

IMPLEMENTATION OF MEDICAL CHECKS (MCU) IN THE WORKFORCE IN HOTEL COMPANIES**(IMPLEMENTASI MEDICAL CHECK UP (MCU) TERHADAP TENAGA KERJA PADA PERUSAHAAN HOTEL)****Helviana Hasibuan**Universitas Pembangunan Panca Budi
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ismaidarisma@gmail.com**ABSTRACT**

Considering the risk of infection and spread of disease in the workplace, it is necessary to provide health checks or what is called a medical check-up (MCU) for workers. This research aims firstly to find out how medical check-ups are implemented for workers and, secondly to find out the supporting and inhibiting factors for implementing medical check-ups at the Santika Premiere Dyandra Hotel Medan. This research uses qualitative research, which is descriptive using a theoretical basis to present information according to facts in the field, interview data collection techniques, and documentation. The results of the research show firstly, Hotel Santika Premiere Dyandra Medan has implemented medical check-ups for its workforce but it is still not optimal by Minister of Manpower Regulation 02 of 1980 concerning the Implementation of Occupational Health Checks. Supporting factors for carrying out medical check-ups are government regulations and hotel SOP rules which require workers to carry out medical check-ups, while the inhibiting factor for carrying out medical check-ups at hotels is the high cost of medical check-ups at hospitals/clinics.

Key words: *Hotels; Occupational health and safety (K3); Medical check-up*

ABSTRAK

Mengingat adanya resiko penularan dan penyebaran penyakit pada tempat kerja maka sangat penting dilakukan pemeriksaan kesehatan atau disebut *medical check-up* (MCU) terhadap tenaga kerja. Penelitian ini bertujuan pertama untuk mengetahui bagaimana implementasi *medical check-up* terhadap tenaga kerja, kedua untuk mengetahui bagaimana faktor pendukung dan penghambat pelaksanaan *medical check-up* pada Hotel Santika Premiere Dyandra Medan. Metode penelitian ini menggunakan penelitian kualitatif yaitu bersifat deskriptif dengan menggunakan landasan teori dan menyajikan informasi sesuai fakta di lapangan, teknik pengumpulan data menggunakan wawancara dan dokumentasi. Hasil penelitian menunjukkan pertama, Hotel Santika Premiere Dyandra Medan sudah menerapkan *medical check-up* terhadap tenaga kerjanya namun masih belum optimal sesuai dengan Permenaker 02 Tahun 1980 tentang Penyelenggaraan Pemeriksaan Kesehatan Kerja. Faktor pendukung terlaksananya *medical check-up* adalah regulasi pemerintah dan aturan SOP pihak hotel yang mewajibkan tenaga kerja untuk melakukan *medical check-up*, sedangkan faktor penghambat terlaksananya *medical check-up* pada hotel tersebut adalah mahalanya biaya *medical check-up* di rumah sakit/klinik.

Key words: **Hotel; Kesehatan dan keselamatan kerja (k3); Medical check-up**

I. INTRODUCTION

The World Health Organization (WHO) states that health includes physical, mental, and social status.¹ Law No. 1/1974 concerning Occupational Safety and Health (K3) explains that the government seeks to pay attention to the workforce in creating a healthy, safe environment that can avoid problems with physical and mental illness.²

Considering the potential dangers that threaten health at work sites, workers need to undergo a health examination or what is called a medical check-up.³ Medical check-ups are part of K3 efforts aimed at measuring employees' physical endurance in completing work, to minimize the risk of injury, accident, or disease due to workload.⁴ Through regular medical check-ups, it is hoped that the health conditions of workers can be well monitored.

A medical check-up is an activity that must be carried out by every entrepreneur in a company for its workforce. This agenda must be carried out to prevent illnesses suffered by workers, such as physical or mental illnesses of workers in a company.⁵ A person's health status is always changing, this can be influenced by

genetic factors, environment/lifestyle behavior. The level of health and well-being of a worker will greatly influence the level of productivity.⁶

Occupational health is part of the field of health science, namely the employment aspect which aims to prevent work-related diseases (PAK) and maintain and improve the health of workers.⁷ Minister of Manpower and Transmigration Regulation No: PER.02/MEN/1980 concerning worker health checks in the implementation of work safety there are 3 types, namely pre-work health checks, periodic health checks, and special health checks.⁸

According to Law No. 13 of 2003 concerning Employment, "Labor is every person who can do work to produce goods and/or services either to meet their own needs or for the community."⁹ Labor is one of the important assets a company has, so companies must pay attention to the safety and health of their employees.¹⁰

However, currently, there are still employers who do not care about the rights of their workers in providing safety and health measures to their workers.¹¹ Every company,

¹ Masbullah, M., & Bahri, S. Y. (2021). Manajemen Pemeriksaan Pelayanan Kesehatan Calon Tenaga Kerja Indonesia (CTKI) Di Klinik Utama Gora Mataram. *Jurnal Mentari Publika*, 1(2).

² Law No.1 of 1974 concerning Occupational Safety and Health (K3)

³ Ridwan, R., & Kamariah, N. (2019). Evaluasi Penerapan Pemeriksaan Kesehatan Tenaga Kerja di Balai Besar Pengembangan Keselamatan dan Kesehatan Kerja Kota Makassar. *Jurnal Administrasi Negara*, 25(3), 246-262.

⁴ *Ibid.*

⁵ *ibid*

⁶ Masbullah, M., & Bahri, S. Y. (2021). *Opcit*

⁷ Ratry, R. (2021). Tanggung jawab Pengusaha dan Pekerja Dalam Penerapan K3 Pada Proyek Konstruksi Ditinjau Dari Pelaksanaan Hak dan Kewajiban Para Pihak "Dharmasisya" *Jurnal Program Magister Hukum FHUI*, 1(2), 32.

⁸ PER.02/MEN/1980 concerning Implementation of Occupational Health Examinations.

⁹ Law No. 13 of 2003 concerning Employment

¹⁰ Safiarti, D., & Yuliana, Y. (2019).

¹¹ Ratry, R. (2021). *Opcit*.

not just hotels, really needs healthy human resources to be able to carry out operations according to the Standard Operational Procedure (SOP) of each hotel.¹²

Hotel Santika Premiere Dyandra Medan is part of the 4 Star Hotels in Medan City. Considering the risks and potential dangers that threaten health at the work location, workers need to undergo a health examination or what is called a medical check-up. Based on the results of previous interviews, the author found an interesting phenomenon in the implementation of medical check-ups for workers at the Santika Premiere Dyandra Hotel, namely that the implementation of medical check-ups for workers had not run optimally by Minister of Manpower Regulation No. 02/Men/1980 concerning Health Examination of Workers in the Implementation of Occupational Safety, namely that periodic medical check-ups are not carried out in all departments, only certain departments, such as the food and beverage department.

In developing countries, hotels have become a leading tourism industry in the economic growth sector.¹³ Therefore The implementation of Occupational Safety and Health (K3) in hotels should be very important in reducing the risk of work accidents for visitors and hotel workers.¹⁴ Occupational Safety and Health are factors that can have an impact on the health and safety of employees or other workers in a workplace environment.¹⁵

Implementation of K3 should be the responsibility of all parties in the Company so that it can prevent cases of accidents and work-related illnesses.¹⁶ Occupational health and safety (K3) is a concrete form of creating a safe, healthy work environment and avoiding various work-related diseases or work accidents.¹⁷

Based on this background, the researcher is interested in carrying out this final assignment with the title Implementation of Medical Check Up (MCU) for Workers at the Santika Premiere Dyandra Hotel, Medan.

¹² Parhusip, F. A., Lubis, A. L., & Wibowo, A. (2023). Kinerja Karyawan Departemen Housekeeping di Swiss-BelHotel Harbor Bay Batam Hasil Pelatihan Ker. *Jurnal Mekar*, 2(1), 15-20.

¹³ El Lagarene, B., Wijanarko, S., & Maukeno, D. A. (2023). Model Pengembangan Paket Training Bagi Karyawan Penyedia Jasa Akomodasi di Kabupaten Morowali Utara Provinsi Sulawesi Tengah. *Jurnal Hospitaliti*, 2(02).

¹⁴ Mulasari, S. A., Masruddin, A. N. I., Hidayatullah, F., DPBMA, F., & Astry Axmalia, I. W. T. (2020). Pengetahuan Keselamatan dan Kesehatan Kerja (K3) pada Kelompok Sadar Wisata di Desa Caturharjo Yogyakarta. *Jurnal Berkala Kesehatan*, 6(1), 31.

¹⁵ Ani, N., & Aji, S. P. (2023). Peningkatan Manajemen Bahaya K3 Pada Calon Ahli K3 Melalui

Kegiatan Pelatihan Manajemen Risiko. *Jurnal Gembira: Pengabdian Kepada Masyarakat*, 1(03), 715-722.

¹⁶ Muthalib, I. S. (2018). Sosialisasi Budaya K3 (Kesehatan Keselamatan Kerja) untuk Usia Dini di Tingkat Sekolah Dasar IKIP 2 Kota Makassar. *JURNAL TEPAT: Teknologi Terapan untuk Pengabdian Masyarakat*, 1(1), 17-22.

¹⁷ Maringga, F., Kawatu, P. A., & Punuh, M. I. (2019). Analisis pelaksanaan program kesehatan dan keselamatan kerja rumah sakit (K3RS) di Rumah Sakit Tingkat II Robert Wolter Mongisidi Kota Manado. *KESMAS: Jurnal Kesehatan Masyarakat Universitas Sam Ratulangi*, 8(5), 1-10.

II. RESEARCH METHODS

This research uses qualitative research, which is descriptive using a theoretical basis to focus more on presenting information according to facts in the field/hotel.¹⁸The main goal of qualitative research is to gain an in-depth understanding of the phenomenon under study. The research approach using interviews is to first prepare a guide in the form of a list of questions that will be discussed during the interview.¹⁹The study documents are in the form of relevant documents. The data collection technique in this research uses 2 techniques, namely interview techniques and document/legislation study. Interviews were conducted with management, namely the HRD Manager, Engineering Manager, and Restaurant Manager. Interviews were conducted by interacting directly with hotel informants to obtain data in the form of their views, experiences, and perceptions.²⁰ Document study is data collection primary: results of interviews with management and secondary data, namely official documents from the hotel, books, journals, legislation, namely Law No. 1 of 1974 concerning Occupational Safety and Health (K3), Law No.13 of 2003 concerning Employment, Law No.17 of 2023 concerning Health, Government Regulation no. 35 of 2021 concerning specific

Time Work Agreements, Outsourcing, Working Time and Rest Time, and Termination of Employment Relations and PER.02/MEN/1980 concerning the Implementation of Occupational Health Examinations and from documents, archives, or other written materials. All information from informants is voluntary and agreed upon, written and signed by the informant. The data analysis technique in this research that the first stage is data reduction, in the form of a process of selecting, simplifying, and abstracting data that emerges from the researcher's notes in the field/hotel.²¹Both data displays or presentation of data are arranged systematically so that they are easy to understand. The third is data verification, namely ensuring that the data entered is the same as the data from the source.

III. RESULTS AND DISCUSSION

3.1 Implementation of Medical Check Up (MCU) for Workers At the Santika Premiere Dyandra Hotel Medan

Based on the results of the research conducted by the author, in the health examination or what is called a medical check-up, Hotel Santika Premiere Dyandra Medan has guidelines or a management system for its workforce which is regulated in the Standard Operational Procedure (SOP).

¹⁸ Kaharuddin, K. (2021). Kualitatif: Ciri dan Karakter Sebagai Metodologi. *Equilibrium: Jurnal Pendidikan*, 9(1), 1-8.

¹⁹ Jailani, M. S. (2023). Teknik Pengumpulan Data Dan Instrumen Penelitian Ilmiah Pendidikan Pada

Pendekatan Kualitatif dan Kuantitatif. *IHSAN: Jurnal Pendidikan Islam*, 1(2), 1-9.

²⁰ *Ibid.*

²¹ Rijali, A. (2019). Analisis data kualitatif. *Alhadharah: Jurnal Ilmu Dakwah*, 17(33), 81-95.

Quoting a statement from Hotel Santika Premiere Dyandra Medan informant that medical check-ups are part of one of the company's K3 efforts in providing health insurance for its workforce as regulated in Law No. 1 of 1974.²² Minister of Manpower Regulation No. 02/Men/1980 concerning Health Examination of Workers in Implementing Occupational Safety is the basis for Hotel Santika Premiere Dyandra Medan in implementing this medical check-up.

Medical check-up This consists of pre-employment (before work), during employment (while working/periodically), and post-employment (after work/especially).

a. Pre-Employment Medical Check-Up.

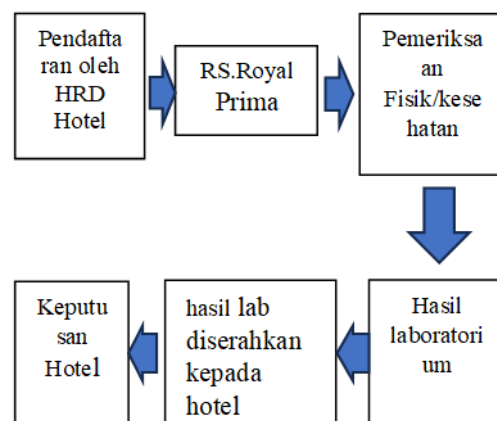
Pre-employment medical check-up This is intended for all prospective employees who will work at Hotel Santika Premiere Dyandra Medan.

1. Hotel Santika Premiere Dyandra Medan requires every new employee to undergo a pre-employment medical check-up at the hospital. Royal Prima which is on Jl. Medan's father.
2. This inspection includes:
 - a) Administrative check (employee identity)
 - b) Examination of physical conditions, such as body defects, tattoos, weight, height, color blindness, nose, throat, teeth, cor/pulmo, examination of blood pressure,

respiration, tuberculosis, hepatitis, allergies, malaria, typhus, ulcers.

- c) Then the laboratory results will be submitted to the Hotel Santika Premiere Dyandra Medan.
 - d) The results of the initial health examination will be categorized as follows: Fit for the job (employees are in good health), temporarily unfit (declared unhealthy), Fit with restrictions (employees who are healthy but have functional limitations), Unfit: employees who have serious health problems that require certain medical procedures.
3. The decision of the management of the Santika Premiere Dyandra Medan Hotel regarding these prospective workers. All results of pre-employment medical check-up documents are stored on the health examination shelf for control.

Table 1. Pre-Employment Medical Check-Up Flow at Hotel Santika Premiere Dyandra Medan



²²Law No. 1 of 1974 concerning Worker Health Examination.

b. *Medical Check Up During Employment*

Medical check-ups during employment or more Hotel Santika Premiere Dyandra Medan which refers to the hotel's SOP rules which stipulate that not all workers or departments participate in carrying out medical check-ups *the employment*. The workforce is required to follow *medical check-ups during employment* This only applies to workers with permanent status and the food and beverage department.

So what about workers who are not permanent and not in the food and beverage department? In statutory regulations, the status of workers who are required to undergo medical check-ups during employment is not explicitly stated, but according to informants in this research, Government Regulation No. 35 of 2021 article 18 paragraph 4 regulates the protection of workers/laborers, wages, welfare, working conditions, and disputes that arise, are regulated in the work agreement, company regulations, or collective work agreement.²³

This means that all hotel activities must refer to the company's SOP and approval from the hotelier because it is related to the company's finances, of course, where the costs for carrying out medical check-ups for workers are borne by the hotel and are quite expensive.

As Minister of Manpower Regulation No. 02/Men/1980 concerning Worker Health Examinations article 9 states that the Management is responsible for the costs required for periodic health examinations or special health examinations carried out on orders either by the Regional Health Consideration or by the Central Health Advisory Council. Therefore, there needs to be consideration regarding setting costs for medical check-ups for these workers.

The food and beverage department is the department that provides food and drinks to guests. This department is considered to have the highest level of risk for the spread of disease because it has direct contact with guests, starting from preparing, processing, and serving food and drinks to guests, so this department is obliged to carry out *medical checks up during employment* every 6 (six) months. Meanwhile, for permanent workers, the period for carrying out medical check-ups is once every 2 (2) years.

If we refer to Minister of Manpower Regulation No. 02/Men/1980 concerning Worker Health Examinations article 3 paragraph 2 states that periodic health checks for workers are carried out at least once a year. Once again, the informant said that all activities refer to the Company's SOP.

²³Government Regulation No. 35 of 2021 concerning Specific Time Work Agreements.

The type of health examination carried out is different for the food and beverage department, namely in the form of a rectal swab examination, namely an examination carried out in the anal canal area to ensure the presence or absence of bacteria or germs that cause infection/pinworms or enterobiasis. Meanwhile, the type of inspection for non-department workers or other permanent workers is the same as the initial inspection or *pre-employment medical check-up*. This aims to find out whether the worker in question has an occupational disease or not, as well as preventing/anticipating that if some workers have an occupational disease (PAK), health treatment or further medical action will be carried out.

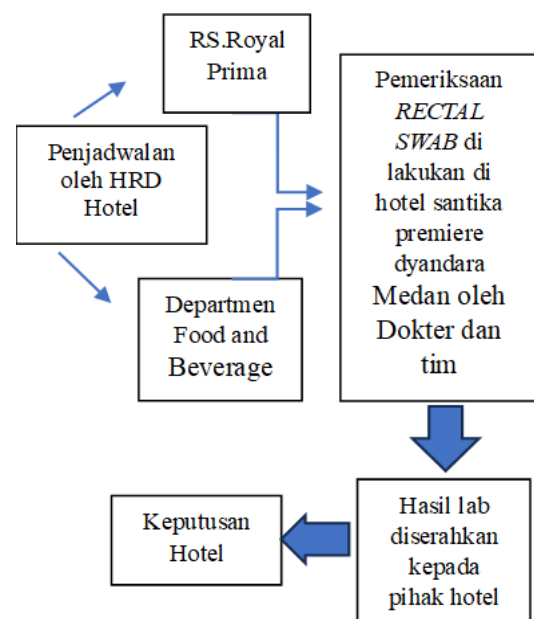
Medical check-up during employment food and beverage:

- a. HRD schedules rectal swab examinations for the food and beverage department
- b. HRD does the scheduling *medical check-ups during employment* with at the Royal Prima Medan Hospital
- c. This activity was carried out at the Santika Premiere Dyandra Medan hotel
- d. Rectal Swab examination is carried out by a doctor
- e. Laboratory Results
- f. Decision.

The results of the rectal swab examination, if the employee has indications of worm eggs, will be followed

by further examination/treatment by a specialist doctor, and the employee will receive dispensation not to come to work by the specialist doctor's recommendations. To date, for the Santika Premiere Dyandra Hotel, Medan, no workers have been found who have such indications.

Table 2. Medical Check-Up Flow *During Employment Food & beverage Department* Hotel Santika Premiere Dyandra Medan.

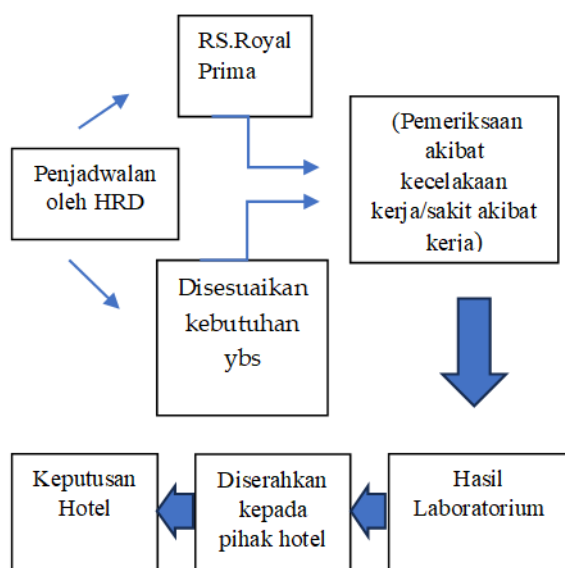


c. Medical Check-Up Post Employment (after work/especially).

On *medical check-up post-employment* (after work/especially) This periodic health examination is only carried out on permanent workers. This medical check-up is aimed at workers who have experienced work-related accidents or work-related illnesses that cause physical disabilities or serious illnesses. As an example; the engineering department workers who were on their way to work had

an accident resulting in a broken leg, the *medical check-up post-employment* can be carried out by these workers, and the hotel is obliged and has given these workers rights in the form of health insurance. Through the results of the post-employment medical check-up, the company has the right to decide whether the worker concerned can be declared to continue working or not, of course, this is based on a referral from the hospital/clinic first.

Table 3. Medical Check Post Flowemployment/special



3.2 Supporting and Inhibiting Factors for Worker Health Examination at the Santika Dyandra Hotel, Medan

Based on the results of the author's interview when conducting research, it can be seen that the supporting factors for carrying out medical check-ups for workers at the Santika Premiere Dyandra Hotel are; There are government regulations that must be implemented like laws. No. 17 of 2023 concerning Health, in Law no. 1 of 1974

concerning Occupational Safety and Health (K3), and Minister of Manpower Regulation 02 of 1980 concerning the Implementation of Occupational Health Examinations. Apart from that, company regulations are regulated in the Standard Operational Procedure (SOP) which regulates the implementation of medical check-ups and who has the right to carry them out. The Occupational Health and Safety Management System (SMK3) at the Santika Premiere Medan Hotel, which functions as administrator/executor, is also very influential in the ongoing Occupational Health and Safety (K3) efforts at the Santika Premiere Dyandra Medan Hotel Company. And finally, there is a good cooperative relationship between the hospitals. Royal Prima Medan with the Santika Premiere Dyandra Medan hotel.

Factors inhibiting the implementation of medical check-ups for workers at the Santika Premiere Dyandra Hotel are; The cost of carrying out a medical check-up is quite expensive and of course, this is related to the hotel's finances. Prospective workers who are declared unhealthy (unfit to work) after a medical check-up are at risk for the company that has paid for the medical check-up. The medical check-up results from the hospital were not delivered on time to the hotel. The provisions for implementing medical checkups stipulate that within 1x24 hours the laboratory results should have been given to the hotel, but in reality, it often takes 3x24 hours to be handed over to the hotel. Apart from that, the obstacle to implementing medical check-ups

for workers is that during the medical check-up process, there are workers who are sick, on leave, or busy with operations.

IV. CONCLUSION

Based on the results of the research and analysis that has been carried out, it can be concluded that the Hotel Santika Premiere Dyandra Medan has implemented medical check-ups for its workforce but it is still not optimal by Minister of Manpower Regulation 02 of 1980 concerning the Implementation of Occupational Health Checks. Supporting factors for carrying out medical check-ups are the existence of government regulations and hotel SOP rules that require workers to carry out medical check-ups. Meanwhile, the inhibiting factors for carrying out medical check-ups at the Santika Premiere Dyandra Hotel are the high costs of medical check-ups at hospitals/clinics and the approval of the hotelier. Advice to the hotel; so that *medical check-ups during employment* (periodic health checks), carried out in all departments, not just food and beverage and not just permanent workers, but it can be seen that workers who are on contract status, it is also important to get a medical check-up. The government should also pay more attention to the regulation of the costs of carrying out medical checkups, so that it does not burden hoteliers, and clinics/hospitals so that they are timely in providing reports of medical check-up results.

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