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

By

ABD LATIF BIN SAID

806355

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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 Loughbourough university safety climate assessment tool kit (2003) to measure safety culture and safety commitment questionnaire developed by Abd Aziz (2008). 140 valid responses was 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. Result 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.
ABSTRAK

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LIST OF ABREVIATIONS

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  Petroliam Nasional Berhad
SRP  Sijil Rendah Pelajaran
SPM  Sijil Pelajaran Malaysia
STPM  Sijil Tinggi Perlajaran 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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