

**RELATIONSHIP BETWEEN SAFETY CULTURE AND SAFETY
COMMITMENT AT WESTSTAR AVIATION SERVICES IN KOTA BAHARU**

By

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**A Project Paper is submitted to the School of Business Management, Universiti
Utara Malaysia, in partial fulfillment of the requirement for the Master of Science
(Occupational Safety and Health Management)**

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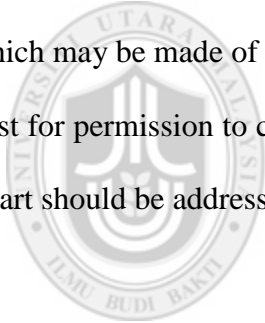
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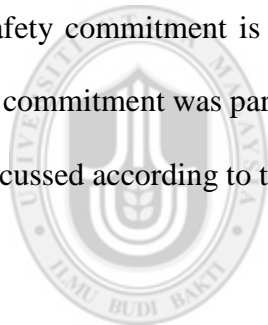
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ABSTRACT

The study was conducted to determine the relationship between safety culture and safety commitment as well as level of safety culture and safety commitment of employees in Iststar Aviation Services Sdn Bhd (WASSB). This survey was distributed among 200 respondents at WASSB by using Loughborough university safety climate assessment tool kit (2003) to measure safety culture and safety commitment questionnaire developed by Abd Aziz (2008). 140 valid responses were received, all the results of measurement were then analysed statistically using SPSS version 22, with descriptive frequencies on demography, correlations and regression analysis. The findings indicated that the level of safety culture and safety commitment is moderately high. Results also indicate that safety culture and safety commitment was partially mediated by employee commitment. Further suggestions were discussed according to the findings to complete the conclusions and recommendations.



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ABSTRAK

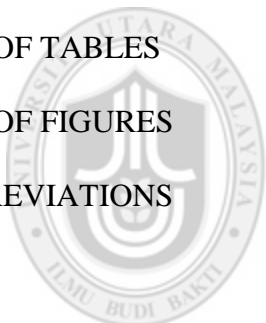
Kajian telah dilakukan untuk menentukan kaitan antara budaya keselamatan terhadap penglibatan keselamatan dan begitu juga kaitan tahap budaya keselamatan terhadap penglibatan keselamatan oleh pekerja Iststar Aviation Services Sdn Bhd (WASSB). Kajian ini telah dilakukan kepada 200 pekerja dalam WASSB dengan menggunakan alat mengukur budaya keselamatan university Loughborough (2003) bagi mengukur budaya keselamatan dan penglibatan keselamatan dalam soal selidik yang dibentuk oleh Abd Aziz (2008). 140 maalm balas yang layak telah diperolehi, semua keputusan penilaian statistic telah dilakukan dengan menggunakan SPSS versi 22, penjelasan setiap tahap telah dianalisa menurut demografi, yang ada kaitan dan tiada kaitan antaranya. Keputusan menunjukkan tahap budaya keselamatan dan penglibatan keselamatan adalah agak tinggi. Keputusan juga menunjukkan budaya keselamatan dan penglibatan keselamatan oleh pekerja adalah separuh tinggi. Cadangan kajian yang selanjutnya akan dibincangkan untuk mengemukan penemuan dan kesimpulan bagi melengkapkan pengkajian ini.

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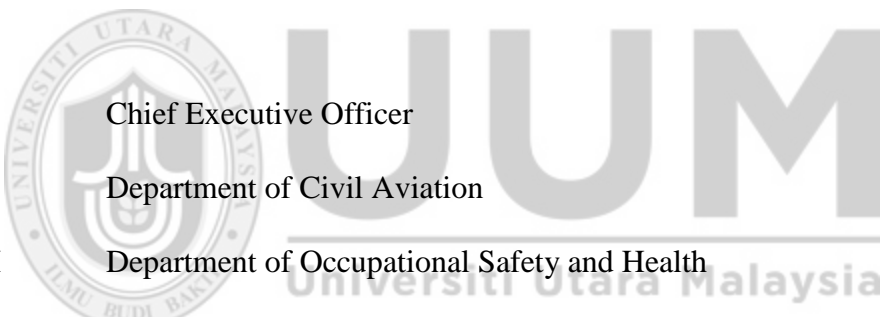
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LIST OF ABBREVIATIONS



CEO	Chief Executive Officer
DCA	Department of Civil Aviation
DOSH	Department of Occupational Safety and Health
HR	Human Resource
HRM	Human Resource Management
HSES	Health, Safety, Environmental and Security
ILO	International Labour Organization
PETRONAS	Petroleum Nasional Berhad
SRP	Sijil Rendah Pelajaran
SPM	Sijil Pelajaran Malaysia
STPM	Sijil Tinggi Persekolahan Malaysia

WASSB Weststar Aviation Services Sendirian Berhad
SOCSO Social Security Organization (Malaysia)



CHAPTER 1

INTRODUCTION

1.1 Introduction

In the past two decades there has been an increasing interest in the concept of safety culture as a mean of reducing potential accidents at the workplace. Notwithstanding its recent appearance in the field of safety management, safety culture is gaining acceptance due to its critical role for improving organizational safety performance. Safety culture influences not only accident rates, but also on work methods, absenteeism, quality, productivity, commitment, loyalty and work satisfaction (Teo and Feng, 2008).

Teo and Fang (2008) explain that safety culture is a concept defined at the group level or higher. The concept refers to the shared values among all members in the organization who are concerned with safety issues at the workplace. It relates to the safety management system at the upper and lower level and emphasizes everyone's participation to practice and promote safety. It reflects the physical behavior of employees, willingness of organization for continual improvement in safety and the reward system for the individual safety performance.

The studies had shown that between 5 to 15 percent of accident at the workplace were caused by inherent job hazards and 85 to 95 percent of accidents were caused by the failure

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