

Original Article

The Health Education Concerning the Influence Of Knowledge And Attitudes On The “Concise, Neat, Clean, Careful, Diligent” Work Culture Behavior Of Employees

Ikke Winar Rachmawaty¹, Ratna Wardani²

¹ Kediri Regency Health Office, East Java, Indonesia.

² STRADA Indonesia Institute Of Health Sciences, Kediri City, East Java, Indonesia

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ABSTRACT


Background: Training and socialization on Occupational Health and Safety (OHS) throughout 2022 have been carried out to achieve ISO. From the audit results in 2023, it has been found, among others, that the application of “Concise, neat, clean, careful, and diligent” needs to be developed further. The purpose of this activity is to provide Dinas Kesehatan Kabupaten Kediri employees with knowledge about “Concise, Neat, Clean, Careful, Diligent”.


Methods: Participants in this activity were Dinas Kesehatan Kabupaten Kediri employees, and the methods used were lectures, discussions, and questions and answers. The data collection technique used was a questionnaire.


Results: The results of the pre-test and post-test showed that only a small proportion had good knowledge (37%), positive attitudes towards the “Concise, Neat, Clean, Careful, Diligent” (30%), and good “Concise, Neat, Clean, Careful, Diligent” behaviour (33%). It was found that a p-value of 0.001 < 0.05 indicated that there was a significant influence between “Concise, Neat, Clean, Careful, Diligent” knowledge and “Concise, Neat, Clean, Careful, Diligent” behaviour and a p-value of 0.010 < 0.05 indicated that there was a significant influence between the “Concise, Neat, Clean, Careful, Diligent” attitudes and “Concise, Neat, Clean, Careful, Diligent” behavior of Dinas Kesehatan Kabupaten Kediri employees.

Conclusion: This community service activity went smoothly, thanks to the extraordinary enthusiasm of the employees in following all the planned activities. This activity positively impacted and refreshed information about the “Concise, Neat, Clean, Careful, Diligent” Work Culture, contributing to increased knowledge, especially for employees. In addition, this service effort also received support and appreciation from the Dinas Kesehatan Kabupaten Kediri office.

 **Corresponding Author**

 **Affiliation**

 **Email**

 **Cite this as**

: Ikke Winar Rachmawaty

: Kediri Regency Health Office, East Java, Indonesia

: ikkewinarr@gmail.com

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Introduction

Implementation of the Occupational

Health and Safety Management System as stated in the Regulation of the Minister of



Health of the Republic of Indonesia Number 48 of 2016 concerning Office Occupational Safety and Health Standards, that offices as a workplace cannot be separated from various potential work environment hazards that can affect safety and health of its employees. Kediri District Health Service employees have also received ISO and an award from the Ministry of Health in 2022 regarding K3. The results of the SMK3 Audit in 2023 showed that the implementation of “Concise, Neat, Clean, Careful, Diligent” needs to be further developed. “Concise, Neat, Clean, Careful, Diligent” culture is about how to treat the workplace correctly to support work productivity. The function of “Concise, Neat, Clean, Careful, Diligent” is reducing workplace waste, setting an efficient work culture, and providing a good quality workplace. If the “Concise, Neat, Clean, Careful, Diligent” is implemented well, the work will run smoothly; otherwise, there will be difficulties. ([Hulcock, 2007](#); [Lamalle & Dell’Accio, 1992](#); [Valero Juan et al., 1997](#)).

Based on the background above, it could be necessary to research the influence of the relationship between knowledge and attitude and “Concise, Neat, Clean, Careful, Diligent” behavior among Kediri District Health Service employees. This can be used as a benchmark for workplaces to take further steps or strategies to increase employee awareness as program targets. Researchers also formulated several questions, which include (1) Lack of knowledge of Kediri District Health Service Employees about the “Concise, Neat, Clean, Careful, Diligent”s, (2) Lack of attention of Kediri District Health Service Employees about the importance of the “Concise, Neat, Clean, Careful, Diligent”s, (3) Lack of behavioral change towards the “Concise, Neat, Clean, Careful, Diligent”s of Employees at the Kediri District Health Service. This research aims to provide Kediri District

Health Service Employees with knowledge about the “Concise, Neat, Clean, Careful, Diligent”s, increase their attention to the “Concise, Neat, Clean, Careful, Diligent”s, and encourage changes in behavior towards the “Concise, Neat, Clean, Careful, Diligent”s of Kediri District Health Service Employees ([Ichioka & Yoshida, 1972](#); [Mori, 1987](#); [Untea et al., 1972](#)).

Understanding Work Culture

Work culture is a set of behavioral patterns inherent in every individual in an organization or company. Building a work culture also means improving and maintaining positive aspects and getting used to specific patterns of behavior to create a new, better form manifested in the form of expression of the work carried out. From the description above, it can be concluded that "Work culture is behavior carried out repeatedly by each individual in an organization and has become a habit in carrying out work ([Emmanuel & Hamid, 2023](#); [Indrawan et al., 2014](#); [Mavunga, 2021](#); [Ostapenko & Kholboeva, 2020](#)) Gering Supriyadi and Tri Guno stated that "Work Culture is a philosophy based on a view of life as values that become traits, habits and also incentives, which are cultivated in a group and are reflected in attitudes into behavior, ideals, opinions, views and actions that manifest as work"

Hadari Nawawi, in the book "Human Resource Management," states that "Work Culture is a habit that is carried out repeatedly by employees in an organization; violations of this habit do not have strict sanctions, but from organizational behavior have agreed that these habits must be adhered to to carry out work to achieve goals ([Hultman, 2020](#); [Mavunga, 2019](#); [Melnik, 2020](#); [Wies, 2012](#)). Obsorn and Plastrik, in their book "Human Resource

Management," state that "Work culture is a set of behavioral feelings and psychological frameworks that are deeply internalized and shared by members of an organization."

Goals and Benefits of Work Culture

Work culture aims to change the attitudes and behavior of existing human resources to increase work productivity in facing various challenges in the future. The benefits of implementing a good work culture include:

- a. Increasing the spirit of cooperation and togetherness
- b. Open to each other
- c. Improve the spirit and sense of family
- d. Build better communication
- e. , Increase work productivity
- f. Respond to developments in the outside world

Concise

Being concise is to set aside items deemed unnecessary, and items deemed unnecessary in the workplace are discarded. This is the first step in implementing the "Concise, Neat, Clean, Careful, Diligent" culture: throwing away/sorting/putting away items and files that are no longer used in a landfill. All items on the work site are only genuinely needed for work activities. Actions are taken to make the storage area more efficient because it stores items or files that are important and needed and also aims to make the workplace look neater and less messy (Dian Palupi Restuputri & Dika Wahyudin, 2019). Seiri or concise, distinguishing or sorting between 'necessary' and 'unnecessary items' in the workplace and eliminating unnecessary items. The methods that can be used are as follows (Hulcock, 2007)

- a. First is deciding what is needed and what is not needed. To find unnecessary items, check the floor, shelves, lockers, warehouses, stairs,

roofs, notice boards, etc.

- b. Get rid of items that have not been used in the past year.
- c. Put red tags on unnecessary items in a separate place.

Neat

Neatness means arranging the work equipment used neatly and eliminating searching activities so that these tools can be easily found quickly. After sorting all items or files that are no longer used, ensure everything is placed in the specified position so that it is always ready to be used when needed (Restuputri & Wahyudin, 2019). Methods that can be used to apply neat are as follows (Hulcock, 2007)

- a. Every item has a place.
- b. Each place has a name for particular items.
- c. Make it organized and systematic.
- d. Give each storage place a name that is easy to remember; you can use a code on the storage place.
- e. Make sure it is easy to identify when files, items, or objects are needed so you do not have to waste much time looking for them

Clean

Cleanliness is maintaining cleanliness in the workplace. After being tidy, the next step is to clean the workplace, workspace, equipment, and work environment. Cultivate the idea that cleanliness is a vital thing in life. If we don't maintain cleanliness, the environment will become dirty and spread uncomfortable diseases. This caused reduced productivity and resulted in many losses (Dian Palupi Restuputri & Dika Wahyudin, 2019)(Smith, 2012)(Wies, 2012). Cleaning means removing dirt and foreign objects to

obtain a cleaner workplace. The methods that can be applied are as follows ([Jahja, 2011](#)):

- a. Divide the total area into zones and allocate responsibility for cleaning each zone.
- b. Determine points cleaning, order cleaning, types of cleaners, and tools needed.
- c. *Display* cleaning schedule.
- d. During cleaning, a condition search can also be carried out
- e. Damage (loose bolts, vibration, excessive noise, high temperature, tool falling, etc.) and troubleshooting.
- f. Provides space for storage of cleaning tools

Careful

Treating is maintaining seiri, seiton, and seiso so that the process can occur continuously. This stage is difficult. To maintain the three stages that have been carried out previously regularly. This stage can also be called the maintenance stage, which is the standardization and consistency of each individual in carrying out the previous stages. Create standardization, and all individuals must comply with the standards that have been determined. They can be motivated by giving rewards or punishments. (Dian Palupi Restuputri & Dika Wahyudin, 2019) The benefit of implementing care is ensuring that the cleanliness and order achieved is maintained, and it requires developing a work structure that will support new practices and turn them into habits. Methods that can be used in implementing care are as follows ([Jahja, 2011](#); [Jonas & Berner, 2010](#)):

- a. Procedures and guidelines for sorting and organizing.
- b. Create a checklist for each part and train workers in using it.
- c. Carry out periodic evaluations using

checklists.

Diligent

Diligence is a form of discipline that becomes a habit so that workers become accustomed to obeying regulations, and counseling is carried out so they can work professionally. Maintaining personal discipline includes habits and maintaining an existing “Concise, Neat, Clean, Careful, Diligent” program. If you are in a position as a superior, standardize the “Concise, Neat, Clean, Careful, Diligent” and provide “Concise, Neat, Clean, Careful, Diligent” training so that all company employees can understand the usefulness of the “Concise, Neat, Clean, Careful, Diligent” as the basis for the company's progress because by implementing practical and concise “Concise, Neat, Clean, Careful, Diligent”, the aim is efficiency, good service, work safety, and improvement. Productivity and profit. Methods that can be used to apply diligence or Shinsuke are as follows ([Goebel et al., 2014](#); [Jahja, 2011](#)):

- a. Create awareness and publicize existing systems, for example, developing “Concise, Neat, Clean, Careful, Diligent” news, “Concise, Neat, Clean, Careful, Diligent” posters, “Concise, Neat, Clean, Careful, Diligent” slogans, “Concise, Neat, Clean, Careful, Diligent” days, etc.
- b. Create a structure for how and when “Concise, Neat, Clean, Careful, Diligent” activities will be implemented.
- c. Formulate audit or evaluation guidelines for “Concise, Neat, Clean, Careful, Diligent” implementation.
- d. Provide management support by providing resources.

Methods

Community service activities are carried out by health education regarding the influence of knowledge and attitudes on employee "Concise, Neat, Clean, Careful, Diligent" work culture behavior at the Kediri District Health Service using lectures, discussion, and question-and-answer methods. The target group for the activity is employees of the Kediri District Health Service. The data collection technique used was a questionnaire.

Results

The results of the pre-test and post-test were that a small percentage of knowledge was good, 37%, while the "Concise, Neat, Clean, Careful, Diligent" attitude was positive, 30%, and the "Concise, Neat, Clean, Careful, Diligent" behavior was good behavior, 33%. Furthermore, it was found that the p-value was $0.001 < 0.05$, so there was a significant influence between "Concise, Neat, Clean, Careful, Diligent" knowledge on the "Concise, Neat, Clean, Careful, Diligent" behavior of Kediri District Health Service Employees, and the p-value was found to be $0.010 < 0.05$, so there was a significant influence between the "Concise, Neat, Clean, Careful, Diligent" attitude on the "Concise, Neat, Clean, Careful, Diligent" behavior of Health Service Employees. Kediri Regency.

Discussion

The supporting factor for the success of the Work Culture activity program by the "Concise, Neat, Clean, Careful, Diligent"s is the full support of all Kediri District Health Service employees, with facilities and infrastructure to support activities, as well as officers or members of the P2K3 Team who actively

facilitate activities. Meanwhile, inhibiting factors include limited time for implementing employee service activities so that they cannot carry out continuous follow-up and ensure employees continue to implement the "Concise, Neat, Clean, Careful, Diligent" Work Culture.

Conclusion

Community service activities provide a positive impact and refresh information related to "Concise, Neat, Clean, Careful, Diligent" Work Culture to increase knowledge, especially for Kediri Regency Health Service Employees, and the community service activities carried out receive appreciation and support from the Kediri Regency Health Service.

Authors Contributions

The author carries out tasks from data collection, data analysis, making discussions to making manuscripts

Conflicts of Interest

There is no conflict of interest

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