

# Inovasi Penerapan Kesehatan Kerja dalam Perusahaan Jasa Transportasi selama Pandemi COVID-19 (Studi Kasus: PT. X Jakarta) = Innovations about Occupational Health Applications in Transportation Service Company during the COVID-19 Pandemic (Case Study in PT. X Jakarta)

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## Abstrak

Penelitian ini mengenai penerapan kesehatan kerja saat bencana berupa pandemi yang dibahas dari disiplin Ilmu Kesejahteraan Sosial. Urgensi dari penelitian ini mengungkapkan inovasi yang dilakukan suatu perusahaan jasa transportasi pada pekerja frontlinernya yang berisiko tinggi terpapar virus COVID-19. Perusahaan ini tergolong sektor kritical sehingga pelayanannya harus tetap beroperasi setiap hari selama masa pandemi. Penelitian ini menggunakan pendekatan kualitatif dengan jenis penelitian deskriptif. Pengumpulan data melalui studi literatur dan wawancara dilaksanakan pada bulan Mei hingga Agustus 2022 pada 7 informan yang ditentukan dengan metode purposive sampling. Berdasarkan penelitian terungkap bahwa PT. X Jakarta melakukan beberapa inovasi terkait kesehatan kerja pada sisi kebijakan maupun remunerasi. Inovasi dari sisi kebijakan operasional, yaitu berupa penerapan scan Peduli Lindungi sebelum masuk stasiun, pembatasan penumpang di kereta, pengadaan pijakan kaki di elevator, penyediaan marka-marka untuk jaga jarak, mengimplementasikan beberapa kebijakan ticketing, penambahan APD (Alat Pelindung Diri) Khusus level 2 bagi Walka (petugas keamanan di kereta) serta mengadakan pelatihan penanganan pengguna yang pingsan akibat suspect COVID-19. Dari sisi kebijakan kepegawaian, PT. X Jakarta menerapkan screening harian kesehatan, penerapan digital sign, dan sistem absensi menggunakan web. Untuk kebijakan yang berkaitan dengan kesehatan pekerja, PT. X Jakarta membentuk Sekretariat Penanggulangan Krisis untuk COVID-19, menyelenggarakan olahraga rutin dan Health Talk secara virtual, melakukan penyemprotan disinfektan secara berkala, mengolah limbah infeksius secara khusus, melakukan edukasi kepada penumpang terkait protokol kesehatan, menyediakan ruang isolasi di kantor, dan melakukan tracing serta menyediakan layanan telemedicine. Inovasi dari sisi remunerasi, yaitu pemberian remunerasi tambahan selama pandemi untuk para pekerjanya. Pekerja di Head Office dan pekerja di stasiun dan kereta (yang termasuk pekerja organik) mendapatkan remunerasi berupa APD, vitamin, vaksin, SWAB/PCR, perbantuan pencarian ruang isolasi, perbantuan pencarian tabung oksigen, dan penyediaan transportasi. Sedangkan, pekerja di stasiun dan kereta yang termasuk pekerja outsourcing mendapatkan remunerasi berupa SWAB/PCR, APD, vitamin, dan vaksin. Hasil penelitian ini juga menunjukkan perlunya sosialisasi terkait inovasi kesehatan kerja dilakukan dengan semasif mungkin dan perlunya sikap lebih tegas terhadap penumpang/pengguna jasa yang melanggar protokol kesehatan. Penelitian ini diharapkan bersumbangsiah terhadap mata kuliah program studi sarjana Ilmu Kesejahteraan Sosial yaitu Manajemen Organisasi Pelayanan Kemanusiaan dan Kesejahteraan Sosial dalam Sektor Industri.

.....This study is about the application of occupational health application in the form of a pandemic discussed from the discipline of Social Welfare Science. The urgency of this study revealed the innovation made by a transportation service company to its frontline workers who are at high risk of exposure to the COVID-19 virus. The company is a critical sector so its services must remain operational daily during the

pandemic. This research is qualitative research with a descriptive research design. Collecting data was held by literature studies and in-depth interviews from May to August 2022 on 7 informants determined by purposive sampling methods. Data analysis is performed by data reduction, data presentation, and conclusion withdrawal or verification. This research revealed that PT. X Jakarta carried out several innovations related to occupational health on the policy and remuneration side. Innovations on the operational policy include implementing Peduli Lindungi scanning before passengers enter the station, restricting the number of passengers on the train, procuring footrests in the elevator, implementing some ticketing policies, and adding Level 2 APD (Alat Pelindung Diri) for Walka (security at the train), and conducting passenger-handling training for COVID-19 suspected in train. Innovations on the employment policies side included implementing daily health screening, implementing digital signs, and using the AI web for the absentee system. For policies related to workers' health, PT. X Jakarta established Crisis Management Team (CMT), organized sports activities and Health Talk virtually, sprayed disinfectants on a regular basis, treated infectious waste specifically, provided isolation room for workers suspected of COVID-19, and traced and provided telemedicine services for workers. Innovation from the remuneration side is providing additional remuneration during the pandemic for its workers. Workers at the Head Office and workers at stations and trains, which are part of organic workers, received hygiene kits, vitamins, vaccines, SWAB/PCR, isolation room search assistance, oxygen tube search assistance, and transportation provision. Meanwhile, workers at stations and trains which are part of outsourcing workers received SWAB/PCR, hygiene kit, vitamins, and vaccines. Result also revealed the need for socialization related to occupational health innovation to be carried out as efficient as possible and the need for a firm attitude towards passengers/service users who violate health protocols. This research is expected to be able to contribute enriching Social Welfare sciences especially to courses named the Social Welfare in the Industrial Sector and Management of the Humanitarian Service Organization courses.