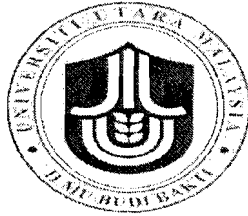


**THE APPLICATION OF WORKPLACE SAFETY SCALE
AMONG EMPLOYEES OF A UTILITY COMPANY**

ADLI BIN MOHD SHARIFF

**MASTER OF SCIENCE
UNIVERSITI UTARA MALAYSIA
2012**



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**THE APPLICATION OF WORKPLACE SAFETY SCALE AMONG
EMPLOYEES OF A UTILITY COMPANY**

By

ADLI BIN MOHD SHARIFF

**Thesis Submitted to
Othman Yeop Abdullah Graduate School of Business,
Universiti Utara Malaysia
in Fulfillment of the Requirement for the Degree of Master of Science**

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ABSTRAK

Kajian ini menggunakan Skala Keselamatan Pekerjaan bagi menilai tahap kepatuhan terhadap perilaku kerja selamat di kalangan kakitangan operasi sebuah syarikat bekalan air. Industri bekalan air adalah sebahagian daripada sektor utiliti yang menyediakan perkhidmatan dalam sesebuah negara dan ianya adalah antra perkhidmatan terpenting dan ini dapat diperhatikan semasa terdapat gangguan bekalan air yang akan menyaksikan keluhan orang ramai. Industri perkhidmatan adalah bergantung kepada kakitangan mereka disebabkan perubahan teknologi dan infrastruktur adalah berkait rapat dengan dana kewangan dan pelaburan. Bagi memastikan servis tidak terganggu, kakitangan perlu dilindungi daripada sebarang insiden kemalangan agar perkhidmatan optimum berterusan dapat dikekalkan. Didapati terdapat tiga (3) faktor daripada lima (5) faktor WSS adalah signifikan di dalam kajian ini dan ianya adalah berkaitan secara positive dengan kepatuhan terhadap perilaku kerja selamat, iaitu keselamatan pekerjaan, keselamatan pengurusan dan program keselamatan.

ABSTRACT

This study employs Hayes's Work Safety Scale (WSS) to determine the compliance with safety behaviour among the personnel of a water supply company. Water supply is part of the utility sector servicing the country and it is one of the most important services rendered, for in an event of water supply disruption, public uproar and outcry is imminent. The service industry is very dependable to the talents employed due to the technological advancement in the infrastructure is very much tied and limited to the availability of funding and willingness to invest. To ensure that the water supply service is uninterrupted, the workforce plying the trade should be ensured their safety is safeguarded against unwanted accident to ensure continuous service at an optimum level. It was found that the three (3) factors from the five facets of the WSS is significant to this sample settings and positively related to the compliance with safety behaviour (CSB), and they are the job safety, management safety and safety program.

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LIST OF ABBREVIATIONS

ILO	International Labour Organization
IV	Independent variable
N	Total number of samples
PPE	Personal protective equipment
PWHS	Perceptions of Workplace Hazards Scale
SCS	Safety Climate Survey
SD	Standard deviation
SOCISO	Social Security Organisation
SOP	Standard Operating Procedures
UN	United Nations
WHO	World Health Organization
WSS	Work Safety Scale

CHAPTER 1

INTRODUCTION

1.1 Background of Study

This is a replication study of the Work Safety Scale (WSS) developed by Hayes, Perander, Smecko, and Trask (1998), in a Malaysian context. Utility sector plays an important role especially to the developing country such as Malaysia. The utility sector companies not only provide service (electricity, water and sanitation) but would also benefits the population by enabling human and economic development. According to the statistics by United Nations, at least 1.2 billion people lack access to clean water. This study would be conducted on part of the utility sector in Malaysia, specifically the water distribution. As the biggest treated water distribution company in Malaysia (servicing 1.7 million accounts, approximately 7.5 million populations served), the operation of a water supply company servicing the State of Selangor, Federal Territories of Kuala Lumpur and Putrajaya is of utmost important in the heart of Malaysia, to facilitate and complement the nature of business and economic growth. The daily operation varies widely from in-house activities (sampling, meter reading, etc.) to the extent of employing contractors (pipe laying, pipe repair works, reservoir cleaning and others.) Continuous supply of clean water is expected 24 hours a day, seven days a week and 365 days a year without any disruption or compromise in terms of the water quality.

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