

# OCCUPATIONAL HEALTH AND SAFETY PROGRAMS IN A FREIGHT RAILWAY COMPANY: “BEST PRACTICES”

*by Hanifa Maher Denny*

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**OCCUPATIONAL HEALTH AND SAFETY PROGRAMS IN A FREIGHT RAILWAY  
6 COMPANY: “BEST PRACTICES”****Program Keselamatan Dan Kesehatan Kerja Pada Perusahaan Kereta Api Logistik Di Semarang:  
“Best Practices”****Muhammad Fadhil Evan Pratama<sup>1</sup>, Hanifa Maher Denny<sup>1</sup>, Ekawati<sup>1</sup>**<sup>1</sup>Faculty of Public Health, Universitas Diponegoro, Indonesia  
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(<https://creativecommons.org/licenses/by-nc-sa/4.0/>)**ABSTRACT**

**Background:** Accidents at the workplace can affect productivity and public welfare. The occupational safety and health (OSH) program minimizes the case of accidents and illness at the workplace. The study site is a freight railway company with some risks as other transportation businesses. **Purpose:** The purpose of this study was to identify the company's best practices in OSH programs. **Methods:** This research is a qualitative design with an online in-depth interview approach to collect the data. The head of the company, Central Java branch, was interviewed as the primary informant while the head of the operational section was the triangulation informant. The researchers also reviewed some documents to validate the interview results. Data were analyzed using content analysis. **Results:** inspection, briefing, and training are the main OSH related programs in the company to increase the safety climate in the workplace. However, the company has not implemented the inspection as scheduled, lack of safety materials for the morning briefing, and lack of training for the workers. **Conclusion:** The freight railway in the study site has implemented some OSH Programs, but the safety briefing, inspection, and OSH training need to be conducted.

**Keywords :** OSH, accident, freight railway company, safety briefing, inspection.**1 ABSTRAK**

**Latar Belakang:** Masih tingginya angka kecelakaan kerja di Indonesia dapat mempengaruhi produktivitas serta kesejahteraan masyarakat. Untuk mencegah hal tersebut terjadi, diperlukan adanya program keselamatan dan kesehatan kerja (K3) di tempat kerja yang merupakan upaya dari perusahaan untuk meminimalisir terjadinya kasus kecelakaan kerja dan kasus penyakit akibat kerja. PT.X yang merupakan perusahaan logistik berbasis kereta api ini mempunyai potensi bahaya yang dapat memicu terjadinya kecelakaan di tempat kerja. **Tujuan:** Tujuan penelitian ini yaitu untuk mengetahui upaya dari perusahaan untuk mencegah terjadinya kecelakaan kerja melalui program K3 yang ada di perusahaan. **Metode:** Penelitian ini menggunakan desain kualitatif. Instrumen yang digunakan dalam penelitian ini yaitu form wawancara mendalam, serta pengumpulan data dilakukan secara daring. Informan utama dan triangulasi dalam penelitian ini yaitu kepala cabang dan kepala operasional. Data dianalisis berdasarkan triangulasi metode dan triangulasi sumber. **Hasil:** Inspeksi, briefing, dan pelatihan merupakan program utama perusahaan yang berkaitan dengan K3, dengan tujuan untuk meningkatkan iklim K3 di tempat kerja. Tetapi, perusahaan tidak menjalankan inspeksi rutin, kurangnya materi K3 pada saat briefing, dan kurangnya pelatihan pada pekerja. **Kesimpulan:** Program K3 yang ada di PT. X masing-masing mempunyai kelebihan serta kekurangan, dan menyarankan untuk meningkatkan atau memperbaiki program K3, seperti penerapan inspeksi rutin, adanya pelatihan, dan pemberian materi K3 pada saat briefing.

**Kata Kunci :** Keselamatan dan Kesehatan Kerja (K3), Logistik Kereta Api, Briefing Keselamatan, Inspeksi.

## INTRODUCTION

Occupational safety and health is defined as the science of anticipating, recognizing, evaluating, and controlling potential hazards that exist in the workplace, where these potential hazards can affect the health conditions of workers and have an impact on the overall environment in the workplace (O. Alli, 2008). Fridayanti and Kusumasmoro (2016) quoted from Suardi (2007:21) stated that OSH has several benefits for the company, namely protecting employees; demonstrate compliance with applicable regulations; reduce unexpected costs; create an effective management system; and increase the value of customer satisfaction (Fridayanti dan Kusumasmoro, 2016).

Aspects of OSH in the workplace if not implemented properly will lead to cases of accidents and occupational diseases. BPJS Employment data states that the number of work accident cases in 2019 fell at 77,295 cases, which can cause death and affect productivity and community welfare (Tanjung, 2020). To prevent more and more cases of work accidents in the workplace, it is necessary to have an K3 program which is an effective way to protect valuable assets in the company (Occupational Safety and Health Administration, 2016). Based on research conducted by Fajri et al. (2017), The OSH program is an effort from the company to protect assets (co: employees) so that they are safe from incidents such as accidents or occupational diseases (Fajri *et al.*, 2017). The OSH program that is carried out must also show seriousness to minimize the number of work accidents in the company (Prasetyo, 2016).

PT. X is an agency engaged in the logistics sector, and uses trains as a delivery medium. The potential dangers that exist in the company with the status of this branch office are work fatigue; work posture; slipping while carrying goods (rainy conditions); and injured as a result of carrying goods (co: hit by a motorcycle disc). The purpose of this study is to determine the existing K3 program at PT. X.

## METHOD

This study used a qualitative design, in order to find out the aims (objectives, implementation time, etc.) of the occupational safety and health (OSH) program at PT. X.

There were two informants in this study, namely the main informant and the triangulated informant. For the main informant, the researcher asked for availability from the head of the branch, while the triangulation informant asked for the availability of the head of the company's operations.

The data collection was done online due to the COVID-19 pandemic, either by phone call or via chat messenger. The instrument used in this study was an in-depth interview form. The data that had been obtained, processed and analyzed, were being tested the validity by using two triangulation techniques, namely source triangulation and method triangulation. This research had obtained permission from KEPK FKM Undip with number 99/EA/KEPK-FKM/2020.

## RESULTS

Based on the results of in-depth interviews, the two informants both stated that there are three OHS programs in the company, namely:

### 1. Inspection

The inspections undertaken at the branch office of a company were undertaken by employees of the Safety, Health, and Environment (SHE) division located at the head office. Inspections were held with the aim of identifying potential hazards in the company. For the implementation schedule, inspections were undertaken suddenly without any prior notification to the branch head. After the inspection has been undertaken, the head office SHE would send a file of the results of the inspection review, along with recommendations for follow-up on potential hazards contained in the form.

### 2. Briefing

Briefing or apel (workers usually call this program as follows) is one of the programs that aims to explain to workers (porters) what work must be done, remind porters to always prioritize safety in carrying out loading and unloading activities. Technically, the briefing is divided into 2, namely:

- a. Briefing led by the head of the branch; where the nature of the branch head provides non-routinely.
- b. Briefing led by the field coordinator, this briefing systematic was given before loading and unloading activities begin, and the system is routine.

The timing of the briefing was as explained: briefings by the coordinating coordination unit were routinely since the purpose is to direct and remind porters for safety. On the other hand, briefings by branch heads were not undertaken routinely, but branch heads were also always reminded to prioritize safety at work.

### 3. Training

The main informant said that there were 2 trainings, namely:

- a. First Aid
- b. Extinguishing fire with a Light Fire Extinguisher

The two types of training are matched with the potential hazards that exist in the company. Both trainings aim to improve the competence and ability of workers, especially in dealing with emergencies and using emergency facilities such as fire extinguishers and first aid.

Technically, companies usually call instructors from outside. As for the implementation time, it is not often carried out by the company, usually it is done once a year, but in the near future there is no plan to carry out retraining.

## DISCUSSION

### 1. Inspection

Based on the research results that have been mentioned, the purpose of the inspection held in the company is to identify the potential hazards that exist in the company. This is stated by Putra (2017) in his research quoting from Tarwaka (2014), inspection is a way to identify problems and assess risks before accidents occur in the workplace (Putra, 2017).

The inspections involve the SHE team of the company's head office, and all findings are recorded by the SHE team who conducts inspections at the branch offices. In accordance with the guidelines of the US Chemical Safety Committee (2000), it is explained that findings related to hazards that exist in the workplace must be recorded, and suggestions are given to improve potential hazards that become problems in the work environment, and the team carrying out the inspection must meet the following factors to realizing an effective OHS inspection in the company (American Chemical Society Committee on Chemical Safety, 2000):

- a. Use checklists when carrying out inspections

- b. Record some findings systematically; including daily notes
- c. Practice your ability to observe your surroundings
- d. Don't be impressed by the appearance of a zero-hazard workplace; it is possible that there is a potential danger in that place
- e. Don't justify facts, be an insightful inspector
- f. Know the duties and responsibilities of inspectors

After the inspection, of course, it is recommended to make repairs according to what is directed by the inspector team. Astuti et al. (2018) in his research explains that corrective action must be carried out repeatedly, get support from the leadership/management to take corrective action, and follow up until the action is completed (Astuti *et al.*, 2018). Winnaputri et al. (2017) also stated in their research, that reporting potential hazards is influenced by several factors, such as (Winnaputri *et al.*, 2017):

- a. Knowledge
- b. Experience
- c. Attitude
- d. Subjective norm
- e. Control perception
- f. Intention

The systematic inspection undertaken at the branch office is sudden, in the sense that the SHE section of the head office comes without prior notification, and is not scheduled in a planned/sudden manner. Despite the sudden schedule, unplanned inspections have their advantages. This was in accordance with the research of Rinawati et al. (2017) citing Tarwaka (2008), that informal/unplanned inspections are effective, because if problems arise, they can be immediately identified and reported for further action. But on the other hand, this can be a drawback. It has limitations since it was not done systematically (Rinawati *et al.*, 2017).

### 2. Briefing

Based on the results of the study, the two informants both said that the purpose of the briefing was to inform the target of the work to be completed on that day, as well as a place to give a reminder to porters to prioritize safety in loading and unloading goods. According to research from Prodea et al. (2019), giving a briefing before work starts, can increase employee motivation to work better (Prodea *et al.*, 2019). Research from

Pham et al. (2019) stated that briefings that also discussed safety had several advantages, including (Pham *et al.*, 2019):

- a. Improve the company's communication flow in a better direction
- b. Bring up the ethos of cooperation in the team
- c. Increase the speed of response/communication when problems occur
- d. Make workers more courageous in conveying something/reporting incidents

Briefings conducted by branch heads mainly discussed loading and unloading activities and rarely discussed K3 related activities (although the portion was small). Kaskutas et al. (2016) stated that the briefing includes potential hazards in the workplace and ways how workers can minimize potential hazards in the workplace. Those responsible for giving the briefing can remind again what was discussed at the briefing to prioritize safety in the workplace (Kaskutas *et al.*, 2016). PP No. 50 of 2012 also stated that information related to K3 implementation must be disseminated to workers in the company (Pemerintah Republik Indonesia, 2012).

### 3. Training

Based on the interview results, the main informant stated that the training held was in the form of first aid and fire fighting with APAR. Meanwhile, the triangulation informant said that the training was not held at the branch office or at the head office. This is very unfortunate because it was stated in the research of Haslinda et al. (2016), providing OSH training to workers is an essential element because it includes elements such as the ability to identify hazards, odd events, and near misses in the workplace and are taught how to deal with them. There is a relationship between accident management and providing training to workers (Abdullah *et al.*, 2016).

According to BO Alli's book entitled "Fundamental Principles of Occupational Health and Safety" (2008), providing training to workers is the responsibility of management. Providing training should promote action, stimulate sensitivity, increase knowledge, and help workers deepen their knowledge and skills (O. Alli, 2008). In addition to aiming to increase knowledge, training for workers can also be a place to promote and communicate information and

expectations related to the implementation of K3 to workers, which is stated by Wahab et al. (2014) in his research. Moreover, in the study, it was also stated that providing training to workers can affect the improvement of OSH performance in the workplace (Wahab *et al.*, 2014).

### CONCLUSION

According to the initial purpose of the research, the following conclusions can be drawn, namely:

- a. OHS program run by the company. There are 3 X, namely Inspection, Briefing, and Training.
- b. Inspection held by PT. X was carried out suddenly by the Head Office Safety, Health, and Environment (SHE) Team and the objects recorded by the SHE Team also included the work environment.
- c. The briefing held by the head of the branch before work and the material delivered more or less about loading and unloading activities rarely discussed OHS issues.
- d. The training was held at PT. X already has a goal to improve the competence of workers. However, it is unfortunate because the training is not held evenly for all participants due to differences in the delivery of information between the two informants.

### SUGGESTION

From the research that has been done, there are several things that researchers can suggest, namely:

- a. Inspections must be scheduled at least once a month to monitor potential hazards/irregularities in the workplace.
- b. In the briefing program, the branch head should also participate in supervision or provide material related to the briefing carried out. The briefing implementation provides reminders about safety or loading and unloading activities, but there are few sessions of providing materials related to OHS to workers.
- c. The OSH training program should be scheduled so that the objectives of the training

that have been prepared from the start can be applied equally to all workers; thus, workers can gain knowledge.

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