



Evaluation of the implementation of the occupational safety and health management system: focus on reviewing design and contract and document control

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ABSTRACT

Background: Effective implementation of an Occupational Safety and Health Management System (OSHMS) is essential to reduce risks in the work environment and improve company performance. This study aims to evaluate the implementation of Occupational Safety and Health Management System elements at PT UAI, referring to Government Regulation No. 50 Year 2012. **Methods:** This study used a qualitative approach using in-depth interviews with key informants, including OHS managers and officers, as well as documentation analysis related to document control and change management. The collected data were analyzed to assess the conformity of existing procedures with the set standards. **Findings:** The results showed that the elements of design and contract review and document control each achieved an achievement score of 100%. The implementation of these elements is well established, as evidenced by the document traceability, management of change (MOC), and customer delivery procedures. These procedures ensure that all raw materials and products can be clearly identified and tracked, and facilitate efficient delivery processes. **Conclusion:** This research reveals that PT UAI has successfully implemented key elements of an Occupational Safety and Health Management System, which not only meets applicable regulations but also supports the company's operational sustainability. Effective implementation of these procedures contributes to improved occupational safety and operational efficiency. **Novelty/Originality of this article:** This article provides new insights into the effectiveness of OHS management system implementation in manufacturing companies in Indonesia, highlighting the importance of documentation and change management procedures as key factors in creating a safe and productive work environment. The research also adds relevant references to industry best practices and provides recommendations for continuous improvement.

KEYWORDS: design review; document control; occupational safety; operational sustainability; occupational safety and health management system.

1. Introduction

Implementation of the Occupational Safety and Health Management System (OSHMS) is a must for every company to reduce the risk of accidents in the workplace. In Indonesia, guidance on the implementation of OSHMS is regulated in Government Regulation (PP) Number 50 of 2012, which aims to create a safe working environment and increase company productivity (Indonesia. Government Regulation, 2012). OSHMS encompasses the entire management system that a company implements to maintain and improve work safety in its work environment. Without proper implementation of OSHMS, companies have the potential to suffer various losses, such as loss of work time, decreased productivity, and

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increased risk of accidents that can result in serious injury and death of workers. Factors that often lead to workplace accidents include an undertrained or fatigued workforce, poorly functioning tools, unsuitable materials, and a lack of regular equipment inspections. In addition, unsafe working environment is also one of the important causes of accidents. Research shows that suboptimal implementation of OSHMS in companies can increase the likelihood of work accidents (Rozi, 2022).

Some of the challenges in implementing OSHMS in companies include low compliance with existing regulations, often caused by management that has not been fully assertive in applying the rules. Workers' involvement is also minimal, where they tend to consider the safety aspect of work as less important. This is exacerbated by the limited budget allocated for OHS programs within the company, which makes the implementation of OSHMS less effective. According to Fadilah and Herbawani (2022), there are five main factors that contribute to the occurrence of work accidents, namely man, machine, material, method, and environment. These factors indicate the importance of attention and action from the company to make improvements. With increased awareness of the importance of work safety, companies are expected to minimize the risk of accidents and create a safer work environment. Therefore, more strategic and proactive steps in implementing OSHMS should be taken by every company.

In the last five years, the number of companies receiving Occupational Safety and Health Management System (OSHMS) certificates has fluctuated every year. In 2019, 1,466 companies received this certificate, which then increased to 2,362 in 2020. However, this figure decreased again to 1,616 companies in 2021. In 2022, the number of companies that obtained OSHMS certificates increased again to 2,004, but again fell to 1,750 companies in 2023. According to data from the Ministry of Manpower, there was a 12.67 percent decrease in the number of companies receiving OSHMS certificates between 2022 and 2023 (Ministry of Manpower, 2024). This data shows that while there is an increase in companies' awareness of the importance of OSHMS implementation, the consistency in obtaining the certificate still varies from year to year.

Manufacturing Company X is one of the entities involved in high-risk activities, such as noise exposure and potential accidents caused by sharp materials, making the implementation of OSHMS mandatory. Although the implementation of OSHMS in this company has started since 2014, the OSHMS audit in accordance with the provisions of PP No. 50 Year 2012 has not been conducted until now. In addition, over the past three years, the company has experienced an increase in the number of work accidents, indicating the need for an in-depth evaluation of OSHMS implementation. More effective risk management is needed to reduce the number of work accidents that occur. The lack of OSHMS audits may contribute to the high incidence of accidents, due to the lack of oversight in the implementation of OHS standards in the work environment. Reviewing important elements of OSHMS, such as Design and Contract Review and Document Control, should also be the focus of evaluation to optimize the implementation of OSHMS.

Seeing these problems, research on the Evaluation of OSHMS Implementation Based on PP No. 50 of 2012 in Manufacturing Company X is very crucial. This research aims to assess how effective the implementation of OSHMS is and provide recommendations for improvements that can improve the quality of Occupational Safety and Health (OHS) in the company. In addition, evaluation of design and contract review elements and document control will also be conducted to ensure that all aspects of OSHMS are well integrated in the company's processes. With this research, it is expected that companies can be more compliant with OHS standards and reduce the risk of accidents in the workplace. The results of this evaluation are also expected to support the creation of a safe and productive work environment. This research will be an important foundation for understanding the various factors that influence the successful implementation of OSHMS in companies. Thus, it is expected that the results will provide practical benefits for companies in carrying out their responsibilities in the field of occupational safety.

2. Methods

This study applied a non-probability sampling approach with purposive sampling technique to select participants. The sample selection was carried out based on the position and level of knowledge of the informants regarding the implementation of the Occupational Safety and Health Management System (OSHMS) in Manufacturing Company X. The key informant in this study is the HSE Manager who has an in-depth understanding of the company's OHS policy. In addition, the HSE Coordinator and HSE Officer were also involved as key informants because they are directly responsible for OSHMS implementation. To gain a broader perspective, the Engineering Manager was also included as a supporting informant, who plays a role in operational risk management. Through strategic selection of informants, this research aims to explore the implementation of key elements of OSHMS, including Design and Contract Review and Document Control. These two elements are crucial aspects that need to be evaluated to ensure that the company's occupational safety and health management system is in compliance with applicable regulations.

In this study, three main aspects of OSHMS implementation were evaluated, namely Design and Contract Review and Document Control. Each of these variables was measured using interviews, observations and document reviews to gain a deeper understanding of OSHMS implementation. The measurement process was conducted with the help of specially designed interview guidelines and checklist sheets to ensure that each variable could be identified through clear criteria. All indicators used in this study are also aligned with the OSHMS standards and guidelines in Indonesia, which are listed in Government Regulation No. 50 Year 2012 and Minister of Manpower Regulation No. 4 Year 1987. The emphasis on aligning variable indicators with existing regulations aims to ensure that the data obtained reflects the level of OSHMS implementation in accordance with national standards. Evaluation of design and contract review elements and document control will provide important insights into the effectiveness of OSHMS implementation in the company, as well as assist in identifying areas for improvement.

Data validation was conducted through triangulation that included triangulation of methods, sources and theories to ensure the accuracy and objectivity of the information obtained. Method triangulation was conducted by comparing the results of interviews and observations, while source triangulation was conducted by verifying the consistency of information from the four informants involved. Furthermore, theoretical triangulation refers to comparing the data obtained with relevant theoretical perspectives, particularly related to PP No. 50/2012. Data analysis was conducted through three systematic stages, starting with in-depth data collection on the implementation of OSHMS in Manufacturing Company X. In the second stage, the data obtained was compared with PP No. 50/2012 standards to assess the extent of OSHMS implementation, which was then classified into initial, transition and advanced level categories. These categories provide a quantitative picture of the effectiveness of OSHMS implementation in the company. The third stage involves presenting the data in the form of tables and graphs, making it easier for researchers and readers to comprehensively understand the results of the analysis. This method of analysis is expected to provide a clear picture of the implementation of design and contract review elements and document control in the context of OSHMS in Manufacturing Company X.

3. Results and Discussion

3.1 Results of evaluation of the implementation of contract design and review control elements

In order to evaluate the implementation of the Occupational Safety and Health Management System (OSHMS) at Manufacturing Company X, the third element analyzed was Contract Design and Review Control. This evaluation aims to ensure that all procedures related to contract control and review are properly implemented, in order to improve work

safety and reduce risks that may arise in the process of designing and delivering products. Implementation of this element is critical as errors in design or delivery can result in workplace accidents and other negative impacts, both for workers and the company as a whole.

Table 1 below summarizes the results of the evaluation of the Contract Design and Review Control element, including the criteria assessed, the outcomes obtained, and the score and level of compliance achieved. Each criterion was evaluated based on existing procedures, relevant documentation, and the competence of the personnel involved. The evaluation results show that Manufacturing Company X has achieved the maximum level of fulfillment for both criteria, indicating that the implementation of OSHMS in this aspect has been carried out effectively and in accordance with the established standards.

Table 1. Summary of evaluation results of contract design and review control elements

| No | Criteria | Achievements | Measurement Material | Value | Maximum Value | Fulfillment Level |
|----|------------------|---|--|-------|---------------|-------------------|
| 1 | Control & Design | <ul style="list-style-type: none"> - Impact and Risk Assessment (IRA) procedures are in place for hazard identification, risk assessment and control. - There is a document traceability procedure to ensure product identifiability and traceability. - There is a designated officer to verify OHS aspects in design and modification, namely a general OHS Expert. - There is a management of change (MOC) procedure to identify and manage changes. | <ul style="list-style-type: none"> - IRA and IRA preparation procedures. - Document tracing procedures - Competency matrix and officer certification - MOC and its monitoring | 4 | 4 | 100% |
| 2. | Contract review | <ul style="list-style-type: none"> - There are procedures to control that every delivery of goods to the customer runs smoothly so that the goods can be received properly and on time along with the Impact and Risk Assessment (IRA). - There are officers who are competent in identifying | <ul style="list-style-type: none"> - Warehouse procedure documents (delivery of goods to customers) and IRAs - SKP officer - Supplier/vendor selection, evaluation and assessment procedures. | 4 | 4 | 100% |

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| hazards and assessing risks in contract reviews, namely general OHS experts. | | | |
| - A contract review is carried out referring to the supplier/vendor selection and evaluation procedure once a year. Records are maintained and documented. | | | |
| Total Fulfillment | 8 | 8 | 100% |

Based on the evaluation results, the third element in the implementation of the Occupational Safety and Health Management System (OSHMS) at Manufacturing Company X shows a very good achievement, with a total score of 100%. This value is obtained through the calculation of the percentage of achievement compared to the maximum value set for this element. In the control and design sub-criteria, the company received a score of 4, which indicates that all the specified criteria have been met. This is supported by the Impact and Risk Assessment (IRA) preparation procedure used to identify hazards and manage risks that may arise. In addition, the company also implements management of change (MOC) procedures, which serve to identify and manage any changes that occur, as well as conduct regular monitoring. These procedures show that the company is committed to maintaining work safety through systematic and structured controls. With this implementation, the company has succeeded in reducing risks that could affect employee safety and operational effectiveness.

In the contract review sub-criteria, Manufacturing Company X also achieved the maximum score of 4, which reflects the fulfillment of the criteria set out in OSHMS. The procedure for delivering goods to customers is one of the main focuses in this contract review, to ensure that each delivery can be received properly and on time. In addition, contract reviews are conducted regularly every year, which serves to review the suitability of the contract with the existing conditions. This process includes an evaluation of suppliers or vendors, ensuring that they meet the set safety and health standards. With structured and systematic procedures in place, the company can better manage risks associated with contracts and product delivery. These achievements show that the company is not only complying with regulations, but also striving to create a safer and more effective work environment. This is a positive step in the company's efforts to achieve optimal safety and health standards.

To support the evaluation of the implementation of the Occupational Safety and Health Management System (OSHMS) in Manufacturing Company X, informants' explanations regarding the control elements of contract design and review are essential. The informants involved in this research consist of various positions, ranging from HSE Manager, HSE Coordinator, HSE Officer, to Engineering Manager. Each informant provides in-depth views and experiences regarding the implementation of procedures related to occupational safety and health in the company. With structured interviews, the information obtained covers not only the existing procedures, but also the actual practices applied in the daily context of the work environment.

The results of these interviews were then summarized in a matrix that facilitated analysis and comparison between informants. Each informant provided information on the implementation of management of change (MOC) and contract reviews that demonstrate the company's commitment to maintaining work safety. These reviews are conducted regularly, including internal audits that assess whether the safety elements are still in line

with the plan. Thus, table 2 of the interview matrix provides a clearer picture of the extent to which the company has implemented OSHMS and met the criteria set out in the applicable regulations.

Table 2. Interview matrix of contract design and review control elements

| Regarding Criteria | Informant 1 HSE Manager | Informant 2 HSE Coordinator | Informant 3 HSE Officer | Informant 4 Engineering Manager |
|---|---|--|---|---------------------------------------|
| All design changes and modifications that have OHS implications are identified, documented, reviewed, and approved by authorized personnel. | There is a MOC (management of change) procedure so that if there is a change in personnel, equipment, supplies, processes, or systems there is an MOC. MOC is in the form of an initial risk assessment and risk assessment of changes that must be carried out by the relevant parts so that no risks are missed. | MOC. All design changes and modifications that have implications for OHS must be identified and then documented and reviewed using monitoring methods. Later the results of management of change are approved by authorized officers before implementing the changes that have been made or modifications that have been made. | Reviewed and approved by management at least at the manager level. The document used is management of change (MOC). The document can be seen the impact of changes on the risks in the field. | Yes, a kind of work contract. |
| Contract reviewed | The project management team will annually conduct an internal audit including elements of the OHS or HSE plan to see whether it is still in accordance with the plan or not. Usually there is a contract from the customer in the form of initial assessment, ongoing assessment, and final assessment. Every 4 or 6 months an HSE assessment is carried out to ensure that the OSH-related project is in accordance with the initial OSH plan. | Regarding contracts, the review is carried out with reference to the vendor evaluation selection procedure. Every year, a selection evaluation and review of suppliers is carried out regarding contracts, policies, and matters related to OHS. The same thing is also done with customers. | Each cooperating vendor has a procedure in the purchasing department. Vendors will be selected first before an order is placed. The selection is in the form of checking licenses, SKP and experts, in terms of price, OSH safety, ISO, or programs. Evaluation is carried out once a year if there are findings. | Yes. A review was conducted. |

Based on the answers from the informants, the implementation of the Occupational Safety and Health Management System (OSHMS) in the third element, which covers contract design and review controls, shows good consistency between the results of the summary table and the information obtained from the interviews. All informants emphasized the importance of management of change (MOC) procedures in identifying and documenting any changes that have implications for occupational safety and health. This procedure ensures that any changes, whether in personnel, equipment or processes, go through a rigorous risk assessment process to minimize potential risks. This shows that the company has a strong commitment to occupational safety and compliance with applicable regulations.

Furthermore, contract review was also recognized by all informants as an integral part of OSHMS implementation. The informants mentioned that internal audits are conducted regularly to ensure that the OHS elements in the contract are still in accordance with the established plan. The annual vendor selection and evaluation procedures, as well as the review of contracts with customers, strengthen the existing control system within the company. By conducting regular evaluations and reviews, the company not only maintains compliance with OHS regulations but also strives to continuously improve occupational safety and health practices in every aspect of operations.

3.2 Results of evaluation of implementation of document control elements

Evaluation of the implementation of the Occupational Safety and Health Management System (OHSMS) in the fourth element, which focuses on document control, showed satisfactory results with a 100% compliance rate. Document control is an important component in ensuring that all OHS-related information is properly managed, and that any changes can be easily tracked and accessed. In this case, the company has implemented clear procedures for the identification of document status, authority, release date, and necessary modifications. In addition, the organized and easily accessible storage of OHS documents also contributes to the efficiency of the document control implemented.

Through this assessment, it can be seen that the company not only meets, but also exceeds the requirements set out in OHS document management. With an adequate system in place for document changes and modifications, the company can ensure that any updates are well documented and approved by the appropriate authorities. This demonstrates the company's commitment to maintaining occupational safety and health and compliance with applicable standards. The table below summarizes the results of the evaluation of the document control elements that have been carried out.

Table 3. Summary of evaluation results of document control elements

| No | Criteria | Achievements | Measurement Material | Value | Maximum Value | Fulfillment Level |
|----|--------------------------------------|---|---|-------|---------------|-------------------|
| 1 | Document Approval, Release & Control | <ul style="list-style-type: none"> - Document control procedures are in place to identify status, authorization, issue date, and modification. - Document names and document distribution recipients are listed in the master document list. - The latest edition of OHS documents is stored on a special shelf and linktree and | <ul style="list-style-type: none"> - Document control procedures Master document list - Photos of special shelves and linktree. | 4 | 4 | 100% |

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|-------------------|----------------------------------|--|---|---|---|------|
| | | is easily accessible. | | | | |
| | | - The maximum storage period for hard copy documents is 2 years, the rest is destroyed. | | | | |
| 2. | Document Changes & Modifications | - The document change system is contained in the management of change (MOC) document. - There is a date of change, a history of changes, who approved the change and the reason for the change at the front of the document. - There is a document control procedure that requires the creation of a document materlist, which is a list containing all titles of OHS documents. | - Document management of change (MOC) - List dokumen induk | 3 | 3 | 100% |
| Total Fulfillment | | | | 7 | 7 | 100% |

Based on the evaluation, the third element in the implementation of the Occupational Safety and Health Management System (OSHMS) received a score of 100%, reflecting the company's optimal performance in document control. In the sub-criteria of document approval, issuance, and control, the company achieved a score of 4. This shows that the company has met all the criteria set, such as the existence of clear document control procedures. This procedure includes identification of document status, authority, release date, and document modification. In addition, the company has also provided a master document list that includes the name of the document and its recipient, making it easier to manage documents. The implementation of good storage is also evident from the existence of a special shelf for storing hard copies of documents, as well as the use of linktree for accessing soft copies of documents. In this case, the company sets strict rules regarding the document storage period, which is a maximum of two years, after which the documents will be destroyed, thus maintaining security and order in the management of OHS documents.

On the other hand, in the document change and modification sub-criteria, the company managed to obtain a score of 3. This shows that the company meets the predetermined criteria related to the document change control system. In this case, the company has implemented the management of change (MOC) procedure as the basis for managing any document changes that may occur. With MOC in place, every document modification is done with careful consideration, including an assessment of the risks involved. This procedure ensures that any changes are appropriately documented and approved by authorized parties, so that no risk is missed. Through the implementation of this structured system, the company can maintain the integrity and accuracy of existing OHS documents. Overall, achieving 100% on this element reflects the company's commitment to optimal occupational safety and health.

Effective implementation of an Occupational Safety and Health Management System (OSHMS) requires structured and systematic document control. In this context, the following interview matrix table presents the views of various informants regarding the

elements of document control, as well as the implementation of procedures related to the creation and storage of OHS documents. Each informant provided a valuable perspective on the existing system, including the management of document changes and the treatment of obsolete documents. The results of these interviews can provide a comprehensive picture of how the company enforces its OHS policy and ensures that all relevant documents are properly managed.

In Table 4, different informants, ranging from the HSE Manager to the Engineering Manager, describe the procedures and practices they employ in document control. They pointed out the importance of having a system in place for making and approving changes to OHS documents, as well as managing obsolete documents with clear retention provisions. The overall information presented reflects the company's commitment to the accuracy and security of OHS documents, as well as compliance with established procedures. With these interviews, we can better understand how each element of document control contributes to the overall effectiveness of OSHMS in the company.

Table 4. Document control element interview matrix

| Regarding Criteria | Informant 1 HSE Manager | Informant 2 HSE Coordinator | Informant 3 HSE Officer | Informant 4 Engineering Manager |
|---|---|---|---|---|
| System in place to create, approve changes to OHS documents | There is dedicated document control. Document preparation is divided into 4 levels: manual, procedure, SOP/IK/WI (work instruction), and record control. OSHMS and (document) quality are made into one manual document in the form of QHSE manual. Procedures contain work narratives that are related between sections. | MOC. Within that procedure, there is already a system for creating, approving or monitoring changes to the OHS document. The document does not only apply to documents, but also applies to equipment, to machines, to systems, to everything that changes. | There is a management of change (MOC). | Yes |
| Treatment of obsolete documents | Using documents will be stored in a specific folder for softfiles. Hardfiles will be stored in a special folder for using documents and kept for approximately 2 years. If it is no longer used during the 2 years, it will be | Hardcopy documents or documents that have been printed have a validity period of approximately 5 years and then for documents that are soft files have a shelf life of 2 years. | In accordance with the documentation matrix, each division has a maximum limit of document storage, if more than 3 years (for HSE division) the document will be destroyed. | There should be a procedure, if here there is usually 5 years or 2 years will be destroyed. |

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| Shelf life of documents is less or more than 2 years | destroyed. The soft file is still stored, the hardfile is gone. | There is a systematic storage of documents so that in storing documents, a document code number or master list of procedures is given. | It has been destroyed for the hardcopy. | - |
|--|--|--|---|---|

Based on the answers of the various informants shown in the interview matrix table, the implementation of the Occupational Safety and Health Management System (OSHMS) in the fourth element on document control shows a strong alignment between the summary results and the explanations provided. Informant 1, as HSE Manager, emphasized the existence of a clear document control system, where document preparation is divided into four different levels. This demonstrates an organized structure for managing OHS documents, and ensures that any changes to documents are properly managed through established procedures. In addition, the explanation of using the QHSE manual as a comprehensive document also underlines the integration between OSHMS and quality documentation in the company.

The handling of obsolete documents in the company also received serious attention from informants. Informant 2 noted that hardcopy documents have a validity period of around five years, while softfiles have a shelf life of two years, with the provision that inactive documents will be destroyed after the shelf life. This is consistent with the explanations of other informants, who stated that each division has a maximum document retention limit, as well as procedures governing the treatment of expired documents. These overall findings confirm that the company has implemented OSHMS well in the document control element, creating a safer and more efficiently managed work environment.

3.3 Design and contract review

Based on Government Regulation No. 50 Year 2012, the implementation of the design and contract review element is required to be carried out with written documentation of design and modification procedures aimed at hazard-related risk management. This procedure must be verified by officers who have the appropriate authority and competence. The results of Kusuma's research (2023) show that PT UAI actively identifies work hazards and risks, inspects the work environment, provides training to employees, and improves coordination and communication between workers. In addition, the company also encourages reporting of unsafe acts and conditions. These steps are part of the improvement efforts made by the company to implement the OHS management system more effectively. The study also found that there is a procedure for preparing an Impact and Risk Assessment (IRA) designed and modified by OHS experts, as well as a management of change (MOC) procedure to identify and manage changes.

This explanation was reinforced by interviews with informants who provided in-depth views on the implementation of these procedures. Informant 1 explained that there is an important MOC procedure for every change, whether it is related to personnel, equipment, supplies, or systems. Informant 2 added that any changes and modifications with OHS implications should be identified and the results of such identification should be documented and reviewed through monitoring methods. He also emphasized that the results of change management must be approved by authorized personnel before implementation. On the other hand, Informant 3 revealed that in change management, the impact of each change will be evaluated to ensure safe implementation. Thus, the

procedures that have been developed and implemented show the company's commitment to maintaining occupational safety and health in its work environment.

3.4 Document control

Based on Government Regulation No. 50 of 2012, the document control element is regulated through procedures that manage documents and related changes and modifications. This document control procedure makes it easier for companies to organize, monitor, and store occupational safety and health (OHS) documents, so that the necessary documents can be found more quickly and efficiently (Irawan and Widiawan, 2023). However, research conducted by Pratama (2021) showed that the company only had a Risk Profile Management report, and this resulted in workers not understanding how document procedures were issued, so some OHS procedures could not be found. This finding indicates the need for improvement in document control procedures so that everything related to documents and their archiving can be managed more effectively. On the other hand, the research results at Manufacturing Company X show that there are document control procedures in place that can ensure the effectiveness of OHS-related document management. Therefore, it is important for companies to continue to evaluate and improve existing procedures to increase the efficiency of OHS document management.

This explanation is supported by interviews with informants who explained how document control is implemented in the company. Informant 1 explained that there is a four-level document control system, starting from manuals to specific procedures. He also emphasized that OHS documents and quality documents are combined into one QHSE manual, making it easier to manage. In addition, Informant 2 added that in the management of change (MOC) procedure, there is a system for creating, approving, and monitoring changes related to OHS documents. He explained that MOC regulations apply not only to documents, but also to equipment, machinery and other systems that undergo changes. All these changes are systematically recorded in the management of change to ensure that no information is lost and all changed aspects are traceable. This demonstrates the company's commitment to maintaining document quality and security and supports effective document control.

4. Conclusions

The Design and Contract Review element achieved a 100% achievement score, indicating its successful implementation in line with the provisions in Government Regulation No. 50/2012. The Company has developed effective document traceability procedures, enabling the identification and tracking of raw materials and end products throughout the production process. In addition, a management of change (MOC) procedure has been implemented to handle changes that may occur in both design and operational aspects. This procedure is designed to ensure that modifications made will not reduce product quality or safety. With the development of procedures for the delivery of goods to customers, the company also seeks to improve operational efficiency and support the implementation of work activities more smoothly.

Meanwhile, the Document Control element also recorded a 100% achievement score, indicating that its implementation has been well done through clear and structured procedures. Efficient document management, from creation to archiving, facilitates access to all relevant documents when needed. This is very important to ensure the availability of accurate information for all interested parties. In addition, document control also supports the company in complying with applicable regulations, and facilitates the audit and review process in the future. By implementing an effective document control system, the company is committed to reducing the risk of errors due to poorly managed information, while increasing transparency and accountability in every activity carried out.

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