

Implementation Of Occupational Health And Safety (Ohs) Risk Management In Public Areas To Ensure Guest Safety At Five-Star Hotels In Solo

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Abstract - The purpose of this study is to understand the Occupational Health and Safety (OHS) Risk Management in the public areas of five-star hotels in Solo City, evaluate the implementation of the OHS Risk Management System in these public areas, and assess the assurance of guest safety in the public areas of five-star hotels in Solo City.

The research employs a descriptive qualitative method with data triangulation. Data collection methods include observation, interviews, documentation, and literature studies. The study was conducted at a five-star hotel in Solo City.

Results The study found that the implementation of OHS Risk Management in the hotel involved several stages: determining the context, hazard identification, risk analysis, risk evaluation, and risk control. The OHS Risk Management System was implemented by categorizing public areas according to potential hazards, identifying hazards in each public area, conducting evaluations regardless of the occurrence of accidents or work-related illnesses, and implementing OHS risk control measures to maintain zero accidents. Guest safety assurance was evidenced by the development of rules and regulations for implementing OHS Risk Management. Data and observations indicate that the safety and health of guests are ensured through these measures.

Keywords: Risk Management, Occupational Safety and Health (OHS), Public Area.

I. INTRODUCTION

The Room Occupancy Rate (ROR) of star-rated hotels in Indonesia in November 2023 reached an average of 56.72 percent, an increase of 2.31 percentage points compared to the ROR in November 2022, which was 54.41 percent. The significant increase in ROR was particularly experienced by the Riau Islands Province, Papua Province, and North Kalimantan Province, which recorded the highest ROR increases of 15.24 points, 14.12 points, and 13.28 points, respectively, according to data from the Ministry of Tourism and Creative Economy's Information System (2024). Meanwhile, at the beginning of the pandemic, the room occupancy rate of star hotels in Solo in January–July 2020 was 30.24 percent, a decrease compared to the same months in 2019, which had a rate of 51.55 percent (Ministry of Tourism & Creative Economy of the Republic of Indonesia, 2020). As of 2024, the situation has returned to normal; however, precautions against the risks of viruses, bacteria, germs, and parasites must continue to be observed, especially for hotels. [1]

The public area, as a shared space in hotels, involves frequent interactions among all individuals present. This demands that hotels ensure the safety and health of everyone within the premises. A previous study conducted by the author found that public areas are classified as high, medium, and low risk in terms of Covid-19 and bacterial hazards. Based on these findings, special attention

must be given to these areas to maintain the continuity and sustainability of hotel operations. High-risk areas require intensive care and maintenance, while medium-risk areas should not be neglected and must continue to be monitored. Therefore, it is essential to have a risk management system in place to anticipate these potential hazards. [2]

Based on the above phenomenon, it is necessary to conduct research aimed at identifying the implementation of services by Housekeeping and Front Office staff in reducing the risk (risk management) of exposure to diseases from guests or themselves. The outcome of this research will be the development of effective and efficient Standard Operating Procedures (SOPs) for disease prevention in the Housekeeping division of hotels.

II. LITERATURE REVIEW

2.1. Risk Management

Risk management is a systematic approach to identifying risks and determining the appropriate actions to address them. It serves as a tool to identify the sources of risks and uncertainties, assess the potential impacts, and develop responses to manage those risks. Risk management actions are taken by practitioners to respond to various types of risks. Respondents typically engage in two main actions within risk management: **prevention** and **correction**. [3]

2.2. Occupational Health and Safety (OHS)

"Occupational health and safety is a series of efforts aimed at creating a safe and peaceful working environment for employees in the company." The prevention of workplace accidents can be achieved by identifying various risks that may arise, one of which is through the method of **HIRARC** (Hazard Identification, Risk Assessment, and Risk Control). [4]

2.3. The Hospitality Industry

The **hospitality industry** refers to businesses that provide services related to leisure, travel, accommodation, food, and entertainment. It is a broad sector that includes a range of services designed to meet the needs of guests, customers, and travelers. In particular, the hotel industry is a significant component of the hospitality sector and is focused on providing accommodations, along with other services, to people away from home.

As an organization, a hotel requires various strategies to ensure its survival. A hotel is categorized as a business operated by its owners, providing food, beverages, and accommodation facilities to people who are traveling and can afford to pay a reasonable amount based on the services received, without any special agreements. During a pandemic, hotels can offer special promotions in the form of marketing strategies to ensure the safety and health of their guests. [5]

2.4. The Development of Viruses

The **COVID-19 pandemic** that has swept across the world is caused by a new type of disease that had never been identified in humans before. The virus responsible for COVID-19 is called **SARS-CoV-2**, and it is a type of **zoonosis**, meaning it can be transmitted between animals and humans. Research indicates that **SARS** was transmitted from civet cats to humans, and **MERS** from camels to humans. However, the specific animal source of the COVID-19 virus remains unidentified to this day.

This highlights the importance of ongoing scientific research to track the origins of emerging diseases and the role animals play in transmitting viruses to humans. Understanding these transmission pathways is essential for preventing future outbreaks and controlling the spread of diseases like COVID-19.

The Ministry of Health states that the public health level of a country can be influenced by the availability of healthcare services. According to Law No. 17 of 2023 on Health, healthcare facilities are defined as places and/or tools used to provide healthcare services to individuals or communities. These services are delivered through a promotive, preventive, curative, rehabilitative, and/or palliative approach, and can be carried out by the Central Government, Local Government, and/or the community.. [6]

III. RESEACH METHODE

This study employs a descriptive method. Descriptive research is a technique that describes and interprets the meaning of collected data by paying attention to and recording as many aspects of the investigated situation as possible at the time. This approach aims to obtain a general and comprehensive depiction of the actual conditions.

The object of this research is the hotel employees in Solo assigned to the Public Area Section. The data collection technique involves saturated sampling, which includes all members of the population in the Housekeeping division. The tools used for data collection in this study include interview guidelines and documentation retrieval. Data collection was also conducted using questionnaires. A questionnaire is a series of written questions presented to respondents regarding specific issues to obtain their responses. The data analysis technique employs percentage analysis to identify the most significant percentage trend or mode.

IV. RESULTS AND DISCUSSION

4.1 Occupational Health and Safety Risk Management in the Public Area of Five-Star Hotels in Surakarta.

Occupational Health and Safety (OHS) Risk Management begins with determining the context, identifying hazards, analyzing risks, evaluating, and controlling risks. Based on the data collection results, the following points can be conveyed:

a. Context Determination

In this case, the five-star hotels in Solo have categorized and prioritized specific areas as public spaces, creating a priority scale for handling them. These areas include the entrance to the hotel and extend to the exit.

b. Hazard Identification.

Hazards in the public areas mentioned above are identified, covering potential dangers, the likelihood of those dangers occurring, and the possible outcomes if they do.

c. Risk Analysis

Thoroughness in analysis is the key to determining concrete actions for Occupational Health and Safety (OHS).

d. Risk Control

Actions taken involve addressing work-related risks that must be borne by everyone present in the workplace. Quick risk control measures are implemented to prevent workplace accidents and occupational illnesses.

4.2. Implementation of Occupational Health and Safety Risk Management in the Public Area of Five-Star Hotels in Surakarta

Table 1. Risk Control

No	Findings	Rsk	Sources	Types of Hazards	Risk Evaluation				Risk Control
					Conse Quen ces	Likeli hood	Score	Risk Cate gories	
1.	Hotel Gate Entrance	Traffic Accidents	Cars, Motor Vehicles, Bicycles	Wounds on the body	3	C	3C	High	Installation of clear traffic lights
2.	Security Post	Internal Diseases	Motor Vehicle Exhaust	Out of breath	2	B	2B	High	Providing good ventilation
3.	Parking Area front of Hotel	Traffic Accidents	Cars, Motor Vehicles, Bicycles	Wounds on the body	2	D	2D	medium	Installation of clear traffic lights
4.	Basement (Under ground Parking)	Traffic Accidents	Cars, Motor Vehicles, Bicycles	Wounds on the body	3	A	3A	Extreme	Installation of clear traffic lights
5.	Canoppy Lobby	Traffic Accidents	Cars, Motor Vehicles, Bicycles	Wounds on the body	2	D	2D	medium	Installation of clear traffic lights
6.	Lobby	Unintentional Contact with Others	Kontak langsung dengan sesama tamu tanpa sengaja	Infectious diseases	2	B	2B	High	Good seating arrangement
7.	Concierge room	Infection from Viruses Transferred via Bags or Belongings	Luggage/bags that are not cleaned	Infected with viruses and bacteria	3	C	3C	High	Spraying disinfectant on every item left at the Concierge
8.	Reception	Unintentional Physical Contact with Others	Direct contact when checking in, checking out or other needs	Infected viruses and bacteria	3	A	3A	Extreme	Create a transparent partition at the Reception counter
9.	Archade	Unintentional Physical	Less sterile	Infected	2	B		High	Use hand gloves and spray

		Contact with Others		viruses and bacteria					disinfectant after use
10.	Elevator Lift	Touching Elevator Handles or Push Buttons Contaminated with Viruses	The activities of people using hotel elevators and the absence of distance between elevator users	Infected viruses and bacteria	3	A	3A	Extreme	Regulate the distance between users and clean the elevator handles and fogging regularly
11.	Business Centre	Touching or Being Close to Others Due to Lack of Distance	Sitting tables and chairs are used without any distance	Infected viruses and bacteria	2	C	2C	Medium	Arrange the distance between seats and tables and practice social distancing
12.	Restroom Lobby	Touching Entrance Doors and Equipment in Restroom Lobbies	Directly touch existing equipment	Infected viruses and bacteria	2	B	2B	High	Clean equipment regularly and spray/fog regularly.
13.	Ballroom	Unintentional Contact with a Person Infected with a Virus	Sit in chairs in the Ballroom without any distance	Infected viruses and bacteria	3	C	3C	Extreme	Implementation of event providers, arranging seating distances and regular spraying of disinfectant
14.	Swimming pool	Simultaneous Use of Water and Unintentional Contact with Others	Swimming pool water that has been used by exposed people will easily get on other people	Infected viruses and bacteria	3	A	3A	Extreme	Considering the high danger because water is a medium for the development of virus, it is best to close it
15.	Restaurant	Unintentional Contact with Others at	Touching or being close to other people	Infected	2	B	2B	High	Arranging the distance between tables

		Close Proximity	when requesting food and beverage or when serving as a food server	viruses and bacteria					and seats, implementing provision, servers paying attention to personal hygiene, regular fogging
16.	Fitness and Spa Center	Unintentional Contact with Others at Close Proximity	Equipment that has been used by someone lying down will easily spread	Infected viruses and bacteria	2	D	2D	Medium	Arranging distance between equipment and providing hand washing stations and hand sanitizers
17.	Children Kids Club	Unintentional Contact with Others at Close Proximity	Equipment that has been used by someone lying down will easily spread	Infected viruses and bacteria	2	B	2B	High	Setting health regulations for children
18.	Hotel Exit Door (Main Exit Door)	Traffic Accidents	Cars, Motor Vehicles, Bicycles	Wounds on the body	2	D	2D	Medium	Installation of clear traffic lights

Table 2. Classification of Hazard Severity Levels

Description	category	score	Mishap Definition
Catastrophic	I	4	Death or loss of system
Critical	II	3	Serious injuries that cause permanent disability
			Severe occupational disease
			Severe system damage
Marginal	III	2	Moderate injuries only require medical treatment
			Mild occupational disease
			Partial system damage
Negligible	IV	1	Minor injuries that only require first aid
			Damage to a small part of the system

Tabel 3. Klarifikasi Frekuensi Paparan Bahaya

Description	category	score	Mishap Definition
Frequent	A	5	Happens frequently, repeatedly on the system
Probable	B	4	Occurs several times in the system cycle
Occasional	C	3	Happens sometimes in the system
Remote	D	2	Never happened but it might happen to the system
Improbable	E	1	Not possible, it can be assumed that it will not happen to the system

Table 4. Consequence Criteria

Risk Level						
Likelihood	5	5	10	15	20	25
	4	4	8	12	16	20
	3	3	6	9	12	15
	2	2	4	6	8	10
	1	1	2	3	4	5
Scale		1	2	3	4	5
Severity/Consequence						

Table 5. Likelihood

Level	Criteria	Description	
		Qualitative	Quantitative
1	Rarely happening	Can be considered but not only during extreme circumstances	Less than 1 time per 10 years
2	Less likely	It hasn't happened yet but could appear/happen at some time	Occurs once per 10 years
3	Possible	It should happen and may have happened/appeared here or elsewhere	1 time per 5 years to 1 time per year
4	Most likely	Can occur easily may appear in most circumstances	More than 1 time per year to 1 time per month
5	Almost certainly	Frequent occurrence, expected to appear in the most common circumstances	More than 1 time per month

Table 6. Consequences/Severity

Level	Description	Explanation	
		Severity of injury	Working days
1	not significant	The incident did not cause harm or injury to humans	Does not cause lost work days
2	small	Causes minor injuries, minor losses and does not have a serious impact on business continuity	Can still work on the same day/shift
3	currently	Serious injury and treated in hospital, does not cause permanent disability, moderate financial loss	Lost work days under 3 days
4	heavy	Causing serious injury, permanent disability and large financial losses as well as having a serious impact on business continuity	Missed work days of 3 days or more
5	disaster	Resulting in deaths and serious losses, it can even stop business activities forever	Lost days of work forever

Table 7. Risk Control

No	Type of activity	Valuation Description	Risk Control
1.	Hotel Gate Entrance	High	Installation of clear road signs and CCTV to monitor security directly and indirectly
2.	Security Post	High	Providing adequate ventilation and appropriate space for staff
3.	Parking Area front of Hotel	Medium	Installation of clear road signs and CCTV to monitor security directly and indirectly
4.	Basement	Extreme	Installation of clear road signs and CCTV to monitor security directly and indirectly
5.	Canopy Lobby	Medium	Installation of clear road signs and CCTV to monitor security directly and indirectly
6.	Lobby	High	Good air conditioning system and good furniture placement and always maintaining cleanliness, health, tidiness and beauty
7	Concierge room	High	Make distance marks on chairs to implement physical distancing. Passengers wear masks and do not engage in social interaction. Provision of hand sanitizer and hand washing soap in every corner.

8	Reception	Extreme	. Make distance marks on chairs to implement physical distancing. Passengers wear masks and do not engage in social interaction. Provision of hand sanitizer and hand washing soap in every corner
9	Trolley bag	High	Pada pegangan troli dilapisi oleh plastik khusus terlebih dahulu. Penyempotan berkala pada troli.
10	Elevator Lift	Extreme	Make distance marks on chairs to implement physical distancing. Passengers wear masks and do not engage in social interaction. Provision of hand sanitizer and hand washing soap in every corner
11	Business Centre	Medium	Make distance marks on passenger seats to implement physical distancing
12	Restroom Lobby	High	Hotel cleaning staff must wear complete PPE. Regular spraying of disinfectant. Provision of hand sanitizer in every corner. No waiting in the toilet room.
13	Ballroom	Extreme	Make distance marks on chairs to implement physical distancing. Passengers wear masks and do not engage in social interaction. Provision of hand sanitizer and hand washing soap in every corn
14	Swimming pool	Extreme	Arrange the scheduling of opening and closing of the swimming pool properly
15	Restaurant	High	Hotel guests are not allowed to eat on the premises and are allowed to take away.
16	Fitness and Spa Center	Medium	setting distance marks on chairs for guest seating using shields and not engaging in free social interaction. Provision of hand sanitizer and hand washing soap in every corner
17	Children Kids Club	High	Limit the length of time children play and use equipment that is safe for children
18	Pintu Keluar Hotel	Medium	Installation of clear road signs and CCTV to monitor security directly and indirectly

Table 8. Action Required

No	Guide Word+ Parameter	Reason	Consequence	Safeguard	Action Required
1.	Parking area traffic directions	Motor vehicles collide with each other and the basement terrain is dangerous	Motor vehicles are damaged and can cause injury to drivers	Clear traffic lights and adequate lighting	Installation of traffic lights, bright lights, especially in the basement and installation of CCTV if necessary
2	Tables and chairs, providing	Guests always touch/hold	The virus can be transmitted to	Implementation of health	Fogging disinfectant on tables and chairs,

	partitions/glass in the lobby, reception, ballroom, restaurant, business center	tables and chairs and then unconsciously touch their faces without washing their hands first, while the virus can stick to the media.	everyone who comes into contact with tables and chairs in the area	protocols with PPE (Personal Protective Equipment) such as hand gloves, masks or face shields, hand sanitizer	washing hands with soap or using hand sanitizer and using appropriate PPE
3	Toilet bowl, urinoir and wastafel	Viruses can stick to toilet bowls, urinals and sinks	Users of urinals, toilet bowls and sinks can be exposed to viruses	Provision of soap, hand dryer and hand sanitizer	spray disinfectant, wash your hands with soap then use hand sanitizer
4	Elevator Lift	Most guests who use the elevator always hold the push button and elevator handle. Direct contact causes the virus to stick to the media	The virus can be transmitted to people who come into contact with elevator lifts.	Personal Protective Equipment (PPE) such as hand gloves, masks or face shields and hand sanitizer	Periodic fogging of disinfectant in elevators. Wash your hands with soap then use hand sanitizer.
5	Trolley Bag	People who use a trolley bag and the virus can stick to the trolley bag handle.	The virus can be transmitted to people who use trolley bags	Personal protective equipment such as hand gloves, washing hands with soap, using hand sanitizer	Regularly fogging disinfectant on the trolley bag. Wash your hands regularly with soap or use a hand sanitizer
6	Child protection instructions in hotels	Children can fall, slip, get pinched, especially in games or dangerous places	Children do not have enough knowledge and need supervision and guidance	Child protection in hotels must be provided according to standards	Use play equipment provided by the hotel according to the child's age

V. CONCLUSION AND RECOMMENDATIONS

The conclusions drawn from the research results based on the data and its processing are as follows:

- a. The Occupational Health and Safety (OHS) risk management has been well-established in accordance with procedures, starting from determining the context, hazard identification, risk analysis, risk evaluation, and risk control.
- b. The implementation of OHS risk management has been carried out effectively, although improvements are needed to further minimize OHS risks.
- c. The assurance of Occupational Health and Safety (OHS) in the hospitality industry, especially in five-star hotels in Solo City, has been ensured for everyone in the workplace through the availability of complete equipment to support such efforts.

The recommendations provided by the author regarding the implementation of Occupational Health and Safety (OHS) risk management in five-star hotels in Solo City are as follows:

- a. OHS risk management should always be evaluated to adapt to the current development of hotels, especially those that frequently update the use of technology to support hotel operations.
- b. The implementation of OHS management should be consistently supervised, as accidents and work-related illnesses can occur at any time, particularly involving everyone present in the workplace.
- c. Ensuring occupational health and safety, especially for guests, requires appropriate equipment and skilled human resources as users. Therefore, providing adequate knowledge and skills training for employees is essential.

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