

The Relationship Between the Implementation of Standard Operating Procedures (SOPs), Compliance with Personal Protective Equipment (PPE) Use, and Workplace Accidents Among Inpatient Nurses at Panti Waluyo YAKKUM Hospital, Surakarta

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ABSTRACT

Introduction: Nurses represent the largest healthcare workforce and play a crucial role in providing healthcare services. Nurses are at risk of accidents and occupational illnesses while performing procedures, so they need to understand hospital procedures, the work environment, and several other aspects.

Objectives: The aim of this study was to identify the correlation between the implementation of SOPs and compliance with the use of PPE among inpatient nurses at Panti Waluyo YAKKUM Surakarta Hospital.

Methods: This study employed a quantitative paradigm with an associative method and a cross-sectional approach. The population consisted of 74 inpatient nurses in 2025, and a sample size of 74 respondents was used utilizing a total sampling technique.

Results: Based on the univariate analysis of the implementation of SOP, the results obtained were implemented by 73 respondents (98.65%), and the category not implemented by 1 respondent (1.35%). Compliance with the use of PPE obtained compliance results of 74 respondents (100%). Work accidents obtained high results in 2 respondents (2.71%) and low in 72 respondents (97.29%). Bivariate analysis using the Kendall's Tau test obtained a Sig. value of $0.000 < 0.05$ on the variable of SOP implementation with work accidents and a correlation value of -0.576 . While on the variable of the presence of PPE use and work accidents obtained a Sig. value of $0.330 > 0.05$ and a correlation value of -0.097 , the relationship is very weak and in the opposite direction..

Conclusions: The conclusion is that there is a significant relationship with a strong correlation value and an opposite direction of relationship between the implementation of SOPs and work accidents in inpatient nurses at Panti Waluyo Hospital, Surakarta, and there is no significant relationship with a very weak correlation value and an opposite direction of relationship between compliance with the use of PPE and work accidents in inpatient nurses at Panti Waluyo Hospital.

Keyword: Implementation of SOP, Compliance with Use of PPE, Inpatient Nurses .

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Introduction

A hospital (RS) is an institution that provides comprehensive individual healthcare services, including outpatient, inpatient, and emergency care (Minister of Health Regulation Number 3 concerning Hospital Classification and Licensing, 2020). In providing services, hospitals are required to have guidelines, policies, and manuals, and implement standard operating procedures (SOPs) as a reference in carrying out their work. This aims to assist and facilitate the implementation of hospital services.

According to Putri (2019) in (Illahi, 2022), implementation is a process, method, or action that demonstrates the ability to improve learned material with a systematically prepared plan, such as methods, concepts, and theories. Standard Operating Procedures (SOPs) are a reference that explains the procedures for carrying out work by employees, with the aim of streamlining work processes and fostering awareness of their responsibilities. Hospital SOPs are a control instrument for services provided to patients related to medical and administrative services. To provide safe healthcare services to prevent the risk of disease transmission, hospitals must have guidelines for the use of Personal Protective Equipment (PPE) that adhere to standards. This aims to facilitate hospital staff in providing healthcare services in a safe and healthy environment.

According to (Taufiq, 2019), Standard Operating Procedures (SOPs) are guidelines or references for carrying out work tasks in accordance with the hospital's functions and

performance assessment tools based on technical, administrative, and procedural indicators in accordance with the relevant work procedures. The purpose of SOPs is to establishing commitment regarding hospital work units to realize good governance. Meanwhile, according to Daini and Marlini (2017), SOPs contain information regarding activity execution timeframes, service users, organizational hierarchies, and the operational steps involved in carrying out an activity.

According to Hakiki et al. (2022), the objectives of developing Standard Operating Procedures (SOPs) for company activities are to: maintain work consistency among employees; clarify task flows and responsibilities for each work unit; and facilitate monitoring processes while saving time on training programs, given the systematic nature of SOPs. The implementation of SOPs involves several indicators that must be met: efficiency, consistency, problem minimization, problem resolution, workforce protection, workflow mapping, and safety boundaries (Santosa, 2014, as cited in Hakim & Rahayuna, 2024).

Supporting factors for SOP implementation include speed and accuracy in both the work process and the results. This means that speed and accuracy are achieved when competent employees—acting professionally and in accordance with their expertise—execute tasks that align precisely with objectives regarding time, resources, attendance, and other factors. Work speed and accuracy can be facilitated by adequate equipment and supplies. Regarding the speed and accuracy of results, the focus is on work quality—ensuring that the output is not only produced quickly but also delivered on time, meeting the organization's targets (Ekotama, 2018, as cited in Rismayanti, 2018).

According to Utami et al. (2023), the concept of compliance stems from the English word "obedience." "Obedience" originates from the Latin **obedire**, meaning "to listen to." The essence of obedience is compliance; thus, compliance can be defined as adherence to orders or rules. Compliance refers to the extent to which an individual follows recommended rules—specifically, the degree to which a person adheres to care, treatment, and behavioral recommendations provided by nurses, doctors, or other healthcare professionals. Adherence describes the extent to which an individual acts in accordance with behavioral guidelines recommended by healthcare professionals (Nurlaili, 2024). According to Kurnia (2021), the issue of adherence is, in reality, determined by three aspects: the authority figure, the prevailing conditions, and the individual complying.

According to Darley and Blass (cited in Malikah & Sholihatun, 2017), an individual can be considered compliant with others if they exhibit three dimensions of compliance related to attitude and behavior: belief, acceptance, and action. Compliance refers to the extent to which an individual adheres to recommended guidelines—specifically, the degree to which they carry out care, treatments, and behaviors advised by nurses, doctors, or other healthcare professionals. Compliance reflects the extent to which an individual acts in accordance with behavioral guidelines recommended by healthcare workers (Nurlaili, 2024). According to the Indonesian Ministry of Health (2009, cited in Mauliddiyah, 2021), compliance criteria can be categorized into three levels: compliant, partially compliant, and non-compliant.

The correct use of Personal Protective Equipment (PPE) plays a crucial role in maintaining workplace safety. This includes the use of helmets, safety shoes, and protective clothing designed to prevent physical injuries caused by falls, crushing by objects, or contact with heavy machinery. The use of eye protection, gloves, and masks is equally critical to prevent exposure to chemical substances that pose risks to long-term health. Nurses must prioritize compliance with PPE usage in the workplace; utilizing PPE before performing medical procedures on patients is a vital strategy for mitigating risks and ensuring safety and security during medical interventions.

According to Yayasan Spiritia (2006, cited in Beno et al., 2022), obtaining an accurate or measurable compliance score requires assigning specific numerical values to the levels of compliance. Consequently, compliance can be ranked into three categories: Compliant (36%–100%), Partially Compliant (36%–<75%), and Non-compliant (<36%).

According to the World Health Organization (WHO), Personal Protective Equipment (PPE) is a collection of devices used to protect part or all of the body from potential workplace hazards or accidents. According to the Minister of Manpower and Transmigration (2010), nurses' compliance with PPE usage impacts disease transmission. Neglecting PPE usage increases the risk of contracting diseases such as hepatitis and HIV/AIDS (Chrismadani, 2015, cited in Fenelia & Herbawani, 2022). The WHO states that the objectives of using PPE include minimizing workplace injuries, reducing staff turnover and sickness-related absenteeism, avoiding fines, lawsuits, and legal costs, and meeting legal requirements and standards.

According to Mulyanti (2008, cited in Yusnita, 2017), the use of PPE by healthcare workers is influenced by several factors, including: Knowledge (the result of knowing, occurring after one perceives a specific object); Attitude (an individual's reaction or response to a stimulus or object); PPE Condition (related to the availability of PPE, which enhances worker performance); Supervision (qualitative and quantitative observation and evaluation); and Social Support (from both colleagues and superiors). The role of colleagues involves encouraging PPE use, while the role of superiors involves recommendations, sanctions, and rewards.

According to the Indonesian Ministry of Health (2020), principles for selecting PPE include: it must provide protection against specific hazards or risks encountered (such as splashes or direct/indirect contact); it should be as lightweight as possible without causing excessive discomfort; it should be versatile (reusable); it must not create additional hazards; and it must be durable.

Comprising the largest segment of the healthcare workforce, nurses play a crucial role in healthcare services. In Indonesia, nurses constitute approximately 47.08% of the hospital healthcare workforce and are the healthcare professionals who interact most frequently with patients (Depkes RI, 2014, as cited in Ramdan & Rahman, 2017). Nurses face risks of workplace accidents and contracting diseases while performing their duties; therefore, they must be familiar with hospital work procedures, the work environment, and various other relevant elements. Nurse behavior plays a crucial role in efforts to prevent workplace accidents and the contraction of diseases.

Kawatu (2011), as cited in Charisma et al. (2022), defines a workplace accident as an undesirable event—specifically one that is unexpected and unintentional—occurring within the context of employment, resulting in losses such as worker injuries, damage to production assets, and lost time during the production process. Based on various sources—including the Minister of Health Decree Number 42 of 2007 regarding Guidelines for Occupational Health and Safety Management in Hospitals and the International Labour Organization (ILO) as cited in Permana (2021)—workplace accidents are categorized by several dimensions: physical, biological, mechanical, chemical, and ergonomic.

Regarding the classification of workplace accidents established by the International Labour Organization (ILO) in 1962 (cited in Syarifuddin et al., 2020), accident types include: falls; being struck by falling objects; collisions or impacts with objects; being crushed or caught between objects; slipping or sliding; irritation; entrapment; electric shock; bumping; exposure; inhalation; movements exceeding physical capacity; exposure to high temperatures; and contact with hazardous materials or radiation.

According to Indonesia's BPJS Ketenagakerjaan (Social Security Agency for Employment), 123,041 workplace accident cases were recorded in 2017, a figure that rose to 173,105 in 2018. On average, the agency handles approximately 130,000 workplace accident cases annually, ranging from minor incidents to those with fatal consequences. In Indonesia, a study conducted by Joseph between 2005 and 2007 reported that needle-stick injuries occurred among 38–73% of healthcare workers (Idayanti, 2008; cited in Ginting & Karlina, 2024).

Based on an interview conducted by the researcher with the Head of the Training and Development Division at Panti Waluyo YAKKUM General Hospital, Surakarta, the hospital has been officially designated as a Type C General Hospital and has achieved the prestigious "Paripurna" (Comprehensive) accreditation status. To realize the objectives of its service

guidelines, Panti Waluyo YAKKUM General Hospital maintains a protocol for the use of Personal Protective Equipment (PPE). This protocol serves as a reference for all hospital staff regarding the correct use of PPE while providing care, aiming to protect them from workplace accidents.

However, despite the implementation of these procedures, workplace accidents involving nurses have occurred during the delivery of care. Data on needlestick injuries at Panti Waluyo YAKKUM General Hospital, Surakarta, indicates an incident where a nurse sustained a needlestick injury to their left palm. Another incident involved a nurse slipping on the floor while walking to retrieve medication, resulting in minor injuries to the nurse's lower back and legs.

Given the background described above, the author is interested in conducting a study titled "The Relationship Between the Implementation of Standard Operating Procedures (SOPs), Compliance with Personal Protective Equipment (PPE) Use, and Workplace Accidents Among Inpatient Nurses at Panti Waluyo YAKKUM General Hospital, Surakarta".

Method

The study was conducted at Panti Waluyo YAKKUM Hospital, Surakarta. It employed a quantitative approach using an associative method with a cross-sectional design. The study population consisted of 74 inpatient nurses, and the entire population was included in the sample (total sampling technique). sampling. The independent variables were the implementation of standard operating procedures (SOPs) and compliance with the use of personal protective equipment (PPE), while the dependent variable was workplace accidents.

Data instrument testing was conducted on 30 inpatient nurses at Bung Karno Regional General Hospital (RSUD) in Surakarta City. This testing was carried out at Bung Karno RSUD because it shares the same hospital classification—Type C—as Panti Waluyo YAKKUM Hospital in Surakarta.

Results and Discussion

This study involved 74 respondents. Respondent characteristics—including gender, age, and education—were used to describe the profile of the participants. The respondents' characteristics are presented in detail in the following table:

Table 1: Characteristics based on Gender

No	Variable	Amount	Presentase
		n	%
1	Gender		
	Male	4	5
	Female	70	95

Based on Table 1, the results show that the majority of respondents were female, totaling 70 respondents (95%).

Table 2: Characteristics based on Age

No	Variable	Amount	Presentase
		n	%
2	Age		
	20-25 years	0	0

26-30 years	19	26
31-35 years	30	41
36-40 years	9	12
45-50 years	12	16
> 50 years	4	5

Referring to Table 2, respondents in the 31–35 age group account for the highest percentage compared to other age groups, with 30 respondents (41%).

Table 3: Characteristics based on Education

No	Variable	Amount	Presentase
		n	%
Education			
3	Diploma Nursing	65	88
	Bachelor of Nursing	7	9
	Master of Nursing	0	0
	Master of Nursing	2	3

Referring to Table 3, the results indicate that the majority of respondents (65 or 88%) hold a Diploma III (D3) in Nursing.

Univariate Analysis

Table 4: Distribution of SOP Implementation

Implementation SOP	Amount	Presentase
	n	%
Implemented	73	98,65
Not Applicable	1	1,35

Based on Table 5.4, regarding the variable of SOP implementation, it is evident that 73 nurses (98.65%) at Panti Waluyo YAKKUM Hospital, Surakarta, reported that SOPs were implemented effectively, whereas 2 nurses (1.35%) did not implement the SOPs.

Table 5: Distribution of Compliance with PPE Use

Compliance with PPE Use	Amount	Presentase
	n	%
Obedient	74	100
Lack of Compliance	0	0
Not obey	0	0

Based on the presented Table 5, regarding the variable of PPE usage compliance, it is evident that 74 respondents (100%) were compliant with PPE usage.

Table 6: Distribution of Work Accidents

Work accident	Amount	Presentase
	n	%
Tall	2	2,72

Currently	0	0
Low	72	97,29

Based on Table 6, the assessment of the workplace accident variable shows that 72 respondents (97.29%) fell into the low category, while 2 respondents (2.71%) fell into the high category.

Bivariate Analysis

In this study, the researcher employed a normality test to examine the distribution of the collected data and used Kendall's Tau to determine the strength of the relationship between the variables. Data processing was conducted using SPSS version 22.

Table 7: Kolmogorov-Smirnov Normality Test Results

	Kolmogorov-Smirnov ^a			Shapiro-Wilk		
	Statistic	df	Sig.	Statistic	df	Sig.
X1	.298	74	.000	.478	74	.000
X2	.446	74	.000	.480	74	.000
Y	.382	74	.000	.364	74	.000

Based on the presented table, it can be concluded that the data are not normally distributed; this is indicated by the Kolmogorov-Smirnov test results, specifically the significance value of 0.000, which is less than 0.05.

Kendall's Tau Test

Table 8: Kendall's Tau Test Results

			X1	X2	Y
Kendall's tau_b	X1	Correlation Coefficient	1,000	-,001	-.576**
		Sig. (2-tailed)		,989	,000
		N	74	74	74
	X2	Correlation Coefficient	-,001	1,000	-,097
		Sig. (2-tailed)	,989		,333
		N	74	74	74
	Y	Correlation Coefficient	-.576**	-,097	1,000
		Sig. (2-tailed)	,000	,333	
		N	74	74	74

Referring to the Kendall's Tau hypothesis test results in Table 5.7 above, the (2-tailed) significance value for the relationship between SOP Implementation and Workplace Accidents is 0.000 (which is < 0.05). This leads to the conclusion that the variables of SOP Implementation and Workplace Accidents are statistically significantly related; in other words, it is highly probable that this relationship is not merely the result of chance or random variation. To determine the strength of the relationship between SOP Implementation and Workplace Accidents, we look at the correlation coefficient of -0.576, indicating a strong relationship. Regarding the direction of the relationship—determined by whether the correlation coefficient is positive or negative—the result shows a negative value for the relationship between SOP Implementation and Workplace Accidents. This implies an inverse relationship: as the level of SOP Implementation increases, the incidence of Workplace Accidents decreases, and vice versa.

Based on the Kendall's Tau hypothesis test results above, the (2-tailed) significance value for the relationship between PPE Compliance and Workplace Accidents is 0.333 (which is > 0.05). This leads to the conclusion that there is no statistically significant relationship between the variables of PPE Compliance and Workplace Accidents; in other words, the available data does not provide sufficiently strong evidence to conclude that a relationship exists between X1 and Y. To assess the strength of the relationship between PPE Compliance and Workplace Accidents, the correlation coefficient of -0.097 indicates a very weak relationship. Regarding the direction of the relationship, it can be observed Is the correlation coefficient positive or negative? In the test results above, it can be seen that the correlation coefficient is negative, so it can be concluded that the relationship is not in the same direction or in the opposite direction, so that if the value of compliance with the use of PPE increases, then the rate of workplace accidents will decrease, and vice versa.

Regarding variables X1 and X2, the correlation coefficient is -0.001; this value, being close to zero, indicates the absence of a significant linear relationship between X1 and X2. Furthermore, the sig. (2-tailed) value is 0.989, which exceeds the 0.05 threshold, indicating no statistically significant relationship between X1 and X2. The sig. (2-tailed) value for variable Y does not appear because the correlation of variable Y with itself is inherently perfect (correlation coefficient of 1.000). A significance test is unnecessary or meaningless for a variable's correlation with itself; this is analogous to examining the pattern of X1 against X1 or X2 against X2.

Discussion

Based on the results of the Kendall's Tau hypothesis test, the significance value (2-tailed) for the relationship between SOP implementation and workplace accidents is 0.000 (< 0.05). It can be concluded that there is a significant relationship between the SOP implementation variable and the workplace accident variable; this implies that the relationship is likely not merely the result of chance or random variation, and there is strong statistical evidence to conclude that this relationship genuinely exists within the broader population from which the sample was drawn. These results are supported by a study conducted by Ahsan, Dina, and Wiyahastuti (2019) regarding the relationship between SOP implementation and the incidence of workplace accidents among nurses at Labuang Baji Regional General Hospital (RSUD) in Makassar, which yielded a significance value of 0.023 (< 0.05), indicating a significant relationship.

To determine the strength of the relationship between the SOP implementation variable and the workplace accident variable, the correlation coefficient is examined; the value of -0.576 indicates a strong relationship. The relationship between SOP implementation and workplace accidents is considered strong, as As indicated by the correlation coefficient, there are several underlying reasons for this, namely that the SOP for PPE usage is utilized ...serving as a guideline for preventing workplace accidents, raising awareness, ensuring safety, reducing human error, and systematizing risk management. Regarding the direction of the relationship, one can look at whether the correlation coefficient is positive or negative; the test results above show a negative coefficient, indicating an inverse relationship. This means that if SOPs are properly implemented, adhered to, and effective, work processes become safer, hazards are better controlled, human error decreases, and safety awareness rises—consequently leading to a decline in the number or rate of workplace accidents. Conversely, if SOPs are not implemented, are ignored, or are ineffective, work processes fail to meet standards and become potentially hazardous; risks go uncontrolled, the likelihood of human error increases, and safety awareness may be low—resulting in a tendency for the number or rate of workplace accidents to rise. Thus, it can be concluded that an increase in the level of SOP implementation leads to a decrease in workplace accidents, and vice versa.

An SOP is a written guidebook; drawing on the definition by Tambunan (2008)—as cited in Kilis (2015)—an SOP is a guidance document containing operational procedures within an organization. It is designed to ensure that all decisions, actions, and the use of process facilities by individuals within the organization are carried out effectively, consistently, in a standardized manner, and in a structured way. Regarding policy, Notoatmodjo (2012)—as cited in Wibowo

(2021)—defines it as a factor that encourages or reinforces a behavior, which can be manifested in the form of regulations, SOPs, supervision, and so forth. Hospital management, through the head of the department and the training division, has disseminated SOPs and provided training on the use of Personal Protective Equipment (PPE)—specifically for inpatient units—as well as general Hospital Occupational Health and Safety (K3RS), alongside the implementation of supervision. According to Nabilla & Hasin (2022), a high-quality SOP is... yang bisa mewujudkan kinerja lebih efisien dan konsisten, mempermudah proses supervision, as well as providing direction to employees in the execution of their duties. According to Ekotama (2018) (cited in Rismayanti, 2018), the implementation of Standard Operating Procedures (SOPs) is supported by factors such as work speed and accuracy, as well as the achievement of optimal results. This indicates that the success of SOPs depends on employees who are competent in their respective fields, professional, and goal-oriented—encompassing time efficiency, resource utilization, and consistent attendance.

Drawing on the views of Tathagati (2013) (cited in Taufiq, 2019), the implementation of SOPs within a work unit offers several benefits, including: (1) reducing work errors, (2) saving time and effort, (3) facilitating communication regarding task execution, and (4) serving as a reference for evaluating processes and service quality. In occupational health and safety management systems, systematically structured work procedures play a crucial role. Every task requires guidelines that serve as a reference for workers to minimize the risk of accidents. Adherence to established work procedures—typically outlined in SOPs—is an obligation for every worker.

Conclusions and Recommendations

Conclusions

1. Regarding the implementation of Standard Operating Procedures (SOPs), 73 respondents (98.65%) fell into the "implemented" category, while 1 respondent (1.35%) fell into the "not implemented" category.
2. Regarding compliance with the use of Personal Protective Equipment (PPE), all 74 respondents (100%) fell into the "compliant" category.
3. Regarding workplace accidents, 2 respondents (2.71%) fell into the "high" category, and 72 respondents (97.29%) fell into the "low" category.
4. There is a significant relationship—indicated by a significance value of 0.000 (< 0.05) and a correlation coefficient of -0.576—showing a strong, inverse relationship between SOP implementation and workplace accidents.
5. There is no significant relationship—indicated by a significance value of 0.330 (> 0.05) and a correlation coefficient of -0.097—showing a very weak, inverse relationship between PPE usage compliance and workplace accidents.

For Panti Waluyo YAKKUM General Hospital, Surakarta

It is recommended that Panti Waluyo Hospital maintain its current high standards regarding the implementation of Standard Operating Procedures (SOPs) and nurse compliance with Personal Protective Equipment (PPE) usage. These measures are essential for controlling and preventing unintended workplace accidents, thereby enhancing occupational health and safety for nurses at Panti Waluyo YAKKUM General Hospital, Surakarta.

For Future Researchers

The findings of this study are not exhaustive due to certain limitations encountered by the researcher. It is hoped that future researchers will build upon this work by further exploring the

relationships between SOP implementation, PPE compliance, and workplace accidents among nurses, thereby advancing research in this area.

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