A STUDY ON THE EFFECTIVENESS OF SAFETY AWARENESS AT SEREMBAN SPECIALIST HOSPITAL

By

JULIZA HARTINI BINTI JOHARI

Thesis is submitted to College of Business in partial

fulfillment of the requirement for the degree of

Master of Human Resource Management

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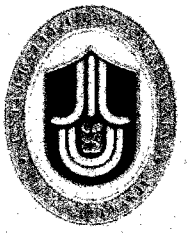

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I certify that any help received in preparing this thesis and all sources used have been acknowledged in this thesis.

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ABSTRACT

The main objective of this study is to determine the effectiveness of safety awareness. The data is collected from 100 staffs at Seremban Specialist Hospital. The data is analyzed by using Correlation. Result shows that there is a significant relationship between employee's attitudes, management practices and leadership behavior towards level of awareness. It shows that employee's attitudes, management practices and leadership behavior influences the effectiveness of safety awareness.

ABSTRAK

Objektif utama kajian ini adalah untuk menentukan tahap kesedaran yang efektif terhadap keselamatan pekerja. Data dikumpul daripada 100 orang pekerja di Hospital Pakar Seremban. Data di analisis dengan menggunakan Ujian Korelasi. Keputusan menunjukkan bahawa terdapat hubungan yang signifikan di antara tingkah laku pekerja, gaya pihak pengurusan dan tingkahlaku pemimpin terhadap tahap kesedaran keselamatan di tempat kerja. Ini menunjukkan bahawa tingkahlaku pekerja, gaya pihak pengurusan dan tingkah laku pemimpin memberi kesan terhadap tahap kesedaran keselamatan pekerjaan.

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INTRODUCTION

1.0 INTRODUCTION

This chapter gives a brief introduction regarding the study. This chapter also discusses the research problem, research question, research objective, scope and limitation of the study, significant of the study and a brief operation definition of the keywords.

1.1 BACKGROUND OF THE STUDY

Creating safety awareness is a critical but challenging task of senior leaders in organizations involved in potentially harmful activities ("high hazard" industries) (Roberts & Rousseau, 1989). Clarke (2003) defined safety awareness as the core assumptions and beliefs that organizational members hold concerning safety issues. This is expressed through the beliefs, values and behavioral norms of its managers, supervisors and workforce and is evident in company safety policy, rules and procedures. The essence of this definition is the sharing of common beliefs and values that safety is a priority. Effective safety can only be achieved when there is a proper management of the interaction between technological systems and people.

Safety awareness can be discerned from behavioral norms that demonstrate a commitment to safety. In health care, an example of a high hazard industry, strong

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APPENDIX

Frequencies

Statistics

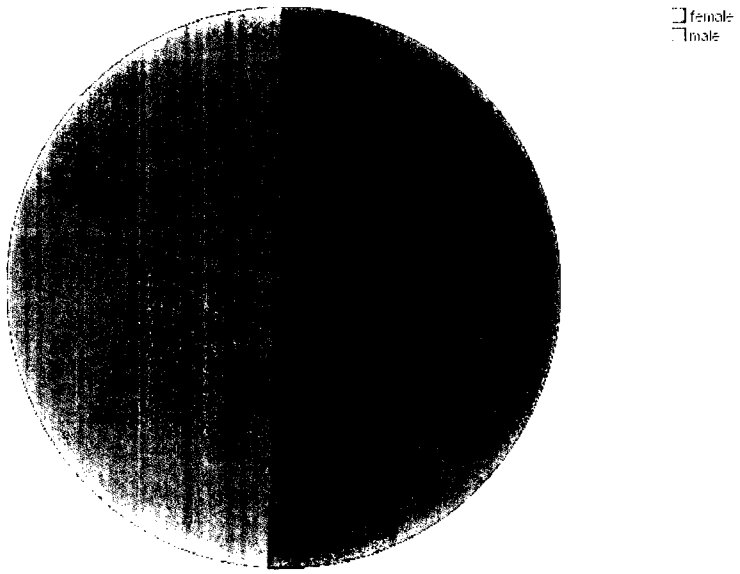
a1

N	Valid	100
	Missing	0
Mode		1.00

a1

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	female	51	51.0	51.0	51.0
	male	49	49.0	49.0	100.0
	Total	100	100.0	100.0	

a1



Frequencies

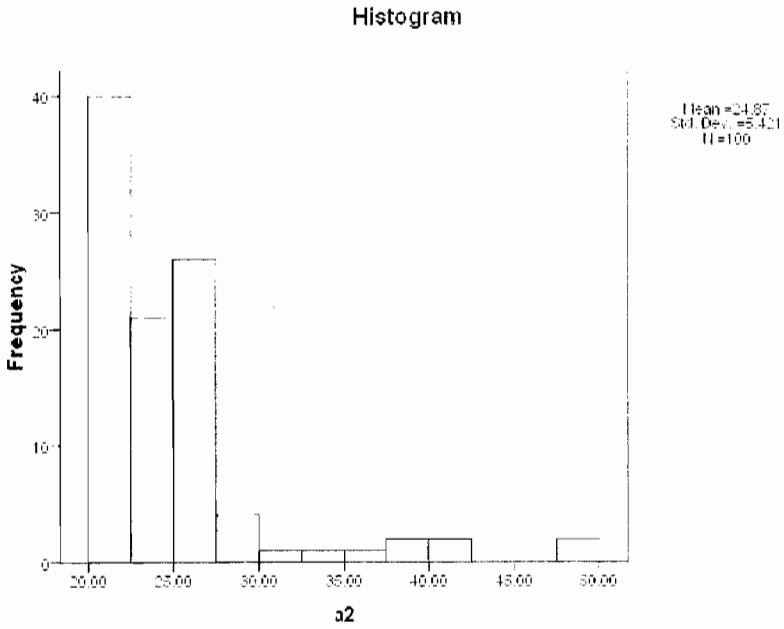
Statistics

a2

N	Valid	100
	Missing	0
Mode		22.00

a2

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	20	6	6.0	6.0	6.0
	21	10	10.0	10.0	16.0
	22	24	24.0	24.0	40.0
	23	12	12.0	12.0	52.0
	24	9	9.0	9.0	61.0
	25	15	15.0	15.0	76.0
	26	6	6.0	6.0	82.0
	27	5	5.0	5.0	87.0
	28	2	2.0	2.0	89.0
	29	2	2.0	2.0	91.0
	31	1	1.0	1.0	92.0
	33	1	1.0	1.0	93.0
	36	1	1.0	1.0	94.0
	38	1	1.0	1.0	95.0
	39	1	1.0	1.0	96.0
	40	1	1.0	1.0	97.0
	42	1	1.0	1.0	98.0
	49	2	2.0	2.0	100.0
	Total	100	100.0	100.0	



Frequencies

Statistics

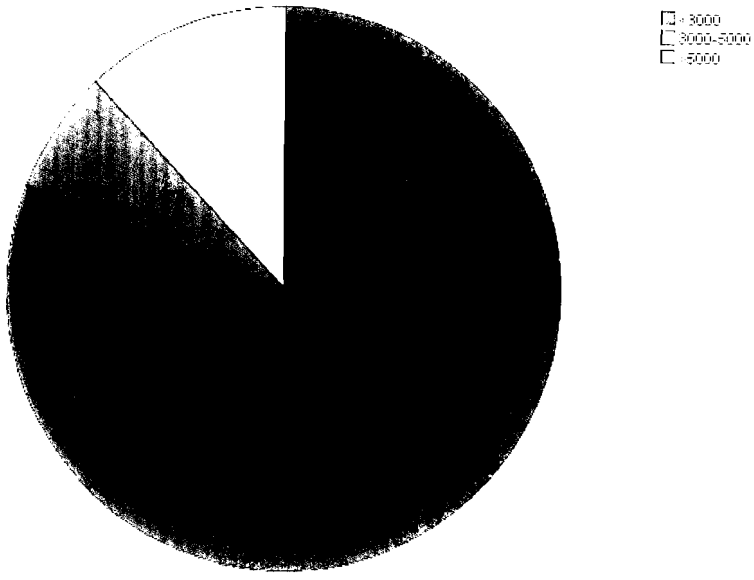
a3

N	Valid	100
	Missing	0
Mode		1.00

a3

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	<3000	81	81.0	81.0	81.0
	3000-5000	7	7.0	7.0	88.0
	>5000	12	12.0	12.0	100.0
	Total	100	100.0	100.0	

a3



Frequencies

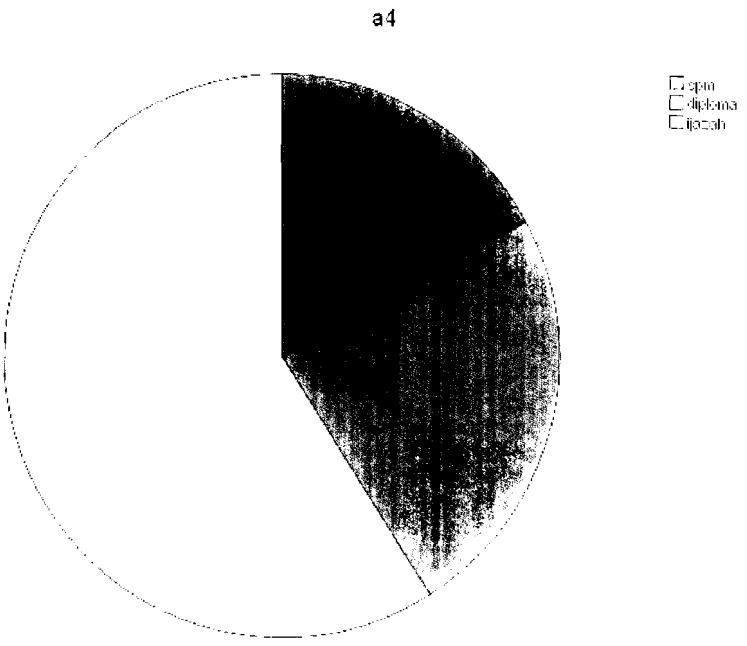
Statistics

a4

N	Valid	100
	Missing	0
Mode		3.00

a4

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	spm	17	17.0	17.0	17.0
	diploma	24	24.0	24.0	41.0
	ijazah	59	59.0	59.0	100.0
	Total	100	100.0	100.0	



Frequencies

Statistics

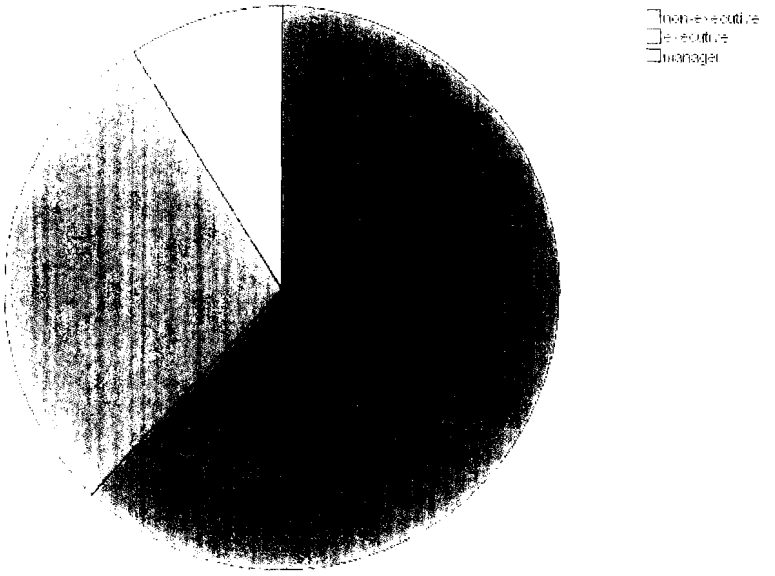
a5

N	Valid	100
	Missing	0
Mode		1.00

a5

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	non-executive	62	62.0	62.0	62.0
	executive	29	29.0	29.0	91.0
	manager	9	9.0	9.0	100.0
	Total	100	100.0	100.0	

a5



Reliability

Scale: ALL VARIABLES

Case Processing Summary

		N	%
Cases	Valid	100	100.0
	Excluded[a]	0	.0
	Total	100	100.0

a. Listwise deletion based on all variables in the procedure.

Reliability Statistics

Cronbach's Alpha	N of Items
.680	5

Item Statistics

	Mean	Std. Deviation	N
b1	3.8200	.93614	100
b2	3.9400	.78907	100
b3	3.8600	.88785	100
b4	3.0400	.96316	100

Item Statistics

	Mean	Std. Deviation	N
b1	3.8200	.93614	100
b2	3.9400	.78907	100
b3	3.8600	.88785	100
b4	3.0400	.96316	100
b5	3.7900	.75605	100

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
b1	14.6300	4.963	.593	.551
b2	14.5100	5.303	.656	.538
b3	14.5900	5.315	.539	.581
b4	15.4100	7.113	.053	.797
b5	14.6600	6.025	.462	.622

Reliability

Scale: ALL VARIABLES

Case Processing Summary

		N	%
Cases	Valid	100	100.0
	Excluded[a]	0	.0
	Total	100	100.0

a. Listwise deletion based on all variables in the procedure.

Reliability Statistics

Cronbach's Alpha	N of Items
.797	4

Item Statistics

	Mean	Std. Deviation	N
b1	3.8200	.93614	100
b2	3.9400	.78907	100
b3	3.8600	.88785	100
b5	3.7900	.75605	100

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
b1	11.5900	3.820	.660	.722
b2	11.4700	4.009	.785	.663
b3	11.5500	3.987	.659	.721
b5	11.6200	5.268	.367	.849

Reliability

Scale: ALL VARIABLES

Case Processing Summary

		N	%
Cases	Valid	100	100.0
	Excluded[a]	0	.0
	Total	100	100.0

a. Listwise deletion based on all variables in the procedure.

Reliability Statistics

Cronbach's Alpha	N of Items
.678	5

Item Statistics

	Mean	Std. Deviation	N
b6	3.9300	.85582	100
b7	3.9500	.82112	100
b8	3.3400	1.21622	100
b9	3.7600	.78005	100
b10	3.6000	.87617	100

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
b6	14.6500	6.028	.608	.553
b7	14.6300	6.599	.484	.608
b8	15.2400	6.124	.285	.727
b9	14.8200	6.573	.534	.592

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
b6	14.6500	6.028	.608	.553
b7	14.6300	6.599	.484	.608
b8	15.2400	6.124	.285	.727
b9	14.8200	6.573	.534	.592
b10	14.9800	6.888	.361	.657

Reliability

Scale: ALL VARIABLES

Case Processing Summary

		N	%
Cases	Valid	100	100.0
	Excluded[a]	0	.0
	Total	100	100.0

a. Listwise deletion based on all variables in the procedure.

Reliability Statistics

Cronbach's Alpha	N of Items
.727	4

Item Statistics

	Mean	Std. Deviation	N
b6	3.9300	.85582	100
b7	3.9500	.82112	100
b9	3.7600	.78005	100
b10	3.6000	.87617	100

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
b6	11.3100	3.347	.653	.581
b7	11.2900	3.804	.514	.669
b9	11.4800	3.747	.585	.630
b10	11.6400	4.132	.344	.768

Reliability

Scale: ALL VARIABLES

Case Processing Summary

		N	%
Cases	Valid	100	100.0
	Excluded[a]	0	.0
	Total	100	100.0

a. Listwise deletion based on all variables in the procedure.

Reliability Statistics

Cronbach's Alpha	N of Items
.285	5

Item Statistics

	Mean	Std. Deviation	N
b11	3.7600	2.98860	100
b12	3.4300	.99752	100
b13	3.3300	.89955	100
b14	3.4600	1.03884	100
b15	3.5700	1.01757	100

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
b11	13.7900	5.905	.125	.448
b12	14.1200	15.501	.020	.314
b13	14.2200	14.072	.263	.192
b14	14.0900	14.204	.175	.228
b15	13.9800	13.131	.337	.134

Reliability

Scale: ALL VARIABLES

Case Processing Summary

		N	%
Cases	Valid	100	100.0
	Excluded[a]	0	.0
	Total	100	100.0

a. Listwise deletion based on all variables in the procedure.

Reliability Statistics

Cronbach's Alpha	N of Items
.448	4

Item Statistics

	Mean	Std. Deviation	N
b12	3.4300	.99752	100
b13	3.3300	.89955	100
b14	3.4600	1.03884	100
b15	3.5700	1.01757	100

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
b12	10.3600	4.354	.134	.493
b13	10.4600	3.907	.334	.306
b14	10.3300	4.244	.136	.496
b15	10.2200	3.224	.450	.158

Reliability

Scale: ALL VARIABLES

Case Processing Summary

		N	%
Cases	Valid	100	100.0
	Excluded[a]	0	.0
	Total	100	100.0

a. Listwise deletion based on all variables in the procedure.

Reliability Statistics

Cronbach's Alpha	N of Items
.496	3

Item Statistics

	Mean	Std. Deviation	N
b12	3.4300	.99752	100
b13	3.3300	.89955	100
b15	3.5700	1.01757	100

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
b12	6.9000	3.081	.048	.802
b13	7.0000	2.323	.405	.252
b15	6.7600	1.679	.580	-.149[a]

a. The value is negative due to a negative average covariance among items. This violates reliability model assumptions. You may want to check item codings.

Reliability

Scale: ALL VARIABLES

Case Processing Summary

		N	%
Cases	Valid	100	100.0
	Excluded[a]	0	.0
	Total	100	100.0

Case Processing Summary

		N	%
Cases	Valid	100	100.0
	Excluded[a]	0	.0
	Total	100	100.0

a. Listwise deletion based on all variables in the procedure.

Reliability Statistics

Cronbach's Alpha	N of Items
.650	5

Item Statistics

	Mean	Std. Deviation	N
b16	3.5600	.80804	100
b17	3.6000	.75210	100
b18	3.5000	.83485	100
b19	3.2800	.84184	100
b20	3.2700	1.08110	100

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
b16	13.6500	5.402	.493	.558
b17	13.6100	5.957	.376	.611
b18	13.7100	5.541	.424	.588
b19	13.9300	6.187	.241	.669
b20	13.9400	4.421	.509	.542

Reliability

Scale: ALL VARIABLES

Case Processing Summary

		N	%
Cases	Valid	100	100.0
	Excluded[a]	0	.0
	Total	100	100.0

a. Listwise deletion based on all variables in the procedure.

Reliability Statistics

Cronbach's Alpha	N of Items
.669	4

Item Statistics

	Mean	Std. Deviation	N
b16	3.5600	.80804	100
b17	3.6000	.75210	100
b18	3.5000	.83485	100
b20	3.2700	1.08110	100

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
b16	10.3700	3.872	.523	.558
b17	10.3300	4.607	.314	.680
b18	10.4300	3.722	.549	.538
b20	10.6600	3.257	.451	.618

Reliability

Scale: ALL VARIABLES

Case Processing Summary

		N	%
Cases	Valid	100	100.0
	Excluded[a]	0	.0
	Total	100	100.0

a. Listwise deletion based on all variables in the procedure.

Reliability Statistics

Cronbach's Alpha	N of Items
.680	3

Item Statistics

	Mean	Std. Deviation	N
b16	3.5600	.80804	100
b18	3.5000	.83485	100
b20	3.2700	1.08110	100

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
b16	6.7700	2.644	.499	.588
b18	6.8300	2.486	.541	.534
b20	7.0600	1.996	.472	.648

Correlations

Descriptive Statistics

	Mean	Std. Deviation	N
awareness	18.4500	2.88281	100
attitudes	18.5800	3.05234	100

Correlations

		awareness	attitudes
awareness	Pearson Correlation	1	.473**
	Sig. (2-tailed)		.000
	N	100	100
attitudes	Pearson Correlation	.473**	1
	Sig. (2-tailed)	.000	
	N	100	100

**. Correlation is significant at the 0.01 level (2-tailed).

Correlations

Descriptive Statistics

	Mean	Std. Deviation	N
awareness	18.4500	2.88281	100
management	17.5500	4.08094	100

Correlations

		awareness	management
awareness	Pearson Correlation	1	.307**
	Sig. (2-tailed)		.002
	N	100	100
management	Pearson Correlation	.307**	1
	Sig. (2-tailed)	.002	
	N	100	100

**. Correlation is significant at the 0.01 level (2-tailed).

Correlations

Descriptive Statistics

	Mean	Std. Deviation	N
awareness	18.4500	2.88281	100
leadership	17.2100	2.81157	100

Correlations

		awareness	leadership
awareness	Pearson Correlation	1	.326**
	Sig. (2-tailed)		.001
	N	100	100
leadership	Pearson Correlation	.326**	1
	Sig. (2-tailed)	.001	
	N	100	100

**. Correlation is significant at the 0.01 level (2-tailed).

SAFETY AWARENESS

SECTION A : BACKGROUND INFORMATION

Gender : F / M

Age: _____ Salary Range <RM3000 RM3000 – RM5000 >RM5000

Education Level : SPM Diploma Ijazah Master PHD /

Position Level : Non-Executive Executive Manager

SECTION B: SAFETY AWARENESS AT WORKPLACE

For each of the following question, circle one (1) answer for each statement using the scale at the top of the pages.

Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
1	2	3	4	5

Part I : Level of awareness in safety

No	Question	Rating				
1	I am aware of the safe system of work before I start a job	1	2	3	4	5
2	I am aware of the health and safety requirement	1	2	3	4	5
3	I am aware of the do's and don'ts in case of emergency	1	2	3	4	5
4	Sometimes I am uncertain how to do/practices a job safely	1	2	3	4	5
5	Safety is more important to me than "getting the job done"	1	2	3	4	5

Part II : Employees attitudes towards safety

No	Question	Rating				
6	I have to wear Personal Protective Equipment when I supposed to do so	1	2	3	4	5
7	I have responsibility for the safety of my colleagues	1	2	3	4	5
8	I work more than 48 hours per week	1	2	3	4	5
9	I followed safety procedures at my workplace	1	2	3	4	5
10	Sometimes I heard about others skip the safety procedures when doing a job	1	2	3	4	5

Part III : Management practices

No	Question	Rating				
11	Management respond positively when I raise safety issues	1	2	3	4	5
12	Management sometimes turn a blind eye when safety procedures are broken	1	2	3	4	5
13	Supervisor distributed safety leaflets to the staffs	1	2	3	4	5
14	"Getting the job done quickly" is management highest priority	1	2	3	4	5
15	Safety poster displayed at the premises	1	2	3	4	5

Part IV : Leadership behavior

No	Question	Rating				
16	Line managers talk to me about safety	1	2	3	4	5
17	I can report unsafe behavior without fear of any negative comeback	1	2	3	4	5
18	My line managers is good at dealing with unsafe behaviors	1	2	3	4	5
19	I don't think my line managers does enough to ensure a safe working environmental	1	2	3	4	5
20	My line managers seldom checks that people are working safely	1	2	3	4	5