

# Characteristic Study of Knowledge and Behaviour of Housekeeping on Office Staff

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## ABSTRACT

**Introduction:** Housekeeping behavior is a process of behavior change by applying workplace hygiene and arrangement. This research was conducted to determine the strength of the factors associated with housekeeping behavior on employees in the Situbondo District Health Office. This research was conducted to analyze the relationship of knowledge, attitudes, and supervision with the application of housekeeping behaviour on employees at the Situbondo District Health Office. **Methods:** This research was a cross-sectional study. The location of this research was in the Situbondo District Health Office. Primary data collection was carried out in April 2020, and the number of samples was 50 civil servants in the Situbondo District Health Office. This study used two kinds of variables, namely independent variables: age ( $X_1$ ), sex ( $X_2$ ), work period ( $X_3$ ), and education ( $X_4$ ), and dependent variables, namely knowledge of housekeeping ( $Y_1$ ) and behavior of housekeeping ( $Y_2$ ). The main research data were obtained from observations, surveys of housekeeping behavior factors, and observations of housekeeping behaviour. Moreover, the data analysis used a correlation analysis check. **Results:** The results showed that the work period and the knowledge of housekeeping had a relationship, but it was in a low influence with the sigma of 0.036 and correlation coefficient of 0.298. The results also showed that sex and the behavior of housekeeping had a relationship, but it was in a low influence with the sigma of 0.028 and correlation coefficient of 0.312. **Conclusion:** Work period had a relationship with housekeeping knowledge and sex had a relationship with the housekeeping behavior, but it was in a low influence.

**Keywords:** characteristics, knowledge of housekeeping, behavior of housekeeping

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## INTRODUCTION

According to the International Labour Organization (2013), companies' offices and floors are frequently full of unnecessary, dusty, and scattered items. A lot of time in the company is misspent for searching, moving goods, asking for directions, getting accidents, and making repairs. Inadequate work arrangement and management is at the root of the problem.

Risk control can be solved with a hierarchical control approach, which is a sequence of efforts to prevent and control risks that may arise, consisting of elimination, substitution, engineering, administrative control, and personal protective equipment. Administrative control efforts can be accomplished by providing a working system that can reduce the chances of workers being exposed to potential hazards (Sugiyono, 2015).

One of the behaviors of employees at work is housekeeping behavior which requires employees to be concise, neat, clean, caring, and diligent. The housekeeping principle is labeled behavior because it can be recognized by considering and measuring employees' knowledge, and it is also the most decisive in its application. Based on Septaviani's (2012) research, 55% of respondents had bad housekeeping practices, 55% of respondents had inadequate knowledge, and 50% of respondents had a work period of 0-5 years. Most respondents' education was high school or equivalent (90%). In the workplace, the absence of supervision of the housekeeping practices and cleaning equipment facilities in the available work areas were also not optimal. According to Supriyanto (2014), housekeeping work attitude has a positive and significant effect on work productivity, where employees in the company will apply the housekeeping work attitude, which will have an impact on increasing productivity in the workplace.

The Situbondo District Health Office has not implemented the housekeeping behavior to its

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employees due to several factors, namely individual characteristics such as age, sex, work period, and different levels of education. In terms of employee knowledge and lack of housekeeping information, several employees merely know about housekeeping in general which they obtain from the application of the Housekeeping at the Situbondo Community Health Centers. The attitude of employees who only depend on office boys in maintaining cleanliness and neatness at work is a huge factor. The training and supervision factors, specifically related to housekeeping, have not been applied by the Situbondo District Health Office.

Therefore, this study was conducted to analyze the relationship between individual characteristics and knowledge of housekeeping behavior in the Situbondo District Health Office. The results of the analysis of this study will determine the presence and the relationship of individual characteristics with knowledge and behavior of housekeeping.

## METHODS

This research was an observational study in which the observation was carried out without treatment. The research design was a cross-sectional study. The location of this research was in the Situbondo District Health Office which is located at Jl. PB Sudirman No.14, Karangasem, Patokan, Situbondo sub-district, Situbondo Regency, East Java. Primary data collection was carried out in April 2020.

Samples constituting a portion of the population were determined by taking into account if the selected samples were representative, i.e. all population characteristics had been reflected in the selected samples. The population range of the study was 55 employees, and the scope of the research sample was 50 respondents. This large sample was determined using tables developed by Issac and Michael's theory. In this theory, the calculation results are useful to determine the number of samples based on the error rates of 1%, 5%, and 10%. Samples obtained with an error rate of 5% in a population of 55 were 48 respondents. However, out of 48 research results, the researchers rounded up to 50 respondents.

This study used individual characteristics as the independent variables namely age, sex, work period, and level of education, and the independent variables were knowledge and behavior of housekeeping. The statistical analysis was carried out to see the strength

of the relationship between the independent variables (age, sex, work period, and education level) and the dependent variables (knowledge and behavior of housekeeping of employees) using a correlation test. This study obtained permission with the number. 25/EA/KEPK/2020.

## RESULTS

### Frequency Distribution of Individual Characteristics of Employees in the Situbondo District Health Office

Based on Table 1, it is known that the majority of respondents aged late adulthood were as many as 26 respondents (52%). Based on Table 1, it is known that the majority of employees in this study were females. Specifically, the employees of the Situbondo District Health Office comprised 15 male

**Table 1.** Frequency Distribution of Individual Characteristics of Employees in the Situbondo District Health Office in 2020

Individual Characteristics	Frequency (n)	Percentage (%)
<b>Age Criteria</b>		
Early adulthood	10	20
Late adulthood	26	52
Early elderly	12	24
Late elderly	2	4
<b>Total</b>	<b>50</b>	<b>100</b>
<b>Sex Criteria</b>		
Male	15	30
Female	35	70
<b>Total</b>	<b>50</b>	<b>100</b>
<b>Term Criteria</b>		
Short work period	1	2
Long work period	49	98
<b>Total</b>	<b>50</b>	<b>100</b>
<b>Education Level Criteria</b>		
Senior High School	7	14
Academy/Diploma	12	24
University (S1/S2)	31	62
<b>Total</b>	<b>50</b>	<b>100</b>
<b>Knowledge of Housekeeping</b>		
Low	49	98
High	1	2
<b>Total</b>	<b>50</b>	<b>100</b>

respondents and 35 female respondents. It is known that the majority of respondents' work period were included in the criteria of a long work period of > 3 years of work, as many as 49 respondents.

Based on Table 1, it is known that the majority of employees had the last education level in a university level (undergraduate (S1) or postgraduate (S2)), as many as 31 respondents. Frequency Distribution of Knowledge of Employees in the Situbondo District Health Office, it is known that the knowledge of the dominant employees was in the low criteria, as many as 49 respondents.

### Frequency Distribution of Housekeeping Behavior of Employees in the Situbondo District Health Office

Based on Table 2, it is known that the majority of employees in this study behaved below the average related to housekeeping in the workplace, as many as 48 respondents.

**Table 2.** Frequency Distribution of Housekeeping Behavior of Employees in the Situbondo District Health Office in 2020

Housekeeping Behavior Criteria	Frequency (n)	Percentage (%)
Below average	48	96
Average	2	4
<b>Total</b>	<b>50</b>	<b>100</b>

**Table 3.** The Relation between Individual Characteristics and Housekeeping Knowledge of Employees of the Situbondo District Health Office in 2020

Knowledge of Housekeeping	Age	Sex	Work Period	Education Level
Correlation Coefficient	0.205	0.147	0.298*	0.098
Sig. (2-tailed)	0.153	0.308	0.036	0.496

**Table 4.** The Relation between Individual Characteristics and Housekeeping Behavior of Employees in the Situbondo District Health Office in 2020

Behavior of Housekeeping	Age	Sex	Work Period	Education Level
Correlation Coefficient	0.164	0.312*	0.144	0.206
Sig. (2-tailed)	0.256	0.028	0.318	0.151

### The Relation between Characteristics and Knowledge of Housekeeping

Table 3 demonstrates that there was a relationship between individual characteristics with knowledge of housekeeping. It shows that the work period had Sig. 0.036 with a correlation coefficient of 0.205. Thus, it can be concluded that there was a low relationship between a work period and knowledge of housekeeping. Other variables did not have a relationship with the knowledge of housekeeping, including age (Sig. 0.153), sex (Sig. 0.308), and education level (Sig. 0.496). Hence, it can be concluded that there was no relationship between age, sex, and level of education with knowledge of housekeeping.

### The Relation between Individual Characteristics and Behavior of Housekeeping

The following is a statistical test between the characteristics of the behavior of housekeeping of employees in the Situbondo District Health Office. Table 4, it is demonstrated that there was a relationship between an individual characteristic and housekeeping behavior, namely the sex variable (Sig. 0.028) with a correlation coefficient of 0.312. Thus, it can be concluded that there was a low relationship between sex and housekeeping behaviour. Other variables did not hold a relationship with housekeeping behavior, namely age (Sig. 0.256), work period (Sig. 0.318), and level of education (Sig. 0.151). Thus, it can be concluded that there was no correlation between age, work period, and level of education with housekeeping behaviour.

## DISCUSSION

### Frequency Distribution of Age

Age of the respondents was measured from the time of birth to the time of the study. The data were obtained from the questionnaires filled out by the respondents. Age, according to the Ministry of Health of the Republic of Indonesia (2009), consists of 6 criteria, namely late adolescence (17-25 years old), early adulthood (26-35 years old), late adulthood (36-45 years old), early old age (46-55 years old), late old age (56-65 years old), and old age (> 65 years old). In this study, the majority of respondents were aged 36-45 years old, which belonged to the category of late adulthood, as many as 52% of respondents.

### Frequency Distribution of Sex

Sex is a biological and anatomical characteristic consisting of males and females. According to the Central Statistics Agency (2019), sex consists of 2 types namely males and females. In this study, it can be found that the majority of employees were females, accounting for 70% of the respondents.

Moreover, most respondents were women who have higher and emotions that change frequently compared to their man counterparts. According to the opinion of Triandis (in Wawan and Dewi, 2011), attitudes are ideas related to emotions, which encourage a person to take actions.

### Frequency Distribution of Work Period

The work period of the respondents was measured from the time the employees working in the workplace until the time the research was conducted. The data were obtained from the questionnaires filled out by the respondents. According to Handoko (2010), the work period consists of 2 criteria, namely a new work period with a work period of  $\leq 3$  years and an old work period with a work period of  $> 3$  years. Most of the respondents' work period in this study belonged to the criteria of a long work period, which was  $> 3$  years of work, as many as 98% of the respondents.

### Frequency Distribution of Education Level

The education level is the level of formal education achieved by workers. According to the Central Statistics Agency (2019), the level of education consists of 8 criteria, namely never attending school, not completing elementary, junior high school, senior high school, vocational school, diploma, and university. The majority of employees in this study had the last level of education in a university level, either undergraduate (S1) or postgraduate (S2), as many as 98% of the respondents. According to the International Labour Organization (2013), at that age workers more need comfort at work, which can be accomplished by companies arranging jobs and work areas tailored to the needs of workers, rather than expecting workers to adjust. Ergonomic and effective design by providing workers with comfortable and efficient workstations, tools, and equipment for use is thus needed. Moreover, a healthy work environment is also necessary as it regulates the work process to control or eliminate potential hazards. Labor will gain harmony between the workforce, the

environment, working conditions, and the process of working. The working conditions should be arranged in such a way that it does not cause muscle tension, excessive fatigue, or other health disorders.

### Frequency Distribution of Housekeeping Knowledge

Knowledge in this study is defined as the information and insight owned by employees regarding 5Rs. According to Elyianti (2017) knowledge is categorized into 2 criteria, namely low and high knowledge. In this study, it was found that the majority of employees had low 5R knowledge, accounting for 98% of the respondents.

According to Wawan and Dewi (2011), knowledge is a very important domain in the process of forming one's actions obtained through 6 levels, namely knowing, understanding, applying, analyzing, synthesizing, and evaluating. Knowledge factor had a strong relationship with housekeeping behavior, so it can be concluded that the higher the knowledge related to housekeeping that the employees have, the better the housekeeping behaviour.

### Frequency Distribution of Housekeeping Behavior

According to Hirano (2010), 5R behavior is an action in the application of 5Rs and workspace conditions. Housekeeping behaviour is categorized into 5 criteria, namely not satisfactory, below average, average, above average, and very satisfactory. It is known that the employees in this study mostly behaved below average related to 5Rs in the workplace, accounting for 96% of the respondents.

### The Relation between Individual Characteristics and Housekeeping Knowledge

The research results demonstrate that the knowledge aspect of the majority of employees belonged to low housekeeping knowledge. Employees still did not comprehend well the meaning of housekeeping behavior and did not know how to distinguish the ideas between neat and clean characteristics. Neat characteristic is the process of sorting goods that are not required and arranging them according to the frequency of use. In addition, employees are aware of the sequence of housekeeping steps in which they should be concise, neat, clean, caring, and diligent, all of which

are copied from Japanese culture. Moreover, the employees understand the benefits for being concise, neat, clean, caring, and diligent in housekeeping and considered them as things that need to be maintained. Concise characteristic is an arrangement completed to decrease waste or unnecessary items. This is done by managing and maintaining the workplace consistently and continuously. Meanwhile, diligent characteristic is an effort made to support the concise, neat, clean, and caring activities that have been carried out sustainably. According to Parmasari and Nugroho (2020), a workplace needs to conduct socialization about the importance of implementing the 5R culture and internal audit. It is implemented to realize housekeeping behavior and increase worker productivity. Housekeeping has benefits for increasing effectiveness, efficiency, productivity, and work safety. Leadership, commitment, allocation of resources, motivation must also be well maintained so that the application of behavior continues to run. According to Parmasari and Nugroho, (2020), improving the work environment in the workplace with the 5R method can affect the work motivation of company employees.

According to Osada (2017), the implementation of 5Rs prioritizes that the workplace is organized neatly, and its implementation is also important for the personal safety and health of every worker in preventing fires, work accidents, and other things that are very dangerous to human health and safety. According to Rahman *et al.*, (2018) the application of 5R behavior in the workplace has benefits including 1) increasing productivity due to more efficient workplace arrangements, 2) increasing comfort because the workplace is always clean and becomes spacious, 3) reducing hazards at work due to good workplace quality, and 4) increasing savings because it eliminates various wastes in the workplace. According to Chourasia and Nema (2016), the implementation of housekeeping behavior is very efficient in an organization in providing a safe environment, optimal space utilization, and quality improvement. This helps improve employee coordination and productivity, as well as reduce service time and increase customer satisfaction.

Based on Rinandiyana and Sumaryana (2015), it is known that the concept of 5Rs had a high effect on employee productivity in which the better the implementation of the 5R concept implemented in Plaza Asia Tasikmalaya, the higher the productivity of its employees. The employees always tried to

maintain a neat and diligent aspects that had a significant influence on employee productivity while other aspects only had a very small influence.

### **The Relation between Work Period and the Knowledge of Housekeeping**

A very important domain in the process of constructing one's actions pass through 6 levels, namely knowing, understanding, applying, analyzing, synthesizing, and evaluating. The relationship between a work period and housekeeping knowledge had a significance value of 0.036 with a correlation coefficient of 0.205. Thus, it can be concluded that there was a low relationship between occupancy and housekeeping knowledge. This could justify that the longer the employees work at work, the better the knowledge they have. This could be due to the longer the employees work, the more socialization they have, leading to more knowledge obtained. The results of this research are in line with research by Sepang, Gunawan and Pateda (2013) which explained that the length of work had a significant relationship with the level of knowledge. However, the result is contrary to the research of Wardani, and Masfiah (2014) stating that there was no meaningful relationship between the work period and the level of knowledge of health cadres. According to Ayu (2013), 74.5% of 51 respondents had good knowledge, and 25.5% had inadequate knowledge, and there was no correlation between the length of service of nurses and their level of knowledge. According to Isroni and Supriadi (2020) improving the work environment in the workplace with the 5R method can affect the work motivation of company employees.

### **The Relation between Age and the Knowledge of Housekeeping**

The relationship between age and housekeeping knowledge had a significance of 0.036. It was concluded that there was no relationship between age and housekeeping knowledge. This could explain that the increasing age of a person does not necessarily mean that he has better knowledge. This result is in line with research of Wardani *et al.* (2014) on knowledge of health cadres. According to Wulandari *et al.* (2020), there was no significant relationship between age and community knowledge. Research of Budiaman (2017), furthermore, explained that there was no relationship between age and level of knowledge because based on the

probability it was obtained Asymp value. Sig. of 0.145 (greater than 0.05) In the young and adult age groups, there were no respondents who had a low level of knowledge, whereas in the old age group there was one person who had a low level of knowledge. These results contradict the research of Sepang *et al.* (2013) which explained that age factor had a significant relationship with knowledge levels.

### **The Relation between Sex and the Knowledge of Housekeeping**

The relationship between age and housekeeping knowledge had a significance of 0.308. It was concluded that there was no relationship between sex and the housekeeping knowledge. This could explain that the knowledge possessed by respondents did not depend on one's sex. According to Wulandari *et al.* (2020), female respondents had better knowledge (71, 6%) compared to their male counterparts (64.6%). Moreover, there was a relationship between age and knowledge. Based on the research results of Budiaman (2017), 15 men had a moderate level of knowledge and 29 men had a high level of knowledge. Based on the probability, it was obtained Asymp value Sig. equal to 0.130 (greater than 0.05), indicating that there was no relationship between the sex of the respondents and the level of knowledge. Shovy further (2013) explained that there was a link between skill enhancement participation and 5R behavior.

### **The Relation between Education Level Factors and the Knowledge of Housekeeping**

The relationship between the education level and housekeeping knowledge had a significance of 0.496. Thus, It can be concluded that there was no relationship between the education level and the housekeeping knowledge. This can explain that the knowledge possessed by respondents did not depend on how high the education had been achieved, so there was no relation between education and the level of knowledge of health cadres. According to Wulandari *et al.* (2020), those with low education had good knowledge as much as 73.3%, while those with higher education had good knowledge as much as 69%. Thus, it can be concluded that there was no relationship between education and knowledge. Meanwhile, according to Budiaman (2017) on his research on halal certification, a person's education levels had a significant relationship with one's level

of knowledge of halal certification. The value of the correlation coefficient was 0.200, indicating that the relationship was not excessively close, because it did not approach one. The only low result in the level of knowledge was obtained in the group of low level of education. Meanwhile, in the moderate and high level of education, there was no low result in the level of knowledge. This proves that the higher the level of one's education, the higher the level of one's knowledge. This result contradicts the results of research of Sepang *et al.* (2013) which explained that the category of education level had a significant relationship with the level of knowledge.

### **The Relation between Individual Characteristics and Housekeeping Behavior**

#### ***The Relation between Age and Housekeeping Behavior***

The relation between age and housekeeping behavior of employees had a significance value of 0.256, indicating that there was no relationship between age and housekeeping behavior of employees. The result of this study is in line with research of Septaviani (2012) explaining that there was no relationship between age and 5S practices among X Motorcycle Workshop mechanics in Semarang. However, the result contradicts Elyanti's (2017) study which showed that as workers get older, there is a greater opportunity to behave better in the housekeeping. In this study, the majority of respondents were aged 36-45 years (late adulthood). According to Wawan and Dewi (2011), the older one's age, the more mature one's way of thinking at work and one's action. Apriluana, Khairiyati, and Setyaningrum (2016) in their research further explained that there was a very significant relationship between age and the behavior of workers.

The majority of the age of employees in this study were in the late adult category, yet it is known that knowledge and behavior changes can be experienced and carried out by anyone, not limited by age. The increasing age does not necessarily mean that one will have better behavior and responsibilities. In fact, the implementation of housekeeping behavior needs to be done at the end of adulthood period for mental comfort and work comfortability. Diputra (2017) explained that surveillance had a relationship with 5R behavior. Moreover, based on Thapa, Gupta, and Qureshi,

(2020), the adoption of housekeeping behavior in the workplace is a route to Safety Management with a significant relationship in improving organizational safety performance. Increased safety in the workplace affects employee satisfaction and low levels of absenteeism. Observation efforts are, therefore, the all-important thing in an organization to get the best teamwork culture by making a training system with motivational methods and good working. The housekeeping method is very effective to use in the workplace because it is able to organize the workspace well. The existence of the right settings is also highly needed as it can save the time and allow proper cleaning so that material defects can be reduced and corrective and preventive actions can be carried out at the right time.

### ***The Relation between Sex and Housekeeping Behavior***

The relation between sex and housekeeping behavior of employees had a significance value of 0.028, indicating that there was a relationship between the sex factors and housekeeping behavior of employees with a correlation value of 0.312. It can be concluded that there was a relationship between the sex factors and housekeeping behavior, which was included in the low category. Thus, it can be perceived that female employees had better housekeeping behavior than male employees. Research of Elyanti (2017), on the other hand, demonstrated that female nurses conducted Housekeeping not better than male nurses. The results of this study contradicts the opinion of Rinaldi (2010) stating that males have better self-adjustment than women do. This behavior change can be influenced by several external aspects such as the level of maturity, social support, or colleagues. Furthermore, Apriluana, Khairiyati, and Setyaningrum's (2016) research explained that there was no significant relationship between sex and the behavior of workers.

In this study, it can be observed that the majority of employees were females who are often seen to have higher and fluctuating emotions than men. According to the opinion of Wawan and Dewi (2011) describes attitude is an idea related to emotions, encouraging someone to take actions. Women do more household chores at home such as cleaning and arranging things, and thus this routine is more likely to be applied at work.

### ***The Relation between Work Period and Housekeeping Behavior***

The relation between work period and housekeeping behavior had a significance value of 0.151, indicating that there was no relationship between work period and housekeeping behavior of employees. This result is in line with Elyanti's (2017) research suggesting that workers with new occupancy had a higher risk of behaving deficiently compared to workers with longer occupancy. However, the result of this study contradicts Septaviani's (2012) research, stating that there was no relationship between the work period and 5S practice among the X Motorcycle Workshop mechanics in Semarang. According to Wawan and Dewi (2011), the experience obtained and the drive to comprehend something is the basis to increase knowledge and change human behavior. According to Rahayu and Saputra's (2016) research, there was a significant relationship between the work period and K3 behavior of workers. Those who had low employment were at greater risk of doing unsafe K3 behavior than workers who had longer work period.

In this study, most of the respondents' work period belonged to the criteria of a long work period of > 3 years. Most employees had an extensive work period, so they had the potential to experience excessive exhaustion when they worked, resulting in low concern to housekeeping behaviour Housekeeping. Similarly, Wawan and Dewi (2011) explained that attitude is a mental and neural condition of a person that is obtained from experience, dynamically influencing one's response to all objects and related situations. According to Setyanto (2015), full support between parties, both the leadership and the workforce, must be realized because through joint support, the implementation of the 5R can run in a sustainable and maximum manner.

### ***The Relation between Education and Housekeeping Behavior***

The relation between the education level and housekeeping behavior of employees had a significance value of 0.318, indicating that there was no relationship between education level and housekeeping behaviour of employees. This is consistent with Elyanti's (2017) research demonstrating that there was no relationship

between the education level and the housekeeping behavior of workers. The result of this study is not in line with Notoatmodjo's (2018) research, stating that intelligence is the ability to deal with and adjust to oneself quickly and effectively. Intelligence is distinguished into emotional intelligence and spiritual intelligence. Someone with high intelligence does not constantly perform good behavior. However, the results of this study contradict with Septaviani's (2012) study explaining that there was a relationship between the level of education and 5S practices among X City motorcycle mechanics, Semarang. Specifically, mechanics who had higher education qualification (Bachelor Degree and Diploma) had a higher 5S practice value than mechanics with high school or vocational education qualification. According to Arifah *et al.* (2020) knowledge and attitude did not have a significant relationship with 5R behavior. Although workers had low level of knowledge, they implemented 5R behaviour well. Furthermore, Ernawati and Nurlelawati (2017) research explained that there was no meaningful relationship between education and the implementation of occupational safety and health of workers.

In this study, the majority of employees had the last level of education in the university level (Bachelor Degree / Master Degree). However, this result is not in line with the opinion of Wawan and Dewi (2011) stating that the level of education is one of the factors in influencing behavior, in which the higher level of education one has, the easier it is for him to obtain information. However, the level of education can only affect the way of thinking and understanding of employees, but it cannot inspire employees to behave better in housekeeping.

## CONCLUSION

Based on the results of this research, it can be concluded that most of the respondents were females aged 36-45 years, with a working period of more than 3 years. They also had bachelor/master degree as their last level of education. Moreover, it was also found that there was a relationship between the work period and housekeeping knowledge of employees with a low influence. Also, the influence of sex and housekeeping behavior was low.

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