

Compliance and the role of supervision related to the use of personal protective equipment (PPE) in laundry officers

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ABSTRACT

The hospital is one of the workplaces with various threats of danger that can have health impacts. One of the high-risk hospital workers is laundry workers because they are not equipped with special skills to become laundry and some of them do not use Personal Protective Equipment (PPE) to protect workers from various threats of danger. This study aimed to know how the compliance and monitoring of using Personal Protective Equipment (PPE) for Laundry Officers at Sultan Iskandar Muda Hospital, Nagan Raya Regency. Method: This is a qualitative descriptive research method which aims to describe, summarize various conditions, situations, or various phenomena of social reality that exist in the community. The research informants was 11 people. Data analysis was done by using data reduction, data presentation and data verification. Results: The results showed that there was a compliance and a monitoring. That influenced of using the Personal Protective Equipment For laundry workers. Conclusion: The conclusion of the study shows that there is an effect of compliance and supervision on the use of Personal Protective Equipment (PPE). It is suggested to the Hospital, to provide training on the use of PPE for laundry workers.

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INTRODUCTION

The hospital is one of the workplaces with various threats of danger that can have health impacts. One of the high-risk hospital workers is laundry workers, because they are not equipped with special skills to become laundry workers (Notoatmodjo, 2009). Therefore it is important to use Personal Protective Equipment (PPE) to protect workers from various threats of danger (Syamsuddin, 2020). A hospital laundry installation is a place for washing linen with potential hazards including physical factors such as noise, chemical factors such as the use of detergents and fragrances, biological factors, ergonomic factors and psychosocial factors (Mahmudah, 2021).

For health workers, of course, the risk of contracting a disease increases if compliance with the use of Personal Protective Equipment (PPE) is ignored. This can be caused because every day health workers always have direct contact with patients (Wasty et al., 2021). In addition, there are still many officers who are not good at using Personal Protective Equipment (PPE), attitudes such as not using complete Personal Protective Equipment (PPE) while working due to habits, limited provision of Personal Protective Equipment (PPE), condition of Personal Protective Equipment (PPE) which are no longer suitable for use and there is no routine socialization regarding the Personal Protective Equipment (PPE) provided (Chotimah et al., 2019). So that compliance has not been implemented evenly from each worker and there are still many workers who work not yet aware of this meaning that the use of personal protective equipment is carried out only when there is supervision (Saryono, 2013).

Based on research that conducted by Agung Widodo data adherence to the use of PPE in the hospital obtained by workers in the hospital have high level of compliance using PPE as much as 84.68%. Based on Data Work accident case report from agency implementation of social security work (BPJS) Employment, until the end of 2015 the number of work-related accidents ie 110,285 cases, experienced in 2016 decrease amounted to 105,182 cases, Meanwhile, until August In 2017 there were 80,392 cases. This is caused by lack of oversight and compliance use of personal protective equipment in Hospital environment. Based on research that has been carried out in Sari Asih Hospital Serang Province Banten, data obtained that deep nurse non-compliance use of PPE in the ICU (39%), perinatology (62%), pediatrics (79%), emergency room (63%) and VIP room (45.8%) (Wasty et al., 2021).

Research results from Novia Zulfa Hanum (2017) where are the results his research shows that there is relationship between education and adherence to the use of PPE on officers laundry (Hanum et al., 2022).

Sultan Iskandar Muda Regional General Hospital, Nagan Raya Regency, is a regional general hospital belonging to the Regional Government of Nagan Raya Regency, which is currently classified as a type C general hospital located in Meulaboh, has 9 laundry workers on duty in the laundry unit. Sultan Iskandar Muda Hospital is the highest referral hospital in Nagan Raya Regency, this allows for an increase in patients. With the large number of patients admitted, it requires that the hospital has qualified and highly dedicated laundry workers. An example of implementing occupational health and safety for laundry workers is complying with the use of Personal Protective Equipment (PPE) in accordance with the SOP (Standard Operating Procedure) found in the laundry unit at Sultan Iskandar Muda Hospital, Nagan Raya Regency.

Based on an initial survey conducted through observation and interviews with a head of the laundry unit and laundry officers, information was obtained that the lack of adherence to the use of Personal Protective Equipment (PPE) among laundry workers was also based on awareness in using PPE that had not been carried out properly, and only used PPE at the time When supervised. As for the results of observations by looking directly at the use of Personal Protective Equipment (PPE) on laundry workers, there are still officers who do not use Personal Protective Equipment (PPE) when washing dirty linen such as head protectors, eye and mouth protectors, and leg protectors. As for the reason the officer wanted to rush and forgot to wear it. Based on this, the purpose of this study was to find out how compliance and the role of supervision are related to the use of personal protective equipment for laundry workers.

RESEARCH METHOD

Research design

This type of research is qualitative research, qualitative research is a type of research whose findings are not obtained through quantification procedures, statistical calculations, or other forms of methods that use numbers, but something related to aspects of quality, value or meaning

contained behind the facts. This method is applied to see and understand the subject or object of research. This study uses a case study approach (Case Study)

Research Location and Time

- a. Research sites
- b. Location This research was conducted at Sultan Iskandar Muda Hospital, Nagan Raya District, Aceh province
- c. Research time
- d. This research was conducted from January to April 2022 at Sultan Iskandar Muda Hospital and continued with research conducted from July to August 2022.

Informant

Informants are research subjects who can provide information about the phenomena/problems raised in the research. The informants in this study were 11 laundry workers at Sultan Iskandar Muda Hospital.

Data collection technique

In this study the type of data collected was primary data obtained through observation and interviews, and secondary data obtained by means of documentation. The description of each data collection technique carried out is as follows:

- a. Observation (observation)

According to Arikunto observation is a data collection technique that is carried out by conducting research carefully, as well as systematic recording.

- b. Interview

An interview is a conversation that is directed at a particular problem and is an oral debriefing process in which two or more people face each other physically. The interview used was a guided interview (Structured Interview), namely an interview conducted based on an interview guide in the form of a list of open-ended questions that had been prepared by the researcher (31).

- c. Documentation

Documentation is any evidentiary process based on any type of source, whether written, oral or archaeological. This technique is done to document the results of observations, interviews

Data Validation Techniques

To obtain data validation, this research uses triangulation where researchers do not only use one data source, one data collection method or only use the researcher's personal understanding, without checking again with other studies.

RESULTS AND DISCUSSIONS

Obedience

Based on the results of interviews with the head of the laundry installation in accordance with questions related to compliance, the informant said that if there were officers who did not use personal protective equipment (PPE) in accordance with the SOP they would be reprimanded and told how to use it correctly, and if they continued to violate and disobey then will be given a sanction in the form of SP 1 to officers who violate it.

Based on the results of interviews with laundry officers regarding compliance, the informant said that officers had used personal protective equipment (PPE) in accordance with the applicable SOP, and officers already knew the requirements for using personal protective equipment (PPE) itself (Lestantyo et al., 2020).

Based on the results of interviews with the administration of the laundry room in accordance with the questions above regarding compliance, the informant said if an officer disobeyed or

violated it, they would be given a warning, and reminded that it was important to use Personal Protective Equipment (PPE) while working, after being warned they still don't comply, they will given sanctions in the form of SP 1 to officers who do not use Personal Protective Equipment (PPE).

Supervision

Based on the results of interviews with the head of the laundry installation in accordance with questions related to how to supervise, the informant said that the informant already knew the importance of supervision being carried out, but the supervision carried out in the laundry unit was not very effective and adequate, because only the head of the laundry installation carried out supervision before work from Monday to Friday, so when the head of the laundry installation is not present on Saturday and Sunday, no supervision is carried out, only the self-awareness of each laundry worker to wear Personal Protective Equipment (PPE) before work.

Based on the results of interviews with laundry officers in accordance with the questions above regarding supervision, the informant said that the informant already knew the importance of supervision being carried out before work and the supervision carried out at the laundry installation had been routinely carried out and was quite adequate (Diannita, 2020). It's just that some laundry workers said that supervision was only carried out a few times a week, and some laundry officers said supervision was carried out every day, and those who carried out the supervision were the head of the laundry installation by checking the completeness of the officers' Personal Protective Equipment (PPE) before work (Siagian, 2005).

Based on the results of interviews with the administration of the laundry room in accordance with the questions above regarding supervision, the informant said that the supervisor was the administration of the laundry room or the head of the laundry installation himself before the officers started working. And the supervision carried out in the laundry installation is not routine because it is not done every day, only a few times a week.

Discussion

Obedience

Based on the results of interviews conducted by researchers, it can be concluded that there are no special sanctions given to officers who do not comply with the use of Personal Protective Equipment (PPE). Correct Personal Protective Equipment (PPE) Laundry workers already know what are the requirements for using Personal Protective Equipment (PPE) and already know the diseases that can result from not using Personal Protective Equipment (PPE) (13). Compliance is one of the health maintenance behaviors, namely one's efforts to maintain health or maintain health so as not to get sick and efforts to heal when sick (2).

Research conducted by Mahmuda, et al, "Factors Behind Non-compliance with the Use of Complete Personal Protective Equipment (PPE) for Laundry Officers at Idaman Hospital in Banjarbaru City" shows that there are extrinsic factors underlying non-compliance with the use of complete PPE for laundry workers including completeness of PPE, comfort of PPE, regulations PPE, PPE monitoring and the environment. Increasing and improving the completeness of PPE, comfort of PPE, regulation of PPE, supervision of PPE and the environment need to be carried out so that compliance with the use of complete PPE can run well (3). Then in the research conducted by Rizka Maulida Sari, in 2022 at RSU Haji Medan it shows that the level of compliance of workers in using Personal Protective Equipment (PPE) is still low, the low compliance of workers using Personal Protective Equipment (PPE) is generally caused by psychological factors, namely factors discomfort and dislike of using Personal Protective Equipment (PPE) for reasons of heat and lack of freedom in using Personal Protective Equipment (PPE) (Mahmudah, 2021).

This research is also in line with Salsabila Nur Istighfari's research, Luky Dwiantoro, "Compliance with the Use of Personal Protective Equipment for Health Workers in Hospitals Through the Development of the Human Factor Design Method" which shows that human factor design is one

of the standard interventions that can be applied in efforts to improve the quality of human resources. by considering three domain systems including physical, cognitive, and organizational. Increasing standard alert signs and transmission through poster media, comprehensive education with edutainment videos, as well as monitoring efforts through supervision, can provide effectiveness in increasing adherence to the use of PPE for health workers in hospitals (Istigfari & Dwiantoro, 2022).

This research is not in line with the research of Mentari Mungesti, Novita Sekarwati, Eva Runi Khristiani "Description of Linen Management in the Laundry Section of RSPAU Dr. Suhardi Hardjolukito Yogyakarta, which shows that officers do not use complete Personal Protective Equipment (PPE) because they are not used to wearing PPE while working and are not used to complete PPE from the hospital, such as the unavailability of hats/head coverings and special clothing and aprons (Mungesti et al., 2016).

In the opinion of the researchers that there are compliance factors that influence the analysis of the use of Personal Protective Equipment (PPE) for laundry workers at Sultan Iskandar Muda Hospital, Nagan Raya Regency.

Supervision

Based on the results of interviews conducted by researchers, it can be concluded that the supervision carried out at the laundry installation was not routine and inadequate, supervision was only carried out several times a week and not carried out every day (Badiang et al., 2018). Supervision is carried out. It is a part that is no less important, discussing the main results obtained and comparing them with the results or what was previously understood. The discussion also explains why such results occur, whether they are physiological or contradictory (Istigfari & Dwiantoro, 2022).

If conflicting, the possible causes should be explained. The discussion should focus on the research objectives previously mentioned, by the head of the laundry installation and administration of the laundry room by checking the completeness of the officers' Personal Protective Equipment (PPE) in the morning before going to work (Fitriana & Pratiwi, 2018). Supervision means observing and monitoring in various ways such as direct observation of operational activities in the field, reading reports and various other ways while operational activities are in progress (Bilad et al., n.d.).

Research conducted by Kamaliah "Description of the Danger Factors for Linen Washing Unit Services in the Idaman Regional Hospital, Banjar Baru City" shows that there is a lack of direct supervision of laundry workers in the process of managing linen, whether it is in accordance with good SOPs (Standard Operating Procedures) and right (Kamaliyah, 2022). Then research conducted by Cita Chusnul Chotimah, Haryadi, Nendyah Roestijawati at the RSGMP Unsoed Hospitality Community in 2019 showed that there was an effect of knowledge, motivation and perceived risk on the behavior of using basic PPE. Supervision moderates the influence of knowledge and motivation on the behavior of using basic PPE, but does not moderate the effect of perceived risk on the behavior of using basic PPE (Chotimah et al., 2019).

This research is also in line with research conducted by Mahmuda, et al, "Factors Behind Non-compliance with the Use of Complete Personal Protective Equipment (PPE) for Laundry Officers at Idaman Hospital, Banjarbaru City" showing extrinsic factors underlying non-compliance with the use of complete PPE for laundry workers including the completeness of PPE, PPE comfort, PPE regulations, PPE monitoring and the environment. Improvement and improvement of the completeness of PPE, comfort of PPE, regulation of PPE, supervision of PPE and the environment need to be carried out so that compliance with the use of complete PPE can run well (9). Then this research is also in line with research conducted by Tri Puji Astuti, Ida Wahyuni, Siswi Jayanti "The Relationship of Characteristics, Knowledge, Attitudes and Supervision with Compliance with the Use of Personal Protective Equipment for Laundry

Workers" shows that there is a relationship between supervision and compliance with the use of PPE. This is caused by the lack of supervision from superiors and K3 regarding the use of PPE in laundry installations, there are no sanctions/penalties for workers who do not use PPE, making most workers disobedient in using PPE (Hanum, 2021a).

This research is not in line with the research conducted by Novia Zulfa Hanum "The Relationship between Giving Rewards and Punishment with Compliance with the Use of PPE in the Laundry, Kitchen, and Sterilization Service Units in X Hospital Jakarta" which shows that giving rewards and punishment is not related to compliance with the use of PPE in the laundry section, kitchen, and sterilization service unit. This can be seen in the results of the study that of 95 officers at X Jakarta Hospital, the result was that there was no significant relationship between giving rewards and adherence to the use of PPE for officers in the laundry, kitchen, and sterilization service units (Hanum, 2021b). According to the opinion of the researchers, there were factors supervision that affects the analysis of the use of Personal Protective Equipment (PPE) for laundry workers at the Sultan Iskandar Muda Hospital, Nagan Raya Regency.

CONCLUSION

The compliance of laundry workers still needs attention even though they already know the requirements for using Personal Protective Equipment (PPE) and what are the impacts of not using Personal Protective Equipment (PPE) but there are still officers who do not comply with using Personal Protective Equipment (PPE) completely. The supervision provided by the head of the laundry installation and the administration of the laundry room is not routine and inadequate, because it is only carried out several times a week and not every day, so that there are officers who do not use complete Personal Protective Equipment (PPE) while working. And there are no special sanctions given to laundry workers who don't wear Personal Protective Equipment (PPE), they are only given a warning and an understanding of the importance of using Personal Protective Equipment (PPE). Research Implications The use of PPE is the final stage of the control method accidents and work consequences. Nonetheless, the use of PPE will become very important if the technical and administrative controls have been maximally but the potential risk is still relatively high. The magnitude of the benefits of this PPE at work does not guarantee all workers will use it because there are still many workers who do not use it. Personal protective equipment is commonly used by workers, but in fact not all workers use it as it should. For further research to focus on researching training or outreach to workers regarding use Proper and proper PPE and dangerous if not use PPE and do a review about implementation use of the PPE.

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