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Work accident viewed on counterproductive work behavior: The case study of PT. Pertamina

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Abstract. Work accidents occurred upstream and downstream company project activities. PT. Pertamina would be one of the causes of disruption or cessation of project work activities. The risk of failure always existed in every work activity, and when a work accident occurred, no matter how small, it could result in detrimental effects, therefore as much as possible and as early as possible, potential work accidents must be prevented or at least reduced in their impact. The lack of knowledge about occupational safety and health was largely due to the belief that occupational safety and health programs would be an additional burden on company costs, even though if we took into account the amount of compensation and compensation funds for work accident victims were smaller than the profits. This research aimed to identify and analyze the occurrence of work accidents at PT. Pertamina in terms of counterproductive work behavior. The approach used in this research was a qualitative approach with a case study research design. The results of the research concluded that the adoption of counterproductive work behavior was starting to be widely implemented in the field of occupational safety and health in order to minimize the number of work accidents and prevention of work accidents could be carried out using methods of elimination, substitution, technical engineering, administrative control and the used of personal protective equipment for workers.

Keywords. Work Accident, Work Behavior, Counterproductive Work Behavior

Introduction

Work accidents are one of the problems that often occur in companies, where accidents often happen to workers and cause serious physical injuries to workers. Work accidents that occurred upstream and downstream in company project activities. PT. Pertamina will be one of

the causes of disruption or cessation of project work activities. The risk of failure always exists in every work activity and when a work accident occurs, no matter how small, it can result in a loss, therefore as much as possible and as early as possible, the potential for work accidents must be prevented or at least reduced. impact.

Historically, regulations regarding occupational safety and health in Indonesia have existed since the Dutch East Indies government. After the era of independence and the enactment of the 1945 Constitution, several regulations including work safety regulations that were in effect at that time, namely the Veiligheids Reglement, were revoked and replaced with Work Safety Law Number 1 of 1970. Every accident always has a cause, namely the company's negligence. Focusing only on profits is a big cause of work accidents. The still high rate of work accidents in Indonesia requires serious attention. According to internal data from the Employment Social Security Administration, throughout 2018 there were 157,313 cases of work accidents recorded in Indonesia.

Based on this accident data, it is hoped that it can encourage all parties to care an effort to reduce the number of work accidents that occur. Not only workers, but all elements such as labor and worker associations, employers, company management and the community must also care and participate in socializing the importance of occupational safety and health. The lack of knowledge about Occupational Safety and Health is largely due to the belief that the Occupational Safety and Health program will only be an additional burden on company costs, even though if we take into account the amount of compensation and compensation funds for work accident victims is smaller than the profits.

Based on Presidential Decree Number 63 of 2004, in conjunction with the Decree of the Minister of Energy and Mineral Resources Number 77 of 2019, it was stated that PT. Pertamina Persero has entered into a cooperative relationship with the Republic of Indonesia Police Institution to maintain and ensure security in oil mining areas, where through this cooperative relationship, the Republic of Indonesia Police has a role in providing human resource training to PT's Security Division. Pertamina Persero is related to work accident mitigation and employee commitment not to commit deviations.

Field data was found which explained that PT. Pertamina Persero has experienced several problems related to securing vital objects, one of which is an oil refinery fire. Quoting on the page www.cnnindonesia.com, from 2021 to 2023 there have been two cases of fire at the Pertamina oil refinery. The first case occurred at the PT oil refinery. Pertamina RU VI Balongan, Indramayu, West Java. Then, followed by the second case, namely a tank fire at the PT Pertamina RU IV Cilacap Paracilin Complex, Central Java, where the Pertamina Cilacap oil refinery is one of six Pertamina oil refineries which has a processing capacity of 270 thousand barrels per day.

The fire at the Plumpang Fuel Terminal owned by PT Pertamina Persero in Koja, North Jakarta, colored the mass media headlines last weekend. The incident, which occurred on Friday evening, March 3 2023 and caused 19 people to die and 40 people to be injured, added to a series of work accidents that occurred upstream and downstream in PT. Pertamina activities. Before the fatal explosion occurred at TBBM Plumpang, PT. Pertamina had also witnessed its operations resulting in casualties, such as what happened in the Rokan Block, one of Pertamina's oil and gas working areas on January 18 2023. In this accident, a Pertamina Hulu Rokan partner worker died at the location. well rig 5D-28 West Minas Village, Minas District, Siak Regency, Riau.

The incident was thought to have occurred due to the release of the FOSV or full opening safety valve from the Air Hoist hook. In less than a month, on February 13 2021, two

Pertamina Adera Field workers belonging to Pertamina EP suffered a work accident. One of the victims, a resident of Raja Barat Village, Tanah Abang District, Penulak Abab Lematang Ilir (PALI) Regency, South Sumatra, died at the location of the NRem -04 rig operating at the BNG-34 well, Pertamina Hulu Rokan Field Adera in Benuang Village, Talang Ubi District, South Sumatra. At the end of February 2023, another work accident occurred in the Rokan Block. Three workers died in a waste tank or container in the PT Pertamina Hulu Rokan (PHR) area, in Rokan Hilir Regency, Riau.

According to Megasari (2022), work accidents that often occur are caused by workplace environmental factors, safety signs, workers and work methods. Based on the results of research by Nai'em, *et. al.* (2020) stated that the impact of work accidents in the form of injury severity is influenced by several factors, namely age, cause of the accident, level of education and place of accident. Work accidents are accidents related to activities at the Company or while carrying out work as well as accidents that occur while traveling to and from work (Megasari, 2022).

Work accidents according to Nai'em, *et. al.* (2020) are accidents related to work relations, including illnesses that arise due to work relations as well as accidents that occur on the way from home to work and returning home via normal or natural roads. A work accident is an accident that occurs while someone is doing work (Nwankwo, *et. al.*, 2022). Work accidents are unplanned events caused by careless actions or unsafe conditions or both (Paskarini, *et. al.*, 2019). Abukhashabah, *et. al.* (2020) stated that a work accident is an undesirable and unexpected event that can cause human and property casualties. Work accidents are work-related events that can cause injury or pain (depending on the severity), death or events that can cause death (Ajmal, *et. al.*, 2022).

Counterproductive work behavior is behavior that is deliberately carried out by employees to disrupt work relationships within an organization (Chernyak-Hai & Tziner, 2014). Costantini, *et. al.* (2021) said that actions that damage or disrupt work include behaving badly in social relations and violating existing rules within the organization. Counterproductive work behavior is a deliberate action with the aim of harming an organization or members of that organization (Liao, *et. al.*, 2021). Counterproductive work behavior will be expressed by employees intentionally with dangerous behavior carried out in the workplace, including aggression, deviation, revenge which covers some or all factors in the organization (Ciampa, *et. al.*, 2021).

Counterproductive work behavior may also be understood as behavior that can harm or is intended to harm oneself, people and organizational resources (Filipkowski & Derbis, 2020). Counterproductive work behavior can be defined as any intentional or unintentional activity on the part of an individual that can hinder the performance of oneself, others or the organization (Carpenter, *et. al.*, 2021). This research aims to identify and analyze the occurrence of work accidents viewed on counterproductive work behavior in PT. Pertamina.

Methods

The approach used in this research is a qualitative approach with a case study research design. Case studies could be interpreted as a technique of studying an individual in depth to help him or her gain good adjustment (Denzin & Lincoln, 2014). Yin (2014) also defined a case study as a method for conducting research on phenomena that occur with a focus on a person's life experience (real life context), when there is a gap between the phenomenon and the existing context, or when using multiple sources of evidence.

Researchers will try to read, describe, compare, and combine several codes that have been created to create a final research formula. In the research process, there are several steps taken, namely, determining the problem, selecting appropriate designs and instruments, collecting data, analyzing the data obtained and preparing research results reports. The data analysis technique used in this research refers to data reduction, data display, and verification.

Result and discussion

The occurrence of work accidents is generally caused by several factors, including human factors, equipment, management and work location. According to research results from Constantini, *et. al.* (2021) where the causes of work accidents are generally classified into two, namely the worker's own behavior (human factors) and work conditions (work environmental factors). The research results from Li & Pilz (2023) explained with the theory of loss causation models introduced by Bird and Germain in 2008 that a loss is caused by a series of sequential factors consisting of lack of control, basic causes, immediate causes, accident and loss.

According to research results from Mona, *et. al.* (2019), 85% of the causes of work accidents are human factors which play an important role in creating occupational safety and health, where workers who familiarize themselves in safe conditions and carry out work safely will greatly help reduce the number of work accidents. As a basis for efforts to implement occupational safety and health in an effort to achieve company goals accompanied by zero work accidents, there is a theory of the causes of accidents and losses due to work accidents (Liu, 2022). Meanwhile, according to research results by Maceachen, *et. al.* (2016), the causes of work accidents are as follows:

- 1.) Work Situation, including: a.) Lack of management control; b.) Minimum work standards; c.) Does not meet standards; d.) Failed equipment or insufficient work space.
- 2.) People's mistakes, including: a.) Minimal skills and knowledge; b.) Physical or mental problems; c.) Minimal or misplaced motivation; d.) Insufficient attention.
- 3.) Unsafe Actions, including: a.) Not following approved work methods; b.) Taking shortcuts; c.) Putting away or not using work safety equipment.
- 4.) Accidents, including: a.) Unexpected events; b.) Due to contact with dangerous machinery or electricity; c.) Fall; d.) Being hit by a machine or falling material and so on.

After knowing the factors that influence the severity of workers' injuries, companies need to take various corrective actions or policies as effort to reduce the severity of injuries that workers will experience if a work accident occurs (Wiernik & Ones, 2018). The adoption of counterproductive work behavior is now starting to be widely applied in the field of occupational safety and health in order to minimize the number of work accidents and prevention of work accidents can be done using methods of elimination, substitution, technical engineering, administrative control and the use of personal protective equipment for workers.

According to research results from Ajmal, *et. al.* (2022) prevention of work accidents can be done by substitution, isolation, general ventilation, local exhaust ventilation, use of personal protective equipment, pre-work checks, special and periodic checks as well as education about work health and safety. Prevention of work accidents according to Amalina & Larasati (2020) was aimed at the environment, machines, work equipment, work equipment and especially human factors. Matthews, *et. al.* (2019) stated that by implementing an occupational safety and health management system that involves integrated management, workforce, and

work environment elements, it has the potential to reduce the number of work accidents in each work unit.

The research results of Nai'em, et. al. (2021) explains that providing training, counseling and correct use of personal protective equipment can reduce the number of work accidents. The research results of Li & Pilz (2023) explain that human behavior is an important element that causes work accidents and unsafe behavior is behavior that is the main cause of work accidents. Unsafe behavior contributed 88%, unsafe conditions accounted for 10% and unknown causes accounted for 2% of work accidents.

The still high number of work accidents is caused by a lack of safe work behavior (Stackhouse & Turner, 2019). This has encouraged many companies and industries to apply behavioral science to reduce the number of accidents by changing unsafe behavior into safe behavior. Safe behavior is an act or action carried out by workers to minimize the potential for work accidents and eliminate counterproductive work behavior.

If PT. Pertamina can implement safe behavior and eliminate counterproductive work behavior appropriately, it is hoped that there will be an increase in work productivity so that it can reduce the number of days lost due to work fatigue, accidents and work-related illnesses. Productive work behavior is very necessary for an organization, because if unproductive behavior prevails it will become an obstacle to achieving an organization's goals. Counterproductive work behavior has always been an important concern in organizations because of its widespread nature.

Counterproductive work behavior has various forms, ranging from small things or actions to large actions that can harm employees and the organization (Yan, et. al., 2020). Forms of counterproductive work behavior such as gossiping about fellow co-workers, spreading rumors about workplace theft and workplace insecurity. This counterproductive work behavior does not look at who they are targeting and how they participate in this behavior. Counterproductive work behavior has always been a negative phenomenon, and organizations have an interest in predicting the likelihood that employees may engage in such behavior.

Counterproductive work behavior is an action taken by workers that influences work activities where the causes for engaging in counterproductive work behavior and the ways of expressing such counterproductive work behavior vary from time to time, and as a result it will be difficult for organizations to determine exactly what sources related to counterproductive work behavior (Zappalà, et. al., 2022).

Counterproductive work behavior is intentional behavior by some members of the organization which is seen by the organization as contrary to the organization's goals for PT. Pertamina has been detrimental from an economic perspective and caused institutional threats and disruption. Contradictory work behavior is behavior carried out by individuals, either intentionally or unintentionally, which can conflict with and hinder the organization from achieving its desired goals. Counterproductive work behavior is categorized into several dimensions according to Ciampa, et. al. (2021), including: *First*, property deviance refers to behavior that endangers an organization's assets and property. Sabotage represents the goal of destroying physical equipment, organizational processes, or products. Theft represents another form of property misappropriation.

Second, production deviance is also directed towards the organization but focuses specifically on reducing work efficiency. Wasting resources is the most common form of production deviation, when employees use too many materials or too much time to do too little work. Substance abuse represents another form of production deviation. If employees abuse drugs or alcohol while at work or shortly before coming to work then, their work is performed

more slowly and less accurately. Organizationally directed deviations that reflect production deviations include taking breaks, calling in sick, deliberately working slowly, and generally violate norms regarding the quality and quantity of work that must be achieved.

Third, political deviance refers to behavior that intentionally harms other people than the organization. Talking about other people where the facts are not confirmed as true. Incivility represents rude communication, lack of manners, making decisions based on favoritism between employees and not based on performance, blaming or accusing other employees for mistakes they have not made and frequently spreading gossip also fall into the category of political deviation. *Fourth*, personal aggression which is defined as verbal and physical actions directed at other employees. Harassment is experiencing unwanted physical contact or comments from coworkers. Violence occurs when an employee is attacked or threatened resulting in physical or psychological injuries, torture, verbal attacks and threats of physical harm.

Conclusion and recommendation

The results of the research conclude that the adoption of counterproductive work behavior is now starting to be widely implemented in the field of occupational safety and health to minimize the number of work accidents and prevention of work accidents can be carried out using methods of elimination, substitution, technical engineering, administrative control and the use of personal protective equipment for workers. This has encouraged many companies and industries to apply behavioral science to reduce the number of accidents by changing unsafe behavior into safe behavior.

Safe behavior is an act or action carried out by workers to minimize the potential for work accidents and eliminate counterproductive work behavior. If PT. Pertamina can implement safe behavior and eliminate counterproductive work behavior appropriately, it is hoped that there will be an increase in work productivity so that it can reduce the number of days lost due to work fatigue, accidents and work-related illnesses. Productive work behavior is very necessary for an organization, because if unproductive behavior prevails it will become an obstacle to achieving an organization's goals.

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