the potential sources of danger mentioned above (Smallman & John, 2001).

The author chose a sugar factory in the East Java region, because it is one of the oldest and largest factories in the East Java region, and is a sugar factory in the East Java region that has Zero Accident status. This is proven by the fact that there are still reports of findings of work accidents in 2022, whereas in 2023 there were no findings or reports of work accidents during the year. So researchers want to explore the occupational safety and health culture in maintaining zero accident stability among sugar factory workers, especially in the production section.

II. Methods

This research was conducted using qualitative methods regarding work safety culture and safe behavior. The data collection method used was through observation, in-depth interviews and document review. This research was conducted to obtain more in-depth information regarding the description of occupational safety and health culture and safe behavior among production workers at one of the sugar factories in East Java. The approach method used is to conduct a case study. The main informants in this research were workers in the production department who were determined using the purposive sampling method, while the triangulation informants were HSE department staff. Determining the number of informants was carried out using a sequential technique. The data collection method in this research is through observation, in-depth interviews and document review. The data obtained will be analyzed using a content analysis model, which includes activities to clarify the symbols used in communication and use analytical techniques to make predictions. The stages carried out are reduction, display and verification.

III. Results and Discussion

a. Description of Occupational Safety and Health Management in Sugar Factories

An institution or agency as well as a company has a responsibility to comply with laws and regulations. The burden of complying with this responsibility is carried out by the Company's leadership as a way of determining the Company's mission and making Company plans and commitments. Commitment is an active relationship with the organization, where employees are willing of their own accord to give everything they have to help realize the goals and continuity of the organization. In managing a company, individuals who manage departments or units or installations within the company have competence in their fields. This depiction can be seen in the organizational structure, policies and procedures in the Company.

Based on this, the general manager has an important position related to occupational safety and health because he has the ability to control and can give instructions. Support from the general manager is expressed in written commitments and policies which are then socialized to employees. The work procedures at the Sugar Factory where the research took place are written work procedures and these procedures are the implementation of policies, but these regulations are not easy to obtain in every section. Work procedures have been integrated with occupational safety and health procedures so that employees work safer. In its operations, the company has provided facilities that are safe, have benefits and support safety work.

Occupational Health and Safety is a company's concern because with its implementation it is hoped that it can increase work productivity as well as guaranteeing the safety of its employees. A good management system should have stricter supervision. If an accident has occurred, an accident investigation, inspection, recording and reporting of work accidents (Widiastuti, 2018).The occupational safety and health management system is part of an organizational management system that is used to develop and implement the occupational safety and health policies and manage occupational safety and health risks (OHSAS 18001, 2007).According to Government regulation Number 50 of the year 2012 concerning Implementation of SMK3 (PP 50/2012) states the aim of implementing the occupational safety and health management system in company, to: Increase the effectiveness of safety and health protection work that is planned, measurable, structured and integrated(RI, 2012).

In this section, we discuss the commitments and policies that have been made by the sugar factory in order to implement the occupational safety and health management system in the sugar factory. The sugar factory where the data was collected is one of the sugar factories in East Java which has quite a large production capacity in East Java and also has 1,113 workers during the production process, and has implemented the occupational safety and health management system. This has been stated in the Minister of Manpower Regulation no. 05/Men/1996. which states, every company that has 100 or more employees and has a high potential for danger, is required to implement the occupational safety and health management system. In implementing the occupational safety and health management system, a commitment is needed so that the implementation of the occupational safety and health management system can be controlled. The commitment stated by the factory must be adhered to and implemented by all parties who have an interest in the sugar factory, including permanent workers, contract workers (PKWT), stakeholders (contractors), and also guests who visit the factory area. In implementing the occupational safety and health management system in a factory work environment, several resources are needed to be able to run and implement the occupational safety and health management system well.

One of these resources is human resources. The human resources provided must have competence in the field of occupational safety and health. Because this sugar factory has many workers, in each unit or department there must be at least 2-3 people who have competence and understand occupational safety and health, and in reality of the production department in this sugar factory has 2 human resources in the occupational safety and health field. Apart from having to provide competent human resources, what this sugar factory must provide is providing facilities that support the continued implementation of the occupational safety and health management system. The facilities needed are engine covers, danger warning signs, and PPE. These facilities are needed to support the implementation of the occupational safety and health management system in the factory environment. These facilities have been fulfilled so that accidents and work-related illnesses no longer occur. Funds are also needed to implement the occupational safety and health management system. Funds are needed to provide training to workers and also purchase complete supporting facilities for implementing the occupational safety and health management system. Apart from that, there is no operational control at the sugar factory where the research took place. Operational control is carried out to control the operation or implementation of the occupational safety and health management system. This control is carried out by carrying out administrative control, namely control carried out on the 20 the occupational safety and health management system documents that are prepared. This control is carried out so that the documents created can be adjusted to developments and changes that occur in the factory.

Meanwhile, PPE control has been carried out at this sugar factory. PPE control is carried out to maintain and maintain the PPE that has been provided by the sugar factory. PPE control is carried out to maintain the performance of PPE, so that when PPE is used it can maximally protect workers. So when there is damaged PPE, sometimes there is stock, but sometimes there is no stock, so workers have to buy it first.

b. Description of K3 Behavior in Production Department Workers

Occupational health and safety culture is formed because of the synergy between the highest management or in this case the general manager, then the installation or existing structure managers and the lower level or workers. Culture is a pattern of basic assumptions created, discovered, or developed by a group as it attempts to overcome problems of external adaptation and internal integration that has functioned well enough to be considered valid, and therefore must be taught to new members as a correct way of assessing, think, and feel in relation to these problems. Several elements in the occupational safety and health culture include management commitment, regulations and occupational safety and health procedures, communication, worker competence, worker involvement, and the work environment.

Understanding the legal basics related to employment, work safety and PPE is very important for the entire sugar factory industry. With the large number of work accidents caused by human factors, every workplace should pay attention to a culture of discipline in work by working according to procedures, and using PPE as a tool to protect oneself from the dangers of work accidents. There needs to be specific laws or government regulations regarding work safety (Rahadian et al., 2015). If the company implements occupational health and safety (K3) well, it will create a sense of commitment for each individual employee which can indirectly improve the work performance of each employee.

c. Management Commitment

The implementation of the occupational safety and health Culture in the production department at the sugar factory where the research took place has been realized, among other things, in the form of commitment from all superiors and employees. The occupational safety and health commitment in the sugar factory installation section is verbal but in the form of a written policy. Commitment is the ability and willingness to align personal behavior with needs, priorities and goals or meet organizational needs, the essence of which is to prioritize

the organization's mission over personal interests. occupational safety and health commitment in the form of: Placing the occupational safety and health organization in a position that can determine company decisions, Providing a budget, qualified workforce and other facilities needed in the occupational safety and healthfield, determining personnel who have clear responsibility, authority and obligations in handling occupational safety and health, Planning Coordinated occupational safety and health, Conduct performance assessments and follow up on occupational safety and health implementation.

This Sugar Factory implements the occupational safety and health commitment in the policy which states "Management of occupational safety and health aspects in an effort to prevent work accidents, dangerous incidents in operations, occupational diseases, including overcoming the spread of disease outbreaks and the use of NAPZA (Drugs, Psychotropics and Addictive Substances), as well as liquor", so it is not explained clearly but in the Decree made by the general manager, the Sugar Factory installation environment is obliged to implement occupational safety and health.

Another the occupational safety and health implementation that is implemented is a briefing program which is carried out once a week which is led by the occupational safety and health party, the occupational safety and health party who is at the installation is the assistant manager of the mill installation station. This briefing was carried out comprehensively, including for permanent employees and PKWT or parties who collaborate with the Sugar Factory. This condition is a step for this sugar factory to integrate with the occupational safety and health management system. This condition has the impact of reducing work accidents in this sugar factory or even bringing the company to zero accident status.

d. K3 Regulations and Procedures

Occupational safety and health regulations and procedures at the sugar factory where the research took place were made in an effort to prevent incidents of work accidents, occupational diseases, nosocomial infections, and diseases resulting from work relations. Regulations and procedures were formulated by management and occupational safety and health parties and then socialized to all workers. Workers receive occupational safety and health outreach through pamphlets, occupational safety and health backdrops, and also coordination meetings. The existence of regulations is to make employees obey and comply with the importance of implementing occupational safety and health. This sugar factory gives rewards to employees who carry out work discipline behavior in the form of promotion to class, as well as giving punishments in the form of reprimands, SP 1, SP 2, SP 3, suspension and termination of employment or termination of employment. Providing motivation using awards reduces the number of work accidents and this is proven by reducing the number of work accidents to the point of creating zero accidents in this sugar factory.

With an occupational health and safety culture, creating safe, efficient and productive work is by implementing Standard Operating Procedures (SOP). This is considered important because Standard Operating Procedures are a set of work instructions or activity steps that are standardized to meet certain needs. A standard that encourages a group to achieve goals and procedures that must be followed in a certain work process that can be accepted by authorized or responsible individuals to maintain a certain level of performance so that activities can be completed effectively and efficiently. SOP is a standard for implementing K3 from the Company for all employees to minimize failure, errors and negligence at work (Rachim et al., 2017).

This is in accordance with Ying's research, by providing motivation for occupational safety and health behavior it will reduce the number of work accidents. Motivation can be interpreted as a process of influencing a person's needs and motives for certain goals, thereby strengthening, directing or changing a person's behavior so that it is beneficial for the development of organizational goals. Safety motivation shows the comprehensive use of

modern scientific principles and methods of management science, economics and so on, with the aim of preventing accidents and disasters and ensuring the operation of the system at an acceptable level of safety, motivating people in the system appropriately, so that they can lead and control behavior to comply with safety norms, not only promises individual safety, but also promises organizational environmental safety. Based on the facts and theory above, it can be stated that regulations and procedures that contain motivation can increase workers' motivation to carry out work discipline in accordance with existing regulations and procedures. If workers carry out work in a disciplined manner, a safe work environment will be created and the number of work accidents will be reduced.

e. Communication

Communication is the transmission of information and understanding, regarding verbal or non-verbal symbols. The thing that needs to be considered in communication is the effectiveness of the communication, the information must be easy for the recipient to remember. The occupational safety and health cultural communication process in the sugar factory where the research took place was carried out in various media, both verbal and written. Several programs to communicate occupational safety and health that have been carried out include briefings held once a week, posters, banners, and signs. The existence of this occupational safety and health communication process provides benefits for workers to be more careful at work. The briefing program is carried out regularly, this is in accordance with information from the main informants and triangulation informants who are able to explain the occupational safety and health program in this sugar factory. These safety promotion activities also demonstrate management's commitment to various parties in the organization and encourage each entity to improve safety in their respective workplaces. It can be concluded that the implementation of occupational safety and health communication in the sugar factory is conveyed through briefings, posters, banners, and also signs. This communication is a form of the Company's efforts to improve work safety as well as a form of effort to maintain zero accident stability in the department. production at this sugar factory.

Through communication, a good information distribution process will reduce the occurrence of miscommunication, thereby reducing the occurrence of distortion or irregularities in implementation. Failure in policy implementation can occur due to lack of education or direction to policy implementers. It is necessary to ensure that all organizations involved correctly understand the aims and objectives of the policy and these circumstances must be taken into account during the implementation process (Rachim et al., 2017).

f. Employee Engagement

Based on research findings, it shows that worker involvement in implementing occupational safety and health is quite good. This was conveyed by the main informant and triangulation informant conveying that if there was an incident, then in making the next decision or regulation the workers would be involved. Apart from that, when a near miss or work accident occurs, employees have reported the accident to their superiors and occupational safety and health. However, in occupational safety and health training, the Tjoekir Sugar Factory has not involved workers in training, because those who take part in occupational safety and health training are occupational safety and health parties or assistant managers who will then be socialized to workers. Monitoring from occupational safety and health reduces the number of work accidents and employees tend to care more about their safety and the safety of other employees, as evidenced by information from triangulation informants that if workers find that there are colleagues who are not disciplined at work or have committed violations, other workers will always remind them. Apart from that, workers are also involved in making company regulations.

In implementing the company of occupational safety and health, workers are always involved, for example in making the latest decisions or regulations, and workers have the

initiative to reprimand colleagues if they violate regulations or are not disciplined at work. However, in occupational safety and health training workers have not been involved, only managers or assistant managers who take part in training activities will then be socialized to workers. This is felt to be effective because with this socialization, workers are aware of the importance of discipline at work and work safety programs. Apart from that, workers have also implemented work discipline wholeheartedly and without coercion.

g. Work Environment

The results of interviews in the field showed that after the occupational safety and health socialization was held by the occupational safety and health Party or the assistant manager and there was management commitment, all employees complied with the occupational safety and health rules so that they worked in accordance with the regulations and complied with the rules for using PPE. Apart from that, there are fire extinguishers in all parts of the workplace, but there are still some workers who do their work while smoking. The existence of occupational safety and health signs is a step in increasing knowledge and vigilance at work. This is in accordance with DNV Modern Safety Management (1996) which describes the behavior of workers who smoke while working as falling into the category of unsafe behavior. Smoking activity is unsafe behavior because it can pose a risk of fire considering that the work environment in this part of the installation contains flammable materials, such as electric cables.

IV. Conclusion

a. The application of occupational safety and health Culture to workers in the Production Department of the sugar factory where the research took place is considered good and is classified as Independent according to Bradley Culture theory, where workers already understand and are aware that safety is a shared responsibility and also understand that the safety program is beneficial for themselves. Apart from that, culture is also proven by good occupational safety and health performance and performance, because if the occupational safety and health culture is good then the occupational safety and health performance will also be good which can be seen from the low number of accidents or even zero accidents.

b. The results of the research still found a lack of awareness among some employees in implementing the occupational safety and health culture for their own safety and collective safety because there were still one or two workers who were still using PPE poorly.

c. The obstacle felt by workers and occupational safety and health parties is returning PPE stock if it is damaged, sometimes it takes a long time even though HR's response is fast because it requires a request to superiors to purchase PPE, but if there is stock, HR will immediately return the PPE stock.

d. Good internal occupational safety and health communication has been carried out, such as installing signs, socializing occupational safety and health since employee recruitment, and holding briefings once a week.

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