



Implementation of Occupational Safety and Health to Reduce the Risk of Occupational Accidents at Eastin Astha Resort Cangu Hotel

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Abstract: Health and Safety at Work (K3) is a major concern in the work environment and a program designed to protect workers and business owners (entrepreneurs). This research aims to identify the challenges faced and the implementation of health and safety at work at Hotel Eastin Astha Resort Cangu. This research employs qualitative descriptive analysis techniques, with data collection conducted in the field through observation, interviews, and documentation studies. The results show that Hotel Eastin Astha Resort Cangu has implemented K3 policies well, including compliance with K3 regulations (100%), BPJS Employment participation (100%), provision of personal protective equipment and work protective equipment (90%), as well as the preparation and implementation of K3 SOPs (85%). However, there have been several work accidents that indicate the need for improved training and employee understanding of K3. Factors influencing the effectiveness of training include employee knowledge and skills (75%), work environment conditions (70%), and work accident incidents (5 incidents). The main obstacles to implementing K3 in this hotel include a lack of in-depth understanding of K3 risks, inadequate orientation and training for new employees, and insufficient routine training related to emergencies. Several strategies that can be applied to improve K3 effectiveness include updating or revising K3 SOPs, collaborating with external parties for K3 training, and installing K3 signs. Implementing these strategies is expected to enhance health and safety at work at Hotel Eastin Astha Resort Cangu.

Keywords: Hotel, Occupational Health and Safety, Workplace Accident Risks.

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Introduction

In the current era, the growth of new companies in Indonesia is increasing. Competition between companies is also getting tighter to achieve optimal performance and build a positive reputation in the eyes of the public. The key to achieving this goal is through the presence of a quality workforce within the company. The workforce has a significant role in the success of a company. Therefore, companies must be able to carefully select and manage a qualified workforce to achieve the desired company goals.

The human resource aspect shows its undeniable significance in the dynamics of an organization or company. Therefore, optimal attention is needed to obtain human resources that have the best quality (Miharti, 2022). The existence of quality human resources

will help the company achieve its goals and realize its vision and mission. To ensure the existence of quality human resources, companies must carefully monitor the performance of each employee. Factors that significantly and positively affect employee performance are occupational safety and occupational health (Setyawati & Soedarmadi, 2021). Companies are expected to prioritize the safety and health of employees to have qualified employees. This is due to the direct impact of employee quality on the company's productivity. The better the quality of employees owned by a company, the higher the productivity level of the company.

Occupational health and safety is not only an important aspect of the well-being of individuals in the workplace, but it also has a great impact on the overall productivity of the company. Close

cooperation between the company and employees in carrying out their duties is a crucial foundation for achieving optimal productivity levels and realizing organizational goals (Sarbiah, 2023). When companies pay serious attention to the aspects of occupational health and safety, it not only creates a safe and comfortable work environment but also triggers an increase in motivation and job satisfaction among employees.

The assurance provided for occupational health and safety not only creates a sense of security for employees in carrying out their duties but also shows the company's commitment to employee welfare. As a result, employees feel valued and supported in their work environment. With the sense of comfort and security created, employees tend to be more passionate and dedicated to doing their jobs, which in turn will increase overall productivity.

Additionally, investing in occupational safety and health can help companies reduce costs associated with workplace injuries or illnesses. By prioritizing prevention and treatment, companies can reduce absenteeism caused by injuries or illnesses, which will ultimately save costs and strengthen the company's financial performance.

The main cause of work accidents can often be traced to the human factor. Lack of awareness, both from the company and the workforce itself, is often the main trigger for these incidents. Companies that do not prioritize occupational safety and health, for example by not providing adequate training or not implementing the correct regulations, can create a high-risk work environment. On the other hand, the lack of awareness from the workforce itself on the importance of following occupational safety and health procedures can also cause accidents (Riyansyah, 2021).

In addition, a lack of understanding of company laws regulations, and policies related to occupational safety and health is also a contributing factor to work accidents. Sometimes, workers do not fully understand the implications of their actions or are unaware of the potential risks that may arise from their negligence in carrying out their duties.

The importance of awareness and compliance with occupational safety and health regulations should not be overlooked. Effective training and the delivery of clear information about possible risks in the workplace can help increase employee awareness (Widyaningsih & Safira, 2024). In addition, companies also need to implement a strict supervision system and provide strict sanctions against violations of occupational safety and health.

Less effective occupational safety and health programs can increase the rate of occupational accidents, which in turn can negatively impact a company's productivity (Isni et al., 2023). Therefore, the role of management in paying serious attention to the importance of occupational safety and health in the workplace is very important. The management of the company has a responsibility to ensure that occupational safety and health are the top priorities (Fardinal & Komala, 2023). This includes developing a good and concrete strategy to ensure that every employee understands and adheres to the safety procedures that have been established. In addition, management is also responsible for providing the necessary resources, such as appropriate training and safety equipment, to ensure a safe and healthy working environment for all employees.

Table 1. Data on work accident cases at the Eastin Astha Resort Canggu Hotel in 2020-2024.

Year	Number of Accidents
2020	2 cases
2021	5 cases
2022	4 cases
2023	3 cases
2024	2 cases

From the data presented, it can be seen that the number of work accident cases at the Eastin Astha Resort Canggu Hotel during the period 2020 to 2024 has fluctuated. In 2021, there was a significant increase reaching 5 cases, such as in 2020 and 2024 the number of cases decreased again to 2 cases. Nonetheless, these fluctuations in the number of work accident cases show the importance of constantly paying attention to and improving work safety in the hotel environment.

The implementation of Occupational Safety and Health at Hotel Eastin Astha Resort Canggu is a crucial step in reducing the risk of work accidents and creating a safe working environment for all staff and guests. In hotel operations, various departments have special responsibilities in providing services to guests, where every day they are directly involved in activities related to occupational health and safety (K3). The K3 function here is the main guideline for assessing and identifying risks and hazards that may arise in the work environment, especially in hotels. K3 Personal Protective Equipment and Work Protective Equipment (PPE & APK) facilities are available in each Department.

Methods

This research was conducted at the Eastin Astha Resort Canggu Hotel, located on Jl. Munduk Catu No.8, Canggu, North Kuta, Badung Regency, Bali. The research runs from November 2023 to April 2024, covering the testing stage to the creation of a report.

The research uses qualitative data that is descriptive to deeply understand the experiences, perceptions, and attitudes of employees related to work safety at the hotel. The main sources of data include direct observation in the work environment and analysis of documents such as accident reports and K3 SOPs. Primary data was obtained through direct observation, while secondary data was in the form of literature studies and internal documents of the hotel.

The research procedure includes several stages, namely:

1. **Planning:** Identify the objectives, formulate the research question, and select the appropriate qualitative research design.
2. **Data Collection:** Direct observation at the workplace, interviews with employees and managers, and collection of OSH-related documents.
3. **Data Analytics:** Organizing data into categories or themes, thematic analysis to identify patterns, and inductive approaches for deep understanding.

- 4. **Interpretation and Findings:** Interpretation of the results of the analysis to understand the context and influencing factors, as well as the presentation of findings in the research report.

Data analysis involves several steps:

- 1. **Data Reduction:** Selection of relevant features, removal of irrelevant data or outliers, and data segmentation to make analysis easier.
- 2. **Data Presentation:** Use tables, graphs, and other visualizations to show patterns or trends in your data.
- 3. **Verification:** Double-check raw data and analysis results to ensure the accuracy and reliability of the information.

Results and Discussions

Hotel Eastin Ashta Resort Canggü has implemented an occupational safety and health (K3) policy with a high commitment to creating a safe and healthy working environment for all employees. The measures taken reflect serious efforts to meet the safety standards set by law as well as provide adequate protection for workers. Here are some of the OSH policies that have been implemented and their level of compliance:

Table 2. K3 Policy Mapping conducted by Hotel Ashta Resort Canggü

K3 Policy	Implementation Status	Information
Compliance with K3 regulations	100%	By Law No. 1 of 1970 concerning occupational safety and health.
BPJS Employment Participation	100%	All employees are registered in BPJS Ketenagakerjaan.
Preparation of APD and APK	90%	Most of the PPE and APKs have been provided according to the needs of each department.
Preparation and Implementation of K3 SOPs	85%	The K3 SOP has been prepared and implemented with adjustments according to field conditions.

Hotel Eastin Ashta Resort Canggü has implemented occupational safety and health (K3) policies very well. Compliance with K3 regulations reaches 100%, by Law No. 1 of 1970 concerning occupational safety and health, showing full commitment to applicable safety standards. All employees have been registered with BPJS Ketenagakerjaan, ensuring adequate protection in terms of work accidents and health insurance, also with a 100% implementation rate. The provision of personal protective equipment (PPE) and work protective equipment (APK) has reached a 90% implementation rate, where most of the equipment is provided according to the needs of each department, showing serious efforts in ensuring employees have the necessary equipment to work safely. In addition, the preparation and implementation of K3 Standard Operating Procedures (SOPs) has reached an implementation level of 85%, with adjustments

according to field conditions. This reflects that the SOPs have been well implemented, although they still need some adjustments to better suit the specific working conditions in the

Some of the work accidents that occurred at the Eastin Astha Resort Canggü Hotel include various situations that pose a risk to employees. One of them was falling from the 2nd floor due to misstepping while working, which resulted in serious injuries to the employees involved. Another incident involved being electrocuted due to the vacuum engine wires peeling off and coming into contact with the elevator body while cleaning the elevator cage. In addition, there were incidents where employees suffered injuries to their legs due to being hit by scattered bottle fragments, as well as cases of poisoning with cleaning drugs because the drink bottles did not have a label and were mistakenly considered drinking water. These incidents demonstrate the importance of compliance with occupational safety procedures and the need for better precautions to protect the well-being of employees in the hotel's work environment. Factors affecting the effectiveness of OSH training and its level of compliance:

Table 3 Factors affecting the effectiveness of K3 training conducted by Hotel Ashta Resort Canggü

Factor	Status	Information
Employee Knowledge and Skills	75%	Employees have received basic training, but further training is still needed.
Working Environment Conditions	70%	Some improvements are still needed, such as stricter supervision and new equipment.
Occurrence of Work Accidents	5 inside	Several incidents were recorded that indicate the need for improvement in training and SOP.

In the context of the work environment, obstacles related to employee awareness and skills in understanding and managing the risk of occupational health and safety (K3) hazards are issues that require serious attention such as some points below:

- 1. The lack of a deep understanding of the risks of occupational health and safety (OSH) hazards faced by employees is a serious obstacle that often occurs in the work environment. This phenomenon can result in various problems that have the potential to harm employees and the company's overall productivity. One of the main aspects of this obstacle is that employees are often not fully aware of the potential hazards around the workplace. Employees may underestimate or overlook serious risks, due to a lack of comprehensive understanding of the potential hazards.
- 2. This lack of understanding can be caused by several factors, including the lack of education, training, or effective communication from management related to the dangers of OSH. For example, companies may not place enough emphasis on the importance of safety and health in the workplace in training or onboarding programs for new hires. In addition, information about OSH risks may also not be conveyed clearly or easily understood by employees. This can

result in a lack of preparedness of employees in identifying potential hazards or taking appropriate preventive measures.

3. Another obstacle that is often faced is the lack of adequate orientation and training for new employees or those who are undergoing training. Inadequate orientation and training can result in employees being less prepared or less understanding of Occupational Health and Safety (K3) risks in the workplace. In many cases, new hires are not provided with sufficient understanding of the potential dangers they may face while carrying out their duties. Lack of emphasis on OSH during orientation or training programs can result in employees not understanding the precautions that need to be taken or how to respond appropriately in the event of an emergency.
4. Another obstacle that can be faced in ensuring safety in the workplace is the lack of regular training related to emergencies and Occupational Health and Safety (K3) in general. Sometimes, companies may not consistently conduct regular training that includes precautions, evacuation procedures, and emergency responses to various scenarios that may occur in the workplace.

To increase the effectiveness of the implementation of occupational safety and health at the Eastin Ashta Resort Canggü Hotel, various strategies need to be implemented. These strategies are designed to strengthen the safety culture in the workplace, ensure compliance with operational procedures, and improve employees' knowledge and skills in handling emergencies. Actions that can be taken by Eastin Ashta Resort Canggü related to improving the effectiveness of K3 implementation:

Table 4 Factors affecting the effectiveness of K3 training conducted by Hotel Ashta Resort Canggü

Strategy	Priority Level	Information
Update/Revision of SOP K3	90%	It is important to evaluate and revise SOPs regularly by involving employee input.
Collaboration with External Parties for K3 Training	85%	Inviting the Fire Service and medical personnel for more in-depth training.
Installation of K3 Signs	80%	Installing clear and easy-to-read K3 signs at the job site.

Renewal or Revision of SOP K3

The renewal or revision of the K3 SOP is an important step in dealing with the dynamics of the ever-evolving work environment. In carrying out such updates or revisions, companies need to pay attention to several things that have the potential to affect the safety and health of employees in the workplace. First, is an evaluation of the effectiveness of existing SOPs. This can be done by involving input from employees who work directly in the field. Thus, companies can better understand the obstacles faced in the implementation of the old SOPs and can improve the existing shortcomings.

At the stage of revising SOPs, companies also need to pay attention to the aspects of communication and training for employees. It is important to communicate the changes made in the SOP to all relevant employees and provide adequate training to ensure a good understanding of the changes. Thus, employees can implement the new SOP more effectively and minimize the risk of errors or confusion in the implementation of their duties.

In addition, companies also need to ensure that SOP revisions are not just a formal document, but are also implemented consistently and closely monitored. Management needs to provide strong support for the implementation of the new SOP, including providing sufficient resources, supporting continuous training, and providing appropriate rewards or punishments for employee compliance with the SOP.

Inviting External Parties for Collaboration in K3 Training

Cooperation with outside parties such as the Fire Service (Damkar) and medical personnel such as doctors or clinics is a strategic step in increasing employee awareness and skills related to Occupational Health and Safety (K3). In this context, the Fire Service (Damkar) can provide in-depth training on fire handling and evacuation. Experts from the Fire Department can provide broader insights into fire management strategies, including their extinguishing techniques and safe evacuation measures. This kind of training not only provides theoretical knowledge but also practical practice in real situations, so that employees can be better prepared and confident in dealing with emergencies.

In addition, involving doctors or medical personnel to provide training on CPR (Cardiopulmonary Resuscitation) techniques is also very important. CPR training can help employees respond quickly and appropriately in emergencies involving accidents or sudden health incidents. A doctor or CPR instructor can provide comprehensive knowledge of first aid measures in an emergency, including identification of signs of a medical emergency and effective resuscitation techniques. Thus, employees will have the necessary skills to provide proper first aid and increase safety chances for those in need of help.

This collaboration with external parties can also help in building a strong safety culture in the workplace. By engaging experts in their fields, companies can demonstrate their commitment to ensuring a safe and healthy work environment for all employees. It can also strengthen the relationship between the company and the surrounding community, as it involves government agencies and local medical personnel to improve safety in the workplace.

Installation of K3 Signs/ Warning of Accidents in the Workplace as a Reference for Employees

Installing Occupational Health and Safety (K3) signs at the workplace is an important step in creating a safe and healthy work environment. These signs not only serve as a visual guide but also as a reminder of potential hazards and precautions that employees should take. With clearly installed and easy-to-read K3 signs, employees can quickly identify risk areas and take the necessary steps to reduce the risk of accidents or injuries.

K3 signs usually contain information about various hazards that may be encountered in the workplace, such as danger zones,

prohibited areas, or instructions for the use of personal protective equipment. They can also provide instructions on safety procedures to follow in certain situations, such as evacuation procedures in an emergency or how to use special equipment.

By installing appropriate and complete OSH signs, companies can increase employee awareness of OSH risks and encourage compliance with pre-set safety standards. In addition, OSH signs can also help reduce employee confusion or uncertainty about the steps to take in certain situations, thereby increasing the effectiveness of accident prevention efforts.

In addition, installing K3 signs regularly also shows the company's commitment to employee safety and health. This can help create a positive safety culture in the workplace, where everyone feels responsible for the safety of themselves and their coworkers. Thus, installing K3 signs is not only a legal obligation but also an investment in the protection of employees and the continuity of the company's business.

The implementation of K3 at the Eastin Ashta Resort Canggü Hotel has been quite good with policies that are by regulations. However, some accident incidents point to the need for improvement in employee training and understanding of K3. By overcoming existing obstacles and implementing the proposed strategies, hotels can further increase the effectiveness of OSH implementation and create a safer and healthier work environment.

Conclusions

1. Hotel Eastin Ashta Resort Canggü has implemented an occupational safety and health policy by Law No. 1 of 1970 with a 100% compliance rate. All employees are registered in BPJS Ketenagakerjaan, and 90% of personal protective equipment and work protective equipment have been provided according to the needs of the department, showing a high commitment to work safety.
2. Occupational safety training at Hotel Eastin Ashta Resort Canggü has provided basic knowledge to 75% of employees but still requires advanced training. 70% of the working environment conditions meet the standards, but more stringent supervision and new equipment are needed. Five accident incidents show the need for increased training and SOPs.
3. Obstacles in the implementation of occupational safety and health at the Eastin Ashta Resort Canggü Hotel include a lack

of employee awareness of potential hazards, a minimal understanding of K3 risks for new employees, and a lack of regular training related to emergencies and K3. This shows the need to increase occupational safety education and training.

4. Strategies to increase the effectiveness of the SOP and revise it regularly by involving employee input (90% priority), inviting the Fire Service and medical personnel for more in-depth training (85% priority), and installing clear K3 signs at the work site (80% priority). The implementation of this strategy is expected to create a safer work environment.

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