The Effect of Socialization on Employee's Motivation and Commitment in Implementing a Working Health and Safety Management System in North Buton District General Hospital

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Original Research Article

ABSTRACT

Background: There are recommended standards that must be implemented in the occupational health and safety management system for every hospital. However, there are still many hospitals that do not implement an occupational health and safety management system. This has an impact on the high incidence of work related accidents and the emergence of various occupational diseases in the hospital. Referring to this, it is necessary to conduct a socialization on the occupational health and safety management system in the hospital. The purpose of this study was to determine the effect of socialization on employee motivation and commitment in implementing occupational health and safety management systems in hospitals.
Materials and Methods: This type of research is pre-experimental research draft i*pre-post itest ione igroup idesign.* The population in this study were all employees of North Buton Hospital as many as 115 people. The sample size was 89 respondents who were taken by simple random sampling. The data were obtained using a questionnaire and then analyzed descriptively and inferentially using the paired sample t-test.

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Results: The results showed that there was an effect of socialization on employee motivation and commitment in implementing the occupational health and safety management system at North Buton Hospital, where the p-value < α= 0.05.

Conclusion: The socialization was able to increase employee motivation and commitment in implementing the occupational health and safety management system in North Buton Hospital. It is hoped that the management can continue to provide support so that the motivation and commitment that has grown can be developed into positive behavior towards the implementation of occupational health and safety in hospitals.

Keywords: Occupational health; safety.

1. INTRODUCTION

The hospital is a place where sick people gather to seek and receive health services as well as a clinical education place for medical and paramedical students so that the hospital is a place where the spread of disease is very vulnerable to occur [1]. Especially with the current situation, where there has been a 2019 corona virus disease pandemic (covid 19), the implementation of occupational health and safety (OHS) is something that must be done by hospitals. The implementation of occupational health and safety in the hospital is one form of the hospital's efforts in creating a work place or work environment that is safe, healthy, free from environmental pollution, so as to reduce or reduce the risk of accidents and occupational diseases, which in in the end, it is expected to increase work efficiency and productivity [2].

In Law Number 23 of 2003 concerning Health, Article 23 states that occupational health and safety efforts must be carried out in all workplaces, especially workplaces that have a risk of health hazards, are prone to disease or have at least 10 employees. If you pay attention to the contents of Law Number 23 of 2003 article 23 above, it can be concluded that hospitals are included in the criteria for workplaces with various threats that can cause health impacts. This applies not only to workers in the hospital, but to all patients and visitors to the hospital. So, the hospital management should implement health and safety efforts in the hospital [3].

Hospital occupational health and safety (OHS), began to receive serious attention from the hospital management since the implementation of the hospital accreditation system by the Hospital Accreditation Committee (HAC). In early 2017, HAC issued a National Hospital Accreditation Standard (NHAS), which is an improvement from the 2012 HAC version. In the 2017 NHAS in the Hospital Management Standards (HMS) group, there is a Chapter on Facility Management and Safety (MFK). In MFK, there are 24 standards and 104 assessments, which can be, grouped into six (6) areas, including safety and security, hazardous and toxic materials and their waste, disaster management, medical equipment, fire protection systems, and support systems [4]. In implementing Facility and Safety Management, hospitals are also required to establish a health and safety committee (OHS) or an OHS installation in accordance with the Minister of Health Regulation number 66 of 2016 concerning occupational health and safety standards in hospitals. In the Minister of Health Regulation 66 TH 2016 also mentions the 5 principles of the Occupational Health and Safety Management System, in accordance with Government Regulation Number 50 of 2012 concerning occupational health and safety management systems [5].

However, there are still many hospitals that do not pay special attention to the implementation of the occupational health and safety management system in hospitals. The impact of the low implementation of the occupational health and safety management system in hospitals is the occurrence of work accidents. The results of the National Safety Council (NSC) report reported that in 2015 out of 98 hospitals there were 2,947 hospital workers who experienced needle stick injury (NSI), sprains, lumbago, scratches / cuts, burns, illnesses. infections and others [6]. The results of the Bureau Labor Statistics USA report show that the incidence rate of 3 working days lost in the hospital occurs due to slips, trips, and falls. Slips, trips, and falls occurred 38.2 per 10,000 hospital workers [7]. In their work activities, health workers at the hospital experience slips, trips, and falls that often result in serious injuries resulting in lost work days, decreased productivity, expensive compensation, and reduced ability to care for patients [8].

Work accidents also occurred at the North Buton Regency Regional General Hospital in 2019, namely three nurses stabbed wit needles, while until September 2019 there were two work accidents that occurred to doctors, namely a knife cut during surgery [9]. From the interviews conducted with the P2OHS Team, the work accident occurred due to several factors including negligence of employees, lack of employee concentration at work, and not using personal protective equipment while working. According to the P2OHS Team, there were still several other work accidents that occurred to employees, but they were never reported.

From the initial interview it was also known that there was still low knowledge, both employees and leaders about the importance of implementing a work health and safety management system in the hospital, this could be seen from the condition of the hospital that had not met occupational health and safety standards such as the unavailability of Apard in every room of the house. Sick, there is no sorting of waste (organic waste, non-organic waste, B3 waste); there is no indication of where to collect each part of the room, until there are still cleaning service officers who do not use personal protective equipment.

Referring to the above, to increase employee awareness in the application of a work health and safety management system, a method is needed to increase employee and leadership understanding of the importance of implementing an occupational health and safety management system at the North Buton Regional General Hospital. According to Notoadmojo (2013), one method that has proven to be quite significant in improving the implementation of the occupational health and safety management system in hospitals can be done by conducting socialization. The dissemination of occupational health and safety management systems at the North Buton public hospital is very rare because

based on the researchers' initial observations; there are no occupational health and safety personnel who match their educational background.

Based on the above, the researcher is interested in conducting research on the effect of socialization on employee motivation and commitment to the implementation of the occupational health and safety management system in the general hospital in North Buton Regency.

2. METHODS

2.1 Research Type and Design

This type of research is quantitative research, with a pre-experimental approach, which aims to determine the effect of socialization on employee motivation and commitment in implementing occupational health and safety management systems in hospitals. Socialization is carried out using 25% theoretical methods and 75% training, which contains occupational health and safety Management, Risk assessment, hazard identification in the work environment, Cardiopulmonary Resuscitation (CPR), first aid in case of work accidents, psychosocial hazards, and preparation of Standard Operating Procedures (SOPs).) in occupational health and safety.

Design wake up that used in research this is draft *pre-post test one group design*. Scheme draft research this pictured as following Picture 1.

2.2 Location and Time of Research

This research was conducted at the North Buton Regional General Hospital. Research implementation until the preparation of the final report starting in January 2020 and finishing in June 2020.

O1	X	O2
Pre test	Intervention (socialization)	*Post test*
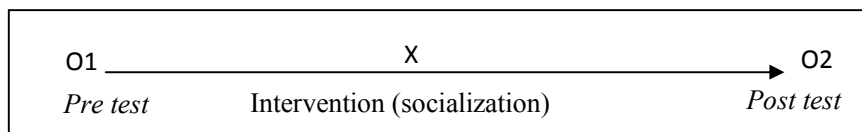
Picture 1. Design Wake up Research
Pretest: Measured 1 week before the intervention
Posttest: Measured 1 week after intervention

2.3 Population and Sample

2.3.1 Population

The population in this study were all 115 employees at the North Buton General Hospital.

2.3.2 Sample

In this research, as many as 89 respondents were drawn by means of proportional random sampling. The sample size is calculated using the formula proposed by iLemeshow iwith icalculation ias ifollowing i:

$$n = \frac{Z^2_{1-\alpha/2}P(1-P)N}{d^2(N-1) + Z^2_{1-\alpha/2}P(1-P)}$$

$$n = \frac{(1,96)^2 \ 0,5 \cdot (1-0,5) \ 115}{(0,05)^2(115-1) + (1,96)^2 \ 0,5 \cdot (1-0,5)}$$

$$n = \frac{3,841 \ x \ 0,25 \ x \ 115}{0,285 + 0,960}$$

$$n = \frac{110,428}{1,245}$$

n i= i88,697 iirounded off iBecomes i89

2.4 Data Collection

Data were collected using a questionnaire. The questionnaire before use was standardized first using statistical tests. Data were collected twice, namely one week before the socialization (pre-test) and one week after the socialization (post test) using a questionnaire. The questionnaire used was first tested for reliability and validity. The questionnaire used has been proven to be statistically valid and reliable.

2.5 Data Analysis

Data were analyzed descriptively and inferential. Data analysis with SPSS software and paired sample t-test.

Limitations of the study: this study uses humans as respondents so it is very difficult to fully control the information that can be received from other sources related to the implementation of occupational health and safety management systems apart from socialization.

3. RESULTS

Table 1 shows the average score of respondents' answers before the intervention was 66.06, after the intervention increased to 75.96. The results of statistical tests show that the p-value is 0,000 $<\alpha = 0.05$, meaning that there is an influence of socialization on employee motivation in implementing occupational health and safety management systems.

Table 2 shows the average score of respondents' answers before the intervention was 66.74, after the intervention increased to 82.47. The results of statistical tests show that the p-value is 0.000 $<\alpha = 0.05$, meaning that there is an effect of socialization on employee commitment in implementing a work health and safety management system.

Table 1. The effect of socialization on employee motivation in implementing occupational health and safety management systems at the Buton Utar district general hospital

Motivation	Paired samples statistics			
	Mean	n	Std. Deviation	p-value
Pre - test	66.06	89	13,356	0,000
Post - test	75.96	89	9,060	

Table 2. The effect of socialization on employee commitment in implementing occupational Health and safety management systems at the North Buton district general hospital

Commitment	Paired samples statistics			
	Mean	n	Std. deviation	p-value
Pre - test	66.74	89	19,759	0,000
Post - test	82.47	89	17,534	

4. DISCUSSION

4.1 The Effect of Socialization on Employee Motivation in Implementing Occupational Health and Safety Management Systems at the Buton Utar District General Hospital

Work motivation is a measure of how to see the condition of human resources in a workplace. Motivation is something that plays an important role in increasing a work activity, because people who have high motivation will do their best to complete the work so that they can succeed as well as possible [10]. A positive view of the activities of the occupational health and safety management system is a good start for the hospital to continue steps to improve service quality. Because the main thing in service is the quality of service as assessed by clinical indicators of service, not the completeness of documentation [11].

Information from POHSRS personnel stated that the occupational health and safety committee was not equipped with personnel who had occupational health and safety education specifications so that they often experienced difficulties in determining which programs to run. They only got knowledge about occupational health and safety from a short training which was only attended by two of the POHSRS personnel, namely the head and deputy head of POHSRS. Clear division of functions and duties through good organization, this is intended so that each personnel has a scope of their respective responsibilities, so that there is no overlapping or releasing responsibility. Thus every personnel will work professionally. Apart from clearly assigning tasks, which is no less important is the assignment of tasks according to their abilities, one of which is by placing each personnel according to their educational background. In the guidelines for implementing occupational health and safety management systems in hospitals. In fact, referring to the regulation of the Minister of Health of the Republic of Indonesia, it states that the organization secretary or implementing unit for hospital occupational health and safety is a hospital occupational health and safety professional, namely the hospital occupational health and safety manager or occupational health and safety expert.

The results showed that there was an increase in the average score of respondents' answers. This is because the socialization of occupational health and safety management systems can remind everyone to focus and be more productive on their work. In socialization too, employees can get the latest information related to the importance of a work health and safety management system in the hospital, so that employees have good knowledge of their duties and responsibilities in implementing an occupational health and safety management system [12]. With good knowledge of their duties and responsibilities, it will also have an impact on the motivation of the person in implementing a work health and safety management system [13].

This is also when examined more deeply because during socialization, employees are usually given motivation to be more capable in completing tasks and be more responsible for their duties by paying more attention to aspects of occupational health and safety. Then with the support of management and leaders who have the ability to integrate all potential employees they lead, it can increase employee motivation and performance [14].

This also shows that motivation is an encouragement or enthusiasm that arises in a person or employee to do something or work, due to external stimuli from either the boss or the work environment and there is a basis for fulfilling satisfaction and fulfilling responsibilities for tasks given and done in the organization. This is in accordance with the theory which says that motivation is from the word motive which means something that encourages someone from within to act or behave [15].

Employees have different needs, so that the motivation needed by employees is different from one another. But if it already exists in an agency, the agency must be able to meet the needs of its employees [16]. Employee motivation must remain high to achieve predetermined work goals. Motivation plays an important role in humans, because no one will meet all our needs, and will not get what we want except by trying to achieve it ourselves [17]. People who have strong motivation in themselves always instill genuine intentions, and always work hard, good work can be interpreted with a general meaning and a special meaning. Employee work motivation is a very important part in an organization which can serve as a tool to achieve the goals or objectives to be achieved [18]. Work motivation contains two main goals in the individual, namely to meet personal needs or desires and organizational goals, and work

motivation given to someone is only effective when someone has the confidence or belief to advance and succeed in the organization [19].

4.2 The Effect of Socialization on Employee Commitment in Implementing Occupational Health and Safety Management Systems at the North Buton District General Hospital

Commitment is a strong determination that drives someone to make it happen [20]. Commitment can be said to be the spearhead of the implementation of a management system, because the core of implementing the programs made is commitment. Commitment must start from top management (managing director) [21]. Based on the research results, it can be seen that the majority of respondents, as many as 74 out of 89 people, have stated that they have a good commitment to the implementation of the health management system and work safety, both from the commitment of top management (main director) and workers. The commitment of the top management (managing director) of the hospital can be seen from the existing occupational health and safety policies in the hospital. This commitment is manifested in the form of a written policy, which is clear and easy to understand and is known to all employees [22].

Commitment is a stage of the strength of one's identification and involvement. commitment must start with the president director / hospital director (top management). Commitment is manifested in the form of a written policy, is clear and easy to understand and is known to all hospital employees. 4 existing commitments in the hospital related to OHSrs already have an initial commitment, namely expressed verbally, but the commitment has not been realized in the form of a written policy so it has not There is socialization related to policies that specifically address occupational health and safety issues. a policy on occupational health and safety will be developed and socialized in conjunction with the establishment of the organization's occupational health and safety organizational structure. hospital policies are only new policies in general, whereas there is no specific policy for occupational health and safety at the hospital, however, in terms of funding from the management, it has provided a budget for needs related to hospital occupational health and safety, and hospital facilities related to

occupational health and safety already exist. such as: Safety sign, fire extinguisher, and personal protective equipment. for the hospital emergency response security system that has not used an alarm, the alarm will be realized along with the hospital's occupational health and safety. this is because the hospital is still new so that the hospital management is still focused on classifying the hospital. Hospital facilities related to occupational health and safety provided are incomplete,

In the guidelines for the implementation of the hospital health and safety management system stated in the Regulation of the Minister of Health of the Republic of Indonesia Number 432 / MENKES / SK / IV / 2007 and Regulation of the Minister of Manpower of the Republic of Indonesia Number: PER.05 / MEN / 1996, Health Policy and occupational safety is a written statement signed by the entrepreneur and / or management which contains the overall vision and goals of the company, commitment and determination to implement occupational health and safety, work framework and program covering general and / or operational company activities. A real commitment from the leadership can be realized by providing a special budget for the implementation of occupational health and safety programs. because it is impossible for a program to be implemented without a budget. therefore, It is important for hospital management to communicate to all elements of the hospital to jointly commit to implementing occupational health and safety in the hospital. In accordance with the guidelines for the implementation of the hospital occupational health and safety management system issued by the Minister of Health of the Republic of Indonesia in the Republic of Indonesia's Minister of Health Decree number 432 / Menkes / SK / VI / 2007 which states that commitment is manifested in the form of a written, clear and easy to understand policy and known by all hospital employees.

Judging from the results of the analysis of the data obtained, it can be seen that the implementation of the Occupational Safety and Health Management System in the North Buton District General Hospital before the socialization has not reached the standard, either guided by the Regulation of the Minister of Manpower of the Republic of Indonesia Number 5 of 1996, or Decree of the Minister of Health of the Republic of Indonesia No. 432 of 2007. The same thing also happened to several hospitals, for example

the research at Tarakan Hospital. The results of their research found that the implementation of commitments and policies was still lacking, only 2 of the 11 required criteria were met. Administration and management are still lacking, because only 2 out of 5 criteria are required. Facilities and equipment are categorized as insufficient, because only 3 of the 13 criteria are required. Staff and program development were also categorized as lacking because only 2 of the 4 criteria were eligible. Disaster and emergency management is categorized as inadequate because only 2 of the 19 criteria have been met. Evaluation and control are categorized as deficient because no criteria have been applied [23].

Similar results were obtained in a study conducted at the Mukomuko Regional General Hospital. The research results they obtained were in the form of; at the preparation stage, 77.78% of employees stated that there was a formation of an occupational health and safety organization, as many as 73.33% stated that there was a budget and means for implementing occupational health and safety. at the monitoring stage, 44.44% stated that monitoring and evaluation had been carried out, as many as 42.22% stated that there had been a review and improvement of occupational health and safety programs, while according to occupational health and safety officers in hospitals, 57.86% of the application the occupational health and safety management system has been implemented [22]. Similar results were also shown in a study conducted by the Manado City Maternal and Child Hospital, in the form of health examinations for officers that were categorized as lacking, only 3 out of the 6 required criteria were fulfilled, this illustrates a lack of commitment in implementing occupational health and safety. sources of information on occupational health and safety procedures are categorized as insufficient because only 1 of the 5 requirements criteria are met. The use of personal protective equipment (PPE) is categorized as insufficient because only 2 of the 7 requirements are fulfilled [24].

After the socialization was carried out at North Buton Hospital, it was also not fully implemented. the reason for not implementing occupational health and safety as a whole is because it was newly formed and new personnel were assigned. so that the new implementation stage is limited to the implementation of the occupational health and safety program, and the program has not been evaluated and reviewed and improved.

whatever is the reason for not implementing full occupational health and safety in all aspects of the hospital's activities, this must continue to be pursued and improved, considering the many risks that exist in the hospital. as has been explained in the literature review that there are many hazards in hospitals, both in the form of infection risk, exposure to chemicals, fire, radiation, and so on. so it is important for all elements in the hospital to have awareness of the importance of implementing occupational health and safety in the hospital. This can be realized through joint commitment, which is initiated by the top leadership and then applied thoroughly to management, employees, visitors and patients.

Based on statistical analysis, it shows that there is an increase in the average score of respondents' answers before the intervention and after the intervention. The results of statistical tests show that the p-value is 0.000 <α = 0.05, meaning that there is an effect of socialization on employee commitment in implementing a work health and safety management system.

This is in line with research conducted at PT Kubota showing that there is a relationship between occupational health and safety commitments and the implementation of an occupational health and safety management system at PT. Kubota Indonesia where p = 0.013 (<0.05) [25]. These results indicate that companies that already have a commitment to occupational health and safety will carry out an occupational health and safety management system properly so that it is included in the satisfactory category. Another result of research is a study conducted at the Kasih Ibu Manado Hospital, where management commitment affects the implementation of a work health and safety management system in the hospital [24]. Management commitment in the hospital is still weak and incomplete, where there are no written decisions on health and safety, so the implementation of the occupational health and safety management system by workers is also not good and is not comprehensive for all workers. Workers only carry out the occupational health and safety management system that has been established by management, such as requiring every worker to use personal protective equipment at work because of socialization to workers, the implementation of other occupational health and safety management systems has not been implemented because

there is no commitment from home management sick.

The commitment of top management (managing director) at North Buton hospital was good. Hospital leaders have written involvement and occupational health and safety policies in the hospital and are socialized to each hospital work unit, so that workers know what they have to do in work and what they should not do in work. The existence of a commitment from the main director of the hospital will affect workers, so that workers will also commit to implementing all the policies that have been set. With the commitment of the top management (main director) of North Buton Hospital which is already good, the implementation of the occupational health and safety management system by workers in the hospital as a whole is also good.

5. CONCLUSION

Socialization can increase employee motivation and commitment in implementing the occupational health and safety management system at North Buton Hospital. It is recommended to the Hospital Director to continue to motivate and encourage the commitment that has been built so as to create a safe work environment.

CONSENT AND ETHICAL APPROVAL

This study was approved by the ethics committee of the Southeast Sulawesi Province Research and Development Agency number: 121/2487 / Balitbang / 2020. The sample was selected based on several criteria including having worked in the North Buton area public hospital for 1 year, not on leave, willingness to be a respondent indicated by signing the consent form to become a respondent and being present at the time of the socialization.

COMPETING INTERESTS

Authors have declared that no competing interests exist.

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