



Implementation of Occupational Health and Safety in Supporting Service Job Satisfaction of Disaster Volunteers in Banten Province

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Abstract

The role of disaster volunteers is critical in providing essential assistance and support during emergency situations. These volunteers often face hazardous environments and various physical and psychological challenges that can impact their overall health and performance. Ensuring the effectiveness of disaster response efforts necessitates prioritizing the health and safety of these dedicated individuals. This study investigates the influence of Occupational Health and Safety (OHS) practices on the effectiveness of training and the job satisfaction of disaster volunteers. Using quantitative methods, data were collected from disaster volunteers in Banten through questionnaires, interviews, documentation, and literature reviews. The findings indicate that OHS practices significantly enhance the quality and effectiveness of training programs, which in turn increases volunteers' job satisfaction. Effective safety training not only protects volunteers but also contributes to the long-term sustainability of the organization. Additionally, the study reveals that OHS has a significant indirect effect on job satisfaction through training. A healthy and safe work environment directly improves training effectiveness and indirectly contributes to increased job satisfaction. The study concludes that volunteer organizations should strengthen OHS practices and provide comprehensive training to ensure the success of their programs and improve the overall job satisfaction and performance of disaster volunteers. Future research could explore the quality of OHS implementation across different volunteer organizations and examine the long-term effects of OHS and training on job satisfaction and volunteer retention.

Keywords: Occupational Health and Safety; Training; Volunteer; Job Satisfaction; Disaster Management.

Abstrak

Peran relawan bencana sangat penting dalam memberikan bantuan dan dukungan penting selama situasi darurat. Para relawan ini sering kali menghadapi lingkungan yang berbahaya dan berbagai tantangan fisik dan psikologis yang dapat mempengaruhi kesehatan dan kinerja mereka secara keseluruhan. Memastikan efektivitas upaya tanggap bencana perlu memprioritaskan kesehatan dan keselamatan para relawan yang berdedikasi ini. Penelitian ini menyelidiki pengaruh praktik Kesehatan dan Keselamatan Kerja (K3) terhadap efektivitas pelatihan dan kepuasan kerja para relawan bencana. Dengan menggunakan metode kuantitatif, data dikumpulkan dari relawan bencana di Banten melalui kuesioner, wawancara, dokumentasi, dan tinjauan literatur. Temuan menunjukkan bahwa praktik K3 secara signifikan meningkatkan kualitas dan efektivitas program pelatihan, yang pada gilirannya meningkatkan kepuasan kerja relawan. Pelatihan keselamatan yang efektif tidak hanya melindungi relawan, tetapi juga berkontribusi pada keberlanjutan jangka panjang organisasi. Selain itu, penelitian ini mengungkapkan bahwa K3 memiliki pengaruh tidak langsung yang signifikan terhadap kepuasan kerja melalui pelatihan. Lingkungan kerja yang sehat dan aman secara langsung meningkatkan efektivitas pelatihan dan secara tidak langsung berkontribusi pada peningkatan kepuasan kerja. Penelitian ini menyimpulkan bahwa organisasi relawan harus memperkuat praktik K3 dan memberikan pelatihan yang komprehensif untuk memastikan keberhasilan program mereka dan meningkatkan kepuasan kerja dan kinerja relawan bencana secara keseluruhan. Penelitian di masa depan dapat mengeksplorasi kualitas implementasi K3 di berbagai organisasi relawan dan memeriksa efek jangka panjang dari K3 dan pelatihan terhadap kepuasan kerja dan retensi relawan.

DOI:
10.35719/ijdr.v2i1.142

Kata Kunci: Kesehatan dan Keselamatan Kerja; Pelatihan; Sukarelawan; Kepuasan Kerja; Manajemen Bencana



INTRODUCTION

The role of disaster volunteers is critical in providing essential assistance and support during emergency situations. These volunteers are often in hazardous environments, faced with a variety of physical and psychological challenges that have the potential to impact their overall health and performance. To ensure the effectiveness of disaster response efforts, it is imperative to prioritize the health and safety of these dedicated individuals. Occupational health and safety (OHS) practices play a critical role in maintaining the well-being of disaster volunteers. The role of occupational safety and health (OHS) in volunteer work is an important yet often overlooked aspect of ensuring a fulfilling and positive work experience for those who selflessly dedicate their time and efforts to various causes. Occupational safety and health (OSH) is a fundamental issue in any work environment, and the volunteer sector is no exception. Chen et al., (2021) conducted a study exploring the experiences of disaster relief volunteers in Malaysia revealed several key themes, including limited resources, emotional and physical reactions, the need for support, and the importance of proper preparation. The study highlighted the impact of disaster relief work on the psychological, emotional and physical health of the volunteers. Fatigue and post-traumatic stress disorder are common problems faced by disaster relief volunteers.

In the field of disaster response, ensuring the safety and well-being of volunteers is of utmost importance ((Rawinarno et al., 2023)), and this can be achieved through implementing occupational health and safety measures and providing comprehensive training for volunteers (Umeda et al., 2020). By implementing occupational health and safety measures, such as conducting risk assessments, providing personal protective equipment, and creating protocols for emergency situations, we can minimize the potential risks and hazards that volunteers may face during disaster response activities (Khor & Surlenty, 2018; Rahmat & Alawiyah, 2020; Putri et al., 2020; Gustaman et al., 2020; Ardinata et al., 2022; Marufah et al., 2020; Bastian et al., 2021; Alawiyah et al., 2020; Muara et al., 2021; Rahmat, 2019; Rahmat et al., 2021).

Furthermore, by providing comprehensive training to volunteers, we can empower them with the necessary knowledge and skills to respond effectively to disasters while keeping themselves and others safe, thus not only improving the overall performance of volunteers, but also contributing to the overall success of disaster response efforts (Umeda et al., 2020). By prioritizing the safety and health of volunteers, we can create a conducive and supportive environment for them to carry out their duties. In addition, it is important to recognize the importance of safety participation in the Safety, Health and Environment Management System (Khor & Surlenty, 2018), by actively involving volunteers in the safety management process and encouraging their participation, we can foster a safety culture where everyone is responsible for their own well-being.



Figure 1. Occupational Health and Safety Word

The importance of health and safety in the workplace cannot be underestimated (Kusuma et al., 2021), by adhering to proper health and safety protocols, it can create a safe and secure environment for its employees (Saputra & Rizky Mahaputra, 2022). This, in turn, leads to higher job satisfaction among employees and ultimately contributes to the overall success of the organization (Spillane & Oyedele, 2013; Syarifah et al., 2020; Pratikno et al., 2020; Priambodo et al., 2020; Adri et al., 2020; Yuliarta & Rahmat, 2021; Rahmanisa et al., 2021; Utama et al., 2020; Zakiyah et al., 2022; Rahmat et al., 2020; Kodar et al., 2020; Najib & Rahmat, 2021, Widyaningrum et al., 2020, Muara et al., 2021). Moreover, providing adequate training to volunteers on health and safety measures plays an important role in ensuring their satisfaction at work, not only equipping them with the necessary skills and knowledge to protect themselves and others from potential hazards, but also demonstrating that the organization values their well-being and is committed to their safety. Moreover, a strong focus on occupational health and safety management in a sustainable environment can result in improved employee well-being (Chen et al., 2022). Overall, prioritizing health and safety in the workplace through proper training and implementing sustainable practices can increase service job satisfaction and improve volunteer well-being.

RESEARCH METHOD

This research uses quantitative methods by examining between variables using questionnaire research instruments using a rating scale of 1 to 10 where number 1 means Strongly Disagree to number 10 which means Strongly Agree.

Figure 2. Rating Scale

Sangat Tidak Setuju							Sangat Setuju		
1	2	3	4	5	6	7	8	9	10

So as to produce statistical data as a tool in obtaining an explanation of the results of this study. And supported by other data collection methods such as interviews, documentation studies, and literature studies.

The population of this study were all Kebencanaan Volunteers in Banten and the sample selection in this study using Convenience sampling technique, is the practice of selecting samples based on factors such as ease of acquisition; samples are selected or obtained because they are available at the appropriate time and location. Determining the number of samples in this study refers to Hair's statement. According to Hair et al., (2020), for each parameter calculated, a minimum sample size of 5 to 10 observations is recommended. Then the calculation of determining the number of samples is as follows:

$$\text{Sample} = \text{Number of Indicators} \times 5 = 12 \times 5 = 60 \text{ People}$$

This research analysis technique uses path analysis using the PLS SEM analysis tool. According to Ichwanudin (2018), PLS SEM has the aim of predicting and developing theory, and to predict and identify variables that connect variables and assess the extent to which the model can explain the pattern of relationships between these variables by looking at the R-Square value.

RESULT AND DISCUSSION

The results of this study indicate that the indicator questionnaire data for each variable has valid and reliable results. Can be seen in **Table 1**.

Table 1. Outer Loading Result

Variable	Indicator	Loading Factor
Occupational Safety And Health	K3_1	0.873
	K3_2	0.920

Variable	Indicator	Loading Factor
Training	K3_3	0.934
	K3_4	0.941
	PEL_1	0.890
	PEL_2	0.925
	PEL_3	0.842
Job Satisfaction	PEL_4	0.930
	KEP_1	0.905
	KEP_2	0.954
	KEP_3	0.867
	KEP_4	0.962

Table 1 explains that the OHS variable indicators include understanding of awareness of occupational safety and health, use of PPE, compliance with service procedures, and communication engagement. Then the Training variable indicators are measured through training quality, training effectiveness, training impact and satisfaction with training. Job Satisfaction variable indicators include dimensions of relationships between volunteers, work-life balance, recognition and appreciation, and overall satisfaction. All indicators are valid and reliable because they have a value > 0.7 .

Then **Table 2** dan **Table 3** shows the results of the Path Coefficient and Indirect Effect, a value in path analysis that indicates the strength and direction of the relationship between the variables in the structural model. And the indirect effect test results are used to measure the effect of an independent variable on the dependent variable through one or more mediating variables.

Table 2. Path Coefficient Result

Variabel	Original Sample (O)	Sample Mean	Standar Deviation (STDEV)	T-Statistics (O/STDEV)	P Values
OHS → Training	0.947	0.939	0.031	30.404	0.000
Training → Job Satisfaction	0.580	0.596	0.145	4.008	0.000

Table 3. Indirect Effect Result

Variabel	Original Sample (O)	Sample Mean	Standar Deviation (STDEV)	T-Statistics (O/STDEV)	P Values
OHS → Training → Job Satisfaction	0.549	0.560	0.138	3.968	0.000

Table 2 shows that OHS has a significant positive effect on training, which means that the higher the application of OHS when relawn is on duty at disaster sites, the more effective and quality training can be. Occupational Health and Safety (OHS) has become an increasingly important aspect of organizational operations, and its influence on employee training cannot be overstated. Effective safety training not only protects workers, but also contributes to the long-term sustainability of the organization. In addition, **Table 2** also shows that training has a significant positive effect on Job Satisfaction. It reveals that effective and relevant training can increase volunteers' feelings of satisfaction towards their service in disaster relief missions. Volunteers who feel well trained tend to be more satisfied with their jobs, feel more valued, and more motivated to perform well.

Table 3 shows the results of the Indirect effect of the OHS relationship on Job Satisfaction which is mediated by the Training. Based on the indirect effect results, we can conclude that OHS has a significant positive indirect effect on Job Satisfaction through Training. This shows that a good OHS program and implementation can improve the quality or effectiveness of training, thereby increasing job satisfaction. A healthy and safe work environment not only directly improves training effectiveness but also contributes to

increased employee job satisfaction through more effective training. Therefore, volunteer organizations need to continue to strengthen OHS practices to ensure the success of their training programs and improve the overall job satisfaction of disaster volunteers.

Occupational health and safety (OHS) is a critical aspect of workplace management that can significantly impact employee training and development (Cary: Gerald Van Belle et al., 1997). Pagell et al., (2014) Research has shown that effective occupational health and safety practices can enhance the efficacy of employee training programs, leading to improved worker knowledge, skill acquisition, and the adoption of safe work practices. One study examining the relationship between workplace conditions and job performance found that training programs designed to enhance employee performance should prioritize occupational health and safety considerations (Kahya, 2007). Specifically, the researchers concluded that addressing organizational rules and regulations regarding occupational health and safety is essential for ensuring the success of training initiatives. Similarly, a series of case studies exploring the interplay between workplace safety and productivity revealed that organizations can indeed create safe and productive work environments, but often struggle to do so due to issues with management culture and practices. Furthermore, the literature suggests that worker participation and engagement in occupational health and safety training is crucial for its effectiveness.

OHS has positive and significance effect on job satisfaction Ridha Arrozak et al., (2021). Occupational health and safety (OHS) has been a crucial aspect of workplace management, with numerous studies highlighting its impact on various employee outcomes, including job satisfaction (Schmidt, 2007). However, the relationship between occupational health and safety and job satisfaction is often complex, with factors such as training playing a significant mediating role. Manuere (2018) Training has been shown to have a positive impact on job satisfaction, as it can enhance employees' skills, knowledge, and confidence in their work.

The existing literature suggests a complex interplay between occupational health and safety, training, and job satisfaction. One study found a positive relationship between job security and employee job satisfaction, while other studies have shown no such relationship. Nevertheless, there is evidence that staff training and development are highly correlated with job satisfaction. This suggests that training may play a crucial mediating role in the relationship between occupational health and safety and job satisfaction.

When employees are satisfied with the training they receive, it can lead to greater overall job satisfaction (Manuere, 2018). Components of job training, such as the time spent in training, the training methodologies used, and the content covered, have all been found to be significant in their relationship to job training satisfaction. Furthermore, trainees are more satisfied with the training they receive when the methodology employed matches their preferred learning style.

Effective training serves as a bridge between OHS implementation and job satisfaction. When volunteers feel safe and equipped with the necessary skills, they tend to be more satisfied with their jobs. Here are some ways in which these three aspects are interconnected.

Table 4. Implementation

Aspect	Implementation
Safety and Satisfaction	<ol style="list-style-type: none"> 1. A safe working environment increases job satisfaction as volunteers feel valued and protected. 2. Comprehensive OHS training makes volunteers more confident and comfortable in carrying out their duties.
Competence and Satisfaction	<ol style="list-style-type: none"> 1. Training improves volunteer competency, which in turn increases efficiency and job satisfaction. 2. Volunteers who feel skilled and knowledgeable tend to be more satisfied and motivated.
Support and Satisfaction	<ol style="list-style-type: none"> 1. Support in the form of training and OHS policies demonstrates the organization's commitment to the well-being of volunteers, increasing loyalty and satisfaction.

As such, good OHS implementation, supported by proper training, can improve the job satisfaction of disaster volunteers, which in turn improves the performance and retention of volunteers in the organization.

CONCLUSION

This study reveals that the implementation of Occupational Health and Safety (OHS) has a significant positive influence on training effectiveness. The higher the OHS implementation at disaster sites, the more effective and quality training can be provided. OHS not only protects volunteers but also contributes to the long-term sustainability of the organization. Effective training was also shown to have a significant positive influence on volunteer job satisfaction. Volunteers who feel well-trained tend to be more satisfied with their work, feel more valued, and are more motivated to perform well. In addition, research shows that OHS has a significant indirect effect on job satisfaction through training. This suggests that a good OHS program can improve the quality or effectiveness of training, which in turn improves job satisfaction. A healthy and safe working environment not only improves training effectiveness directly but also contributes to increased volunteer job satisfaction through more effective training. Therefore, volunteer organizations need to continue to strengthen OHS practices to ensure the success of their training programs and improve job satisfaction of disaster volunteers. Existing literature suggests that effective OHS practices can increase the effectiveness of training programs, which in turn increases volunteers' knowledge, skills and adoption of safe work practices. Worker participation and involvement in OHS training is critical to its effectiveness. Overall, good OHS implementation, supported by proper training, can improve the job satisfaction of disaster volunteers, which in turn improves the performance and retention of volunteers in the organization.

For future research, some areas that can be further explored include assess how the quality of OHS implementation in different volunteer organizations affects the research outcomes, the study could identify best practices and challenges in OHS implementation. And examine the long-term effects of OHS and training on job satisfaction and volunteer retention.

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