

Relationship Between Occupational Safety Services and Emergency Response Management Development of Nurse Performance

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ABSTRACT

Because the hospital has a huge workforce with a significant risk of occupational illnesses or work accidents, it is required to take safeguards, such as adopting work safety services and building emergency response management. Hospitals face a range of complex labor concerns, including varying risks of occupational disease and even work-related accidents depending on the kind of employment, thus they are required to adopt initiatives to promote Hospital Occupational Health and Safety (K3RS). Therefore, it is necessary to provide work safety services and develop emergency response management in hospital so that work accidents and occupational diseases can be prevented. This Study aims to determine the relationship between occupational safety services and development emergency response management with workplace performance at special eye hospital medan Baru in 2022 with a cross sectional approach.

Keywords: Occupational Safety, Emergency Response Management, Performance

INTRODUCTION

Health Service Institutions are places that are used to provide health services, both improvement, prevention, treatment and recovery, so that the development of the number of health service institutions, especially hospitals will make competition more stringent (Foster et al., 2019; Fang, 2018; Centauri et al., 2018). Because the hospital has a big workforce with a significant risk of occupational illnesses or work accidents, it is required to take safeguards, specifically by creating an occupational safety and health program at the hospital (Tamers et al., 2020; Sitting et al., 2018; Marler & Ditton, 2021). A hospital, according to the WHO (World Health Organization), is an important aspect of a social and health organization that provides comprehensive (all-encompassing), illness healing (curative), and disease prevention (preventive) services to the community (Weiss & Copelton, 2020; Decker et al., 2021; Cripps & Hood, 2020). The hospital also serves as a health worker training facility and a medical research facility (Cancedda et al., 2018; Desta et al., 2018; Geberemariyam et al., 2018). According to Hospitals Law No. 44 of 2009, a hospital is defined as a health care facility that organizes comprehensive individual health services that include inpatient, outpatient, and emergency services. An emergency is a clinical situation in which a patient requires rapid medical attention in order to preserve lives and avoid future impairment.

Plenary health services are those that comprise promotional, preventative, curative, and rehabilitative care (Ssenkooba et al., 2021; Hinman et al., 2020; Agarwal et al., 2019). Occupational Health and Safety is a consideration and effort to ensure the integrity and perfection of both the body and the soul. With occupational safety and health, the parties are expected to be able to do work safely and comfortably. Worker said to be safe at work is if whatever the worker does, the risks that may arise can be avoided. Worker said to be comfortable if the workers concerned can do the work feeling comfortable and at ease, so they don't get tired easily. Hospitals face a range of complex labor concerns, including varying risks of occupational illnesses and even work-related accidents depending on the type of job, therefore they must make efforts to promote Hospital Occupational Safety and Health (K3RS). This attempt is made to reduce the possibility of workplace accidents (Dabbagh & Yousefi, 2019; Oah et al., 2018). Work accidents do not happen by chance; instead, there is a reason. Because there is a reason, the cause of the accident must be investigated and determined, so that subsequent corrective action aimed at that cause, as

well as additional preventive efforts, work accidents can be avoided and similar accidents do not reoccur.

Occupational accidents that occur in workers, for example nurses, often occur due to a lack of awareness of the workforce and the inadequate quality and skills of the workforce. Many workers underestimate work risks, so they do not use safety equipment even though they are available as well as the lack of work motivation and high work stress experienced by hospital workers (Ejlertsson et al., 2018; Vizheh et al., 2020). Infectious infections (hepatitis, diarrhea, measles, AIDS, influenza), radiation hazards (cancer, genetic organ problems), and chemical hazard risks are some of the health dangers that may be created by the presence of hospitals. The Occupational Safety and Health program is expected to be able to create working conditions that are safe or safe from suffering (Robertson & Long, 2018; Rangachari & Woods, 2020), damage or loss in the workplace. Occupational safety refers to the safety of equipment, airplanes, work tools, materials, and processing processes, as well as the basis of the workplace and its environment and methods of work. Based on the Laws and Regulations concerning K3RS Standards that the K3RS program includes Work Safety services and Emergency Response Management Development, Work Safety Services include Personal Protective Equipment while Emergency Response Management Development includes Training related to Occupational Safety and Health topics.

Personal Protection Equipment (PPE) is a set of safety equipment used by workers to protect all or part of their bodies from potential work environment risks such as accidents and infections (LeChevallier et al., 2020; Jones et al., 2020; Verbeek et al., 2020). The sort of PPE offered must be capable of offering substantial defense against the particular dangers to which personnel, including permanent employees and contractors, are exposed according to their various job titles. In the meanwhile, training and development are at the core of continuing efforts to boost corporate performance and employee capability (Kareem & Hussein, 2019; Fletcher & Robinson, 2018). Teaching new hires, the skills they need to perform their duties is another aspect of training (Papay et al., 2020; Jaworski et al., 2018). Therefore, it can be said that training is a process that involves teaching workers things like skills, attitudes, discipline, and providing skills specific to the area of work they will be performing (Rao, 2018; Kee et al., 2018; Widarko & Anwarodin, 2022). The outcome of comparing the job done by employees to predefined criteria is performance. Performance may also be seen as a factor in how well a company carries out its objective, and factors like productivity, service quality, responsiveness, responsibility, and accountability can all be measured. Every individual has the capacity to engage in a variety of activities; this capacity can be acquired either naturally (present at birth) or via learning. Humans have the capacity to behave in a specific manner, yet this behaviour only manifests itself sometimes (McCormick et al., 2019; Furr & Funder, 2018).

The entire workforce working at the Medan baru eye hospital has a duty to provide health services that interact with patients. The entire workforce as part of the health workforce is an integral part of health services having a key role in realizing occupational safety and health (K3) in hospitals. The performance of the entire workforce is a form of professional service which is an integral part of health services. In a management system, performance can be interpreted through the compliance of a professional workforce in carrying out work safety service duties according to standards. One of the eye hospitals in the city of Medan, the Medan Baru Special Eye Hospital has the responsibility and function of offering total individual health services (encouragement, preventive, curative, and rehabilitative) in accordance with high standards for medical service quality and accessibility at all income levels. Professional health workers support the community, but some employees still don't use Personal Protective Equipment (PPE) and don't understand the idea of K3 in general.

One example of this is in the creation of emergency response management in the form of trainings on Occupational Safety and Health (K3) itself. Based on the results of an initial survey conducted by the author on February 5, 2022 at the Medan Baru Special Eye Hospital by conducting short interviews and observations. It was found that there were still many workers who did not understand related to work safety services, in this case the use of personal protective

equipment, it was found that workers did not use Personal Protective Equipment (PPE) and there was still uneven training related to Occupational Safety and Health (K3) to all labor.

METHODS

The type of research used is quantitative in the form of an analytic survey using a cross sectional approach. The Cross-Sectional Design is a research design by measuring and observing at the same time to find out the relationship between work safety services and the development of emergency response management in 2022. The population in this study were all research subjects, namely the entire workforce working at the Medan Batu Special Eye Hospital in 2022, totaling 55 workers. Sampling in this study was the entire total sample of 55 people.

RESULTS

Gender

The distribution of respondents by gender in this study can be seen in the following table:

Table 4.1.

Distribution of Respondents by Gender at Medan Baru Special Eye Hospital

Gender	Frequency(n)	Percentage (%)
Male	17	27,4
Female	45	72,6
Total	62	100

Table 4.1 demonstrates that 62 respondents—62 male respondents, 17 male respondents (27.4%), and 45 female respondents (72.4%)—provided the characteristics of respondents according to gender.

Age

The distribution of respondents according to age in this study can be seen in the following table:

Table 4.2.

Distribution of Respondents by Age at Medan Baru Special Eye Hospital

Age	Frequency(n)	Percentage (%)
20-30 Years	53	85,5
31-40 Years	8	12,9
>40 Years	1	1,6
Total	62	100

Table 4.2 shows that the characteristics of respondents according to age were obtained from 62 respondents aged 20-30 years, there were 53 respondents (85.5%), 31-40 years, 8 respondents (12.9%) and >40 years as many as 1 respondent (1.6%).

Last Education

The distribution of respondents according to their last education in this study can be seen in the following table:

Table 4.3.

Distribution of Respondents According to Last Education at Medan Baru Special Eye Hospital

Last Education	Frequency(n)	Percentage (%)
SMA	2	3,2
D3	34	54,8
S1	25	40,3
S2	1	1,6
Total	62	100

Table 4.3 shows that the characteristics of respondents according to their last education were obtained from 62 respondents with high school education, 2 respondents (3.2%), D3 34 respondents (54.8%), S1 25 respondents (40.3%) and S2 1 respondent (1.6%).

Occupational Safety Services at the Medan Baru Special Eye Hospital

The distribution of respondents according to work safety services in this study can be seen in the

following table:

Table 4.4.

Distribution of Respondents According to Occupational Safety Services at the Medan Baru Special Eye Hospital

Service Work Safety	Frequency(n)	Percentage's (%)
Yes	40	64,5
No	22	35,5
Total	62	100

Table 4.4 shows that the respondents' opinion on the work safety service variable out of 62 respondents with a Yes opinion was 40 people (64.5%), and no as many as 22 people (35.5%).

Development of Emergency Response Management

The distribution of respondents according to the development of emergency response management in this study can be seen in the following table:

Table 4.5.

Distribution of Respondents According to the Development of Emergency Response Management at the Medan Baru Special Eye Hospital

Management Development Emergency Response	Frequency (n)	Percentage (%)
Yes	38	61,3
No	24	38,7
Total	62	100

Table 4.5 shows that the respondents' opinions on the emergency response management development variable out of 62 respondents with a Yes opinion were 38 people (61.3%), and no as many as 24 people (38.7%).

Nurse Performance

The distribution of respondents according to the performance of nurses in this study can be seen in the following table:

Table 4.6.

Distribution of Respondents According to Nurse Performance at Medan Baru Special Eye Hospital

Nurse Performance	Frequency (n)	Percentage's (%)
Agree	34	54,8
Not Agree	28	45,2
Total	62	100

Table 4.6 shows that the respondents' opinions on the nurse performance variable out of 62 respondents agreed that there were 34 people (54.8%), and that there were 28 people who disagreed (45.2%).

Bivariate Analysis

Relationship Between Occupational Safety Services and Nurse Performance:

Table 4.7.

The Relationship between Occupational Safety Service Variables and Nurse Performance at the Medan Baru Eye Special Hospital

Occupational Safety Service Variable	Nurse Performance				Total		Asymp. Sig Sided
	Agree		Not Agrees				
	f	%	f	%	f	%	
Yes	29	46,8	11	17,7	40	64,5	0,000 < 0,05
No	5	8,1	17	27,4	22	35,5	
Total	34	54,8	28	45,2	62	100	

Based on the table of the relationship between work safety service variables and nurse performance at the Medan Baru Special Eye Hospital, it is known that out of 62 respondents to

the work safety service variable in the Yes category, there were 40 (64.5%) respondents who agreed with 29 (46.8 %) of respondents, did not agree 11 (17.7%) of respondents. While the work safety service variable is in the No category, namely 22 (35.5%) respondents, with 5 (8.1%) respondents agreeing and 17 (27.4%) respondents disagreeing. The factors of occupational safety services and nurse performance have a significant association, according to the chi-square test findings, with a p-value of $0.000 < 0.05$. This demonstrates a connection between the work safety services provided and the nurses' performance at the Medan Baru Special Eye Hospital.

Relationship Between Occupational Safety Services and Nurse Performance

Table 4.8.

The Relationship Between Emergency Response Management Development Variables and Nurse Performance at the Medan Baru Special Eye Hospital.

Emergency Response Management Development Variables	Nurse Performance				Total		Asymp. Sig Sided
	Agree		Not Agree's				
	f	%	f	%	f	%	
Yes	28	45,2	10	16,1	38	61,3	0,000 < 0,05
No	6	89,7	18	29,0	24	38,7	
Total	34	54,8	28	45,2	62	100	

Based on the table of the relationship between the variable emergency response management and the performance of nurses at the Medan Baru Special Eye Hospital, it is known that out of 62 respondents to the emergency response management development variable in the Yes category, there were 38 (61.3%) respondents who agreed 28 (45) .2%) of respondents, disagree 10 (16.1%) of respondents. Meanwhile, the emergency response management variable was in the No category, namely 24 (38.7%) respondents, with 6 (9.7%) respondents agreeing and disagree 18 (29.0%) respondents. The factors of emergency response management development and nurse performance have a significant association, according to the chi-square test findings, with a p-value of $0.000 < 0.05$. This demonstrates the link between the performance of the nurses at the Medan Baru Special Eye Hospital and the growth of emergency response management.

DISCUSSION

The Relationship Between Occupational Safety Service Variables and Nurse Performance

Occupational safety is the protection of people while they are working, including in the manufacturing sector, which uses steam engines, pressure vessels, work tools, materials, and their processing, as well as in the service sector, which uses high-tech equipment like elevators, escalators, cleaning equipment for buildings, transportation facilities, and other things, as well as machinery and equipment for material handling. Based on the assumptions of researchers, work safety is a very important thing in the work environment (Taheri et al., 2020; Boamah et al., 2018). Because with a safe, calm and peaceful work environment, people who work will be enthusiastic and able to work well so that their work results are satisfactory. Workplace safety is related to equipment, tools, materials, and processing techniques, as well as the work environment and base of operations. The circumstances and safety of production facilities, workers, and work practices are all included in the concept of occupational safety in the workplace (Badri et al., 2018; Tamers et al., 2019; Flouris et al., 2018). Based on the results of the research, the work safety service variable has a relationship with the performance of nurses at the Medan Baru Special Eye Hospital with sig p $0.000 < 0.05$. In this variable, how does the hospital reduce and deal with the risk of work accidents by providing PPE or other means that can protect against accidents and occupational diseases.

The Relationship Between Emergency Response Management Development Variables and Nurse Performance

The most crucial aspect of initiatives to raise employee competency and organizational performance is training and development (Chou & Ramser, 2019). Teaching new hires, the skills they need to perform their duties is another aspect of training. Therefore, it can be said that training is a process that involves teaching workers things like skills, attitudes, discipline, and providing skills relevant to the type of work they will be doing. Based on the assumptions of researchers,

emergency response management is all efforts or activities carried out in the context of prevention, preparedness, emergency response and recovery efforts related to disasters and work accidents. An emergency is an event that occurs suddenly or unplanned and not predicted in advance so that emergency action is needed to help and save victims, namely humans, to be immediately treated for causes such as accidents at work, disasters and other accidents. Based on the results of the research, the emergency response management development service variable has a relationship with the performance of nurses at the Medan Baru Special Eye Hospital with sig p 0.000 <0.05. In this variable, how does the hospital teach employees to understand the importance of implementing K3RS in order to increase employee knowledge through training conducted so as to improve employee emergency response attitudes at work.

CONCLUSION

The conclusions in this study are there a relationship between work safety service variables and nurse performance at the Medan Baru Special Eye Hospital with sig p 0.000 <0.05. There is a relationship between emergency response management development service variables and nurse performance at the Medan Baru Special Eye Hospital with sig p 0.000 <0.05. The suggestions in this study are For Occupational Safety Services (Personal Protective Equipment) Every employee is obliged to wear personal protective equipment (PPE) with full knowledge that doing so is required. In terms of emergency response development (training), it is hoped that management will offer instruction in this area. The goal is to give employees the skills and knowledge necessary to handle emergencies and to evaluate the training of hospital has provided in order to determine how well emergency response has progressed with a training exercise.

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