



Implementation of risk management in indonesia's hospitality industry using OHS (occupational, health and safety) system

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ABSTRACT

In the industrial world, it is necessary to understand risk management to run a company well. Likewise, with the hospitality industry because there are many people in it. For some people, OHS is something other than essential and results in many workplace accidents. Research method used Relevant data is obtained with a qualitative descriptive method and assisted by documentation from many sources like internet, papers and case study. The goal of this research is to show the data of casualties and make the company realized the important of OHS management to prevent any casualties that may occurred In the future. By providing general training, companies can prevent work casualties. However, its implementation takes time because the workers are used to the old working method. OHS Training is an effort made by the company to be even better at maintaining the safety and security of the work environment. In the future, companies that provide OHS management will show zero casualties and good mental health of their workers because of the training and will effect to company good's name.

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1. Introduction

Every organization in the hospitality industry is required to implement risk management. Risk management represents ensuring the long-term viability of any organization [1]. In the Hospitality industry, the implementation of OHS (Occupational, Health and Safety) still need

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to be improved by professional resources. This kind of knowledge is vital for someone who is running the organization. The risk management process is quite complex and responsible [2]. Thus, the general requirements, methodology, methods, also recommendations must be specific and relevant to the principles of the OHS management system. Each country has their standard for it. Some organization refers to the international management system (IMS) measures. IMS covers the field of OHS in worksites to provide the organization with elements of effective Occupational Health and Safety Management System (OHSMS) [3].

The hospitality industry includes an ecosystem with multiple stakeholders at various levels [5]. OHS has recently been used in many departments, including technicians, food and beverages, the front office, and housekeeping. Further, a healthy workplace is not only for the prevention of risk and hazards but also to direct wards protection and promotion of health, safety, dan well-being [4]. Therefore, OHS ensured there were no workplace casualties for all the staff in the first place. Unfortunately, some personalities still think that OHS is optional. They believed they could prevent any losses naturally by using special monitoring only.

A joint definition of occupational health endorsed by ILO and WHO states: “occupational health should aim at: the promotion and maintenance of the highest degree of physical, mental and social well-being of workers in all occupations; the prevention amongst workers of departures from health caused by their working conditions; protection of workers in their employment from risks resulting from factors adverse to health; the placing and maintenance of the workers in an occupational environment adapted to their physiological and psychological capabilities; and, to summarize: the adaptation of work to man and of each man to his job” (WHO, 1995:3) [27].

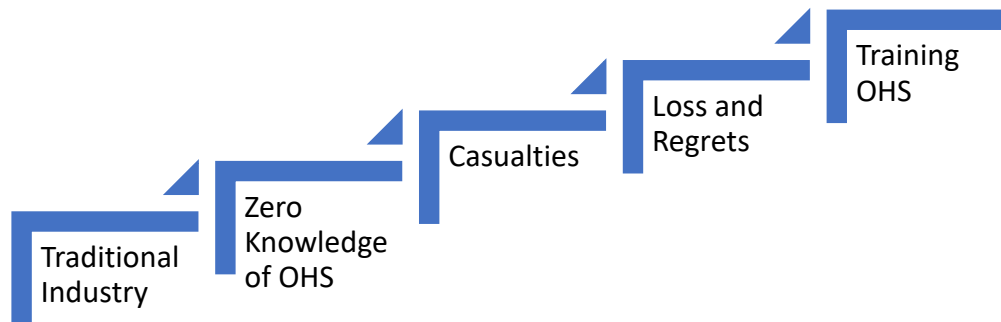
In December 1970, President Richard Nixon Signed the Occupational Safety and Health Act into law [26]. Soon after, this rules established to ensure the proper and through implementation of the law.

In Indonesia, in 2020, there were 221.740 cases of casualties, and the growth reached 265.334 patients in 2022 [6]. The fact proved that Indonesia's Hospitality Industry still needs to gain oh OHS training. This problem can be solved by providing training from competent people [7]. OHS is used for the staff and the tourist [8]. OHS training can be held by theoretical based also practical based. The benefit of OHS training all the participants, especially the staff, can well-managed hazard risks in the future [9]. The goal of this research is to show the data of casualties and make the company realized the important of OHS management to prevent any casualties that may occurred In the future.

2. Method

This research uses descriptive qualitative methods based on theory and is proven by the fact that the researcher can find and support by documentation process according to case study-research paper. A descriptive study is to investigate a condition in a paper [11] and documentation in a note about the past moment [10]. Descriptive qualitative can describe a

phenomenon by noticing some facts and their correlation [12]. From the method that been used, the process of company to awareness using OHS management can be shows as below:



Picture 1. Process of industry awareness to using OHS Management

Source: Researcher, 2023

3. Results and Discussion

The level of awareness of entrepreneurs in the matter of K3 in Indonesia still needs to be improved. Data show facts from the increasing number of yearly work accidents. Sources of disasters can be categorized into 3, namely human, technical, and natural factors [13]. Based on the law on occupational safety has been contained in Indonesian Law No.1 1970. In its category, work accidents are divided into two types non-fatal work accidents and fatal work accidents. The International Labour Organization (ILO) categorizes Indonesia as the country with the most significant number of work accidents in the world [14]. Many work accidents occur because workers are unaware of the risks that will happen in the work they are engaged in [15]. This indifferent behaviour is often known as the unsafety act. Compliance with safety rules is vital in creating workplace safety [16]. According to ISO 45001, the standard elements of safety and health policies involve 18 steps:

Table 1. ISO 45001 Elements [17]

No	Elements	No	Elements
1	Commitment,	10	Accident And Incident Investigation,
2	Context Of the Organization,	11	Safe Work Procedures,
3	Leadership and Worker Participation,	12	Training,
4	Hazard Identification, Assessment and Control,	13	Personal Protective Equipment,
5	Objectives and Programs,	14	Health And Safety Inspections,
6	Performance Measurement and Evaluation,	15	Emergency Preparedness,
7	Communication, Participation and Consultation,	16	Record Keeping,
8	Documentation,	17	Review Keeping,
9	Responsibilities,	18	Continuous Improvement.

In general, the implementation of OHS in the hospitality industry is to prevent any casualties, including disease and death and prevent any potential hazard [18]. Training that can be held in the hospitality industry includes general K3 experts, limited space K3 leading officers, the use of fire extinguishers, the introduction of chemicals, and the use of personal protective equipment. In the hospitality industry, susceptible fire to occur and electrical shorts. Many hospitality industries provide a food service that makes them have a kitchen. A kitchen is a crucial category for a fire [19], but a restaurant is a safe category cause have a small potential to make a fire. Other potential electrical shorts categories include lifts, escalators, engines, etc. In every hospitality industry, there is an emergency response team. Fire emergency teams are usually led by the chief engineer [20]. The implementation of training, of course, requires people who are experts in their fields. These expert perpetrators include people who are OHS certified as general and firefighters. This training in figure 2 is an example of general training practice that is usually given and becomes mandatory knowledge to overcome micro problems.

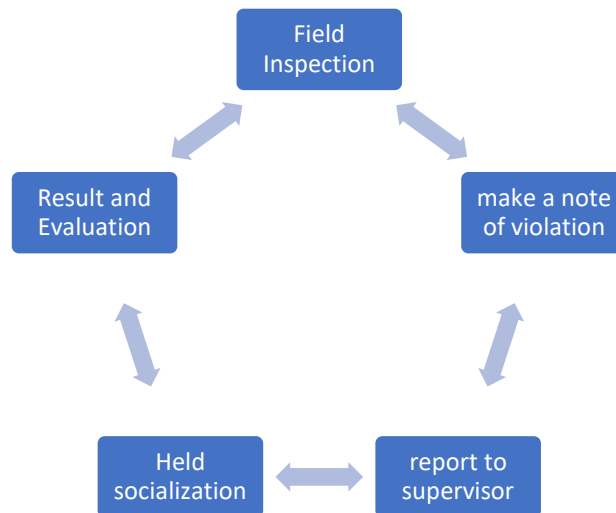


Figure 2. How to use fire extinguishers [21]

This training process is at least one day course to get knowledge. However, it does not rule out the possibility of being used as a long course for three days so that more information is provided. This training begins with general knowledge about OHS, followed by an introduction to various personal protection tools and several theories related to using other auxiliary devices. After that, it can be followed by field practice in the form of fire extinguishing with fire extinguishers or wet sacks. In addition, the need for compliance with safety standards includes [22]:

1. Installation of educational posters
2. Installation of hydrant and hydrant boxes in the working environment
3. Installation of gathering points
4. Installation of gathering point directions

It will undoubtedly take a long time to implement because adopting safe work practices has yet to become a priority pattern for some people [23]. The factor is because workers are already comfortable with the work model that they commonly used before training [24].



Picture 3. Evaluation Process of OHC Procedure

Through the training, the final evaluation is used to increase the awareness and motivation of occupational safety and health of workers [25]. Thus, companies can minimize work accidents in the workplace. OHS training is highly recommended for prospective employees to know the standard operating procedures owned by the company and can be repeated within a period of 1-2x in 1 year and can be re-done if there is updated information.

4. Conclusion

OHS must be applied in the hospitality industry because it involves many people. By understanding and implementing the prevention methods, the company can prevent work accidents that will cause losses that may occur in the future. In addition, training to evaluate by experts can add insight and improvement to avoid these unwanted things. If the company used to OHS management, not only will prevent any casualties, also can provide psychological service to their employees to make sure they work under good mental health. This way can make sure 0 accident in the future and may increase their focus on works and increased the company safety rated.

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