

**INVESTIGATING THE INFLUENCE OF WORK SAFETY SCALE (WSS) ON
SAFETY BEHAVIOUR: A STUDY AMONG EMPLOYEES OF A UTILITY
COMPANY**

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MASTER OF SCIENCE (MANAGEMENT)

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COMPANY**

By:

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A thesis submitted to the College of Business in partial fulfillment of the requirements
for the degree of Master of Science (Management),

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DECLARATION

I declare that all the thesis work described in this dissertation was my own work (unless otherwise acknowledged in the text) and that none of the thesis work has been previously submitted for any academic Masters programmes. All sources of quoted information have been acknowledged through references.

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ABSTRACT

This study is to determine the influence of the five facets of Work Safety Scale (WSS) on compliance with safety behaviour among the employees of a utility company in Malaysia. The study was held as there were only limited studies on safety being carried out in utility industry. Trainings and awareness programs had been aggressively put into actions to get the staffs involvement and commitment over safety; yet there are still incidents and accidents occurring on safety issues. In addition, this study also investigates how the safety perception measurement contributes to the safety behavior among the employees in utility industry. A total of 110 questionnaires had been distributed to the sample chosen on the study consisting of five independent variables of Work Safety Scale that are: (a) job safety, (b) co-worker safety, (c) supervisor safety, (d) management safety practices and (e) satisfaction of the safety programme. All those independent variables later will be measured on the perception of workplace safety towards the compliance of safety behaviour as the determinants (dependent variable). Finally, the finding of the study presented that co-worker safety, supervisor safety, management safety practices and safety programmes are significantly related to compliance safety behaviour whilst job safety have no any intercorrelation to safety behaviour in the study.

ABSTRAK

Kajian ini adalah untuk mengkaji samada lima faktor dalam skala keselamatan kerja mempengaruhi tabiat keselamatan dikalangan pekerja syarikat utiliti di Malaysia. Kajian ini telah dijalankan kerana kajian mengenai keselamatan di sektor utiliti adalah sangat terhad dan masih terdapat banyak kes kemalangan dan kecelakaan yang melibatkan pekerja dalam sektor ini. Di samping itu, kajian ini juga penting dalam mengetahui bagaimana persepsi seseorang tentang keselamatan akan mempengaruhi perlakuan terhadap keselamatan dalam sektor utiliti negara. Dalam kajian ini, sebanyak 110 set soal selidik telah diedarkan kepada ‘sample’ yang dipilih. Soal selidik ini mengandungi lima komponen pembolehubah tidak bersandar dalam skala keselamatan kerja iaitu: a) keselamatan kerja b) keselamatan rakan sekerja c) keselamatan supervisor d) amalan keselamatan organisasi e) kepuasan program keselamatan. Semua pembolehubah ini kemudiannya akan dilihat pada persepsi keselamatan di tempat kerja dan pengaruhnya terhadap tabiat keselamatan seperti yang ditetapkan. Hasil kajian juga mendapati persepsi keselamatan rakan sekerja, supervisor, amalan keselamatan organisasi dan kepuasan program keselamatan mempunyai hubungan yang paling baik dalam mempengaruhi tabiat keselamatan warga kerja dalam industri ini.

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TABLE OF CONTENTS

	Page	
Declaration	ii	
Certification Of project paper	iii	
Permission to use	iv	
Abstract	v	
Acknowledgments	vii	
Table of contents	viii	
List of Table	x	
List of Figure	xi	
CHAPTER 1	INTRODUCTION	
1.1	Background of the Study	1
1.2	Problem Statement	3
1.3	Research Question	9
1.4	Research Objectives	9
1.5	Significance of the Study	10
CHAPTER 2	LITERATURE REVIEW	
2.1	Introduction	12
2.2	Empirical study on safety performance	12
2.3	The Relationship between Workplace Safety Scale (WSS) and Safety Performance.	20
2.3.1	Job Safety on Safety Performance	20
2.3.2	Co-worker on Safety Performance	23
2.3.3	Supervisor Safety on Safety Performance.	24
2.3.4	Management Safety on Safety Performance.	27
2.3.5	Satisfaction of Safety Programs on Safety Performance.	28
2.4	Summary	30
CHAPTER 3	METHODOLOGY	
3.1	Introduction	32
3.2	Theoretical Framework	32
3.3	Conceptual Definition	34
3.4	Operational Definition	34
3.4.1	Independent Variables	35
3.4.2	Dependent Variables	36
3.5	Instrument Scale	36

3.6	Population	37
3.7	Sampling	38
	3.7.1 Sampling Techniques	38
3.8	Unit of Analysis	39
3.9	Data Collection	39
	3.9.1 Data Collection Techniques	
3.10	Translation	40
3.11	Pilot Test	41
3.12	Data Analysis	42
3.13	Summary	42
CHAPTER 4	RESULTS AND DISCUSSIONS	
4.1	Introduction	43
4.2	Response Rate	43
4.3	Profile of Respondents	43
4.4	Reliability Analysis	46
4.5	Descriptive Statistics of Variables	47
4.6	Intercorrelations	48
4.7	Regression Analysis	50
4.8	Summary	51
CHAPTER 5	CONCLUSION & RECOMMENDATION	
5.1	Introduction	52
5.2	Recapitulation of Results	52
5.3	Discussion	53
	5.3.1 Job safety with compliance safety behaviour	53
	5.3.2 Co-worker safety with compliance safety behaviour	53
	5.3.3 Supervisor safety with compliance safety behaviour	54
	5.3.4 Management safety practices with compliance safety behaviour	55
	5.3.5 Satisfaction of safety programmes with compliance safety behaviour	55
5.4	Implication	56
	5.4.1 Theoretical Implication	
	5.4.2 Practical Implication	
5.5	Limitation	57
5.6	Future Studies	58
5.7	Conclusion	59
REFERENCES		60
APPENDIX A:	WSS of the five facets	65
APPENDIX B:	The compliance safety behaviour	65
APPENDIX C:	SPSS Output	73

LIST OF TABLE

3.2	Tested Alphas of Variables – Pilot Study	41
4.1	Demographic Scale of Respondents	45
4.2	Reliability coefficients for each variable	46
4.3	Frequencies of Variables	47
4.4	Pearson correlation coefficients analysis results	49
4.5	Linear regression results	51

LIST OF FIGURE

3.1	Framework of the Study	33
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CHAPTER 1

INTRODUCTION

1.1 Background of the study

Workplace safety is emerging as one of the key risk management and regulatory compliance focus areas among many global companies (Vredenburgh, 2002). It measures some important factors such as job safety, coworker safety, supervisor safety, management safety practices, compliance with safety behaviors and satisfaction with the safety programmed (Hayes, 1998). The current trend in modern technological society's emphasis safety conscious attitude on the part of employers of labour, individual employee, self employed, designers, importers, exporters suppliers and landlords (Adebiyi, 2007).

Studies demonstrate that between 5 percent and 15 percent of accidents are caused by inherent job hazards and 85 percent to 95 percent are caused due to what employers do or fail to do (Encarta, 1999; Darby, 2005). It is also reported that there exists immense correlated between safety and productivity; and cost and suffering (Williams, 1984; Duignan, 2003; Fayad *et al.*, 2003; Inegbenebor & Olalekan, 2002). Although several approaches have been employed to safety performance evaluation, absolute safety for humans and property is still an illusion where factory machines and oil exploration facilities are still claiming human lives or limbs. In the USA, about 6,500 American workers die each year because of accidents (Encarta, 1999). National Safety Council (2004) also reported that on an average day, 14 people are killed and more than 10,400 people are disabled at work. Whereas, in UK, 1.6 million injury accidents and 27 million non-injury accidents are being recorded annually

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