

## Efforts to Increase the Effectiveness of Google Forms as a Tool for Reporting Occupational Accidents and Dangerous Events at Paru Manguharjo Hospital Madiun

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### ABSTRACT

Patient safety is a topic that has been the subject of much discussion in recent decades. Patient safety is defined as failure to complete what has been planned or achieving something using the wrong means. In general, this community service is carried out to identify strategies in making efforts so that the reporting of occupational accidents and dangerous events at the Manguharjo Lung Hospital Madiun, knowing the variables that are strengths, weaknesses, opportunities and threats and to find out the strategies that can be taken by the Manguharjo Lung Hospital Madiun. The assessment or identification of problems in this residency report uses a Fishbone diagram. Based on the assessment that has been carried out using the SWOT kite diagram to prioritize strategies to be implemented to overcome existing problems, the intervention plan for this residency is the formation of a strategy in making efforts to report work-related accidents and dangerous events, one of which is by optimizing the google form at the Manguharjo Lung Hospital Madiun.

**Keywords:** Hospital, Occupational Health and Safety, Reporting

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### INTRODUCTION

Hospital is a health care institution that organizes comprehensive individual health services that provide inpatient, outpatient, and emergency services (Permenkes RI No. 4 of 2018). The hospital is a workplace that has a high risk of safety and health for hospital human resources, patients, patient companions, visitors and the hospital environment. One of the health care facilities that has a very strategic role in accelerating the improvement of health status must be able to provide excellent and quality health services according to established hospital service standards and is expected to ensure the health and safety of workers, patients, visitors and the hospital environment (Main Directorate of Development and Development of State Financial Audit Law & R, 2009).

The number of patient safety incidents that occur is related to ineffective communication and lack of coordination between health professionals which pivots on two main groups of health workers, namely doctors and nurses (Liu et al., 2020). Considering health as a very important thing, it is necessary to make efforts so that the fulfillment of the health of each individual

can be carried out properly, where an example is the provision of health services without discrimination and not providing services carelessly or in accordance with health procedures. Parties authorized to provide services in health are referred to as health workers. The implementation of health for each individual is carried out by health workers, one of which is a nurse. Law Number 38 of 2014 concerning nursing provides an understanding of nurses which explains that a nurse is a person who has completed higher education and graduated from universities in the country or abroad in the field of nursing whose standards are recognized by the government in accordance with applicable regulations (Rosyidi, 2020).

Patient safety is a topic that has been the subject of much discussion in recent decades. Patient safety is defined as the failure to accomplish what was planned or achieving something using the wrong means (Doweri et al., 2015). In brief, there are two elements in patient safety, namely the existence of a medical plan (plan) and an aim (aim). This means that there are two possible causes of error, namely that the medical provider made the wrong plan and the patient was injured, and the provider had the right plan but there was an error in implementation that caused the patient to be injured. These errors can occur due to several things, such as work environment disorders, fatigue, lack of team coordination, and communication failures (Lind et al., 2020).

Hazard reporting should be a priority for OHS programs as it is the basic prevention of accidents. Hazard reporting is an indication of problems where injuries may occur, even if they do not yet cause harm, but hazard reporting generates information that leads to corrective actions to create a safe work environment. Hazard reporting includes reporting unsafe conditions and unsafe behaviors. Hazard reporting by workers is an important means of identifying potential hazards and recording non-conformances before accidents occur.

Reporting of occupational accidents or occupational diseases in Indonesia has not been maximized. A study conducted in one of the mining industries in 2003 stated that workers who reported hazards in the workplace were still less than 50 percent, to be precise 22 percent of the 109 workers surveyed. Meanwhile, a similar study conducted in an automotive company in 2009 stated that the type of hazard reporting in the company still had obstacles, namely workers still did not understand the hazard reporting procedure.

University School of Medicine predicts that around 250,000 people in the United States die due to doctor and nurse errors. Of the deaths due to adverse events, more than 50% are caused by errors that could have been prevented (preventable adverse events). There are various kinds of adverse events, including giving the wrong medication, misreading laboratory test results and misdiagnosing patients. These adverse events are caused by various factors such as doctor fatigue, equipment that does not function properly or nurses who record it incorrectly (Miller et al., 2020). The level of patient safety reporting in Indonesia is still low. Data in Indonesia in 2019 showed that only 12% of 2,877 hospitals reported patient safety incidents, with a total of 7,465 patient safety incident reports. Patient safety in Indonesia is often found in health care institutions. The patient safety incident rate is reported to be around 3-6.9% in patients undergoing hospitalization (Amir & Purnama, 2021). The history of Manguharjo Lung Hospital Madiun began on October 1, 1962 with the establishment of the Tuberculosis Center, which later changed to the Lung Disease Treatment Center in 1985. K3RS at Manguharjo Lung Hospital Madiun, which implements the Facility and Safety Management program as part of the safety and security component, seeks to manage all risks that may occur in its services and maintain safe conditions for patients, families, staff and visitors. Occupational safety and security has a lot of influence on safety factors can occur to all employees and from any unit, employees must comply with standards (K3) so as not to make negative things for employees.

The occurrence of work accident incidents can occur at any time and to anyone without the knowledge of the supervisor (K3), supervision of employee safety should be applied when entering the workspace in order to detect early threats to safety when carrying out their work. Safety in the workplace needs to be considered because work safety is a situation that describes where workers are guaranteed safety and security and feel peaceful, do not feel afraid, anxious or restless when working. If workers are in a safe condition and are supported by facilities and infrastructure that are guaranteed safety, work productivity will be increased. Data obtained at the Manguharjo Lung Hospital Madiun shows zero in January-June 2023 there were no occupational accidents. Program evaluation is carried out every 6 months or if there are reports of incidents or violence in the hospital. Evaluation is carried out to see the achievement of goals and planning for next year's activities. K3RS analyzes the report and makes a report to the Director of Manguharjo Lung Hospital Madiun. In July-December 2022 there was an incident of a nurse being pricked by a syringe (new needle), so the hospital made immediate settlement efforts so as to get the results of the incident handled properly. Therefore, the Manguharjo Lung Hospital Madiun needs to find a solution to make efforts so that the reporting of work-related accidents and dangerous events at the Manguharjo Lung Hospital Madiun can be carried out. Based on the background of the problem above, the purpose of this study is to find solutions to make efforts so that the reporting of occupational accidents and dangerous events at the Manguharjo Lung Hospital Madiun can be implemented, to find out the variables that are strengths, weaknesses, opportunities and threats and to find out the strategies that can be taken by the Manguharjo Lung Hospital Madiun.

## **METHODS**

Quantitative and qualitative research design using fishbone diagram, USG method (Urgency, Seriousness, and Growth) and SWOT analysis (Strengths, Weakness, Opportunities and Threats). Community service was carried out in March 2024. The assessment or identification of problems in this community service report uses a Fishbone diagram. The fishbone diagram illustrates the relationship between the problem and all the causal factors that affect the problem. The fishbone diagram helps determine the root cause of the problem with a structured approach and get ideas that can provide solutions to solve a problem. After that, the priority of the problem is obtained, then the actions that must be taken are arranged and evaluated.

## **RESULTS**

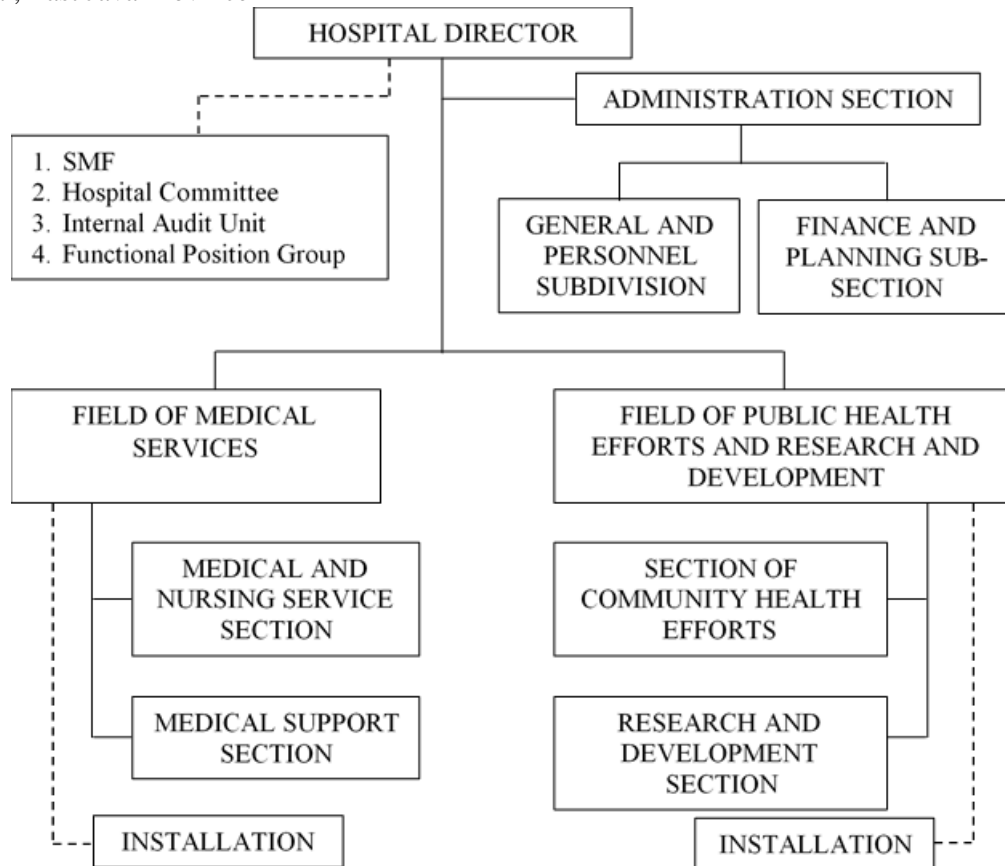
### **Condition of Place**

Starting on October 1, 1962, the Tuberculosis Center was established, which then changed to the Lung Disease Treatment Center in 1985. In 2000, it was changed back to the Lung Disease Eradication and Treatment Center (BP4) Madiun. When regional autonomy began to be implemented through East Java Provincial Regulation Number 37 of 2000, and based on Governor Regulation 118 concerning the Organization and Work Procedures of the Technical Implementation of the East Java Provincial Health Office, BP4 Madiun became an UPT of the East Java Provincial Health Office. Until December 12, 2012 according to the Decree of the Governor of East Java No. 188/765/KPTS/013/2012, BP4 Madiun was designated as a Regional Public Service Agency Work Unit.

Based on East Java Governor Regulation No.104 of 2022 concerning Position, Organizational Structure, Job Description and Function: The Work Procedure of the Special Organizational Unit of Manguharjo Lung Hospital, East Java Province is as follows:

Figure 1 Organizational Structure Chart of the Special Organizational Unit of Manguharjo Lung

Hospital, East Java Province



### Problem Assessment and Formulation

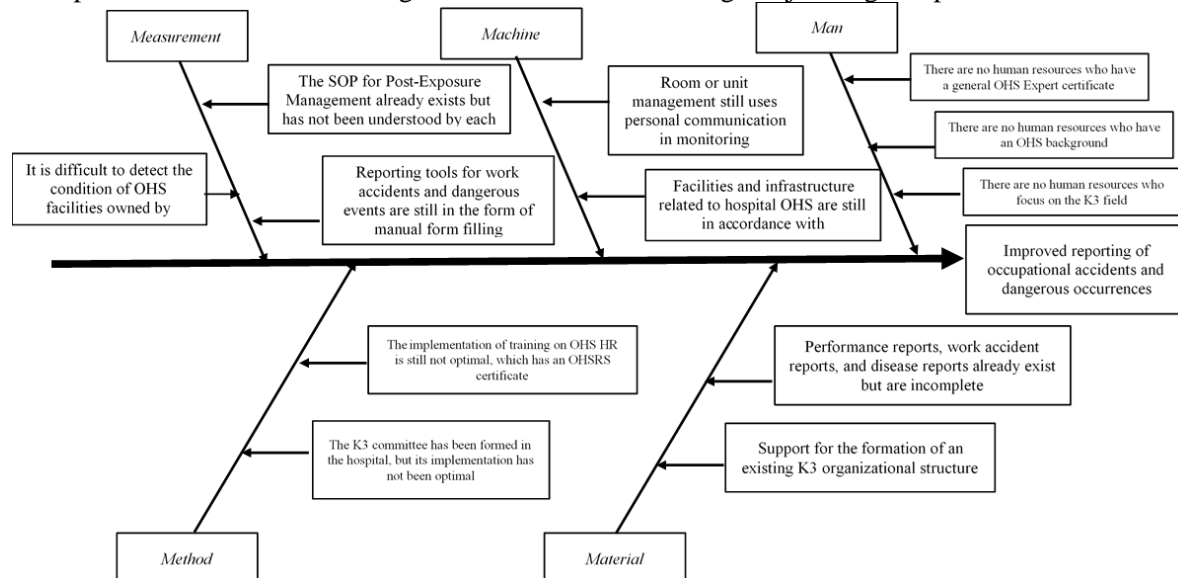
Hospitals as one of the health facilities that provide health services to the community have a very important role in improving public health status. Therefore, hospitals are required to be able to provide quality services in accordance with predetermined standards. This is a challenge for ParuManguharjoMadiun Hospital to be able to realize services that uphold the safety and security of patients and employees who are in the hospital. The seriousness in implementing patient and employee safety is implied in the hospital's vision which is implemented in a hospital organization.

Data according to the World Health Organization globally states that approximately 3 million out of 35 million healthcare workers receive bloodborne pathogen exposure each year. Two million of them contract Hepatitis B virus, nine hundred thousand contract Hepatitis C virus (HCV), and seventy thousand contract Human Immunodeficiency Virus (HIV). More than 90% of these cases occur in developing countries. As many as 8-12% of them are workers sensitive to latex (glove material or handscoone for hospital workers). Another case in the USA applies every year there are 5,000 health workers infected with hepatitis B, 47 are HIV positive. Every year 600,000-1,000,000 needlestick injuries are reported, while the estimated unreported cases are 60%. The Indonesian case in 2004 recorded 65.4% of cleaning staff at a hospital in Jakarta with chronic irritant contact dermatitis on the hands. Joseph's research from 2005 to 2007 noted that the rate of Needlestick Injuries (NSI), also known as sharps injuries, reached 38-73% of all health workers (Decree of the Indonesian Minister of Health No. 1087 of 2010).

Work accidents do not happen by chance but have a cause. The cause of the accident must be found so that the accident can be prevented and does not recur. Medical sharps or needle stick

injuries can be prevented through administrative control and self-protection. Efforts that have been made by the hospital to prevent needlesticks include implementing a policy on the use or handling of sharps, a standard operating procedure (SOP) policy for actions against patients, emergency training, training and training of new workers, correct injection and stipulation techniques, and initial handling of needles and syringes. Obstacles in prevention efforts include lack of socialization of SOPs, lack of compliance in using PPE, lack of supervision and limited training for staff.

Figure 1 Fishbone Diagram of the Effectiveness of Google Forms as a Tool for Reporting Occupational Accidents and Dangerous Occurrences at Manguharjo Lung Hospital Madiun



Manguharjo Lung Hospital Madiun is a provider in the health sector that has various activities aimed at providing direct health services to a complex and sustainable community. These complex and continuous health service activities cause a lot of impacts and risks that may arise, such as work accidents, occupational diseases and patient safety trends. Manguharjo Lung Hospital Madiun is one of the hospitals that has implemented an occupational safety and health program.

Even though they have implemented an occupational safety and health program, there are still many obstacles faced, especially in terms of the frequency of reporting on the occurrence of occupational accidents or occupational diseases in a hospital is still low, because workers think that reports of occupational accidents in their work units are still taboo to talk about. Therefore, the Manguharjo Lung Hospital Madiun needs to find solutions to make efforts so that the reporting of occupational accidents and dangerous events at the Manguharjo Lung Hospital Madiun can be carried out, find out the variables that are strengths, weaknesses, opportunities and threats and to find out the strategies that can be taken by the Manguharjo Lung Hospital Madiun.

The assessment or identification of problems in this community service report uses a Fishbone diagram. The fishbone diagram illustrates the relationship between the problem and all the causal factors that affect the problem. The fishbone diagram helps determine the root cause of the problem with a structured approach and get ideas that can provide solutions to solve a problem.



### Problem Prioritization

Based on the formulation of problems related to the formation of a reporting strategy for work-related accidents and dangerous events, to determine the priority of the problem, the USG method (Urgency, Seriousness, Growth) is used. The following is the prioritization of problems with the USG method:

**Table 1.** Prioritization of Problems with the Ultrasound Method

No	Indicator	U	S	G	UxSxG	Rangking
1	Reporting tools for work accidents and dangerous events are still in the form of manual form filling	5	5	4	100	1
2	Performance reports, work accident reports, and disease reports already exist but are incomplete	5	4	4	80	2
3	Room or unit management still uses personal communication in monitoring	5	4	4	80	3
4	The implementation of training on OHS HR is still not optimal, which has an OHSRS certificate	4	4	4	64	4
5	Support for the formation of an existing K3 organizational structure	4	4	4	64	5
6	It is difficult to detect the condition of OHS facilities owned by RSPM	4	4	4	64	6
7	The SOP for Post-Exposure Management already exists but has not been understood by each unit	4	4	4	64	7
8	There are no human resources who have a general OHS Expert certificate	3	3	3	27	8
9	There are no human resources who have an OHS background	3	3	3	27	9
10	There are no human resources who focus on the K3 field	3	3	3	27	10
11	The K3 committee has been formed in the hospital, but its implementation has not been optimal	3	3	3	27	11
12	Facilities and infrastructure related to hospital OHS are still in accordance with accreditation standards	3	3	3	27	12

From this table, the priority problem taken is the formation of a strategy in making efforts to report work-related accidents and dangerous events, one of which is by optimizing google forms.

### SWOT Analysis

SWOT Calculation of Strategy Formation in Making Efforts to Report Occupational Accidents and Dangerous Occurrences at Manguharjo Lung Hospital Madiun

**Table 2.** Calculation of the Internal Factor Evaluation (IFE) Matrix

No	Factors Analysis	Value	Rating	Score
<b>A. Strengths (S)</b>				
1	The existence of competent human resources, judging from their education degree	0,18	4	0,72
2	The existence of laws and regulations that are used as guidelines for establishing OHS Guidelines	0,18	5	0,93
3	There is cooperation with other institutions for self-evaluation	0,18	5	0,93
4	The existence of an Occupational Safety and Health Team Decree in each unit	0,18	4	0,75
5	Available budget in the hospital	0,25	5	1,25
<b>StrengthsTotal</b>		1		4,62
<b>B. Weaknesses (W)</b>				
1	There is no OHS Policy Organization and Implementation Guideline yet	0,3	3	0,9
2	The number of personnel who have OHS expertise certificates does not yet exist	0,2	2	0,4
3	There are no human resources who have an OHS background	0,2	2	0,4

No	Factors Analysis	Value	Rating	Score
<b>A. Strengths (S)</b>				
4	Reporting on existing work safety events and performance	0,3	4	1,2
<b>Weakness Total</b>				2,9
<b>IFE Total: S - W (4,62-2,9)</b>				1,72

**Table 3.** Calculation of the External Factor Evaluation (EFE) Matrix

No	Factors Analysis	Value	Rating	Score
<b>C. Opportunities (O)</b>				
1	Adanya kebijakan organisasi untuk mendukung kesehatan dan keselamatan kerja di seluruh SDM karyawan RSPM	0,5	4	2
2	Kinerja Tim K3 RS yang dibantu tenaga pendukung dalam melaksanakan tugasnya	0,5	4	2
<b>Opportunities Total</b>				4,0
<b>D. Threats (T)</b>				
1	Healthy perception of all employees	0,4	2	0,8
2	Facilities and infrastructure related to hospital OHS are not yet maximized	0,4	2	0,8
3	Regular accreditation is carried out in the hospital	0,2	1	0,2
<b>Threats Total</b>				1,8
<b>Total EFE : O - T (4,0 – 1,8)</b>				2,2

**Table 4.** SWOT Analysis of Strategy Formation in Making Efforts to Report Occupational Accidents and Dangerous Occurrences at Manguharjo Lung Hospital Madiun

<b>Strengths (S)</b>		<b>Weaknesses (W)</b>
a. The existence of competent human resources, judging by their educational degrees		a. There is no OHS Policy Organization and Implementation Guideline yet.
b. The existence of laws and regulations that are used as guidelines for determining K3		b. The number of personnel who have OHS expertise certificates does not yet exist
c. There is cooperation with other institutions for self-evaluation		c. There are no human resources who have an OHS background
d. Decree of the Occupational Safety and Health Team in each unit		d. Reporting on work safety incidents and performance is missing
e. Available budget in the hospital		
<b>Opportunities (O)</b>	<b>SO Strategy</b>	<b>WO Strategy</b>
a. There is an organizational policy to support the health of all human resources of RSPM employees.	a. Guidelines for organizing OHS policy and implementation	a. Create guidelines for organizing policies and implementing OHS in accordance with the rules.
b. Performance of the RS K3 Team assisted by support staff in carrying out their duties	b. Optimizing the implementation of health law regulations for all health workers	b. Increase training to obtain OHS certificates
		c. Recruitment of human resources with OHS background
		d. Establishment of a strategy to improve reporting on safety events and performance.
<b>Threats (T)</b>	<b>ST Strategy</b>	<b>WT Strategy</b>
a. Healthy perception of all employees	a. Optimize the perception of health in every employee	a. Overcoming human resource limitations during the pandemic
b. Facilities and infrastructure related to hospital OHS are not yet maximized	b. Offer more competitive service rates with various advantages	b. Optimizing existing schedules or evaluating their effectiveness
c. Regular accreditation is carried out at RSPM	c. Always improve in money in every accreditation implementation	

Based on the assessment that has been carried out using the SWOT kite diagram to prioritize

strategies to be implemented to overcome existing problems, the intervention plan for this community service is the formation of a strategy in making efforts to report work-related accidents and dangerous events, one of which is by optimizing google form at Manguharjo Lung Hospital Madiun.

## **DISCUSSION**

### **General Definition**

Work accidents are unexpected and unexpected events. Occupational accidents often occur in health workers, especially hospital nurses. Therefore, efforts are needed to foster the implementation of occupational safety and health (K3) in order to avoid work accidents. utilization of socialization media by the K3RS Committee section which contains K3 procedures, especially for the prevention of work accidents. For this reason, socialization media such as WhatsApp is needed which can be easily accessed by nurses regarding information on the implementation of K3, so that it is efficient and effective in delivering K3 promotion. The social media can accommodate the need for information, new knowledge, best practices on work accident prevention managed by the K3RS Committee.

### **Monthly Report Form**

Monthly report forms related to occupational safety and health need to be filled out every month without having to wait for accreditation. For this reason, during the pandemic and in the utilization of the 4.0 era which emphasizes the increased use of social media, a google form was formed so that it can facilitate access to filling. This google form is filled in by the head of the committee or the head of the installation with the approval of the Head of K3RS. The filling address is <https://shorturl.at/clDGN>

### **Evaluation**

Evaluation is carried out to reveal errors or shortcomings in the formation of strategies in making efforts to report occupational accidents and dangerous events, one of which is by optimizing google forms at the Manguharjo Lung Hospital Madiun and then making revisions according to suggestions and input. Understanding of filling in this google form is measured in stages, namely the initial stage of socialization given to health workers and starting management ranks. Furthermore, a post test will be carried out on the use of.

## **CONCLUSION**

Hazard reporting should be a priority for OHS programs as it is the basic prevention of accidents. Hazard reporting is an indication of problems where injuries may occur, even if they do not yet cause harm, but hazard reporting generates information that leads to corrective actions to create a safe work environment. Hazard reporting includes reporting unsafe conditions and unsafe behaviors. Hazard reporting by workers is an important means of identifying potential hazards and recording non-conformances before accidents occur. Paru Manguharjo Madiun Hospital is a provider in the health sector that has a variety of activities aimed at providing direct health services to a complex and sustainable community. These complex and continuous health service activities cause a lot of impacts and risks that may arise, such as work accidents, occupational diseases and patient safety. The benefit is Manguharjo Lung Hospital Madiun is one of the hospitals that has implemented an occupational safety and health program. Although it has implemented an occupational safety and health program, there are still many obstacles faced, especially in terms of the frequency of reporting on the occurrence of occupational accidents or occupational diseases in a hospital is still low, because workers think that reports of occupational accidents in their work units are still taboo to talk about.



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