

Correlation between implementation of health protocol and compliance among employees of Mutiara department store Slawi in the prevention of Covid-19

Anggit Pratiwi^{1*}, Agung Tyas Subekti², and Triyono Rakhmadi³

^{1,2,3} Universitas Bhamada Slawi, Jalan Cut Nyak Dhien No 16, Slawi 52416, Indonesia

^{1*} a.anggitpratiwi@gmail.com; ² agung.hse@gmail.com ; ³ rakhmadijaya@gmail.com

* corresponding author

ARTICLE INFO

Article history

Received June 28, 2022

Revised August 23, 2022

Accepted September 5, 2022

Keywords

Health Protocol

Compliance

Covid-19

ABSTRACT

Background: Covid-19 pandemic has affected various aspects. One of them is the shopping center/retail sector since a shopping center is a place which is susceptible to the dissemination of SARS-CoV-2 viruses so that health protocols should be implemented and employees should comply with the health protocols in the workplace.

Objective: The study is aimed at finding the correlation between the implementation of Covid-19 health protocols and compliance among employees of Mutiara Cahaya Department Store Slawi.

Method: This is a quantitative correlative study with cross-sectional design. The research subjects were all employees of Mutiara Cahaya Department Store Slawi with the sample consisting of 48 respondents.

Data Analysis: Data were analyzed using a univariate test in the form of frequency distribution and a bivariate test using Chi-Square. The results of the analysis showed that the implementation of Covid-19 health protocols in Mutiara Cahaya Department Store Ciawi ran quite well (39.59%) with employees' compliance which was good as well (64.58%). The results of the research showed that there was a significant correlation between the implementation of health protocols and employees' compliance with (pValue = 0,000) meaning that if the health protocol is good then the employees' compliance is also good.

Conclusion: Compliance with the implementation of health protocol which has been performed by the employees and management of Mutiara Cahaya Department Store Ciawi included mask wearing, hand washing, temperature check for employees and visitors, limitation of operational hours, provision of >1 meter distancing marks, installation of separators on cashier desks, and workplace cleaning with disinfectants.



This is an open access article under the [CC-BY-SA](https://creativecommons.org/licenses/by-sa/4.0/) license.

How to Cite: Pratiwi, A., Subekti, AT., & Rakhmadi, T. Correlation between implementation of health protocol and compliance among employees of Mutiara department store Slawi in the prevention of Covid-19. *Periodicals of Occupational Safety and Health*, 1(2), 68-74.

1. Introduction

Corona Virus Disease 2019 (COVID-19) is a contagious (transmissible) disease caused by the SARS-CoV2 virus and has been declared as a global pandemic by the World Health Organization. Up to this point, the transmission of COVID-19 both in global and national levels is still ongoing at a high rate. The government, business communities, employees, and organizations are encountered with big challenges in fighting the COVID-19 pandemic and maintaining safety and health in the workplace ([International Labour Organization, 2020](#)). The government has issued a quarantine policy to restrain the transmission. However, quarantines, travel bans, school closing, and closing of other facilities have brought sudden and drastic impacts on the workforce and companies and have caused business disruption ([International Labour Organization, 2020](#)). Informal workers, who contribute to about 61 percent of the global employment, have been made highly susceptible during the pandemic since they have to face higher risks of OSH due to the lack of sufficient protection ([International Labour Organization, 2020](#)).

To maintain the sustainability of the service and commerce business sectors during the COVID-19 pandemic, the government through the Ministry of Health have issued regulations regarding the prevention of COVID-19 transmission to be complied with by the business owners, employees, customers, and communities involved in the service and commercial sectors. The regulation has been issued in the circulation letter of "Surat Edaran Nomor HK.02.01/MENKES/335/2020" on the Protocol for the Prevention of Corona Virus Disease (COVID-19) Transmission in Service and Commercial Sector Workplace (Public Area) to Support Business Sustainability. With the issuance of the regulation, it is expected that the workplaces of service and commercial sectors can minimize the risks and impacts of the COVID-19 pandemic ([Ministry of Health, 2020](#)). As for the service and commercial business sectors where the risk of COVID-19 transmission is existent due to the accumulation of large number of people, the Ministry of Trade has also issued the circulation letter of "Surat Edaran Nomor 12 Tahun 2020" on the Recovery of Commercial Activities during the Pandemic of Corona Virus Disease 2019 (COVID-19) and the New Normal. It is mentioned that it is mandatory for the self-service shopping facilities (minimarket, supermarket, hypermart, and department store) to implement tight health protocols ([Ministry of Trade, 2020](#)).

The problem is that, according to the data from the Central Bureau of Statistics, there have still been 2.08% respondents who mentioned that their workplace had not implemented any health protocol at all. Furthermore, as many as 1.69% of the malls or shopping centers had not implemented health protocols ([Central Bureau of Statistics, 2020](#)). In addition, based on a survey on the level of compliance with the implementation of health protocols in workplaces conducted by the Central Bureau of Statistics of the Republic of Indonesia (CBSRI or BPSRI) in 2020, it was found that as many as 27.38% of the respondents claimed that their workplace had not implemented policy on compulsory social distancing, 17.44% claimed their workplace had not implemented policies of hand washing or use of hand sanitizer, 5.65% claimed that their workplace had not implemented the policy of wearing masks, and 5.65% claimed their workplace had not implemented the inspection using thermoguns ([Nuriati, 2021](#)). Shopping centers as the place to buy basic and daily needs, with such activity, can become the accumulation place for a large number of people at one point, added with their own employees. With such conditions, implementation of the regulated health protocols is required. Employees' compliance with the implementation of health protocols during the COVID-19 pandemic is crucial, since the failure in complying with the health protocols might lead to the increase in the number of COVID-19 cases ([Aningsih, 2020](#)).

2. Method

This study was a quantitative research with cross sectional design. This method was utilized to make analysis on the results from the measurement of compliance with health protocols among the employees with the data collecting performed simultaneously at the same time. The data of the research were primary data collected through questionnaires. The research was performed at Mutiara Cahaya Department store Slawi from February through March 2022.

The research subjects were all of the employees of Mutiara Cahaya Department Store Slawi. The selection of the subjects was based on the fact that all of them were at risk of COVID-19

transmission since they had been in constant interaction with a large number of people as the customers of the store. The samples were selected using the accidental sampling method in which any person who happened to get encountered with the researchers could be a sample, in condition that the person was suitable to be assigned as a data resource (respondent). In this research, 48 people expressed their availability to be the respondents.

3. Results and Discussion

3.1. Results

3.1.1. Results of univariate analysis

The results of the univariate analysis on the subjects consisted of general description of the respondents (age, gender, service years, and work section), implementation of health protocols, and compliance among the employees. The results are presented in [Table 1](#). Univariate Analysis.

As seen in [Table 1](#), most of the respondents, or 41.67%, were at the age of 28-37. Age would correlate with experience, work ethics, and evaluation on quality [7]. Further, most of the respondents were female, numbering as many as 91.7%. The research was limited to a gender. However, this was due to the nature of jobs which were commonly performed by female employees, i.e cashier (29.17) and waitress (45.83%). Cashiers and waitresses were the employees susceptible to the exposure to droplets from the customers when payment transactions took place. Department store cashiers are at risk of COVID-19 transmission due to their constant interaction with customers ([Dewi & Probandari, 2021](#)). The respondents' service years ranged from 1 to 5 years, with as many as 50.08% of them having worked for more than 1 year and considered to understand the mission, vision, and situation of the workplace.

Table 1. Univariate Analysis

No	Univariate Data	Frequency (People)	Percentage (%)
1	Age		
	18 – 27 years	17	35,41
	28 – 37 years	20	41,67
	38 – 47 years	11	22,92
	Total	48	100
2	Gender		
	Male	4	8,3
	Female	44	91,7
	Total	48	100
3	Service Years		
	1 – 5 years	25	52,08
	6 – 10 years	5	10,42
	11 – 15 years	5	10,42
	>15 years	13	27,08
Total	47	100	
4	Work Section		
	Administration/Office	9	18,75
	Parking	1	2,08
	Cashier	14	29,17
	Waiter/Waitress	22	45,83
	Security	2	4,17
	Total	48	100
5	Health Protocols Implementation		
	Less Good	13	27,08
	Good Enough	19	39,59
	Good	16	33,33
	Total	48	100
6	Employees' Compliance		
	Less Good	8	16,67
	Good Enough	31	64,58
	Good	9	18,75
	Total	48	100

Most respondents were good enough in implementing the health protocols at the workplace with as many as 39.59%. The respondents generally answered that the health protocols had been implemented at the workplace in the forms of temperature measurement prior to entry to the workplace, provision of handwashing facilities and hand sanitizer, imposing of sanction in the form of reprimand for the failure in wearing masks, disinfectant spraying every one or two weeks, and arrangement of the utilization of canteen and praying room by implementation of social distancing. However, the practice of washing hands prior to and after work was still rarely performed.

Referring to [Table 1](#), it was shown that the compliance with the implementation of COVID-19 prevention among the employees was categorized as good enough (64.58%). The research results regarding the compliance among employees at work with the efforts to prevent COVID-19 based on the responses to the questions showed that they always wore masks during the work, the masks at work were disposable masks, and they took vitamins to prevent illness. However, when they got flu, cough, or cold, they chose to go to work. The role of the management was also influential in the compliance among the employees with the health protocols to prevent COVID-19. In this case, the management-imposed reprimand and guidance to employees when they were found undisciplined in the implementation of the health protocols in the workplace.

Table 2. Chi-Square Test Results

	Value	Df	Asymp.Sig.(2-sided)
Pearson Chi-Square	26,013	4	0,000

The conclusion drawn from the results of the Chi-Square test is represented by the value of the Asymp.Sig. output. It was found that the value of Asymp.Sig.(2-sided) in the Pearson Chi-Square test was 0.000, meaning that the value of Asymp.Sig.(2-sided) was $0.000 < 0.05$. Based the above decision, it was concluded that there was a correlation between the implementation of health protocols and the compliance with the efforts to prevent COVID-19 among the employees of Mutiara Cahaya Department Store Slawi. This could also mean that better implementation of health protocols in the workplace would result in improved compliance among the employees (positive correlation), and *vice versa*.

The results were also supported by the results of Fisher’s Exact test. Based on [Table 2](#) regarding the output from the Chi-Square test, it was found that the Chi-Square count was 26.01 with the degree of freedom (df=) value of 4. Further, based on the comparison in the table, the Chi-Square of $df=4$ at the significance (α) = 5% or 0.05 was 9.48, meaning that a correlation was existent between the implementation of health protocols and compliance to COVID-19 prevention efforts among the employees of Mutiara Cahaya Department Store Slawi.

Table 3. Crosstabs among Variables

Variable	Employees’ Compliance								
	Less Good		Good Enough		Good		Total		
	N	%	N	%	N	%	N	%	
Health Protocol	Less Good	6	12,5%	6	12,5%	0	0	12	25%
	Good Enough	2	4,2%	17	35,4%	1	2,1%	20	41,7%
	Good	0	0	8	16,7%	8	16,7%	16	33,3%
Total		8	16,7%	31	64,6%	9	18,8%	48	100%

The results of bivariate analysis, which were reinforced with cross tabulation tests among the variables in [Table 3](#), revealed that the compliance of 6 employees (12.5%) was less good in implementing the health protocols. Among the total of 48 employees with the highest proportion of compliance with the implementation of health protocols, 17 employees (35.4%) were categorized as good enough. This is in line with a study by Yuantari, et al (2021) that there is a correlation between implementation of health protocols and level of compliance among employees. The study by Yuantari also explains that low provision of sanitation facilities by the workplace management and lack of monitoring by the management may become one of the causes of the high rate of COVID-19 cases.

Furthermore, this study suggests that policies related to the implementation of health protocols in a workplace be continuously monitored and the management should continuously keep the COVID-19-related information updated.

3.2. Discussions

Summary of the policies may be taken from the recommendations by the World Health Organization (WHO) and International Labour Organization (ILO) which are directed to the central and local governments, business communities, workers and worker representatives, and occupational health services with practical guidance to prevent COVID-19 transmission by minimizing exposure to the Sars-CoV-2 and its transmission among employees. In line with the prevailing ILO standard, especially the ILO Convention No. 155 and No. 187, the government should implement national policies and actions to protect safety and health of workers/employees by creating occupational health institution to monitor COVID-19, ensure the payment of medical treatment and quarantine, enforce public health, and take actions on occupational safety and health (WHO and ILO, 2021).

The government, through the Ministry of Health, have developed policies related to the implementation of health protocols in public areas and facilities to prevent and control Corona Virus Disease 2019 with the issuance of the regulation No. HK.01.07/MENKES/382/2020. This regulation is directed not only to the management but also to the workers/employees and visitors (Ministry of Health, 2020).

In accordance with the government policies and in line with the resulting responses to the questionnaire and interviews with the Human Resources (HR) supervisor, Mutiara Cahaya Department Store as a workplace had implemented health protocols as an effort to prevent COVID-19 with such actions as arrangement of store opening and closing according to the local government regulation, provision of handwashing facilities complete with soap, provision of hand sanitizers at the entrance and at several spots in the shopping area and near the toilet, and reminding employees and visitors to wash hands, arranging the visitors' distance of more than 1 meter while standing in the queue by putting markings on the floor, checking body temperature in all of the entrances, preventing employees and visitors with temperature of $\geq 37,3^{\circ}$ from entering the store, preventing visitors without masks from entering, cleaning each area with disinfectants once a week when the number of pandemic cases was high.

Wearing a mask is the first step to minimize and prevent transmission to save lives. Wearing appropriate masks should be done. In addition, WHO (2021) also mentions such actions as keeping distance, avoiding crowds, closing contacts with positively infected people, ensuring good ventilation of the workplace, washing hands regularly, and covering nose area with hands and elbows or with tissue paper when sneezing. The transmission of SARS-CoV-2 virus, which is the virus causing COVID-19, has occurred in various places outside medical facilities (or non-medical workplace). The policies formulated by the WHO have been aimed to protect the workforce as well as to help prevent virus transmission to the community and to protect the national economy by maintaining open and safe workplace (WHO and ILO, 2021).

A number of work sectors have experienced an increasing trend in the risk of COVID-19 transmission. This has become a special note for the workers in the general services and sales, cleaning and domestic services, academic fields, meat processing, hospitality industries, drivers and transportation, public safety, construction, and social services. Workplaces with interpersonal physical contact, insufficient ventilation, common dining area, and long-distance travels have been reported to be more susceptible to the COVID-19 exposure. The recommendations by WHO and ILO to prevent COVID-19 have included instruction for work from home, limitation of entry to the workplace for the core employees, physical distancing, routine screening, isolation of infected people, contact tracing and quarantine of people who have contact history with the positively COVID-19-infected people, disinfectant spraying of workplace (especially areas with most frequent touch), keeping cleanliness of hands, work environment monitoring, and application of appropriate personal protective equipment.

Socialization and education to employees regarding COVID-19 as well as information delivery to the visitors to always keep the distance and never remove masks are also recommended. A study

by Dewi and Probandari (2021) on risk factors and compliance with health protocols among the mall and office employees in Yogyakarta mentioned that people with different characteristics and backgrounds just wore masks since it was a requirement for an entry or visit, but visitors should also ensure that the masks were put on properly. In average, a person touches his/her face 16-24 times per hour. Masks are equipped with efficient filters and help people to minimize contacts on nose and face parts without being aware that they can prevent widespread transmission of COVID-19 (Dewi & Probandari, 2021). Implementation of minimum distancing of 1 meter outdoors is one of the efforts which can be implemented to prevent SARS-CoV transmission. This effort should be made along with washing hands after activities and wearing masks outdoors or at the workplace (Dewi & Probandari, 2021).

Mutiara Cahaya Department Store Slawi has cooperated with the local Office of Health to carry out COVID-19 vaccination both for the visitors (public) and the employees. In addition, Mutiara Cahaya Department Store has implemented the "5M" principles of health protocols, i.e wearing masks, washing hands with soap and running water, keeping distance, avoiding crowds by limiting the number of visitors and operational hours, and limiting mobilizations. The implementation of policies and regulations in Mutiara Cahaya Department Store Slawi was expected to make the employees comply with the rules, as shown by the research results that Mutiara Cahaya Department Store had been good enough in implementing the health protocols (39.59%) (Table 1). Nevertheless, it was also found in the research that there were still some employees who were not yet accustomed to washing hands before and after working. This is in line with the study by the Central Bureau of Statistics (BPS) that only 25% of Indonesian people comply with and are accustomed to the practice of washing hands. Therefore, further education and socialization are required to grow the handwashing customs to keep cleanliness and maintain a healthy lifestyle.

Compliance with health protocols can be developed from knowledge, attitude, belief, as well as availability of facilities, supervision, support from fellow employees, and families. Company managements are required to have and implement health protocols to prevent and control at the workplaces (Yuantari et.al., 2021). Companies are also required to supervise and make evaluation on the implementation using the indicators of program execution either qualitatively or quantitatively. Such indicators can be checked using the inspection list of the program execution P2 COVID-19 at the Workplace based on the guidance from ILO (2020). Impact indicator is the evaluation of employees' knowledge regarding COVID-19 using questionnaires, level of compliance using field audit, mitigation of the case in the workplace (no occurrence of local transmission) (ILO, 2020). In addition, in order to prevent and limit the transmission of COVID-19 in the workplace, employees should implement and comply with the regulations and health protocols should be communicated to employees in a clear manner. Visitors should also be informed that they are not allowed to enter shopping centers when they are ill in spite of light symptoms. Employees are advised to always check their own health and equip themselves with personal protective equipment and hand sanitizer (Robbins & Judge, 2009; Dewi & Probandari, 2021).

One of the efforts by Mutiara Cahaya Department Store Slawi was cleaning the work area with disinfectant. According to the Center for Disease Control and Prevention (2021), cleaning work area with soap may reduce germs on the surface of product/items. Cleaning the products once a day is sufficient to eradicate the viruses on the surface. This would also help maintain healthy workplace facilities. Examples of work areas/items with frequent touch contacts include pens, cash registers, shopping trolleys, cashier desks, doors, lamp switches, cashier keyboards, telephones, toilets, taps, and sinks.

4. Conclusion

There was a correlation between the health protocol variable and the compliance among the employees of Mutiara Cahaya Department Store Slawi. Mutiara Cahaya Department Store Slawi has been good enough in implementing a number of efforts of health protocols, among others with formulation of policies and information regarding COVID-19, provision of handwashing facilities, temperature checking prior to the entry to shopping area for both the employees and visitors, reminding the employees and visitors to always wear masks, installation of screens/separators on

cashier desk, placement of distancing mark >1 m on the floor at cashier areas. The employees of Mutiara Cahaya have been compliant enough in the prevention of COVID-19 by always maintaining their health (take vitamins), wearing disposable masks, and washing hands before working.

References

- Aningsih. (2020). Faktor-Faktor Yang Berhubungan Dengan Kepatuhan Karyawan Terhadap Tindakan Pencegahan COVID-19 di PT. Asuransi Sinarmas Tahun 2020. Universitas Esa Unggul. *Undergraduate Theses*.
- Badan Pusat Statistik. (2020). Perilaku Masyarakat di Masa Pandemi: Hasil Survei Perilaku Masyarakat di Masa Pandemi COVID-19 (7-14 September 2020). ISSN / ISBN : 978-602-438-352-7.
- Centers for Disease Control and Prevention (CDC). (2021). Cleaning and Disinfecting Your Facility. Articles. <https://www.cdc.gov/coronavirus/2019-ncov/community/disinfecting-building-facility.html>. Diakses tanggal 7 Juni 2022.
- Dewi, YK dan Probandari, A. (2021). COVID-19 Risk Factors and Health Protocol Compliance Among Mall Employees and Officers in Yogyakarta. *Berita Kedokteran Masyarakat (BKM Journal of Community Medicine and Public Health)*, Volume 31 Number 1, 2021. Page 21 – 26. DOI: 10.22146/bkm.59065.
- International Labour Organization. (2020a). Dalam menghadapi pandemi: Memastikan Keselamatan dan Kesehatan di Tempat Kerja. Labour Administration, Labour Inspection and Occupational Safety and Health Branch (LABADMIN/OSH) Route 1–52.
- International Labour Organization. (2020b). Pedoman: Pencegahan dan Penanggulangan COVID-19 Edisi Bahasa Indonesia. Jakarta: ILO.
- Kementerian Kesehatan RI. (2020). Keputusan Menteri Kesehatan Republik Indonesia. Nomor Hk.01.07/Menkes/413/2020 Tentang Pedoman Pencegahan Dan Pengendalian Coronavirus Disease 2019 (COVID-19).
- Kementerian Perdagangan RI. (2020). Surat Edaran Nomor 12 Tahun 2020 tentang Pemulihan Aktivitas Perdagangan yang Dilakukan Pada Masa Pandemi *Corona Virus Disease 2019* (COVID-19) dan New Normal. Jakarta: Sub Direktorat Penyakit Infeksi Emerging, Direktorat Surveilans dan Karantina Kesehatan. Direktorat Jenderal Pencegahan dan Pengendalian Penyakit, Kementerian Kesehatan RI.
- Nuriati. (2021). Faktor-Faktor Yang Berhubungan dengan Kepatuhan Karyawan Dalam Penerapan Protokol Kesehatan di PT Victoria Alife Indonesia Tahun 2020. Universitas Esa Unggul. *Undergraduate Theses*.
- Robbins, S. P., and Judge, T. A. (2009). *Organizational Behavior* (Edition 12th). New Jersey: Pearson Education. Terjemahan oleh: Diana A, Ria C, dan Abdul R. 2014. *Perilaku Organisasi* (edisi ke 12). Jakarta: Salemba Empat.
- World Health Organization (WHO) and International Labour Organization (ILO). (2021). Preventing and Mitigating Clusters of COVID-19 at Work: Policy Brief. WHO reference number: WHO/2019-nCoV/Workplace_actions/Policy_brief/2021.1. di akses tanggal 22 Juli 2022.
- Yuantari, MGC, dkk. (2021). Analisis Penerapan Protokol Kesehatan terhadap Tingkat Kepatuhan Pada Pekerja Informal Selama Pandemi COVID-19. *Visikes: Jurnal Kesehatan Fakultas Kesehatan Universitas Dian Nuswantoro*, Volume 20 Nomor 1, April 2021. Pg. 200 – 208.