



Awareness of Occupational Health and Safety Guarantees for Workers at Dompét Dhuafa Jakarta

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Abstract

Occupational accidents and work-related illnesses remain a serious challenge in Indonesia, including in the philanthropic sector such as Dompét Dhuafa Jakarta, which plays a vital role in social services. This study aims to analyze the level of worker awareness regarding occupational health and safety (OHS) guarantees and to identify factors influencing the implementation of the Occupational Health and Safety Management System (SMK3) within the organization. A descriptive qualitative method was employed, using in-depth interviews, observations, and document reviews. The findings indicate that Dompét Dhuafa Jakarta has demonstrated initial commitment to OHS implementation through training, emergency response simulations, and collaboration with the Social Security Administration Agency (BPJS Ketenagakerjaan). However, the implementation still faces several challenges, including unintegrated policies, limited internal supervision, insufficient human resources, and the absence of a systematic evaluation framework. This research recommends strengthening all elements of SMK3, enhancing OHS human resource capacity, and developing a technology-based reporting and risk monitoring system. These findings are expected to provide strategic guidance for Dompét Dhuafa and other philanthropic institutions in establishing safe, healthy, and sustainable work environments.

Keywords: Occupational Health and Safety, SMK3, Worker Awareness, Dompét Dhuafa, Philanthropic Sector.

1. INTRODUCTION

Occupational accidents and work-related illnesses remain a serious threat in Indonesia. According to data from the International Labour Organization (ILO), each year 2.78 million workers worldwide die due to occupational accidents and work-related illnesses. In Indonesia, (BPJS Ketenagakerjaan, 2024) recorded 234,370 casews of occupational accidents in 2022, an increase from the previous year. This condition indicates that awareness and implementation of Occupational Safety and Health (OSH) guarantees are still far from optimal, including in philanthropic sectors such as Dompét Dhuafa Jakarta, which plays a significant role in social services but has not been widely studied from the perspective of OSH protection for its workers. This issue is increasingly relevant considering that workers in the social sector often face high occupational risks, ranging from fatigue and exposure to disease, to field-related accidents, yet often lack adequate protection. This is in line with the 2018 National Safety Council (NSC) report, which stated that the risk of occupational accidents in the social service and health sectors is 41% higher compared to other sectors.

The main issue faced is the low level of awareness and implementation of occupational safety and health guarantees in social institutions, which can potentially cause physical, psychological, and financial losses for both workers and institutions. Based on (Nengcy at al, 2022) research at RSUD Sijunjung, it was found that the implementation of the OSH program had not been optimal due to the lack of OSH human resources, the absence of comprehensive risk management, and the insufficient provision of OSH facilities and signage. A similar situation is very likely to occur at Dompét Dhuafa Jakarta, given the dynamic and field-based nature of the work.

To address this issue, the Occupational Safety and Health Management System (SMK3) is used as the main approach. SMK3, as regulated by the Minister of Manpower Regulation No. 50 of 2012, is part of the organizational management system aimed at controlling occupational risks and creating a safe,



efficient, and productive work environment. SMK3 emphasizes the importance of continuous policy-making, planning, implementation, monitoring, and evaluation efforts to prevent occupational accidents and diseases. Previous studies have proven the effectiveness of SMK3 implementation in reducing workplace accidents and increasing productivity. For example, a study at PT Adhi Karya (Persero) Tbk found a significant decrease in workplace accidents after SMK3 implementation. Another study by (Qurbani et al. 2018) at PT Trakindo Utama also showed that the implementation of OSH positively impacts employee performance.

However, research specifically examining the awareness and implementation of occupational health and safety guarantees in the philanthropic sector, particularly in Dompot Dhuafa Jakarta, remains very limited. The novelty of this study lies in its focus on a social institution that has not received much attention in OSH studies, despite the high occupational risks in this sector. The objective of this research is to analyze the level of awareness of occupational health and safety guarantees in Dompot Dhuafa Jakarta and to identify the factors that influence the implementation of SMK3 in the working environment of the institution, thereby providing strategic recommendations for improving protection for social workers.

2. METHOD

This study employs a descriptive qualitative method. This approach is chosen to describe, understand, and analyze the level of awareness and implementation of occupational health and safety guarantees at Dompot Dhuafa Jakarta in-depth, based on existing social realities. Descriptive qualitative research is highly relevant for explaining problem-solving based on actual data, with the researcher as the main instrument conducting data collection and analysis inductively. This research model does not use population and sample in a statistical sense but instead selects research subjects purposively, namely individuals who are considered to have the most knowledge and are directly involved in the implementation of SMK3 in the Dompot Dhuafa Jakarta environment.

3. RESULT AND DISCUSSION

The data used in this study consist of both primary and secondary data. Primary data were collected through in-depth interviews with key informants, such as management, staff, and field officers at Dompot Dhuafa Jakarta, to obtain direct insights into their awareness and implementation of occupational health and safety guarantees. The interviews were conducted in both structured and semi-structured formats to ensure rich and in-depth information. In addition, literature studies and document reviews were employed to obtain relevant secondary data, such as internal policy documents, annual reports, and references from regulations and previous studies related to the Occupational Safety and Health Management System (SMK3). Triangulation techniques were applied to validate the data by comparing interview results, field observations, and acquired documents.

The research process began with problem identification and objective formulation, followed by data collection through interviews and literature review. The collected data were analyzed inductively, involving data reduction, category construction, and interpretation of field findings to provide a systematic and factual portrayal of the awareness and implementation of SMK3 at Dompot Dhuafa Jakarta. The analysis referred to five fundamental criteria of SMK3 implementation: commitment and policy, planning, implementation, monitoring and evaluation, as well as review and improvement, in accordance with prevailing national standards. The results are expected to offer a comprehensive overview and strategic recommendations to improve occupational health and safety guarantees in philanthropic institutions.



In the context of labor protection in Indonesia, occupational health and safety (OSH) is a fundamental right explicitly regulated in various national legal frameworks, including Law No. 1 of 1970 on Occupational Safety and Government Regulation No. 50 of 2012 on the Implementation of SMK3. The implementation of SMK3 is mandatory not only in industrial and construction sectors, but also in social and philanthropic sectors such as Dompot Dhuafa Jakarta, which operates with a high risk and dynamic work environment. These legal foundations emphasize that every institution is obligated to provide a safe and healthy workplace, free from accident and illness risks, making OSH policies not merely a formality but an essential need to ensure organizational sustainability and worker protection.

Nevertheless, the study found that awareness of OSH guarantees within Dompot Dhuafa Jakarta still faces multiple challenges. Based on in-depth interviews and document analysis, it was discovered that while most staff and volunteers understand the importance of OSH, policy implementation remains inconsistent across the organization. This is evident from the gap between written policies and actual field practices, where several OSH standard operating procedures (SOPs) have not been fully executed and supervision remains limited. Additionally, the lack of human resources and budget allocation poses major obstacles in optimizing the OSH programs. These findings are consistent with other studies in Indonesia's health and social service sectors, which often report similar issues due to limited resources and insufficient management commitment to ongoing supervision.

1. OSH Policy at Dompot Dhuafa Jakarta

Dompot Dhuafa Jakarta has demonstrated real commitment to implementing OSH policies through collaboration with its Disaster Management Center (DMC), which routinely conducts emergency response training and simulations at the Philanthropy Building in South Jakarta (Dompot Dhuafa, 2023). Haryo Mojopahit, Chief Executive of DMC Dompot Dhuafa, emphasized that such training is a vital effort to foster a sustained workplace safety culture. Prima Hadi Putra, Director of BOS Dompot Dhuafa, stated that while these activities are not yet perfect, they mark a strong starting point for improving emergency preparedness and response within the organization.

This policy is further supported by official and reliable data sources that reveal a significant upward trend in workplace accident cases in Indonesia over recent years. For instance, in 2020, claims for Work Accident Insurance (JKK) reached approximately 221,740 cases, which rose to 234,370 cases in 2021, 297,725 cases in 2022, and surpassed 370,000 cases in 2023. Furthermore, as of April 2025, the Ministry of Manpower recorded 47,300 work accident cases, marking a 12% increase compared to the same period in the previous year. The construction, manufacturing, and transportation/logistics sectors were the largest contributors to these figures.

Overall, this data demonstrates that despite existing OSH regulations and programs, implementation in the field still faces major challenges, leading to a continued rise in workplace accidents each year. This reality underscores the urgent need for Dompot Dhuafa and similar institutions to strengthen OSH policy implementation as part of protecting social workers and volunteers who are vulnerable to high-risk environments.

2. OSH Planning: Risk Identification and Procedure Development

In terms of planning, Dompot Dhuafa has carried out risk identification, particularly for high-risk field activities such as disaster response and direct social services for vulnerable communities. However, this OSH planning remains partial and has yet to fully adopt comprehensive risk management, which is a core principle of SMK3. The lack of dedicated OSH personnel and supporting facilities continues to hinder the development of a more robust and integrated OSH plan.

As an institution actively engaged in natural and social disaster responses, DMC Dompot Dhuafa recorded thousands of disaster response activities in 2023 alone, including 1,802 forest and land



fires and 1,170 flood incidents across Indonesia. These conditions demand thorough and adaptive OSH planning to minimize the risk of accidents and work-related illnesses when staff and volunteers operate in the field. Therefore, strengthening the capacity of OSH personnel and improving support facilities are urgent needs to ensure that OSH planning aligns with national standards and can be implemented effectively.

3. SMK3 Implementation: Training and Emergency Response Simulations

The implementation of SMK3 at Dompot Dhuafa has been conducted concretely through disaster mitigation training and emergency response simulations, regularly organized by the Disaster Management Center (DMC), including training sessions for employees of the Rumah Sehat Terpadu (RST) Dompot Dhuafa in Jakarta. These training programs not only enhance preparedness but also foster a strong safety culture among employees and volunteers. The inclusion of real-life simulation exercises is essential to accustom Dompot Dhuafa personnel to emergency situations such as earthquakes, fires, and other natural disasters.

However, the current implementation still requires stronger supervision, risk control, and incident reporting mechanisms. At present, incident reporting and risk monitoring are sporadic and have not yet been fully integrated into a robust management system. Strengthening incident reporting and supervision systems is crucial to ensure that SMK3 is implemented effectively and sustainably in the Dompot Dhuafa work environment.

4. Monitoring and Evaluation: The Need for Systematization

The monitoring and evaluation of OSH implementation at Dompot Dhuafa still reveal significant areas for improvement. Evaluations are currently conducted on an incidental basis and are not integrated into a sustainable performance measurement system for occupational safety and health. In fact, monitoring and evaluation are critical stages in SMK3 to assess implementation effectiveness and to form the basis for continuous improvement. Dompot Dhuafa needs to develop routine internal and external audit systems and establish clear and measurable OSH performance indicators. This is essential to ensure that workplace safety standards are continuously monitored and that corrective actions can be taken promptly. A well-developed evaluation system will enhance accountability and transparency in the OSH practices of the institution.

5. Review and Continuous Improvement: Building a Culture of OSH

The process of review and continuous improvement has not yet become an established culture within Dompot Dhuafa. Current reviews are sporadic and lack systematic structure, which limits the institution's ability to adapt its OSH policies and procedures to changing conditions and dynamic work risks. Implementing the Plan-Do-Check-Act (PDCA) cycle in the SMK3 framework is essential to ensure continuous improvement that is responsive to both organizational and worker needs. Strengthening the culture of regular review and reflection will support Dompot Dhuafa in building an adaptive, effective, and sustainable OSH system, capable of responding to the unique and complex challenges faced in the philanthropic sector.

6. Volunteer Protection through BPJS Ketenagakerjaan Social Security

Dompot Dhuafa has also established cooperation with BPJS Ketenagakerjaan to provide social security protection to its volunteers across Indonesia. As of early 2020, a total of 1,820 volunteers had received coverage for work accident insurance and death benefits, with no contribution fees charged for the first three months. This protection is especially vital considering Dompot Dhuafa's more than 13,000 volunteers are often on the front lines in disaster response operations, exposing them to high risks of occupational accidents. This program represents a significant innovation in the philanthropic sector, which has often been overlooked in terms of OSH protection. The collaboration with BPJS Ketenagakerjaan is expected to be expanded so that more volunteers and social workers



at Dompot Dhuafa can receive adequate protection.

The findings of this study indicate that the implementation of the Occupational Safety and Health Management System (SMK3) at Dompot Dhuafa Jakarta has been initiated properly through policies, training programs, and tangible collaborations. However, several challenges remain in ensuring comprehensive implementation. Management's commitment to OSH is evident through regular emergency response trainings and simulations. Nevertheless, OSH policies need to be formalized to serve as standardized guidelines across all work units.

Current OSH planning especially in identifying field risks remains partial and has yet to fully adopt integrated risk management principles, as mandated by the SMK3 framework. The main barriers identified include limited OSH human resources and inadequate supporting facilities, which have hindered the optimization of planning processes. While the implementation of SMK3 through real-life training and simulation is crucial in building a safety culture, it must be complemented by systematic risk control, supervision, and incident reporting mechanisms.

The current monitoring and evaluation processes tend to be incidental, highlighting the need for a well-developed audit system and clear performance indicators to support continuous improvement. Furthermore, review and continuous improvement must become part of the organizational culture so that the OSH system remains responsive to the evolving risks in the dynamic and complex philanthropic sector. The volunteer protection initiative through cooperation with BPJS Ketenagakerjaan represents a strategic innovation, yet its coverage needs to be expanded to ensure that all workers and volunteers receive adequate protection. In conclusion, the results emphasize the urgency of strengthening all elements of SMK3, enhancing human resource capacity, developing a sustainable evaluation system, and integrating technology-based incident reporting and risk monitoring. With these efforts, the implementation of OSH at Dompot Dhuafa Jakarta can become more effective, adaptive, and serve as a model for other philanthropic organizations in building a safe, healthy, and productive work environment.

4. CONCLUSION

This study reveals that awareness and implementation of occupational health and safety (OSH) at Dompot Dhuafa Jakarta have made considerable progress, yet several challenges remain and must be addressed promptly. The organization's commitment to OSH is reflected in the presence of training activities, emergency response simulations, and collaboration with BPJS Ketenagakerjaan to provide social protection for volunteers. However, existing OSH policies are still not fully integrated across all work units. Planning and supervision processes are not yet optimal, and both evaluation and incident reporting systems remain incidental and unstructured.

The implementation of SMK3 at Dompot Dhuafa Jakarta is still in the developmental stage, with an urgent need to reinforce all core elements of the system: policy, planning, implementation, evaluation, as well as review and continuous improvement. This study also highlights the importance of enhancing OSH human resource capacity, improving supporting infrastructure, and integrating technology-based reporting and risk monitoring systems to ensure that OSH practices are both effective and adaptive to the evolving risks in the philanthropic sector. Ultimately, strengthening the culture of safety and protection for social workers at Dompot Dhuafa Jakarta is expected to serve as a model for other philanthropic organizations in creating a safe, healthy, and productive workplace.



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