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**USING WORK SCALE SAFETY (WSS) TO
DETERMINE FACTORS INFLUENCING SAFETY
BEHAVIOR AMONG AUXILIARY POLICE**

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FAHMI MD
RADZI**

**USING WORK SCALE SAFETY (WSS) TO DETERMINE FACTORS
INFLUENCING SAFETY BEHAVIOR AMONG AUXILIARY
POLICE**

**MSC
(OSHM)
2017**



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UUM
Universiti Utara Malaysia

**MASTER OF SCIENCE (OCCUPATIONAL SAFETY
& HEALTH MANAGEMENT)
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AUGUST 2017**

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INFLUENCING SAFETY BEHAVIOR AMONG AUXILIARY POLICE**

By

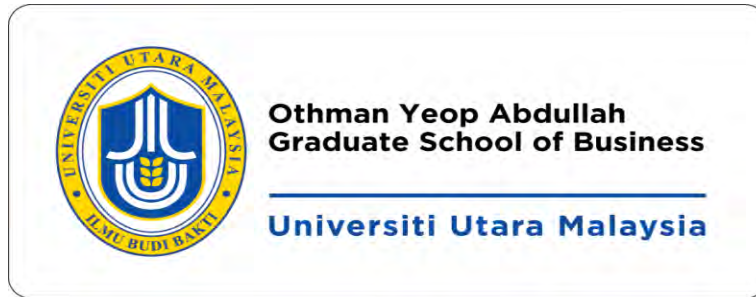
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**Research Paper Submitted to
Othman Yeop Abdullah Graduate School of Business,
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In Partial Fulfillment of the Requirement for the Master of Science
(Occupational Safety and Health Management)**

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ABSTRACT

Job safety is closely related to the behavior of an individual in carrying out the work done is closely related to productivity, reputation and profitability. Many of the factors that contribute to accidents at work and it should be given serious attention due to the study of the behavior of safety is the biggest contributor to accidents that happen in the industry. Objective study was conducted to determine the factors that affect the safety behavior among Auxiliary Police. More attention has been focused on the safety behavior among Auxiliary Police in compliance with the workplace safety than determining actual hazardous scope of work and finding effective measures to reduce accident at workplace. Analyzed may be applicable procedures and policies, co-worker safety, safety communication and management safety practices. All these variables will later be seen in the perception of safety in the workplace and the impact is found safety habits such as designated. Measurement tool used in this study is similar to the measurement work safety scale (WSS) tool that has been adopted by research published earlier researchers. A total of 155 respondents were randomly selected for the study sample that included four variables. Quantitative methods and sampling methods using availability sampling used was applied in this research. The data gathered from survey were using Statistical Package for Social Sciences (SPSS) version 20.0. Finally, the finding of the study presented that procedures and policies, co-worker safety, safety communication, management safety practices are significantly related with safety behavior among Auxiliary Police.

Keywords: Safety behavior, procedure and policy, co-worker safety, safety communication, management safety practices

ABSTRAK

Keselamatan pekerjaan banyak berkait rapat dengan tingkah laku seseorang individu dalam menjalankan kerja yang dibuat berkait rapat dengan produktiviti, reputasi dan keuntungan. Banyak faktor-faktor yang menyumbang kepada kemalangan di tempat kerja dan ia perlu diberi perhatian yang sewajarnya ekoran kajian terhadap tingkah laku keselamatan adalah penyumbang terbesar kes kemalangan yang berlaku dalam bidang industri. Objektif kajian ini adalah bertujuan untuk mengkaji factor-faktor yang mempengaruhi keselamatan Polis Bantuan. Dalam kajian ini, terdapat factor-faktor yang mempengaruhi dan dianalisis adalah berkenaan prosedur dan polisi, keselamatan rakan sekerja, komunikasi keselamatan dan amalan keselamatan oleh pengurusan. Semua pembolehubah ini kemudiannya akan dilihat pada persepsi keselamatan di tempat kerja dan pengaruhnya terhadap tabiat keselamatan seperti seperti yang ditetapkan. Alat pengukuran yang digunakan dalam kaji selidik skala keselamatan ini adalah sama dengan alat pengukuran yang telah diterima pakai oleh kajian-kajian yang diterbitkan penyelidik sebelum ini. Seramai 155 orang responden dipilih secara rawak untuk sampel kajian yang merangkumi empat pembolehubah. Kaedah kuantitatif dan kaedah persampelan telah digunakan dalam kajian ini untuk memperolehi butiran yang lebih terperinci. Data yang dikumpul dari kajian dianalisis dengan menggunakan Pakej Statistik Untuk Sains Sosial (SPSS) versi 20.0. Hasil kajian juga mendapati prosedur dan polisi, rakan sekerja, komunikasi keselamatan serta amalan pengurusan keselamatan mempunyai hubunganyang paling baik dalam mempengaruhi tabiat keselamatan warga Polis Bantuan.

Kata kunci: Tingkah laku keselamatan, prosedur dan polisi, komunikasi keselamatan, amalan pengurusan keselamatan, rakan sekerja keselamatan,

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Mohd Fahmi Md Radzi

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LIST OF ABBREVIATION

AP	Auxiliary Police
CS	Co-workers Safety
DV	Dependent Variable
IV	Independent variable
MSP	Management Safety Practices
OSH	Occupational safety and health
OSHA	Occupational safety and health Act
SB	Safety Behavior
SC	Safety Communication
SOP	Standard Operation Procedure
SPSS	Statistical Package for the Social Science software
WSS	Work Safety Scale

CHAPTER 1

INTRODUCTION

1.1 Introduction

This chapter focuses on the background of study, problem statement, research objectives and research questions as well as the scope and limitations of the study. Specifically, this chapter will also explain the significance of the study, the definition of key terms and the organization of the thesis.

1.2 Background of the Study

Occupational safety and health (OSH) deal with different subjects but are mutually related to each other. Safety basically means no harm. Occupational safety focuses on the elimination of a situation or the possibility of causing harm or injury. Occupational health is a surveillance of worker's health and developing ways to prevent workers from sustaining injury that may impact the welfare as well as the worker's health at work. Safety hazards can injure a worker to the point that it may cause death in the workplace (Ivancevich, 1995). Some examples include unsafe equipment and machinery, presence of harmful material and lack of security systems. This may bring about irreversible injuries such as hearing loss, vision impairment, fractures among others. These hazards are a result of events that may build up slowly and eventually accumulating in the workplace (non-reversible), leading to a recession of workers' health.

The employee may get a life-threatening occupational disease or permanent disability. The main causes are physical or biological hazard, toxic and toxic chemical, chemicals and workplace stress conditions (Waxler and Higginson, 1993). These causes can cause cancer, poisoning, respiratory illness and others. Various factors do contribute to industrial accidents. In general, the factors contributing to the possibility of accidents can be categorized into three types, the first is work and work environment, second is organizational and lastly is safety behavior.

However, in order to protect or increase public awareness on occupational safety and health, the Occupational Safety and Health Act (OSHA) 1994 was introduced with its purpose as shown in Table 1.1.

Table 1.1 *Purpose of OSHA 1994*

PURPOSE OF OSHA 1994	
<ul style="list-style-type: none">• To ensure the safety, health and welfare of persons working at risk of safety or health is arising from the activities of persons at work.• To protect people at work other than those who are working on safety or health risks arising from the activities of people at work.• To promote a working environment for working people tailored to their physiological and psychological needs.	

Safety refers to the protection from other various hazards that could harm everyone everywhere. Types of safety are listed in Table 1.2.

Table 1.2
Types of safety

TYPES OF SAFETY	DESCRIPTION
User society	Refers to user safety and security in order to get goods or services including the users' rights
Society security	Refers to society or community security for the good sake among communities
Working safety	Refers to security and safety of workers who work in a premise from any illness or accident during work. The healthy and safe working condition could enable them to work and also increase their productivity. This working security and safety is excluding army, soldier, police and safety officer
Country security	Refers to the country security that is protected through regional cooperation to ensure that the country is not monopolized by external forces in terms of economy, culture and politics

In other words, the concept of safety refers to the measures that are undertaken by the individual or group to avoid harm or hazards like accidents, death or injury. In the work place, safety and security are the most important parts that the workers should be aware of in order to avoid hazards and increase their productivity while working. All companies or working places have their own safety and security rules and systems in order to protect the premise and the workers. Some factors play a role in influencing safety behavior while carrying out their duties as Auxiliary Police.

Using leading measures of surveillance allows for the prediction of hazards and their associated risks before they result in poor safety outcomes (Hale, 2009).

1.3 Problem Statement

Most buildings in the world have their own safety for those entering the buildings that are either working or visiting and also doing other work in the building. There are various accidents occurring at the workplace due to unsafe act and unsafe condition that occur in the workplace that can be harmful to anyone who does not comply with the safety procedures. So, one of organization itself had created and employed a security department that most staff from this department is the Auxiliary Police (AP) which demonstrates the higher level of safety and security that sets it apart from other buildings. To ensure the safety of building is always top rated there are problems that arise. One of these problems is about costing. It affects almost 95% of all businesses in any organization which costs billion amounts annually (Omar et al, 2011). Incidents that may happen in this building such as fire, oil spill, electric shock as well as the circumstances that could be harmful to other staff.

Another major problem is threat or hazard. An external threat is a human made occurrence that cause harm to people's lives (DHS Risk Lexicon, 2010). There are three important types of external threat which are fire, exposure and natural disaster. Apart from this, the contractor is usually related to this problem in the workplace. In other words, contractors also play a role in misconduct when carrying out their work in the

building. The role and responsibilities of the AP is ensuring that all accidents do not occur in their area of work by checking all equipment in the building area.

Based on the report from our Security Operation Department from the year of 2014, 2015 and January to March 2016, there is an increase in number of staff that had fell inside the building and was injured from 61 cases, 51 and 70 respectively. The level of safety behavior is reviewed within the AP when conducting and practicing safety. In addition to the safety officer, the AP also plays a role in ensuring safety in the building that can be adhered by all staff, visitors, contractors and employees in this building.

In carrying out its roles and responsibilities, the AP controls the safety of staff and organization assets and buildings in accordance to the Standard Operation Procedure (SOP) set by rules and regulations to prevent accidents occurring at work. Among the factors such as procedure and policy set by the management, co-worker safety, safety communication and management safety practices can affect the safety of members of the AP. The invasions by outsiders that enter the building is also a common problem. The term of aggression in workplace refers broadly to the negative act that could harm employees and organizations. A few studies have noted a relationship between workplace aggression and work-family conflicts (Densky et al, 2014). It is also known that workplace aggression is associated with family members other than targeting employees (Restubog et al, 2011).

Thus, the problem statement is to determine the factors influencing safety behavior among Auxiliary Police since they are a member of the security department that should be aware and alert in regards to the safety of the building from harm, threats and hazards based on the improvements of the safety and security program. The purposed of this study is to identify safety behavior among AP on the safety aspects that can be a guide to the management involved in developing occupational safety programs for the AP in the future.

1.4 Research Questions

The research questions proposed for this study are:

1. What is the relationship between policies and procedures as well as safety behaviors among the Auxiliary Police?
2. What is the relationship between safety communication and safety behavior among Auxiliary Police?
3. What is the relationship between co-worker safety and safety behavior among Auxiliary Police?
4. What is the relationship between management safety practices and safety behavior among Auxiliary Police?

1.5 Research Objectives

The research objectives of this research are as follows:

1. To identify the relationship between procedure and policies as well as safety behavior among Auxiliary Police.
2. To identify the relationship between safety communication and safety behavior among Auxiliary Police.
3. To identify the relationship between co-worker safety and safety behavior among Auxiliary Police.
4. To identify the relationship between management safety practices and safety behavior among Auxiliary Police.

1.6 The Scope and Limitation of Study

This study was carried out at the one of organization in Malaysia, which is one of the buildings in Malaysia meaning that the level of safety and security for those entering the whether working or visiting. This study was conducted on a group of Security Operation Department located at the one of organization which is the workplace of the researcher namely in the operation and security headquarters. The organization had created and employed a security department that most of the staff from this department is

the Auxiliary Police (AP). This is to prove that the security and safety of this building is better than other buildings.

This study had taken about 2-3 months to be completed and the questionnaire was distributed among the researcher's colleagues in the department. The objective of this research is to observe the safety behavior among Auxiliary Police whether they are aware of this topic critically as required more than the other staff.

Respondents for this study consist of Auxiliary Police from the department of security. This study caters to the 4 factors which are procedure and policies, co-worker, safety communication and management safety practices. The findings can only be generated to the same types of organizations. This study is limited because of time constraints where the researchers have special work commitments. Therefore, the researchers have limited time to get the information for this study. While preparing for this research, the researchers had limitations in obtaining data either from the respondents or from the environment.

This is the hardest barrier for the researcher to finish the research. The time provided to complete this study is to be divided between; (i) the time to do research and (ii) the time to carry out our permanent task as part time students. Fortunately, a proper time management has helped to minimize the setbacks that could have affected the preparation of the research proposal.

One of the problems faced during this study is the hesitation from the respondents to give their fullest cooperation in answering the questionnaires given. Most of the respondents are not interested to fill up the questionnaire because of insufficient time. Illiteracy and having low education were other problems observed during the data collection process.

Lack of experience from the researcher also posed another problem since the researcher has never been exposed in conducting research previously. Therefore, more time was needed to fully understand and choose the right research method. For this lack of field experience, the researcher had a hard time convincing respondents to complete the questionnaire.

The limitation of study is not only based on problems of the researcher but is also affected by the issues. For example, to conduct this study, most of the respondents are not able to fully comprehend the purpose of the study and they need more time for explanation. Apart from that, some of the Auxiliary Police have no idea on the importance of safety which would reflect negatively on the management and employees itself. The management seems to have no idea on how to interpret the awareness behavior among their Auxiliary police, thus unable to address the lack of awareness. Based on the study conducted and through the results achieved, all the independent variables are correlated with the dependent variables procedures and policies, co-worker safety, safety communication and management safety practices towards the safety behavior.

The most significant factor is based on the findings; the researchers propose the recommendations that will help to improve the safety behavior among Auxiliary Police.

1.7 Significance of Study

The study is focused on the safety behavior among Auxiliary Police in the organization since they are also part of the organization staff that is handling safety and security to all staff, tenants, visitors as well as the assets in this building. The level of safety behavior among Auxiliary Police by procedure and policy are measured, which will be discussed further for areas of improvement. These results will assist in setting up proper guidelines for daily practice based on policies and procedures, and to be made available for every staff. The organization will thrive if the policies and procedures, communication, co-worker and management involved in safety are implemented in their Standard Operating Procedures (SOP). Simultaneously, the Auxiliary Police's attitude and behavior while working will be enhanced thus benefit all customers (staff, tenant, visitors and the organization assets).

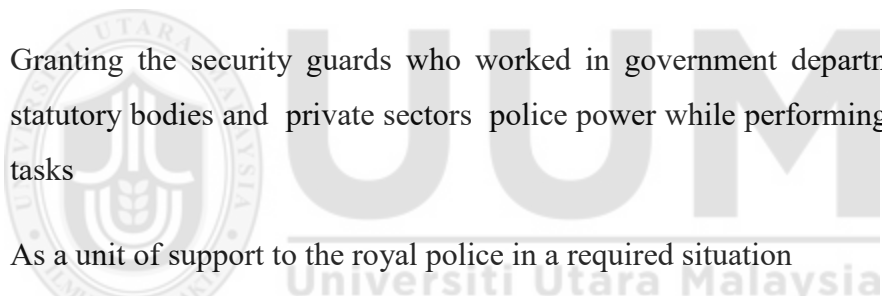
1.8 Definition of Key Terms

Auxiliary Police

Auxiliary police is someone who works in any organization either in the government or private sector to protect facilities, assets, workers, users and visitors who come into their organization.

They are given full police power in accordance to the National and Federal Law to avoid crime. In Malaysia, there are more than 20 agencies of auxiliary police in the Kuala Lumpur contingent consisting of government departments, statutory bodies and private sectors such as Ministry of Information, Central Bank of Malaysia, Tenaga Nasional Berhad, PETRONAS, Bursa Malaysia, Uda Holding and many more. The objectives of the establishment of auxiliary police are stated in Table 1.3.

Table 1.3
Objective of AP

OBJECTIVES OF AP	
	<ul style="list-style-type: none"> • Providing police service in areas not covered by the royal police
	<ul style="list-style-type: none"> • Granting the security guards who worked in government departments, statutory bodies and private sectors police power while performing their tasks
	<ul style="list-style-type: none"> • As a unit of support to the royal police in a required situation
	<ul style="list-style-type: none"> • Conduct safety practices in the building

Objectives of the establishment of the auxiliary police are more to protect the assets and lives of staff, tenants, visitors and contractors. To achieve these objectives, the auxiliary police must be aware about the safety and security procedures while performing their tasks to avert any crime and safety cases.

Safety Behavior

Safety behavior is defined in terms of safety compliance and safety participation (Neal & Griffin, 2006). Safety compliance is a state of accordance with the rules and regulations established by an organization, which need to be implemented by the individuals to ensure safety in the workplace is maintained. Safety participation may help in supporting the safety initiatives in an environment, but does not necessarily contribute in a direct manner to personal safety. Safety behavior in the organization is very important since it is the headquarters for policy making, constituting the largest area with more than 1000 personnel. In order to instill awareness, this study will clarify the improvements recommended specifically among the Auxiliary Police in Chapter Two.

1.9 Organization of the Thesis

This research is divided into five chapters. Chapter One contains the problem statement, research questions, objectives of the study, significance of the study and definition of the terms. Chapter Two provides a review of the literature, which includes the historical view of the Occupational Safety and Health in Malaysia, past studies and theories, which are of primary interest to this study. It also presents a theoretical model which depicts the relationship. Specific hypotheses about these relationships are proposed in this chapter and operational definitions for the independent, mediation and dependent variables are specified.

Chapter Three presents the methodology utilized in the study which includes the research type and design, a description of the population and sample, research instrumentation, the procedures for collection of data and analysis. Chapter Four provides the data, results of the finding, testing, analysis and discussion. Finally, Chapter Five concludes the study with recommendations for future research.

1.10 Summary

This chapter focuses on an overall view of the present study. It had discussed the importance and necessity to study safety behavior among Auxiliary Police (AP) in organizations. This chapter also highlighted the factors influencing safety behavior based on the research objectives and research questions with identified relationship between procedure and policy, co-worker safety, safety communication and management safety practices as variables. To fill in the gap, the present study will examine the relationship between independent variables and safety behavior. The next chapter will provide a review of the main variables proposed in the present study.

CHAPTER 2

LITERATURE REVIEW

2.1. Introduction

In this chapter past studies and researches that highlighted on the independent and dependent variables of this study will be discussed. Besides, the findings of other researchers related to safety behavior, procedures and policy, co-workers safety, safety communication and management safety practices are presented.

2.2. Safety behavior

Behavior is defined as whatever a person does that are observed and measured (Vijayakumar, 2007). Safety behavior represents the actions or reactions that impart the activities to be implemented by the workers during training sessions pertaining to safety and compliance. These programs must follow through the guidelines and health, safety and occupational requirements in order to avoid injury and casualty at the workplace (Mahmood, 2010). These behaviors are crucial and considered to be the best alternative in reducing accidents and injuries (Johnson, 2003).

Safety behavior is vital as it is the key element when working out a comprehensive safety attitude, whether for the individual or organization (Zohar, 1999). Safety culture was built on a concept in addressing organizational mishaps as well as to explain minor injuries suffered by an individual (Mearns, 2003).

Oyle (1996) also defined safety behavior as a means to discover through measurement, the attitude as well as perception towards health and safety issues. Flin (2000) also found that safety behavior is a mediating variable that interacts between organizational climate and safety performance, in which a person's perception on safety and its value in a working environment is derived from. Moreover, Findley (2007) argued that it also outlines the perception of a worker as well as the safety attitudes when identifying system weaknesses and opportunities in order to improve on safety measures. Job satisfaction is linked to behavior but it has also been identified as a predictor (Bowling, 2010; Omar et al, 2011).

To encourage the Auxiliary Police to comply with the safety procedures and policies is a major problem faced by departments where non-compliance is detected (Kevin Beaver, 2015). The employer may be expected to take proactive steps by developing policies and procedures that could help to overcome problem of hazard or threat at workplace (Savard and Kennedy, 2013).

Other researchers have suggested a risk assessment policies and management model to reduce workplace threats and improve the guardianship in the workplace (Kenny, 2010). This includes other internal factors (management support), external factor (reported security breaches in media), inherent factors (willingness to learn) and environmental support on safety behavior, security training and program that could be improved (Decker, 2008).

This is why the procedure and policy, communication, co-worker and management practices safety are needed to increase the level of safety behavior among the management and the Auxiliary Police.

The management's commitment should also play a significant role in terms of providing awareness to their staff (Auxiliary Police) about safety behavior. If the management wants their staff to improve their safety behavior during work, they should also improve their commitment. The management could reduce the commitment when they do not establish adequate policies, make work demands inconsistent with security policy, or invest in safety behavior program and training (Puhakainen and Siponen, 2010). They also need to ensure that the Auxiliary Police adhere to the order to increase the level of safety behavior and protect the building from any hazards. Safety behavior among Auxiliary Police is important to ensure that the workers (all staffs) and assets such as facilities even the building itself is protected from any hazards or terrorist.

This is also a vision of the Auxiliary Police where they need to comply with safety procedures in the workplace and same time protect staff and assets. Safety behavior should be trained and educated to the employees as a means to protect the organization's property. According to Kevin Beaver (2015), a principal information security consultant had stated that the reason for the organization's safety behavior is that most people did not want to attempt to enforce safety policies in management.

This topic will help the Auxiliary Police to always be ready and alert while performing jobs in order to avoid any incidents including accident cases and fatalities in the organization.

2.3 Procedures and Policy

Safety policy requires a comprehensible mission statement, responsibilities and goal-setting to develop realistic standards of behavior to be confirmed by workers in establishing a safety system that can rectify safety behavior among employees (Lu & Yang, 2010). Having a safety policy may help in contributing to influencing safety awareness and compliance among workers (Barling, 2002; Fernandez-Muniz et al., 2007; Lu and Tsai, 2008; Lu and Yang, 2010; Mullen, 2004). A safety policy statement that is concise and clear in terms of implementation will reflect an organization's commitment in safety management and avoid accidents entirely (Beard and Santos-Reyes, 2002).

Vinodkumar and Bhasi (2010) explained that the safety rules and procedures that are well established and well documented by an organization and its enforcement towards safety management practices improves the safety behavior of employees at the workplace. In the context of safety management practices, safety rules and procedures are based on the frequent safety checks, the enforcement level of safety implementation by the management and the effectiveness of the occupational safety and health procedures and rules in the workplace in order to prevent accident from occurring.

Cox and Cheyne (2000) and Mearns et al. (2003) in their study have incorporated safety rules and procedures as a factor in their case studies. The findings showed that there is a significant correlation between safety regulations and procedures towards the occurrence of accidents at work.

2.4 Co-Worker Safety

The organization's capacity in dealing tumultuous circumstances is vital and the ability to be both receptive and responsive to change cannot be avoided. The capacity for change including the work context depends on a number of factors that eventually lead to change of behavior in an organization (Porras & Robertson, 1992). Organization climate is a significant element in the context of developing and molding (Litwin and Stringer, 1968) which also includes changing employee behaviors. Employee's cognitive element should be the one of the main factors in mediating the behavioral change in terms of developing safety awareness, whether through change in perception or (Porras & Robertson, 1992), psychological climate (Jones et al., 1974). The perceptions of organization change climate are shaped among employees is an issue that should not be overlooked. The knowledge of worker's risk perception and its attitude concerning safety is needed for the development and understanding of safety culture (Williamson et al., 1997). Risk behavior is significantly affected by the safety culture (Rundmo et al., 1997).

In this respect, Pedro and Miguel (2003) concluded that workers with more evident risk behavior have lesser benefits perception, with lesser social support and mainly the one with bigger obstacles in complying with behaviors. These barriers are generally related to occupational safety in organizations in regards to their own safety culture.

2.5 Safety Communication

The effectiveness on the delivery of information in an organization can be judged from the diversity of communication channels used. One form of communication that can be applied is two-way communication. Two-way communication is a more effective practice by the active involvement of both workers and employers in giving opinions. It will also be able to control and influence the behavior of an employee when performing their work (Vredenburg, 2002). Cohen (1977), Cox and Cheyne (2000), Vredenburg (2002) and Mearns, Whitaker and Flin (2003) have combined communication and feedbacks as the factors in their study and the results have shown that the safety behavior in an organization is influenced by the level of communication that has been implemented. Consistent communication between management and workers on issues of safety and health at work will increase awareness among them. The study conducted by Mearns, Whitakers and Flin (2003) shows that communication and feedback regarding safety and health at work will improve the effectiveness of safety management practices.

According to Pidgeon (1998), constant and direct communication is an important characteristic of any working environment. Efficient communication on safety related matters leads to the trust of employees. To gain effect on safety management practices, feedback must be provided to the employees. It needs to be delivered to the target employees whom the behavior can influence the consequences. Vinodkumar and Bhasi (2010) describes that regular communication about safety issues between management, supervisors and workforce is an effective management practice in order to improve safety in the workplace.

In addition, a study conducted by Williams and Geller (2001) showed that most of the management had mistaken on individual's willingness to accept feedback on safety. The results of this study indicated that more than half of the respondents are willing to accept feedback regarding the safety of their colleagues. Pidgeon (1991) in his study also concluded that the near-miss accidents must be notified and used as lessons learnt amongst the employees. It is important to ensure that employees are always vigilant in their tasks.

2.6 Management Safety Practices

Effective safety management is a vital concept in the management of interactions between systems and people. One of the pioneers in accident prevention and industrial safety, Herbert W. Heinrich, had discovered that 88 percent are a result of human factors (Goetsch, 2002).

To measure safety performance which depends and refer to human factors (Donald and Young, 1996), behavioral causes to technological failures are examined seriously and have coined the term “human error”. The strength of safety awareness in a workplace relies heavily on a dynamic safety culture, thus a high standard can be achieved in terms of safety in the workplace can be achieved. All this would be almost impossible if there is no strong involvement from the management, where most of the functions, from developing policies and procedures, effective operational practices to ensure the success in a working environment and the workforce. In identifying a system’s current strength and weaknesses, the management must conduct audits to review the overall system and operational practices. After the audits, the management would then specify significant residual risk within the workplace and begin the refining process. Without employee co-operation and management commitment, effective safety management would not be a reality (Health and Safety Executive, 1997). Furthermore, both employers and employees must sit together to discuss health and safety issues, which is a legal requirement under the Health and Safety.

(Consultation with Employees) Regulations 1996 and the Safety Representatives and Safety Committees Regulation 1977 (Health and Safety Executive, 1996a) are the main documents to refer to when it comes to safety. Despite the fact that legal requirements and employee consultations are two different issues, many organizations see these activities as the same entity.

The legal requirement, regarding employee consultation, is a medium where employees can discuss and give ideas on management activities and initiatives. This includes the active participation from each employee to consult with the management in the decision making process.

2.7 Empirical Studies on Safety Behavior

Based on the study conducted by Jane Mullen (2004), there are multiple aspects affecting the individual safety behavior at work. Through this study, social factors including organizational factors can be identified in preceding actual hazards as well as discovering factors that may influence safety behavior. The main objective would be to determine and understand factors which demonstrate that unsafe behavior among employees may lead to accidents at the working environment.

The results of this study have proven that individual safety behaviors are significantly affected by a number of organizational factors. These factors include overloaded responsibilities, perceptions for performance over safety perceptions, socialization effects, safety attitudes, and sensitivity to risks. Moreover, this study also found that individuals who are consciously willing to venture in unsafe behavior can be explained by studying the organizational and social variables that profoundly affected them. Discussions on previous studies indicate that individuals with higher risk perceptions are more likely to predict safe work practices.

Individuals noted that knowing the risks associated with their actual work are high yet they still miss to observe safe work practices that have been implemented by these organizations.

In relation to that, according to previous studies pertaining to safety and leadership culture, organizations with a negative safety culture and a negative attitude towards safety and security are always linked to higher injury rates. Other factors were found to have affected the culture or relationships of risk perceptions and injuries, which involves factors such as workers' socialization, preserving personal images and fear of negative consequences. The findings in this study suggested that organizations must consider factors in addition to the additional context affecting the decision of employees to engage in unsafe behavior, resulting in the occurrence of accidents and injuries. By identifying these factors according to the right context, safety in the workplace can be implemented profitably to all parties involved.

Based on this research, further discussions between researchers and management could be generated to identify more comprehensive frameworks that explain why individuals practice unsafe behavior at the workplace. These unsafe behaviors should be studied by researchers with a mix of organizational influences and social factors that include both human and technical aspects. The study hopes to provide a new direction for future research in relation to organizational influences and social factors on safety behavior.

2.8 The Domino Theory

This theory was introduced by Herbert W. Heinrich, who served on the Travelers Insurance Company. In 1920, from a study of 75,000 reports on industrial accidents, he discovered that 88% of industrial accidents are a result of unsafe human actions, 10% are from unsafe conditions while the remainder cannot be avoided.

As a result of the study, Heinrich successfully demonstrated ten conclusions which were later called Axioms of Industrial Safety which became the basis of the Domino's Theory. Heinrich assumed that those in power and decision-makers on health and safety management should know about these ten industrial accident statements known as axioms as described in Table 2.1

Table 2.1
Statement Heinrich Theory

STATEMENT OF HEINRICH THEORY
<ul style="list-style-type: none">• Injury is caused by a complete set of factors where the accident itself is one of the factors in the network• An accident occurring is only due to an unsafe action by a person or a dangerous physical and mechanical condition• Most accidents are caused by unsafe human behavior• Inefficient treatment or unsafe condition does not necessarily lead to an accident or injury• The reason that someone is acting unsafe cannot be an indicator or a lesson in choosing the right conduct• The seriousness of an accident cannot be planned or unpredictable but the accident can certainly be avoided

2.9 Summary

This chapter has identified in the first segment, the literature pertaining to safety behavior outcomes within various studies especially the factors influencing and compliance safety behaviors. The second segment reviewed the 4 factors as independent variables and 1 dependent variable of work safety scale (WSS) procedure and policy, co-worker safety, safety communication and management safety practices with safety behavior outcomes. These literatures had explored details as guidance in preparing to set the framework in the following chapter.



CHAPTER 3

METHODOLOGY

3.1 Introduction

Research methodology is a process that is used to collect data and information for the purpose of making a research paper including publication research, interviews, surveys and other research techniques as well as also include both present and historical information. In this chapter, the research methodology is chosen by giving information and data regarding the topic of research.

3.2 Research Framework

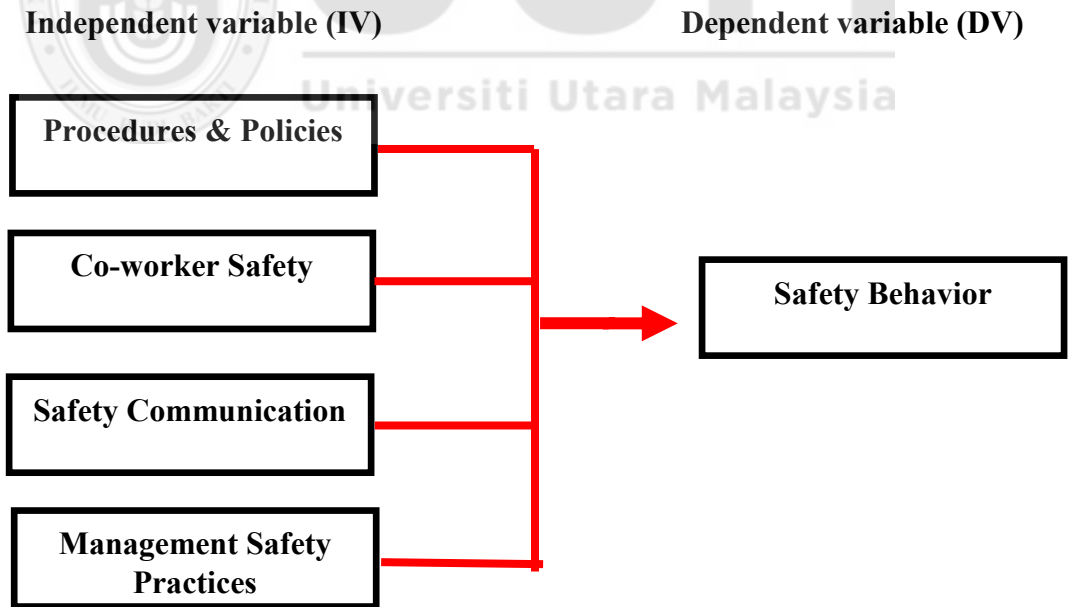


Figure 3.1: *Research framework*

Research method is a blue print for collection, measurement and data analysis that is based on the research objectives. It is also a plan that provides easy understanding on what the research is about. The problem statement will determine the types of design that the researchers should utilize.

3.3 Research Design

This study was conducted using quantitative approach study design. Research design must be related to the overall study which is to ensure the external and internal validity based on the independent variables and dependent variable. The questionnaire survey was adopted from the main data collection method since this research instrument has been used in many safety climate research studies (Flin et al., 2000).

3.3.1 Method of Study

This research paper can be classified as a quantitative study which is undertaken in order to ascertain and describe the characteristics of variables interest of situation. This involves data collection and answering questions concerning the current status of the subject. An eclectic approach by combining qualitative and quantitative is used in this study in which conclusions are based on the questionnaires as a medium to obtain the needed information.

3.3.2 Unit of Analysis

To focus on the study, the unit of analysis is the individuals which are the Auxiliary Police as the employees who had answered the questionnaires regarding safety behavior. The questionnaire was in dual language (English and Malay) to make the respondents understand the questions.

3.3.3 Time Horizon

This refers to the estimated length of time to plan, program and project in order to complete the proposal and the research. The researcher had utilized a cross-sectional study that has a specific place to distribute the questionnaires to the respondents. This cross-sectional design will allow the researcher to compare the different variables simultaneously.

3.4 Operational Definition

In this study, the Work Safety Scale (WSS) of the five facets was developed into 41 questions in order to measure the safety behavior among the Auxiliary Police. All five independent variables and dependent variables were measured using work safety scales developed by Hayes et al., (1998). The operational definitions are listed in Table 3.4.

Table 3.4

Operation Definition

The first independent variable measured in the study is the relationship between the procedure and policy with safety behavior. The options given were basically evaluating the commitment from management about the procedure and policy safety.

Co-worker safety was also measured using 10 items with questions such as; „Do you agree or disagree that the people work with you ignore safety rules“. This variable measures the concern of the workers among the people they work with.

Safety communication with safety behavior comprises of 5 items such as; „Do you agree or not that the management provides safety channel to tell employees about safety issues at work which is worthwhile to prevent accidents and injury“ or „Is the program is relevant“ and so on.

Management safety practices in the workplace comprise of 10 items. This part consists of questions which require the respondent to rate their management and the activities carried out by them. The questionnaire given mostly describes the management practices such as providing safe working conditions.

Safety behaviors contain 11 items which asked the workers to comply with safety behavior at the workplace. „Do you agree or not that the safety behavior at work is worthwhile and could help to prevent accident and injury“.

3.5 Measurement

The questionnaire was used as an instrument to prepare the research, the department involved is the Operation in Security Department who works in organization. Respondents were asked to rate using a five-point Likert scale where „1“ corresponded to „strongly disagree and „5“ represented „strongly agree“.

The accuracy of the survey instrument is ensured by its content validity. Content validity refers to the extent to which an instrument measures what it is meant to measure (Cooper and Emory, 1995). Such assessment provides a good foundation to build a methodologically rigorous assessment of the survey instrument's validity. The questionnaire design stages followed those outlined by Hayes et al (1998) and were prepared in dual language (English and Bahasa Melayu) to provide better understanding to the respondents.

3.6 Data Collection Procedure

The data was collected using questionnaire surveys by which the respondents are personnel of the Security Operation Department in the organization by hand. The researcher provided sufficient time for the respondents to fill up this questionnaire which is two days. The data collected from the responded questionnaire was analyzed to find the simple percentage survey in regards to the safety behavior among Auxiliary Police in the organization. The questionnaire was distributed by using self-administering method to obtain 100% respondents rate.

3.6.1 Sample Size

The sampling size was a minimum of 155 respondents including 30 questionnaires as a pilot test from the Security Operation Department in the organization working at Post 1, Post 2, X-ray Machine, Public Visit and Special Area in this organization.

The total of manpower at Security Operation Department in organization where the questionnaire was distributed is 260 personnel. 155 questionnaires were distributed in accordance to Krejcie and Morgan (1970). So, the minimum total of the respondents given the questionnaires was 185 which were divided into five sectors as listed in Table 3.6.

Table 3.6
Section & Factors

SECTION	FACTOR
Section A	Demographic Profile
Section B	Procedures & Policy
Section C	Co-Worker Safety
Section D	Safety Communication
Section E	Management Safety Practices
Section F	Safety Behavior

3.6.2 Sampling Method

The technique of convenience sampling was chosen in this research. Simple random sampling is a completely random method of selecting subjects. These can include assigning numbers to all subjects and then using a random number generator to choose random numbers. The sampling techniques of this research were used based on the random sampling techniques where no specific person was selected.

3.7 Data analysis

Since the research is classified as a descriptive study, thus there are two types of data analysis used in this study which are the percentage value for independent and dependent variables.

The data collected from the respondents who answered the questionnaires had used the Statistical Package for the Social Science software (SPSS) 20.0 to analyze and interpret data with Pearson correlation and regression.

3.8 Summary

This study looks into the influence of Work Safety Scale (WSS) on the factors influencing safety behavior among the Auxiliary Police. The variables were measured using the reliability analysis. The reliability measurement was done through Cronbach's alpha approach to check on the internal consistency for each factor. This study explains job safety as the work in a business nature that protects every worker from any hazards, accidents or incidents. There is no doubt that the Auxiliary Police face high risks in their daily tasks, so this research presents the best opportunity to look into safety and operational effectiveness in the organization. Furthermore, the human behavior can be observed and its overall understanding may increase the recognition of the psychological limitations endured for humans under high risk professions. Finally, the methodology for this study in terms of research design, research instruments, preparation and administration of questionnaire as well as the statistical method used for this study to get the questionnaire results is described in detail in Chapter 3 before proceeding to the next chapter.

CHAPTER 4

RESULTS AND DISCUSSION

4.1. Introduction

This chapter will discuss on the findings obtained from the questionnaires distributed among the respondents to discover the factors that influence the safety behavior among Auxiliary Police working in the organization. Thus, the demography of respondents, reliability test, descriptive statistic, correlation and regression will be discussed. The profile of respondents involved in this study and the findings are based on the four research objectives explained in Chapter One.

4.2. Pilot Test

Before the questionnaire was distributed to the respondents, a pilot test was conducted to check whether the respondents can understand the questions given. Cronbach's Alpha was used to conduct the reliability test to identify the reliability and internal consistency of the scale. The reliability result by using Cronbach's Alpha must be up to 0.843.

Table 4.2
The Cronbach's Alpha result based on pilot test (30 respondents)

CRONBACH'S ALPHA	N OF ITEMS
.843	41

Based on Table 4.2, the value of Cronbach's Alpha for both of the variables (independent and dependent variables) were up to 0.843 and it has proven that all the questions are reliable with the research objectives.

4.3. Demographic Analysis

Demographic scale of respondents is used to check the frequency and percentage of the questions in Section A in the questionnaire which pertains to the demographic. It is a profile of the respondents who had filled up the questionnaire.

Table 4.3

The frequency and percentage of Section A: Demographic

VARIABLE	FREQUENCY	PER %	VARIABLE	FREQUENCY	PER %
Gender			Work location		
Male	126	81.3	Post 1	22	14.2
Female	29	18.7	Post 2	45	29.0
			Public visit	17	11.0
			X-ray Machine	27	17.4
			Special area	44	28.4
Age			Intake		
18 to 25	53	34.2	10 th and below	5	3.2
26 to 33	58	37.4	11 th to 15 th	19	12.3
34 to 41	25	16.1	16 th to 20 th	24	15.5
42 to 49	18	11.6	21 st to 25 th	47	30.3
50 to 57	1	0.6	26 th to 30 th	42	38.7
Marital status			Years of service		
Single	74	47.7	Below 5 years	65	41.9
Married	80	51.6	6 to 11 Years	45	29.0
Other	1	0.6	12 to 17 Years	21	13.5
			18 to 23 years	14	9.0
			24 and above	10	6.5
Designation					
Constable	73	47.1			
L/Corporal	51	32.9			
Corporal	20	12.9			
Sergeant	9	5.8			
S/M to S/I	2	1.3			

Table 4.3, shows the frequency and percentage of distribution for demographic in Section A. The distribution starting with gender by percentage of male is 81.3% while the rest is female with 18.7%. The number of male is higher this profession (Auxiliary Police) as it monopolized by men. In the organization, most of the job description relates to a man's ability. For the age of respondents, the majority are from the group aged between 26 to 33 years old which is 37.4% followed by the group of 18 to 25 years old with 32.9%. The percentage of the group of respondents who are within the 34 to 41 years old group is 16.1%. For the group of 42 to 49 years old and 50 to 57 years old, the percentages are 11.6% and 0.6%, respectively.

The majority of the respondents are married with 51.6% and the rest is single with a percentage of 47.7%. Based on the designation of the respondents, most of them are from Constable Auxiliary Police with 47.1%, followed by Lans Corporal with 33.3%. The minimum percentage of designation is from the group Sergeant Major to Sub Inspector with 1.3%. The rest is from Corporal and Sergeant by which the percentages are 12.9% and 5.8%, respectively. In the organization, there are a few work locations which are Post 1, Post 2, X-ray machine, Special Area and Public Visit. The maximum work location of the respondents is from Post 2 which is 29.9%. The second maximum respondents are from Special Area and the percentage is 28.4%. The percentage of respondents who work at the X-ray Machines is 17.4% while the percentage of Post 1 and Public Visit are 14.2% and 11.0%, respectively.

The reason why there are more respondents from Post 2 and Special Area than the Public Visit and Post 1 is because the number of Auxiliary Police working in Post 2 and Special Area is more than the Public Visit and Post 1.

The intake of the Auxiliary Police is also one of the questions asked in the demographic section. The seniority among them is based on the lesser intake they are from. The higher percentage of intake by the respondents is from intake 26st to 30th with 38.7%. The next higher percentage is from intake 21th to 25th with 30.3%. 15.5% is the percentage from the rank of intake 16th to 20th and the rest are from intake below 10th while intake 11th to 15th are 12.3% and 3.2%, respectively. This demonstrates that most of the Auxiliary Police is younger because most of the senior Auxiliary Police had retired. The last question in the questionnaire is about the years of service among Auxiliary Police. The highest percentage of this question is from 5 years and below which is 41.9%, followed by the years from 6 to 11 years of service with 29.0%. The years of service of 12 to 17 years are 13.5% while the rest are at a minimum of 9.0% and 6.5% respectively for 18 to 23 years and 24 and above years of service.

4.4. Reliability Test Analysis

Reliability test is used by the researcher to seek whether procedures and policies, co-worker safety, safety communication, and management safety practices are reliable. All the questions have been tested using the reliability test and should get up to 0.70 in Cronbach's Alpha.

The Cronbach's Alpha between independent variables and dependent variable is based on the 155 questionnaire that were filled up by the respondents. Based on the pilot test result, the result was based on the 30 respondents but in this reliability test, the result was based on 155 respondents. The results of reliability test are as shown in Table 4.4.

Table 4.4
The Cronbach's alpha based on 30 questionnaires pilot test (n=30)

VARIABLES	CRONBACH'S ALPHA	N OF QUESTION
Procedures Policies	0.789	5
Co-workers Safety	0.549	10
Safety Communication	0.290	5
Management Safety Practices	0.884	10
Safety Behaviors	0.485	11

Table 4.4.1
The Reliability Test of All Variables

Cronbach's Alpha	N of Items
0.840	41

Table 4.4.2
The Cronbach's alpha based on 155 questionnaires sample data (n=155)

VARIABLE	CRONBACH'S ALPHA	N OF QUESTION
Procedures Policies	0.877	5
Co-workers Safety	0.648	10
Safety Communication	0.493	5
Management Safety Practices	0.918	10
Safety Behaviors	0.566	11

Based on Table 4.4 and 4.4.1, the result of Cronbach's Alpha between pilot test (n-30) and sample data (n-155) in all independent variables is reliable among the dependent variables because all the values of Cronbach's Alpha is more than 0.70 with the number of questions is five for each section.

The most reliable questions are from management safety practices with the value of Cronbach's Alpha of 0.918 and the lowest Cronbach's Alpha are safety communication with 0.493. The factors procedure and policy, co-worker safety, safety communication, and management safety practices had risen up from the data of the pilot test to the true sample data. The identified weakness will be corrected suitably and ensured that the questionnaire is comprehensible and useful in pulling together required data. A pilot study is used to identify the questionnaire's reliability and validity.

4.5. Descriptive Analysis

As shown in Table 4.5, the descriptive of frequencies in this study shows the mean and standard deviation value for independent and dependent variables attained. The mean value is the measure of central tendency that offers a general picture of the data without unnecessarily inundating one with each of the observation in a data set (Sekaran and Bougie, 2010). Mean value is the average of all values in a given data. The mean is often quoted along with the standard deviation. All variables were evaluated based on a five-point rating scale ranging from 1 (*strong disagree*) to 5 (*strongly agree*).

According to Table 4.5, the procedure and policy scored the highest mean with 4.28 while safety communication scored the lowest of 3.73 compared to other variables. However, as for standard deviation, the management safety practices indicated a score of 0.50 whilst the co-worker safety scored only 0.27. Besides, the minimum measure indicated that most variable are from 3.0 up to the highest of 5.0 and the entire variable indicated 5.0 for the maximum.

Table 4.5
The Cronbach's alpha based on descriptive statistic

VARIABLES	MEAN	STD. DEVIATION
Procedures & Policies	4.2877	.48461
Co-Worker Safety	3.8890	.27030
Safety Communication	3.7355	.47588
Management Safety Practices	4.1994	.50958
Safety Behaviors	3.4794	.34144

N= 155

4.6. Correlation Analysis

Correlation analysis is used to identify the strength of relationship between two variables either strong (high correlation value) or weak (low correlation value). While the Guildford rules of thumb states the possible value for coefficient is from -1 to +1. Meanwhile, the signs of (+ and -) indicates the direction of, according to Coakes (2013).

The (+) sign indicates the perfect direct linear with positive relationship between two variables and the sign of (-) indicates there is a perfect inverse with negative relationship between variables.

According to Sekaran and R.Bougie (2009), in a research project that includes several variables, beyond knowing the means and standard deviations of the dependent and independent variables, there is a need to know how one variable is related to another. A Pearson correlation matrix will provide this information that is, indicating the direction, strength and significance of the bivariate relationships off all the variables in the study. In this study, correlation was used in determining which variable may be the most important contributor to the safety behavior (dependent variable). In this study, researcher indicates the scale which is outlined by Hair, Money, Samuel and Page (2007) to interpret the relationship between variables as follows:

Scale of Correlation

The coefficient scale and relationship strength of correlation

Coefficient Scale	Relationship Strength
± 0.91 to ± 1.00	Very Strong
± 0.71 to ± 0.90	Strong
± 0.41 to ± 0.70	Moderate
± 0.21 to ± 0.40	Weak
0.00 to ± 0.20	Very Weak

Sources: Hair, Money, Samuel and Page (2007)

Table 4.6
Pearson Correlation Analysis Result

		Policy	CS	SC	MSP	SB
Policy	Pearson Correlation	1				
	Sig.(2-tailed)					
	N	155				
CS	Pearson Correlation	.181*	1			
	Sig.(2-tailed)	.024				
	N	155	155			
SC	Pearson Correlation	.356**	.086	1		
	Sig.(2-tailed)	.000	.285			
	N	155	155	155		
MSP	Pearson Correlation	.484**	.005	.300**	1	
	Sig.(2-tailed)	.000	.954	.000		
	N	155	155	155	155	
SB	Pearson Correlation	.219**	.135	.455**	.204*	1
	Sig.(2-tailed)	.006	.093	.000	.011	
	N	155	155	155	155	155

*Correlation is significant at the 0.05 level (2-tailed)

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

4.6.1. To identify the relationship between procedure and policy with safety behavior among the Auxiliary Police

As we can see in Table 4.6 above, there is a positive correlation between independent variables (procedure & policy) with dependent variable (safety behavior) at Pearson correlation (r) score of 0.219 significant at $P=0.006$ ($P<0.01$) level. This indicates that the independent variable has a weak relationship of association relationship with the dependent. This also indicates that the lower level of procedure and policy is associated with the level of safety behavior.

4.6.2. To identify co-worker safety contributes to the safety behavior among the Auxiliary Police

According to Hair, Money, Samuel and Page (2007), correlation value of 0.91 is considered as very strong while 0.71 to 0.90 is considered strong and 0.41 until 0.70 is considered moderate. Based on Table 4.8, there is a very weak correlation between co-worker safety and safety behavior which is Pearson correlation ($r = 0.135$, $P < 0.093$). This indicates that the level of co-worker safety is associated with the lower level of safety behavior.

4.6.3. To identify the relationship between safety communication and safety behavior among the Auxiliary Police

Based on Table 4.6, there is a positive correlation between independent variable (safety communication) with dependent variable (safety behavior) at Pearson correlation (r) score of 0.455 significant at $P = 0.000$ ($P < 0.01$) level, which indicates that the independent variable has a moderate association relationship with the dependent because correlation value of 0.70 is considered as strong. This also indicates that the medium level of communication is associated with the level of safety behavior.

4.6.4. To identify the relationship between management safety practices and safety behavior among the Auxiliary Police

According to Hair, Money, Samuel and Page (2007), correlation value of 0.91 is considered as very strong while 0.71 to 0.90 is considered strong and 0.41 until 0.70 is considered moderate. Based on Table 4.8, there is a weak positive correlation between management safety practices and safety behavior which is Pearson correlation ($r = 0.204$, $P < 0.011$). This indicates that with the level of management is associated with lower level of safety behavior. This also indicates that the lower level of management is associated with the level of safety behavior.

4.7. Regression Analysis

According to Coakes (2013), regression analysis is done in order to identify the causal effect of one variable upon another. By doing the regression analysis, the researcher can see which of the four independent variables can influence the safety behavior (dependent variable).

Table 4.7
Coefficients^a Regression Analysis

Model	STANDARDIZED COEFFICIENTS		
	Beta	t	Sig.Value
1 (Constant)		3.858	.000
Policy	.019	.220	.826
Co-worker Safety	0.95	1.296	.197
Safety Communication	.420	5.375	.000
Management Safety Practices	.069	.824	.411

Table 4.7 shows the result of regression analysis used by the model summary among independent variables with the dependent variable. The most influencing factors towards the dependent variable (safety behavior) is safety communication with the value indicated is $t= 5.375$ which $p<0.01$. The other three other lowest factor towards the safety behavior is co-worker safety $t= 1.296$, management safety practices which has a value of 0.824 and procedure and policy that indicated $t= 0.220$ which $p< 0.01$.

Table 4.7.1

The Model Summary of regression result by regression analysis

MODEL	R	R SQUARE	ADJUSTED R SQUARE	STD. ERROR OF THE ESTIMATE
1	.471 ^a	.222	.202	0.30510

4.8. Discussion

This study tried to accomplish the four research objectives, the first one being to measure the level of safety behavior among the Auxiliary Police by procedure and policy taken by management to equip the Auxiliary Police with the knowledge on safety. Secondly, the research objective is to identify the relationship between co-worker safety among the Auxiliary police to practice safety at the workplace. Relationship safety communication with delivered channels was identified as related issues to improve the Auxiliary Police's knowledge on safety. Lastly, the objective was to identify the relationship between management practices safety at workplace with the Auxiliary Police.

There were 155 sets of questionnaires distributed to the Auxiliary Police who worked in this organization. These questionnaires consisted of six sections. Section A focused on the seven questions of demographic respondents' profile including gender, age, marital status, designation, work location, intake and years of service. There are four independent variables questions which include the question to determine the procedure and policies in Section B, co-worker safety in Section C, safety communication in Section D and management safety practices in Section E. There is only one dependent variable question which is safety behavior. Each variable consists of five questions. Overall, the questionnaires consist of 41 questions. There are several tests conducted in order to measure this study. In terms of pilot test, to test the questionnaires' reliability, a set of 30 questionnaires were distributed to the respondents.

As referred to Sekaran (2003), researchers used Cronbach's Alpha to measure the reliability and all sections in the questionnaires show a high reliability result. The high independent variable which is management safety practices shows the value of 0.918, described as highest reliability. The second high independent variable, procedures and policies also showed a very good result of 0.877, which is the very good. Third independent variable, co-worker safety also showed a poor result which is 0.648. Fourth independent variable, safety communication demonstrated a result of 0.493, which is also considered as a poor result. The dependent variable which is the safety behavior shows the result of 0.566, is considered as poor. It can be concluded that every variable shows a reliable value because the minimum level is 0.493.

In addition, the Pearson Correlation Analysis was also utilized to set out the correlation test in order to determine the relationship between the independent and dependent variables. The interpretation of correlation coefficient in this analysis was examined by the coefficient and associated significant value, $r = 0.05$ or $P < 0.001$.

4.8.1. Research Objectives 1

The four objectives of this research is to measure the factor influencing the safety behavior among the Auxiliary Police by procedure and policy. From the correlation, there is a positive and weak relationship between procedure and policy with safety behavior. This is due to the correlation value which is 0.219. Thus, the variable is accepted and there is a significant relationship between procedure and policy with safety behavior.

Procedures and policies is an important factor in implementing safety behavior among the Auxiliary Police. This is because the procedures and policies act as a guideline and instructions to the person in the organization regarding to safety issues. In this study, it was discovered that the procedures and policies are one of the factors that contribute to the effectiveness of the safety behavior among the Auxiliary Police. Thus, this clearly shows that a sound and complete policies must be in place in order to ensure safety behavior. In addition, the procedures and policies must be clear and easy to understand by their employees.

This is because a complex procedures and policies may contribute to the reason of non-compliance.

4.8.2. Research Objectives 2

The second objective of this research is to identify the co-worker safety that ensures the high level of awareness in regards to among the Auxiliary police. From the correlation, there is a positive and weak relationship between these two factors because the result of correlation is 0.135. Thus, this variable is accepted and there is a not significant relationship between co-worker safety and safety behavior. The second correlation explained is the co-worker safety. If the workers' perceptions towards their co-worker's safety are good, they will obey the safety rules and regulations better. Besides, co-workers' perceptions towards safety have direct implications and inspired others' well-being.

The results indicated that co-worker safety variable is weak significant and contributed to the variance in compliance with safety behavior. This would probably be due to the *esprit de corps* or teamwork concept embedded by the Auxiliary Police personnel in their daily routine or during performing operational duties. When the AP gains the bonding relationship in their work or a sense of brotherhood, they would tend to take care of each other's welfare and safety in order to prevent any accidents or fatalities in the work station.

Every individual will be responsible to each other to ensure one is fit and competent to perform a particular task with excellent output. Co-workers are fully responsible in keeping the work station safe and in a conducive manner. Indeed, they also play a crucial role in influencing the team to practice healthy and safe working habits. Thus, the socialization process will later on provide informal education on safety behavior and practices for the newcomer or junior staff to follow. Through repeated administration of safety practices and awareness, it would be later implanted as a culture in the organization where safety would be given a priority in daily operation.

4.8.3. Research Objectives 3

The third objective of this research is to improve the Auxiliary Police's safety communication in order to increase awareness in terms of safety. From the correlation, there is a positive significant and moderate relationship between these two factors. This is because the result of correlation is 0.455. Thus, this variable is accepted and there is a positively significant association between safety communication and safety behavior.

Communication safety refers to the individual's behavior that could give impact to another person or organization who work together. This is why the attitude is important in order to make the Auxiliary Police become more aware regarding the safety issues because they will follow all of the guidelines and orders from the organization.

From the finding of this study, the respondents agreed that their communication will lead them to a better safety behavior. This will reduce the probability for unwanted incidents at the workplace.

4.8.4. Research Objective 4

The fourth objective of this research is to improve the Auxiliary Police's management safety practices in order to become more aware about the safety. From the correlation, there is a positive significant and weak relationship between these two factors. This is because the result of correlation is 0.204. Thus, this variable is accepted and there is a positive significant association between management safety practices and safety behavior.

In the study, the results of correlation and regression analysis depicted that management safety practices are correlated to compliance safety behavior. This may be due to the authority held by the management in imposing rules and regulations on safety.

Once there is a strong emphasis on safety procedures and regulations by the management, the employees would have no choice but to follow them. Specifically, frequent, informal communications between workers and management, teamed up with participation and involvement from the management, is seen to bring success to the safety in an organization.

Set in a military environment, the study had found that the safety measures are prioritized and given due attention by all parties involved. A well thought out and implemented safety management system would bring about a sense of responsibility among the personnel. Therefore, leadership and commitment especially from the highest level of the organization would ensure that the safety policies are well documented, thus ensuring that the safety rules and procedures are being obeyed at all times. Training resources, development of policies and procedures, regulation in resources spent on equipment and personnel selection is under the purview of the management. A well-informed management team would fully understand the organizational needs on safety and will realize that finger-pointing and fault-finding will not address the issue.

4.9. Summary

This chapter had presented the findings and analysis of this current study. The data analyzed using SPSS version 20.0 for Windows had captured the most applicable method of analyzing data including demographic statistic, reliability test, descriptive statistic test, correlation test and regression test. The discussion of the findings will be presented thoroughly in detail in the subsequent chapter. Table 4.9 describes the summary of findings based on the research objectives.

Table 4.9

Summary of findings based on research objectives

RESEARCH OBJECTIVE	RESULT
Research Objective 1	Significant, Weak
Research Objective 2	Significant, Weak
Research Objective 3	Significant, Moderate
Research Objective 4	Significant, Weak



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CHAPTER 5

CONCLUSION AND RECOMMENDATION

5.1 Introduction

This chapter summarizes the study that was conducted and the data obtained from the survey. As a recap, the purpose of the research is to study the relationship or correlation between procedure and policy, co-worker safety, safety communication and management safety practices towards safety behavior. The results of these findings may assist the management of organization especially the Security Department to comply with it as well as an effort in achieving good safety behavior among the Auxiliary Police. At the end of the chapter, recommendations are given to increase awareness about safety behavior and the conclusions on subject matter are also provided.

This chapter will also answer the research questions which have been stated in Chapter 1. In addition, several answers by respondents in order to safety behavior among Auxiliary Police are also discussed in detail.

5.2 Recommendations

This was conducted to particularly define factors that influence safety behavior from the aspect of Work Safety Scale (WSS) among the Auxiliary Police personnel. Therefore, more studies should be carried out in investigating the perceptions of safety behavior among other Auxiliary Police personnel as well as to measure the effectiveness

of safety behavior and its implementation in an organization. This may give a higher reliability to the application of WSS.

Apart from that, accident rates or injury severity caused during performing security active duties can be measured as the dependent variable replacing compliance to safety behavior in future studies on safety. This may provide data and evidence on actual accident rates occurring in various services in the organization. In addition to the four independent variables discussed, the study should also examine how the independent variable aspect would influence the safety behavior since leaders can have a great impact on their subordinates by correcting unsafe behavior and taking a personal interest. Therefore, a more comprehensive study is needed to note behavior as another independent variable in the study.

5.2.1 Delivering knowledge about awareness safety behavior for the new Auxiliary Police

Awareness on safety behavior should be one of the first things that need to be delivered to a new recruit. This means that talks on safety behavior must be part of the orientation program for the new Auxiliary police. The Auxiliary police should also be exposed to the importance of safety behavior in the organization since as this is one of the main tourist attractions. Therefore, they must be made to understand that the safety practices while working can actually avoid any incidents in the workplace.

Training is the act of acquiring knowledge, set skills and having the relevant competencies after attending a teaching program whether practical or vocational skills. To improve a person's competencies, productivity and performance, specific knowledge on a skill must be imparted, which includes training on safety. Training and programs on safety must be conducted together in order to achieve high level results. The employees must be ensured to act accordingly should there be a safety breach and capable to react well when faced with hazards. Due to its severity, each department should conduct specific trainings on safety to better equip their personnel in cases of emergencies.

5.2.2 Safety contest

Safety contests can focus attention on incident prevention and improve employee safety contest. Therefore, the Auxiliary Police's participation in safety contest is beneficial to them as well as to the management. The management can pose questions in the form of quizzes, games or speeches. The winner should be rewarded in terms of money or other benefits. Through this, the Auxiliary Police are motivated to learn and have more interest towards safety behavior when they are having fun. The management should also organize contests regularly to continue generating interests on safety.

5.2.3 Proper communication

Communication is very important. If the management can communicate properly, employees will want to correct their negative behaviors. They feel compelled to comply if the conversation was a positive experience, they were not stifled in their efforts to tell their side of the situation, and they legitimately understand the reasons for the corrective feedback. When the participation of employees through suggestions or actions is openly appreciated, the employees gain self-respect and, generally, have more reason to be committed to the company because the management recognizes their high value to the system. This proper communication is also involved between the new Auxiliary Police with their seniors to exchange knowledge that they possess regarding the safety behavior.

5.2.4 Practical Training for the Auxiliary Police

Most of the Auxiliary Police is aware about the safety yet have no experience in solving any cases or incidents if these incidents occur. Therefore, they should have practical training programs on reacting in an emergency or safety breach. The management should organize practical trainings in every quarter to expose them to the safety behavior and ways to solve these incidents. For example, the Auxiliary Police should attend the practical training programs on how to handle an incident situation, PPE programs, and emergency programs. With experience, these personnel will be able to react accordingly when facing a real situation.

5.3 Suggestions of Future Studies

This study was conducted particularly to investigate the influence of Work Safety Scale (WSS) on safety behavior among employees of a utility company. Therefore, more studies could be done in investigating the actual number of accidents and fatal cases in the industry as well as to measure the effectiveness of safety practices and implementation of the organization. This may give higher reliability to the application of WSS. Apart from that, accident rates or injury severity caused by industrial accidents can be measured as the dependent variables replacing compliance to safety behavior in future studies on safety. This may provide data and evidence on actual accident rates occurring in various industries in Malaysia.

In addition to the five independent variables discussed, the study also examined how personality of an individual would influence the safety behavior. The study had investigated on the influence of the community and environment towards one's safety behavior. Therefore, it would have been a more comprehensive study to take personality as another independent variable.

5.4 Conclusion

In conclusion, the study has achieved the objective that is to investigate the safety behavior among Auxiliary Police in the one of organization towards several independent variables such as procedures and policies, co-worker safety, safety communication and management safety practices. It was found that the independent variable had affected the safety behavior among the Auxiliary Police. This relationship is proven by the correlation test done by the researchers.

In order to determine the most influencing factor, a regression analysis was run, and that procedure and policy of the Auxiliary Police was found to be the most influencing factor towards safety behavior. Besides that, the researchers also proposed some recommendations on how to enhance the safety behavior which can help in enhancing the training and programs, implementing the procedures and policies, improving their attitudes and increasing the management commitment towards safety behavior.

In Chapter Four, the data was analyzed by using frequency distribution, reliability, correlation and regression. In this research, the test was initially tested using the correlation coefficient to determine its significant level. Fortunately, the results showed that all four variables were significant to this study. This also indicated that the researcher had answered all the research objectives that have been discussed in Chapter One.

Therefore, the cooperation of all employers, workers, governments and non-governmental organizations are essential in ensuring the reduction in accidents and health hazards in the workplace. To ensure that the OSHA 1994 policy is in place in the organization and to inform employers on the importance of occupational safety and health management at work, more programs must be conducted by the JKKP. All parties should work together to reduce the accidents occurring at work. Various government agencies have been established to assist JKKP in managing occupational safety and health issues in Malaysia, such as the National Institute of Safety and Health (NIOSH). This is to ensure the safety and health of workers in Malaysia is guaranteed as NIOSH aims to create awareness amongst the industry regarding the need to comply and practice safety measures at the workplace (Lee Lam Thye, 2015).



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APPENDIX A



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Tuan/Puan:

Kajian Perilaku Keselamatan Di Kalangan Polis Bantuan

Tujuan surat ini adalah untuk mendapatkan keizinan tuan/puan untuk melibatkan diri dalam kajian yang berkaitan dengan kepatuhan perilaku keselamatan di tempat kerja. Kajian adalah untuk mengenal pasti faktor-faktor yang mempengaruhi perilaku tersebut. Maklumat ini berguna kepada penyelidik untuk menjalankan usaha-usaha mengurangkan kecederaan dan kemalangan di tempat kerja melibatkan Polis Bantuan.

Kami ingin mendapatkan kerjasama tuan/puan untuk mengisi borang soal selidik yang dikepikan. Soal selidik ini hanya akan mengambil masa 15 minit untuk diisi. Walaupun kerjasama dan penglibatan tuan/puan amat bermakna buat penyelidikan ini, namun penglibatan tuan/puan dalam kajian ini adalah suka rela. Tuan/puan boleh menarik diri daripada kajian ini pada bila-bila masa.

Kami juga memberi jaminan bahawa identiti dan jawapan yang tuan/puan beri akan dirahsiakan. Semua jawapan yang kami kutip akan kami jumlahkan. Dengan itu, tuan/puan tidak perlu berasa gusar bahawa jawapan dan identiti tuan/puan akan terdedah. Sekiranya tuan/puan sanggup untuk melibatkan diri secara suka rela dengan kajian ini, kami memohon kerjasama tuan/puan untuk mengisi borang persetujuan penglibatan di bawah ini. Selepas borang ini ditandatangani, tuan/puan boleh terus mengisi soal selidik yang dilampirkan ini.

Kami mengucapkan berbanyak-banyak terima kasih atas kerjasama dan kesudian tuan/puan melibatkan diri dengan kajian ini. Sekian, terima kasih.

Yang benar

MOHD FAHMI MD RADZI

Section A: Demographic Information
Bahagian A: Maklumat Demografi

Circle your answer using the scale below
Sila Bulatkan pada ruangan yang mana sesuai.

1. Gender/ Jantina
 - a) Male/ Lelaki
 - b) Female / perempuan

2. Age/ Umur
 - a) 18-25 years old/ 18-25 tahun
 - b) 26-33 years old/ 26-33 tahun
 - c) 34-41 years old/ 34-41 tahun
 - d) 42-49 years old/ 42-49 tahun
 - e) 50-57 years old/ 50-57 tahun

3. Marital status/ Taraf perkahwinan
 - a) Single/ Bujang
 - b) Married/ Berkahwin
 - c) Others/ Lain-lain

4. Designation/ Pangkat
 - a) Constable/ Konstabel
 - b) Lans Copral/ Lans Koprak
 - c) Copral/ Koprak
 - d) Sargeant/ Sarjan
 - e) Sargeant Mejar-Sub Inspector/ Sarjan mejar- Sub inspector

5. Work location/ Lokasi tempat kerja
 - a) Post 1
 - b) Post 2
 - c) Public Visit/ Public visit
 - d) X-ray machine/ Mesin x-ray
 - e) Special area/ Kawasan khas

6. Intake/ pengambilan
- a) Intake 10th and below/ Pengambilan 10 ke bawah
 - b) Intake 11-15/ Pengambilan 11-15
 - c) Intake 16-20/ Pengambilan 16-20
 - d) Intake 21-25/ Penagmbilan 21-25
 - e) Intake 26-30/ Pengambilan 26-30
7. Years of service/ tahun berkhidmat
- a) Below 5 years / 5 tahun ke bawah
 - b) 6-11 years/ 6-11 tahun
 - c) 12-17 years/ 12-17 tahun
 - d) 18-23 years/ 18-23 tahun
 - e) 24 and above/ 24 tahun ke atas



KAJI SELIDIK SKALA KESELAMATAN KERJA
(*Work Safety Scale*)

Section B: Procedures & Policies
Bahagian B: Prosedur & Polisi

Fikirkan tentang pekerjaan anda. Sejauh mana anda bersetuju atau tidak bersetuju sama ada setiap kenyataan di bawah menggambarkan kerja yang anda lakukan sekarang?

Bulatkan jawapan anda berpandukan skala di atas.

(Think about your job. To what extent you agree or disagree whether each statement below describes your job? **Circle** your answer using the scale below).

Sangat tidak setuju (Strongly disagree)	Tidak setuju (Disagree)	Berkecuali (Neither agree nor disagree)	Setuju (Agree)	Sangat setuju (Strongly agree)
1	2	3	4	5

1	Carrying out duty followed the Standard Operating Procedures is to ensure that Auxiliary police are understand about their job <i>Manjalankan tugas mengikut prosedur arahan tetap dapat memastikan anggota polis bantuan faham tentang tugas yang dijalankan</i>	1	2	3	4	5
2	The 30 th security quality objectives must be practice while performing job by Auxiliary Police to ensure that they followed the standard <i>30 perkara objektif kualiti keselamatan perlu di amalkan oleh anggota polis bantuan semasa menjalankan tugas untuk memastikan anggota mengikut standard yang di ditetapkan</i>	1	2	3	4	5
3	'International Standard Operation' will help Auxiliary Police work more efficient <i>'International Standard Operation' dapat membantu anggota polis bantuan bekerja dengan lebih efisien</i>	1	2	3	4	5
4	Most policies that practiced in this organization are effective to increase the job responsibilities among Auxiliary Police <i>Kebanyakan polisi yang di amalkan di organisasi ini sangat efektif untuk meningkatkan tanggungjawab ketika bekerja di kalangan anggota polis bantuan</i>	1	2	3	4	5
5	The rules and regulation in this department can reduce the risk of incidents <i>Kaedah dan peraturan di jabatan ini dapat mengurangkan risiko kejadian yang tidak ingini</i>	1	2	3	4	5

Section C: Co-worker Safety

Bahagian C: Keselamatan Rakan Sekerja

Fikirkan tentang rakan sekerja anda. Sejauh mana anda bersetuju atau tidak bersetuju sama ada setiap kenyataan di bawah menggambarkan rakan sekerja anda? **Bulatkan** jawapan anda berpandukan skala di atas.

(Think about the people you work with. To what extent you agree or disagree whether each statement below describes these people? **Circle** your answer using the scale below).

Sangat tidak setuju (Strongly disagree)	Tidak setuju (Disagree)	Berkecuali (Neither agree nor disagree)	Setuju (Agree)	Sangat setuju (Strongly agree)
1	2	3	4	5

1	<i>Ignore safety rules</i> Mengabaikan peraturan keselamatan	1	2	3	4	5
2	<i>Don't care about others' safety</i> Tidak mempedulikan keselamatan orang lain	1	2	3	4	5
3	<i>Pay attention to safety rules</i> Memberi perhatian pada peraturan keselamatan	1	2	3	4	5
4	Mematuhi peraturan keselamatan (<i>My co-workers follow safety rules</i>)	1	2	3	4	5
5	<i>My co-workers look out for others' safety</i> Mengambil berat keselamatan orang lain	1	2	3	4	5
6	<i>Encourage others to be safe</i> Menggalakkan orang lain bekerja dengan selamat	1	2	3	4	5
7	<i>Take chances with safety</i> Tidak menitikberatkan soal keselamatan	1	2	3	4	5
8	<i>Keep work area clean</i> Memastikan tempat kerja bersih	1	2	3	4	5
9	<i>Safety-oriented</i> Berorientasikan keselamatan	1	2	3	4	5
10	<i>Don't pay attention at work</i> Tidak menumpukan perhatian semasa bekerja	1	2	3	4	5

Section D: Safety Communication
Bahagian D: Komunikasi Keselamatan

Fikirkan tentang komunikasi keselamatan di tempat anda. Sejauh mana anda bersetuju atau tidak bersetuju sama ada setiap kenyataan di bawah menggambarkan penyelia terdekat anda? **Bulatkan** jawapan anda berpandukan skala di atas.

(Think about your safety communication in workplace. To what extent you agree or disagree whether each statement below describes about safety communication? **Circle** your answer using the scale below).

Sangat tidak setuju (Strongly disagree)	Tidak setuju (Disagree)	Berkecuali (Neither agree nor disagree)	Setuju (Agree)	Sangat setuju (Strongly agree)
1	2	3	4	5

1	The management and employees communicate freely in safety issues Pihak pengurusan dan kakitangan berkomunikasi secara bebas dalam isu-isu keselamatan	1	2	3	4	5
2	The informal system of communication available in this company Sistem komunikasi yang tidak formal sedia ada dalam syarikat ini	1	2	3	4	5
3	The management and workers meet together to formulate behavior oriented safety goals 'Pihak pengurusan dan pekerja berkumpul bersama untuk merumuskan isu berorientasikan tingkah laku keselamatan	1	2	3	4	5
4	Safety and health hazard communicate delivered to employee Penyampaian komunikasi kepada pekerja mengenai bahaya keselamatan dan kesihatan	1	2	3	4	5
5	Safety communication is effective in this company Komunikasi keselamatan adalah berkesan dalam syarikat ini	1	2	3	4	5

Section E: Management Safety Practices

Bahagian E: Amalan Keselamatan oleh Pengurusan

Fikirkan tentang pihak pengurusan anda. Sejauh mana anda bersetuju atau tidak bersetuju sama ada setiap kenyataan di bawah menggambarkan pengurusan anda? **Bulatkan** jawapan anda berpandukan skala di atas.

(Think about your management. To what extent you agree or disagree whether each statement below describes your management? **Circle** your answer using the scale below).

Sangat tidak setuju (Strongly disagree)	Tidak setuju (Disagree)	Berkecuali (Neither agree nor disagree)	Setuju (Agree)	Sangat setuju (Strongly agree)
1	2	3	4	5

1	<i>Provide enough safety programs</i> Menyediakan program-program keselamatan yang mencukupi	1	2	3	4	5
2	<i>Conduct frequent safety inspections</i> Sering membuat pemeriksaan keselamatan	1	2	3	4	5
3	<i>Investigates safety problems quickly</i> Segera menyiasat masalah keselamatan	1	2	3	4	5
4	<i>Rewards safe workers</i> Memberikan ganjaran kepada pekerja yang bekerja secara selamat	1	2	3	4	5
5	<i>Provides safe equipment</i> Menyediakan alat keselamatan	1	2	3	4	5
6	<i>Provide safe working conditions</i> Menyediakan tempat kerja yang selamat	1	2	3	4	5
7	<i>Respond quickly to safety concerns</i> Cepat bertindak balas terhadap perkara-pekerja yang berkait dengan keselamatan	1	2	3	4	5
8	<i>Helps maintain clean work area</i> Sentiasa membantu mengekalkan kebersihan tempat kerja	1	2	3	4	5
9	<i>Provides safety information</i> Menyediakan maklumat berkaitan keselamatan	1	2	3	4	5
10	<i>Keeps workers informed of hazards</i> Sentiasa mewar-warkan keadaan berbahaya kepada pekerja	1	2	3	4	5

Section F: Safety Behavior
Bahagian F: Perilaku Selamat

Fikirkan tentang tingkah laku keselamatan anda. Dengan menggunakan skala di bawah, sila **bulatkan** kenyataan yang paling memerihalkan anda.

(Think about your current job. Using the scale below, please **circle** the statement that best described you).

Tidak pernah (Never)	Jarang-jarang (Seldom)	Kadang kala (Sometimes)	Kerap kali (Often)	Selalu (Always)
1	2	3	4	5

1	(I overlook safety procedures in order to get job done more quickly). Saya terlepas pandang prosedur keselamatan agar tugas dapat diselesaikan dengan lebih cepat.	1	2	3	4	5
2	(I follow all safety procedures regardless of the situation I am in). Saya mematuhi segala prosedur keselamatan tanpa mengendahkan situasi yang sedang dihadapi.	1	2	3	4	5
3	(I handle all situations as if there is a possibility of having an accident). Saya menangani semua situasi dengan andaian kemalangan akan berlaku.	1	2	3	4	5
4	(I wear safety equipment required by practice). Saya menggunakan semua alat keselamatan seperti yang ditetapkan.	1	2	3	4	5
5	(I keep my work area clean). Saya memastikan kawasan tempat kerja bersih.	1	2	3	4	5
6	(I encourage co-workers to be safe). Saya menggalakkan rakan-rakan sekerja agar bekerja dengan selamat.	1	2	3	4	5
7	(I keep my work equipment in safe working condition). Saya memastikan semua peralatan kerja berada dalam keadaan selamat.	1	2	3	4	5
8	(I take shortcuts to safe working behaviours in order to get the job done faster). Saya tidak begitu mengendahkan perilaku selamat agar kerja dapat diselesaikan dengan segera.	1	2	3	4	5
9	(I do not follow safety rules that I think are unnecessary). Saya tidak mematuhi peraturan keselamatan yang saya rasa tidak perlu.	1	2	3	4	5

10	<i>(I report safety problems to my supervisor when I see safety problem).</i> Saya melapor kepada penyelia masalah keselamatan apabila saya menjumpainya	1	2	3	4	5
11	<i>(I correct safety problems to ensure accidents will not occur).</i> Saya membetulkan masalah keselamatan bagi memastikan kemalangan tidak berlaku.	1	2	3	4	5

KAJI SELIDIK TAMAT (END OF QUESTIONNAIRE)
TERIMA KASIH (THANK YOU)



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APPENDIX B





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"MUAFAKAT KEDAH"

Our Ref : UUM/UUMKL/P-39/133

Date : 13th March 2017

TO WHOM IT MAY CONCERN

COLLECTION OF DATA FOR RESEARCH PURPOSES

We are pleased to inform you that the following individual is UUM Kuala Lumpur student who is presently pursuing his Master of Science Occupational Safety and Health Management. He is required to collect data from your organization as a requirement for the BPMZ69912 Research Paper courses that he is pursuing this semester.

No.	Name	Matric No.	I/D No.
1.	Mohd Fahmi Bin Md Radzi	820092	850303055385

Please be informed that the data collected is purely for academic purposes and we assure you that all information or data will be kept strictly confidential.

We really appreciate your kindness and cooperation in the above matter.

Thank you.

"SCHOLARSHIP, VIRTUE AND SERVICE"

Sincerely yours,

DR. AHMAD RIZAL BIN MAZLAN

Director
Universiti Utara Malaysia
Kuala Lumpur (UUMKL)







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