

IMPLEMENTATION OF CLEANLINESS, HEALTH, SAFETY, AND ENVIRONMENTAL SUSTAINABILITY AT SEKANG ILLING DEDATANGS HOMESTAY

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Abstrak

Cleanlines, Health, Safety and Environment Sustainability merupakan kerangka kerja penting yang merangkul konsep Kebersihan, Kesehatan, Keselamatan, dan Keberlanjutan lingkungan, yang semakin diakui sebagai elemen integral dari operasi hotel dan homestay yang sukses dan berkelanjutan. Cleanliness (Kebersihan) menjamin kebersihan fasilitas, peralatan, dan lingkungan agar aman digunakan wisatawan maupun pekerja. Health (Kesehatan) Menjaga kesehatan tamu, karyawan dan masyarakat sekitar melalui penerapan protokol kesehatan. Safety (Keselamatan) memberikan perlindungan serta mengurangi risiko kecelakaan atau bahaya bagi wisatawan. Environment Sustainability (Kelestarian Lingkungan) menjaga keberlanjutan lingkungan dengan mengurangi dampak negatif, seperti pengelolaan sampah dan efisiensi energi. Penelitian ini bertujuan untuk menganalisis Implementasi Cleanlines, Health, Safety, and Environmental Sustainability pada Homestay Sekang Illing deDatangs dengan penekanan pada keberlanjutan. Melalui metode kualitatif, digunakan untuk menganalisis dan mengevaluasi implementasi Cleanlines, Health, Safety, and Environmental Sustainability pada Sekang Illing deDatangs Homestay. Teknik pengumpulan data melalui observasi langsung pada Sekang Illing deDatangs Homestay dan menggunakan wawancara kepada pengunjung dan pengelola Homestay Sekang Illing deDatangs, serta menggunakan dokumentasi sebagai data pendukung. Peningkatan kesadaran terhadap pentingnya melaksanakan protokol Cleanlines, Health, Safety, and Environmental Sustainability harus terus dipupuk sehingga meminimalisir terjadinya kelalaian dan dapat memberi dampak positif di area lingkungan kerja.

Kata Kunci: Kebersihan; Kesehatan; Keselamatan; Kelestarian Lingkungan

Abstract

Cleanlines, Health, Safety and Environmental Sustainability is an important framework that embraces the concepts of Cleanliness, Health, Safety, and Environmental Sustainability, which are increasingly recognized as integral elements of successful and sustainable hotel and homestay operations. Cleanliness ensures the cleanliness of facilities, equipment, and the environment for safe use by tourists and workers. Health Maintains the health of guests, employees, and the surrounding community through the implementation of health protocols. Safety provides protection and reduces the risk of accidents or dangers for tourists. Environmental Sustainability maintains environmental sustainability by reducing negative impacts, such as waste management and energy efficiency. This study aims to analyze the Implementation of Cleanlines, Health, Safety, and Environmental Sustainability at Sekang Illing deDatangs Homestay with an emphasis on sustainability. Through qualitative methods, it is used to analyze and evaluate the implementation of Cleanlines, Health, Safety, and Environmental Sustainability at Sekang Illing deDatangs Homestay. Data collection techniques through direct observation at Sekang Illing deDatangs Homestay and using interviews with visitors and managers of Sekang Illing deDatangs Homestay, and using documentation as supporting data. Increasing awareness of the importance of implementing Cleanlines, Health, Safety, and Environmental Sustainability

protocols must be continuously fostered to minimize negligence and can have a positive impact on the work environment.

Keywords: Cleanliness; Health; Safety; Environmental Sustainability

INTRODUCTION

Law of the Republic of Indonesia Number 10 of 2009 concerning Tourism explains that tourism is a travel activity undertaken by an individual or group of people by visiting certain places for recreational purposes, personal development, or studying the uniqueness of the tourist attractions visited for a temporary period. The tourism industry is a collection of interrelated tourism businesses in order to produce goods and/or services to meet the needs of tourists in organizing tourism. Within its scope, the tourism industry includes various businesses and sectors that support the fulfillment of tourist needs ranging from accommodation, transportation, and tourist attractions.

The tourism industry is one of the important factors in the industrial world that can improve the economy. Labuan Bajo is one of the tourist destinations, which has been recognized as a tourist paradise that has complete natural beauty, ranging from mountains, farmland, beaches, islands, even to beautiful panoramas on the seabed, so that

Labuan Bajo is able to attract tourists both local and international to come on vacation to Labuan Bajo. Labuan Bajo has very unique characteristics ranging from culture, customs, traditions and hospitality owned by the Labuan Bajo people themselves that can compete and differentiate themselves from tourism in other areas. Some tourist attractions in Labuan Bajo are famous for their beauty and are very popular with tourists who come to visit, such as Komodo National Park, Pink Beach, Manta Point, Rinca, Kalong, Manjarite, Padar, Rangko Cave. As for land destinations also include Batu Cermin Cave, Wae Ringin Peak, Waterfront, Golo Mori, Melo Traditional House, and Cunca Wulang waterfall. The existence of these destinations means that tourism-related businesses developed by the government, local communities, or private sectors need to pay attention to the level of safety and comfort of tourists as well as the sustainability of the tourism industry for years to come.

With the large number of destinations, the availability of accommodation must also be equal to the number of destinations and

tourists who come to support sustainable tourism. Entering hotel or homestay data is an important step in the process of collecting information related to accommodation availability, especially in the tourism sector. According to data from the West Manggarai Central Statistics Agency, the number of accommodations in Labuan Bajo is increasing and was last updated on June 4, 2025, the number of accommodations is calculated from star-rated hotels to non-star-rated hotels including homestays, with a total of 114 accommodations. From the data on the number of accommodations in Labuan Bajo, the number or percentage of occupancy rates is increasing. Data on the percentage of occupancy rates in 2024 which was updated on June 5, 2025, calculated from January to November for star-rated hotels was 53.28% and non-star-rated hotels including homestays and villas was 31.12%.

To address these challenges, awareness of the sustainability of the tourism industry requires serious attention from all stakeholders. Issues of environmental change, pollution, and waste management have become major concerns, prompting various tourism industries to implement sustainable practices. These sustainability practices include the implementation of cleanliness, health, safety, and environmental

sustainability (CHSE), which is one of the standards supporting higher-quality and environmentally friendly services.

Ministry of Tourism and Creative Economy Regulation Number 12 of 2022 explains that Cleanliness, Health, Safety, and Environmental Sustainability (CHSE) is a standard protocol implemented in the hospitality industry to ensure cleanliness, health, safety, and environmental sustainability. This standard aims to improve service quality, protect guests and employees, and reduce negative impacts on the environment. CHSE has become a standard adopted by various hospitality sectors, including homestays.

The increasing awareness of the importance of sustainability in the tourism sector has encouraged numerous studies evaluating the implementation of CHSE across various tourism destinations. One relevant study is the study of CHSE sustainability implementation at Villa Kemarang Banyuwangi conducted by Maharani (2024). The study revealed various practices and challenges faced in implementing CHSE standards in accommodation units based on nature and local culture. One of the challenges encountered in the study was increasingly

stringent regulatory and policy changes that could hinder CHSE implementation at Villa Kemarang Banyuwangi. To address these challenges, Villa Kemarang Banyuwangi must comply with changing regulations and adapt CHSE implementation practices. Therefore, this previous research is very important as a basis for broadening the understanding of CHSE implementation because it provides a concrete picture of sustainability principles at the operational level.

Based on Maharani's (2024) research on the implementation of CHSE sustainability at Villa Kemarang Banyuwangi, the researcher was interested in conducting a similar study. However, the difference is that this study was conducted at Sekang Illing deDatangs Homestay because this homestay has not yet fully adopted all aspects of CHSE systematically, including waste management, water and energy resource use, cleanliness in the homestay environment, and the provision of health and hygiene equipment which is still lacking. This makes the author very interested in identifying challenges, needs, and opportunities for improvement in CHSE implementation, with the hope that this research is not only academic but also has a practical impact on the development of

Sekang Illing deDatangs Homestay and the community around the homestay.

Based on the above background, the author felt compelled to delve deeper into this topic. The author's interest arose to study and discuss it more deeply to make a real contribution to understanding and addressing issues related to CHSE implementation. Therefore, the researcher is very eager and makes this research entitled "Implementation of Cleanliness, Health, Safety, and Environmental Sustainability at Sekang Illing deDatangs Homestay." This research is expected to provide new insights and solutions for parties who want to implement CHSE practices, thus providing and enriching knowledge related to this field.

LITERATURE REVIEW

Tourism

Tourism is a sector that plays a vital role in a country's economic and social development. According to Cooper et al. (2008), tourism encompasses all travel activities for recreation, business, or other purposes undertaken by individuals outside their home environment for a specific period of time. The word "tourism" comes from the Sanskrit words *pari* (to travel) and *wisata* (to

travel), meaning a journey from one place to another.

Law Number 10 of 2009 concerning Tourism defines tourism as a variety of tourism activities supported by various facilities and services provided by the community, businesses, the government, and local governments. The elements of tourism include: (a) attractions, tourist attractions such as natural beauty, local culture, and history; (b) accessibility (Transportation), ease of reaching tourist destinations; (c) amenities, supporting facilities such as accommodations, restaurants, and transportation; (d) activities, activities that tourists can engage in while at the destination; and (e) promotion and information, efforts to market and provide information about the destination.

Concept of Cleanliness, Health, Safety, and Environmental Sustainability

Cleanliness, Health, Safety, and Environmental Sustainability (CHSE) are standards applied across various sectors, including tourism, to ensure clean, safe, and sustainable operations. This program was launched by the Ministry of Tourism and Creative Economy (Kemenparekraf) of the Republic of Indonesia as an effort to revive the tourism sector after the COVID-19 pandemic.

According to Kemenparekraf (2020), the implementation of CHSE standards aims to provide tourists with assurance that tourism products and services comply with health, hygiene, safety, and sustainability protocols. CHSE implementation serves as a form of trust for tourism businesses in welcoming both domestic and international tourists. To bolster this trust, Kemenparekraf has designed the CHSE concept, encompassing various aspects.

To create a positive impression on tourists, tourism businesses need to pay attention to several aspects of their service. These include ensuring areas are free from germs, dust, insects, and bacteria by providing hand soap, regular cleaning of work areas, and providing cleaning equipment.

In addition to ensuring cleanliness, tourism businesses also need to consider other aspects that can ensure the safety and comfort of tourists. One way to do this is by ensuring the health of visitors and employees by implementing and following applicable health protocols.

In terms of security, the safety of tourists is also the responsibility of those operating in the tourism industry. Tourism businesses need to prepare various measures to ensure

their safety. Tourism businesses need to provide safety and rescue procedures in the event of a disaster or emergency, and ensure that their business premises have adequate security facilities to ensure the safety of visitors and employees.

When developing a tourism business, the first priority is a healthy and clean environment. To keep the environment comfortable, we must implement environmentally friendly practices such as using environmentally friendly materials, reducing waste, using energy efficiently, and managing waste properly to maintain environmental sustainability.

RESEARCH METHODS

This qualitative research aims to describe the implementation of CHSE. Data collection methods used were semi-structured interviews with visitors and managers of Sekang Iling deDatangs homestay, non-participant observation, and documentation. The data sources used were secondary and primary data. To validate the data, the author used triangulation techniques. The data analysis technique used four main steps: data collection, data reduction, data presentation, and conclusion drawing.

RESEARCH RESULTS AND DISCUSSION

Results

The results of this study are data that have been obtained and collected by the author, to answer the problems studied in order to achieve the expected research objectives. This study was conducted to find out how the Sekang Iling deDatangs homestay implements cleanliness, health, safety and environmental sustainability at Sekang Iling deDatangs, so that research results can be compiled based on the results of in-depth interviews, direct observations and documentation in the field, about the implementation of CHSE at the Sekang Iling deDatangs homestay to find out and make it easier for researchers to get accurate information from informants. The research results are as follows:

Cleanliness

Based on the results of a study on the implementation of Cleanliness at the Sekang Iling deDatangs Homestay, it has been shown that the homestay maintains its cleanliness well throughout its operation. This includes cleaning the rooms, dining area, and all other facilities, including the availability of handwashing sinks in the restaurant area.

An interview with the owner of Sekang Illing deDatangs Homestay, Ms. Maria Goreti Jaimun, revealed that cleanliness is consistently implemented through cleaning guest rooms as a top priority, followed by cleaning all areas of the homestay, including the bathroom, toilet, and dining room. Furthermore, used eating and drinking utensils are always washed and stored in a closed area to maintain cleanliness and prevent dust contamination. The homestay also provides handwashing facilities, including sinks and soap, in every area of the building as a demonstration of hygiene standards.

This information was corroborated by an interview with Ms. Erica, who is involved in the homestay's management. She explained that cleaning activities are carried out routinely, including cleaning bedrooms, bathrooms, and outdoor areas through sweeping and mopping to maintain the cleanliness of the homestay environment.

These findings align with the assessments of guests who have stayed at Sekang Illing deDatangs Homestay. Based on guest comments in the guest book, the homestay was deemed clean, comfortable, and provided a pleasant stay. These assessments demonstrate that the management's efforts to

maintain cleanliness have been directly felt by guests.

Based on observations, interviews, and documentation, it can be concluded that Sekang Illing deDatangs Homestay has implemented cleanliness aspects effectively in accordance with CHSE principles. This implementation is reflected in the implementation of routine cleaning procedures, the provision of supporting facilities for cleanliness, the hygienic management of eating and drinking utensils, and the creation of a clean and comfortable homestay environment for guests.

Health

Regarding health, the management provides facilities in the banquet area, as well as the provision and use of masks when handling chemicals. This is also supported by how the homestay operates in accordance with applicable company standards.

An interview with the owner of Sekang Illing deDatangs Homestay, Ms. Maria Goreti Daimun, showed that health aspects have been implemented through the provision of standard first aid kits in the rooms and kitchen area. Furthermore, each room is designed to have adequate ventilation to maintain air circulation. In operational activities, the management also implements work safety procedures by using personal

protective equipment, such as masks and gloves, when handling chemicals. Health standards are also implemented in the food and beverage processing process through the use of gloves, aprons, and head coverings (chef hats) to maintain food hygiene. The management also provides information about health services to guests verbally and collaborates with the local community health center as a precautionary measure in case of emergencies involving guests.

These findings were reinforced by an interview with Mrs. Erica, who explained that the management consistently strives to maintain guest health by providing healthy food and beverages, providing a complete first aid kit, and implementing safety procedures to minimize the risk of exposure to hazardous materials during homestay operations.

The interview results were also supported by documentation in the form of guest comments, which showed that guests gave positive assessments of the homestay's conditions, particularly regarding the provision of organic food, the beautiful environment, the presence of a living pharmacy, and the atmosphere conducive to comfort and well-being during their stay.

Based on observations, interviews, documentation, and guest comments, it can

be concluded that Sekang Illing deDatangs Homestay has implemented health aspects in accordance with CHSE principles. This implementation is reflected in the provision of health support facilities, the implementation of hygiene and sanitation procedures in food processing, the use of personal protective equipment while working, the provision of adequate ventilation, and collaboration with local health care facilities. These various efforts demonstrate the management's commitment to creating a healthy and safe environment for both guests and the homestay itself.

Safety

In terms of safety, the homestay operates in accordance with applicable standards and regulations, including providing assembly points, evacuation routes in case of disaster, and fire extinguishers for first aid in the event of a fire. The homestay maintains safety procedures, including the availability of portable fire extinguishers (APAR), evacuation signs, and assembly points. Security is also supported by supervision from local residents, as the community collaborates with the homestay.

An interview with the owner of Sekang Illing deDatangs Homestay, Ms. Maria Goreti Daimun, revealed that the management has implemented safety aspects

by providing supporting facilities for disaster mitigation and guest safety. The homestay's open location facilitates evacuation in the event of an emergency. Furthermore, the homestay provides a portable fire extinguisher (APAR) as a first-line measure to anticipate and control potential fires. The management also collaborates with local authorities to assist in handling emergencies or security disturbances within the homestay area.

This information was corroborated by an interview with Ms. Erica, who explained that the homestay lacks evacuation route markers and assembly points in each building. However, the open layout of the building facilitates evacuation processes, making it easier for residents to reach safe areas. Furthermore, the stairs are equipped with handrails on each side to enhance guest safety when ascending and descending from upper floors.

Based on observations, the management has also established cooperation with the surrounding community to maintain security within the homestay area. This collaboration is a preventative measure against potential security disturbances that could disrupt the comfort of guests and the surrounding community. The synergy between the management, the community, and local

authorities demonstrates a shared commitment to creating a safe and conducive environment.

Based on observations, interviews, and documentation, it can be concluded that Sekang Illing deDatangs Homestay has implemented safety aspects in accordance with CHSE principles. This implementation is demonstrated through the provision of fire extinguishers (APAR), building design that supports evacuation processes, the provision of safe stairways, and collaboration with local authorities and the community in maintaining environmental security. However, the study also revealed that the homestay lacks evacuation route markers and assembly points that meet standards, thus requiring improvement to support more optimal CHSE implementation.

Environment Sustainability

The homestay adopts an eco-friendly concept by minimizing the use of single-use plastics, managing organic and inorganic waste, and using water sparingly. Environmental conservation efforts are also implemented to protect the environment and preserve the villa's surroundings.

An interview with the owner of Sekang Illing deDatangs Homestay, Ms. Maria Goreti Daimun, revealed that environmental sustainability is implemented through the use

of predominantly wood-based building materials, representing local architecture and providing a unique stay experience for tourists. Furthermore, the management implements waste management by utilizing organic waste as plant fertilizer, while inorganic waste, such as used plastic bottles and cans, is reused as supporting material to strengthen the soil and as a base for the fire pit. These practices demonstrate the application of the principles of reduce, reuse, and recycle (3R) in waste management within the homestay.

The interview also revealed that the homestay utilizes a nearby mountain spring for its primary source of daily water, such as for bathroom use, plant watering, and kitchen activities. This water is also used as drinking water after being heated using a water boiler to ensure it is safe for consumption. This information was further supported by an interview with Ms. Erica, who explained that the water sources surrounding the homestay are optimally utilized to meet various operational needs.

These findings are supported by documentation in the form of guest comments, which indicate that tourists appreciate the traditional wooden building concept, natural atmosphere, and local cultural nuances that characterize Sekang

Iling deDatangs Homestay. This assessment indicates that the implementation of environmental sustainability concepts not only supports environmental preservation but also enhances the experience and satisfaction of tourists during their stay.

Based on observations, interviews, documentation, and guest comments, it can be concluded that Sekang Iling deDatangs Homestay has implemented environmental sustainability aspects in accordance with the CHSE principles. This implementation is demonstrated through the use of environmentally friendly building materials, efficient use of water resources, implementation of waste management based on the 3R principle, and preservation of local cultural values that add value to the tourist experience. These efforts reflect the management's commitment to supporting sustainable tourism practices while maintaining a balance between environmental, social, and economic aspects.

Discussion

Based on this statement, it can be concluded that this homestay has had a positive impact on environmental sustainability, not only by utilizing the resources around the homestay but also by recycling discarded waste into something very useful. Based on research findings,

Homestay Sekang Iling deDatangs has implemented Cleanliness, Health, Safety, and Environmental Sustainability (CHSE) principles in its operations. This is a strategic step to improve service quality and guest confidence. Situated amidst a rich natural and cultural environment, the homestay has strived to implement CHSE principles in a phased and contextual manner, in accordance with its available resources.

Cleanliness

Sekang Iling deDatangs Homestay has strengthened cleanliness standards in all rooms, the kitchen, the dining area, and all other public areas. Throughout its operation, cleaning is carried out regularly using appropriate cleaning chemicals, separated by type and purpose. This strengthened cleanliness standard aligns with key findings from Maharani's (2024) research, which found that cleanliness, as a pillar, correlates with good service quality, an enhanced reputation, and more sustainable operations. Villa Kemarang implements cleaner and more comfortable cleaning practices, which have increased guest satisfaction and created a more positive experience.

Sekang Iling deDatangs Homestay performs excellent daily cleaning by maintaining frequently used facilities, including guest rooms and all areas of the

homestay, including toilets, bathrooms, the dining area, and the dining and beverage storage areas. The homestay also cares deeply about guest health by providing sinks and hand sanitizer in the dining area. This is to ensure guests can enjoy their meals and to enhance their comfort during their stay.

Health

Health implementation is the implementation of health principles and standards. Health implementation focuses on food safety, cleanliness in service areas, and the protection of guests and staff. Proper air circulation is also part of health implementation. Sekang Iling deDatangs Homestay has good air circulation, and the homestay owner is very concerned about the health of both guests and the owner and staff who work at the homestay. In a study by Budi Suryawan and Dini Dwiyantri (2024), health implementation is one way to handle food and beverage processing properly, providing good ventilation to ensure good air circulation.

This is evidenced by the availability of good window circulation in the rooms and small vents in the homestay's toilets. Furthermore, when working, especially when using chemicals, workers wear masks and gloves. During its operations, Sekang Iling deDatangs Homestay provides first aid in

case of workplace accidents, and during the cooking process, the homestay adheres to protocols by using an epron, chef's hat, gloves, and masks. This prevents food from being contaminated with feces. There is also a community health center (Puskesmas) located nearby, approximately 450 meters away, with adequate facilities. The homestay also has a vehicle available to transport guests to the center.

Safety

Safety implementation at Sekang Iling deDatangs Homestay has been fully implemented, utilizing all available equipment. This is also evidenced by the lack of equipment. However, another safety-related implementation is the presence of a fire extinguisher in the kitchen area, which is a known cause of fires. Therefore, if a fire does occur, it can be immediately extinguished. Aprilia's (2021) research explains that implementing CHSE protocols, particularly safety aspects, can increase guests' sense of security and confidence. Having a robust safety system reduces concerns about the risk of accidents and other emergencies.

The safety measures implemented at Sekang Iling deDatangs Homestay align with Aprilia's (2021) findings that comprehensively implementing CHSE

protocols, particularly safety, can increase guest confidence. For example, there are evacuation routes from each building of the homestay, which can be used as safety access in the event of a disaster or fire. This homestay is particularly well-located due to its spacious location and easy access for guests and owners to escape in the event of a disaster. There are also handrails on the stairs for guests to use as they pass through. Although not all areas of the building are equipped with clear evacuation route and assembly point signs.

Environment Sustainability

Sekang Iling deDatangs Homestay implements environmental sustainability as part of its CHSE standards. Efforts made by the homestay include efficient waste management by separating organic and inorganic waste. Research by Palupiningtyas (2021) emphasizes the importance of improving the capabilities of homestay managers in implementing CHSE, specifically in the aspect of environmental sustainability. With improved managerial capabilities, homestays can manage waste more effectively, implement energy efficiency, and maintain a sustainable environment.

At Sekang Iling deDatangs Homestay, wet waste from kitchen waste is typically

used as plant fertilizer or given to the local community for pig feed. Dry waste, such as plastic or glass bottles and beverage cans, is processed into containers to strengthen the soil around the homestay's plants, preventing them from easily being destroyed. Additionally, used cans are often used as bedding in the fire pit (fire pit) to prevent it from flammability. The homestay also utilizes water sources around the homestay for use both for bathroom purposes, for watering plants, or water is also used for drinking or cooking purposes.

CONCLUSION AND SUGGESTIONS

Based on research results, the implementation of CHSE (Cleanliness, Health, Safety, and Environmental Sustainability) at the Sekang Illing deDatangs homestay has been successful, including: (a) In terms of cleanliness, the homestay has implemented regular cleaning procedures, including cleaning guest rooms, toilets, and all guest facilities, including the use of cleaning materials and the provision of hygiene facilities for guests; (b) In terms of health, protocols such as the use of masks and gloves when cleaning toilets and using cleaning materials, as well as excellent ventilation, have been implemented as standard. Furthermore, the homestay

maintains hygiene and health standards when preparing food; (c) For safety, the homestay has emergency response procedures, including fire extinguishers. However, evacuation routes and assembly points have not yet been marked with emergency response signs, (d) Meanwhile, in terms of environmental sustainability, the management has implemented efforts to reduce plastic waste, promote energy efficiency, and preserve the surrounding environment.

The homestay also utilizes water resources around the homestay for daily needs. The implementation of CHSE at this homestay has had a positive impact on guests, increasing their sense of safety, comfort, and satisfaction. It has also created a positive image among visiting guests. It has also strengthened the homestay's reputation as a responsible accommodation that promotes health and the environment.

This study has several limitations. First, the study was conducted on only one site, Sekang Illing deDatangs Homestay, so the results cannot be generalized to all homestays or other tourist accommodations. Second, the study used a qualitative approach, so the findings were obtained based on observations, interviews, and documentation, which were still influenced by the

informants' perspectives. Third, the study only described the implementation of CHSE without measuring the level of compliance or its impact on homestay performance, such as guest satisfaction, occupancy rates, or income. Therefore, further research is recommended involving more research subjects and using a quantitative or mixed methods approach to produce more comprehensive findings.

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