



## OVERVIEW OF THE IMPLEMENTATION OF OCCUPATIONAL SAFETY AND HEALTH AT PT. PLN PERSERO UPDL TUNUNGAN MEDAN

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### Abstract

Occupational Safety and Health (K3) is an effort to create a workplace that is safe, healthy and free from environmental pollution, so as to protect and prevent workers from work accidents. PLN (Persero) UPDL Tuntungan is a State-Owned Enterprise (BUMN) agency engaged in the distribution of electrical energy and electricity services. The method used in this research is qualitative by systematically interviewing workers, managers, and HSE at PT PLN UPDL Tuntungan. The results showed that the company has run a number of structured and scheduled programs. These programs include internal and external training, provision of OHS facilities, periodic inspections, and involving workers in discussion and evaluation forums. A healthy and risk-free work environment will create a conducive working atmosphere, which in turn supports the achievement of company targets.

**Keywords** : OHS, Program, PLN, Implementation

### Introduction

Occupational safety and health have the value of protecting workers from work accidents or work-related diseases. Workers are a very important company asset and are an important element in the production process in addition to other elements. The company believes that professional, trusted, competent and diligent workers are the key to achieving goals. To increase productivity, workers must be maintained, fostered, protected and developed. In this case, the aspect of occupational safety and health is very important for the company because it is one of the factors in preventing the risk of work accidents. Therefore, the company implements stages and regulations on work safety and health, so that it can reduce work accidents.

Occupational Safety and Health (K3) Is an effort to create a safe, healthy and environmental pollution-free workplace, so that it can protect and prevent workers from work accidents which can ultimately increase their work efficiency and productivity. Work accidents can cause fatalities and material losses for workers and employers, so that they can disrupt the production process as a whole and damage the environment which will ultimately have an impact on society. If the company does not pay attention to the importance of implementing worker safety and health, then the risk of high accidents and company losses will increase.

According to the latest data released by the International Labor Organization (ILO), 2.78 million workers die each year due to work accidents and work-related diseases. 2.4 million (86.3 percent) of these deaths are due to work-related diseases, and more than 380,000 other incidents (13.7 percent) are due to work-related accidents. The Social Security Administering Agency (BPJS) for

Employment noted that in 2017 the number of reported work accidents reached 123,041 cases, while throughout 2018 it reached 173,105 cases.

PLN UPDL Tuntungan is a State-Owned Enterprise (BUMN) agency engaged in the distribution of electrical energy and electricity services. This agency serves the electricity needs of the community such as applications for electricity installation, applications for voltage increases or additional power to other complaints. This K3 topic is considered important because the implementation of K3 in a company greatly supports the smooth running of the production process. The K3 program at PT PLN UPDL Tuntungan has a vital role for every worker in carrying out all their responsibilities that must be guaranteed and their safety and health must be considered while in the company area. Although sometimes its implementation has not been carried out perfectly by employees. Therefore, the author is interested in discussing a topic of implementing occupational safety and health at PT. PLN UPDL Tuntungan is very important.

This study aims to determine the implementation of occupational safety and health at PT PLN UPDL Tuntungan, then see its suitability with the problems that exist in the company.

## **Research Methods**

This study uses a qualitative descriptive method, which is an approach that aims to describe systematically, factually, and accurately the facts, nature, and relationships between the phenomena studied. This method does not use numerical data as the basis for analysis, but rather emphasizes the meaning, understanding, and interpretation of the phenomena that occur in the field. In the context of this study, a descriptive qualitative approach is used to explore in-depth information about the implementation of the Occupational Safety and Health (K3) system in a company. Data collection techniques are carried out through in-depth interviews, direct observation, and documentation. Data sources come from informants who have experience and direct involvement in the K3 program, such as K3 managers, HSE staff, and workers. The results of the study are presented in the form of narratives, direct quotes from informants, and researcher interpretations of findings in the field.

## **Results**

### **a) Objectives and Benefits of Implementing K3 in Companies**

The implementation of Occupational Safety and Health (K3) has a central role in maintaining the continuity of company operations and protecting human resources who are the main driving force in work activities. In this company, the main objective of implementing K3 is to create a safe, healthy, and productive work environment, as well as minimize the risk of work accidents and occupational diseases.

A manager said that, "the implementation of K3 aims to make workers feel safe and the company achieves the target of zero harm zero loss". This shows that the company's orientation is not only on profit, but also on the safety of the people involved in it. In addition, from the HSE side, the implementation of K3 is considered a form of the company's moral and legal responsibility towards workers. An HSE staff stated that, "K3 is not only for worker safety, but also for the continuity of production and the company's reputation".

From the workers' perspective, the benefits of implementing K3 are directly felt in their daily lives. One worker said, "with K3, we are calmer working because we know that there are procedures that protect us". This shows that K3 also has psychological value, namely increasing the sense of security and confidence in carrying out tasks.

Furthermore, the implementation of K3 also encourages increased productivity. A healthy and risk-free work environment will create a conducive work atmosphere, which ultimately supports the

achievement of company targets. In the long term, this can also reduce costs arising from accidents or occupational health disorders.

### **b) K3 Implementation Programs in the Company**

To support the success of the K3 system, the company has implemented a number of structured and scheduled programs. These programs include internal and external training, provision of K3 facilities, periodic inspections, and involving workers in discussion and evaluation forums.

Internal training is provided every three months for all employees. This training includes basic knowledge of K3, use of personal protective equipment (PPE), fire fighting, and evacuation and emergency response procedures. An HSE staff said that, "we hold internal K3 training every three months, and there is also external training such as certification of first aid officers and firefighters".

In addition, the company also provides K3 facilities and means such as first aid kits, APAR (Light Fire Extinguishers), evacuation routes, and complete PPE. "Every room must have a first aid kit and APAR, so if there is an emergency it can be handled immediately", said one of the workers.

To assess the effectiveness of the program, the company uses indicators such as attendance rates in training, post-test scores, and safety performance evaluation scores. HSE added, "we always evaluate the training, and the results so far have always been above 80 percent, that is the benchmark for success."

### **c) Steps for Implementing K3 in the Company**

The steps for implementing K3 in the company are carried out systematically and in a planned manner. Starting from planning K3 policies, then continued with technical implementation in the field, monitoring, and periodic evaluation. This K3 policy is determined by top management and stated in an official company document, which is then socialized to all work units.

- 1) **K3 System Planning:** One of the initial steps implemented is the preparation of Hazard Identification, Risk Assessment, and Risk Control (IBBPR) documents in each work area. The manager explained that, "from each room we create IBBPR so that we know the risks that may occur and how to control them".
- 2) **Implementation of the K3 Program:** The company also formed an Occupational Safety and Health Supervisory Committee (P2K3) whose task is to supervise and provide recommendations regarding the implementation of K3. This team involves various elements including management, workers, and HSE representatives. This was conveyed directly by the manager, "We routinely hold P2K3 meetings so that input from all parties can be included in the policy".  
Furthermore, all employees are certified according to their job needs. Occupational Safety and Health Education is carried out every 3 months and emergency response training every 6 months covering new and old workers. "All employees are certified according to needs. Education and socialization are carried out every 3 months and emergency response simulations are carried out every 6 months", explained HSE.
- 3) **Internal Monitoring and Audit:** In addition, an internal K3 audit is carried out once a year, and routine inspections are carried out every two weeks. "Internal audits are carried out once a year, besides that we also have inspections every two weeks", said HSE. This step aims to ensure that all K3 systems and procedures are carried out correctly.
- 4) **Incident Reporting and Follow-up:** HSE explained that the reporting procedure in the event of a work accident or near miss in the workplace has been systematically structured. "The incident was first reported by the reporter to the direct superior and to the HSE team," said HSE. After receiving the report, the HSE team will conduct an investigation to trace the chronology and cause of the incident, and classify its severity. "The HSE team then compiles a report on the results of the investigation and submits it to management," he

continued.

In addition, the unit leader is required to report the incident to the EVP K3L at the head office within a maximum of 1x24 hours since the incident occurred. Based on the report and results of the investigation, management together with the HSE team will compile recommendations for improvement and monitor the implementation of the follow-up. "The work accident form must also be filled out by the HSE team and sent via the corporate application," added the respondent, explaining that the current reporting system uses a digital platform to speed up the documentation process and internal coordination.

#### **d.) Implementation of K3 in the Company**

Operationally, the implementation of K3 has been running quite well in this company. Socialization of safety procedures is carried out routinely, both through training and internal communication media such as posters, stickers, and announcements. A worker said, "K3 socialization is quite easy to understand because it is held routinely and is not complicated".

Employees have been equipped with knowledge related to the use of PPE, actions in emergencies, and procedures for reporting work accidents or near miss incidents. A worker said that, "if there is an incident, we fill out a form or report it via an internal application, then the HSE team will follow up".

In terms of work discipline, most workers have understood and complied with the applicable SOP. "We and our colleagues are used to wearing PPE and following work SOPs", said a field worker. The safety facilities provided also received appreciation from workers. "The PPE provided is complete and meets standards, from helmets, safety shoes, to vests", said the worker.

The implementation of K3 is also strengthened by a work culture that emphasizes the importance of safety as a top priority. This can be seen from the active involvement of all elements of the organization in K3 activities, as well as the periodic evaluation and updating of existing policies. In the implementation of K3, HSE plays an important role in it through complex supervision to create a safe, comfortable, and healthy work environment for workers by fulfilling the regulations that have been set as guidelines in running the Company.

This was stated directly by the HSE team, "as HSE, I am obliged to create a safe, comfortable, and healthy work environment for workers according to existing regulations, namely meeting SMK3 and ISO45001 standards with strict supervision". Where the indicators of the success of this implementation itself are the absence of work accidents, minor findings during inspections, attendance rates during education and evaluation results of the implementation of education above 80.

#### **e) Obstacles to the Implementation of K3 in Companies**

Although the implementation of K3 has been well designed, in the field there are still a number of obstacles that affect its effectiveness. The biggest obstacle comes from the behavior of workers who are not fully compliant with K3 regulations. One worker stated that, "there are always coworkers who are lazy to wear PPE or ignore work procedures". This shows that the aspect of work safety culture has not been fully embedded among workers. To overcome this, a more humanistic and sustainable approach strategy is needed.

Several workers suggested a more varied and interesting counseling method. "It would be better if there was an appeal via speakers every morning and evening about sitting positions, turning off electricity, and the like," said another worker. This suggestion shows the importance of an interactive and non-monotonous communication approach.

In addition, another obstacle faced is the lack of in-depth understanding of the importance of K3 procedures. HSE stated that, "the biggest obstacle is a work culture that is not yet fully accustomed to K3 standards, so it requires a continuous approach". Therefore, companies must

continue to encourage behavioral change through ongoing education, disciplinary supervision, and awards for employees who comply with K3.

## **Discussion**

Based on the results of interviews conducted with various related parties, the implementation of the K3 program at PT. PLN Persero UPDL Tuntungan can be said to have been running well, although there are several challenges in its implementation. This discussion will further describe the implementation of the K3 program, the challenges faced, and its impact on worker productivity and welfare.

### **a) Success of Implementation of K3 Program in the Company**

The implementation of the K3 program in this company can be said to be successful, as evidenced by the strong commitment of management in ensuring that every worker works in a safe and healthy environment. The K3 manager revealed that the company has made efforts to meet various safety standards set by the government and international organizations, and even tried to exceed these standards for the safety of workers. Routine training provided to all workers, both at the operational and managerial levels, is one of the company's efforts to increase awareness of the importance of occupational safety.

One important aspect in the success of implementing K3 in this company is the integration between training and direct practice. Workers not only receive theory in the form of training, but are also taught how to identify potential hazards in the workplace and implement safety procedures directly. The results of interviews with several workers showed that they felt more prepared to face work risks after participating in K3 training. In addition, open communication between workers and K3 managers regarding various occupational safety issues is a supporting factor in achieving this success.

However, even though there have been quite good efforts, there are a number of challenges that must be faced in implementing more optimal K3, especially in maintaining worker discipline in complying with established safety standards.

### **b) Implemented OHS Programs and Policies**

In an effort to create a safe and healthy work environment, the company has implemented various OHS programs and policies that include the provision of personal protective equipment (PPE), routine safety training, and periodic work environment inspections. Provision of PPE that meets safety standards is an important step to protect workers from potential physical hazards that can occur, especially in high-risk areas such as production and factories.

The training is not only a one-time activity, but is carried out periodically to keep workers' knowledge of OHS up to date. The training provided is not limited to the use of PPE and emergency procedures, but also includes knowledge on how to prevent accidents and occupational diseases, as well as steps to take in the event of an emergency. Interviews with OHS managers revealed that this training program is very effective in increasing workers' awareness of the risks in the workplace.

However, an obstacle that often arises is the low level of discipline of some workers in using PPE. Some workers feel that the use of PPE is not really necessary, especially in jobs that they consider not too risky. Although the company has provided various incentives for workers who comply with K3 rules, there are still a small number of workers who are inconsistent in following applicable safety procedures. This shows that there is a need to improve workers' understanding of the importance of K3 and change their mindset towards the use of PPE.

### **c) Monitoring and Evaluation of the K3 Program**

Monitoring and evaluation of the K3 program is carried out regularly by the company's HSE team. Periodic inspections carried out by this team aim to ensure that each work area meets the established safety standards. This monitoring process also includes an evaluation of the implementation of safety procedures by workers and identification of potential hazards that may arise during the work process. Based on interviews, it is known that monitoring is carried out every two weeks, and the results of this monitoring are used to correct deficiencies or errors in the implementation of K3.

However, although monitoring is carried out regularly, there are several obstacles in its implementation. One of the main obstacles faced is the limited time and resources available. Given the vastness of the work area and the number of workers involved, it is not always possible for the HSE team to conduct a thorough inspection in a short time. This can cause some high-risk areas to not be monitored optimally. Therefore, the company needs to consider increasing the number of HSE team members or increasing the frequency of inspections to ensure that each worker is well protected.

### **d) Challenges in Implementing K3**

Some of the major challenges faced by companies in implementing K3 are the low level of worker discipline in using personal protective equipment (PPE) and the lack of understanding of the importance of work safety. Although the company has conducted training and provided socialization about the importance of K3, some workers still feel that PPE is not very important, especially in jobs that they consider less risky.

Another challenge is the lack of worker awareness regarding the importance of implementing established safety procedures. Some workers feel that the procedures are too troublesome and assume that accidents will not happen to them. This can increase the potential risk of unwanted accidents. Therefore, a more educational and persuasive approach is needed to change the mindset of workers so that they are more disciplined in implementing safety procedures.

It is also important to note that there is a gap between the training provided and implementation in the field. Some workers may have received good training, but are less consistent in implementing it in their daily work. Therefore, further evaluation of the effectiveness of training and implementation of K3 policies needs to be carried out to ensure that each worker truly understands and applies what has been learned.

### **e) Impact of K3 Implementation on Work Productivity**

The implementation of an effective K3 program has a very positive impact on work productivity in the company. Workers who feel safe and protected from potential accidents tend to be more focused and motivated to work better. The results of interviews with several workers showed that they felt more comfortable and productive after implementing a comprehensive K3 program. They feel that the company cares about their safety, and this increases their sense of responsibility and dedication to their work.

On the other hand, the implementation of K3 also helps companies reduce the number of work accidents that can disrupt smooth operations. By reducing work accidents, companies can reduce time lost due to injury or illness, which in turn reduces costs incurred for compensation or medical expenses. Therefore, the implementation of the K3 program not only has a positive impact on worker safety, but also provides economic benefits for the company.

Overall, the impact of the implementation of the K3 program on work productivity is very positive. Workers who feel safe and healthy will tend to be more productive in carrying out their duties. This is also reflected in the reduction in accident rates recorded in recent years, which shows

that the implemented K3 program is increasingly effective in creating a safe and productive work environment.

**f) Management Commitment and Establishment of OHS Policy**

The foundation for building a safety culture in a company is management's commitment to Occupational Safety and Health (OHS). This commitment is not stated explicitly, but is clearly stated through a series of actions and policies. The application of the principle of "zero harm, zero loss" is a vision presented as a means to achieve operational success without damaging employee morale. In addition to providing supervision and regulation, management actively monitors and assesses the implementation of the OHS program. International standards such as ISO 45001 and the Occupational Safety and Health Management System (OHSMS) indicate that businesses should not only focus on local regulations but also on global practices related to systematic occupational safety. This is supported by the implementation of comprehensive internal and external audits, which serve as tools for evaluating and researching the OHS system.

The results of this study are in accordance with research conducted by Yolanda (2022) which states that the implementation of OHS is carried out formally, explained by management, and communicated to all stakeholders, including employees, contractors, and clients. This is a philosophical principle contained in the vision of "zero accident" as one of the efforts to realize safe and healthy working conditions. The Occupational Safety and Health Development Committee (P2K3) strengthens the work structure. P2K3 functions as a consultation and advisory tool, as well as a liaison between management and employees. In practice, employee feedback is provided through the P2K3 forum and delivered clearly and concisely in formal language.

**g) Worker Perception, Compliance, and Involvement**

Worker perception and attitude towards occupational safety are important aspects in building an OHS business. Based on data interviews, most employees understand the importance of OHS and have mastered procedures such as the use of PPE and household potential assessments. They consider the procedures to be quite simple because they are supported by routine socialization and understanding of safety facilities. However, it cannot be denied that there are still undisciplined work practices, especially in the use of PPE and compliance with operational procedures. This condition shows that the internalization of OHS has not been fully implemented and still requires improvement through more humanistic and motivational methods.

To overcome this challenge, workers provide several suggestions, such as increasing the form of more interactive safety communication, for example through office speakers in the morning and evening, and inserting safety messages that are relevant to daily work activities. This approach is considered to be able to increase collective awareness and strengthen a culture of caring for each other among workers.

Worker participation in SMK3 is relatively high, according to previous research conducted by M. Salfudin (2013). Most employees understand the risks of work and the importance of K3 for personal and business productivity. They understand the need for SOPs, discipline in using PPE, and maintaining hazardous conditions. However, around 6% of respondents stated that they did not use PPE because they worked in a room.

The implementation of SMK3 in this unit has a positive impact on work quality and efficiency. A safety culture has begun to form, although it is not ideal in routine evaluations and is not consistent in all units. The implementation of SMK3 continues in the growth process and requires cooperation from all lines of the organization to produce positive results.

## Conclusion

The implementation of the Occupational Safety and Health (K3) program at PT. PLN (Persero) UPDL Tuntungan has shown positive results in creating a safe, healthy, and productive work environment. Strong management commitment and structured K3 system planning have yielded significant results. The main objective of implementing K3 in this company is to ensure the safety and health of workers, which in turn supports the continuity of the company's operations. In this case, the company does not only focus on profit, but also pays great attention to worker welfare. Various programs that are run, such as routine training, provision of personal protective equipment (PPE), and implementation of periodic inspections, are important elements in the success of K3 implementation.

However, despite significant efforts, the company still faces several challenges in implementing K3. One of the biggest obstacles is the indiscipline of some workers in complying with safety standards, especially in the use of PPE. In addition, another challenge is the lack of consistency in the implementation of K3 procedures that have been taught through training. Although workers have received sufficient training, not all workers consistently apply it in their daily work. Overall, the implementation of K3 provides significant benefits in reducing work incidents and supporting the sustainability of company operations, in line with SMK3 and ISO 45001 standards.

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