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**SAFETY COMPLIANCE AT THE WORKPLACE:
EMPLOYEES AT MANUFACTURING SMALL AND
MEDIUM ENTERPRISES (SMEs) IN KEDAH**

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Universiti Utara Malaysia

**MASTER OF HUMAN RESOURCE MANAGEMENT
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IN KEDAH**

By

AMNAH BINTI SHEIKH ABDUL TAWAB AL-IBYARI



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Management



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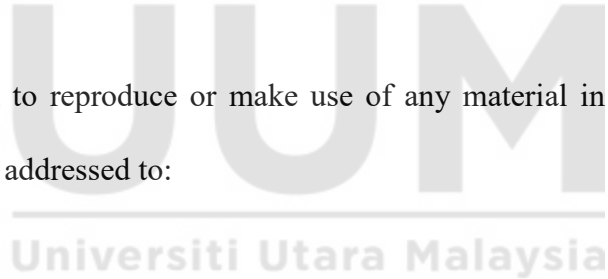
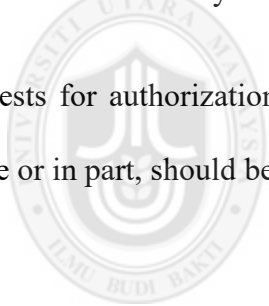
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ABSTRACT

In 2016, the Malaysian government launched a total of 150 small and medium enterprise (SME) development programs with a total funding of RM 5 billion to assist more than 580 000 SMEs and their employees. With respect to long-term prospects, the SME Master Plan 2012 – 2020, apart from being intended to transform SMEs so as to achieve a high income nation status by 2020, is aimed to identify and facilitate the implementation of immediate actions to reduce the occupational death rate to 4.36/100, 000 workers and accident rate to 2.53/1000 workers, as well as to increase the quality of work poisoning to 30 percent through the enhancement of safety compliance at SMEs. The purpose of this study is to examine the positive relationships between (1) safety rules and procedures, (2) safety participation, (3) communication, (4) safety training, (5) management commitment, (6) work environment, and safety compliance. A cross-sectional study was conducted. Data was gathered through a questionnaire distributed to workers of the manufacturing sector of SMEs (n = 124). Data analysis was done using SPSS version 20.0. This study applied factor analysis, descriptive statistics, reliability analysis and inferential analysis to examine the relationships among the variables. Multiple regression results showed that the significant variables related to safety compliance are communication, safety training, and work environment and accounted for 63.6% of the total variance. The theoretical and managerial implications of the findings are discussed and the results of this study can be utilized by manufacturing SMEs, government agencies, general community, stakeholders, national social partners, and the general public to increase the efficiency and productivity of SMEs as well as competitiveness between organizations and employees to adopt a better quality of life as per standard OSH practices and effective safety compliance.

Keywords : *Small Medium Enterprise, safety compliance, safety rules and procedures, safety participation, communication, safety training, management commitment, work environment*

ABSTRAK

Dalam tahun 2016, Kerajaan Malaysia telah melancarkan 150 pelan program pembangunan dengan peruntukan sebanyak RM 5 billion untuk mencapai sasaran 580,000 Perusahaan Kecil dan Sederhana (PKS) serta pekerjanya. Kelihatannya dalam jangka masa panjang, melalui Pelan Induk Perusahaan Kecil Dan Sederhana (2012-2020), Perusahaan Kecil dan Sederhana bukan sahaja dijadikan sebagai platform untuk meningkatkan pendapatan rakyat Malaysia, sebaliknya pelan induk ini juga mengambil pendekatan pintas dalam pelaksanaan strategi yang efektif untuk mengurangkan kadar kematian di tempat kerja sebanyak 4.36/100,000 pekerja, kadar kemalangan kerja sebanyak 2.53/1000 pekerja dan seterusnya peningkatan sebanyak 30 peratus dalam kedudukan kualiti kerja dengan meningkatkan mutu amalan pematuhan keselamatan pada pekerja Perusahaan Kecil dan Sederhana. Tujuan kajian ini adalah untuk mengkaji hubungan positif antara prosedur dan peraturan keselamatan, penglibatan dalam keselamatan, komunikasi, latihan keselamatan, penglibatan pihak pengurusan dan keadaan persekitaran tempat kerja dengan pematuhan keselamatan dan kajian ini telah memilih kajian melalui keratan rentas. Data dikumpulkan melalui soal selidik daripada pekerja PKS (n=124). Data yang diperoleh dianalisis dengan menggunakan SPSS versi 20.0. Kajian ini telah menggunakan analisis faktor, statistik deskriptif, analisis kebolehpercayaan dan analisis jitu-untuk mengkaji hubungan antara pemboleh ubah. Keputusan regresi menunjukkan bahawa hanya pemboleh ubah komunikasi, latihan keselamatan dan keadaan persekitaran tempat kerja yang signifikan dengan pematuhan keselamatan dan 63.6% menjelaskan jumlah keseluruhan varian. Teori dan implikasi pengurusan juga dibincangkan untuk memperkukuhkan hasil kajian. Semua maklumat yang diperoleh dijangka dapat dimanfaatkan oleh PKS terutamanya dalam sektor perkilangan supaya lebih efisien, berdaya saing sesama industri dan mempunyai kualiti hidup yang lebih baik melalui amalan pematuhan kepada keselamatan dan kesihatan di tempat kerja yang berkesan. Selain dari itu agensi kerajaan, organisasi awam dan swasta, masyarakat, pemegang saham dan semua PKS juga tidak terkecuali dari mendapat manfaatnya.

Katakunci : Perusahaan Kecil dan Sederhana, pematuhan keselamatan, garis panduan dan prosedur keselamatan, penglibatan dalam keselamatan, komunikasi, latihan keselamatan, komitmen pihak pengurusan, persekitaran tempat kerja

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List of Abbreviations

Abbreviation	Description of Abbreviation
SME	Small and Medium Enterprise
SOCISO	Social Security Organization
GDP	Gross Domestic Product
OSH	Occupational Safety and Health
OSHA	Occupational Safety and Health Administration
DOSH	Department of Occupational and Safety Health
SMEWG	Small and Medium Enterprises Working Group
WEO	World Economic Outlook
DIPP	Department of Industrial Policy Promotion
OSH_MP15	Occupational Safety and Health Master Plan
EU	European Union
SCT	Social Cognitive Theory
SPSS	Statistical Package for Social Sciences
KMO	Kaiser-Mayer Olkin
VARIMAX	Varian Maximum

CHAPTER ONE

INTRODUCTION

1.1 Background of the Study

The global economic activity is picking up in light of long-awaited recoveries in investments, manufacturing and trade (International Monetary Fund, 2017). The expected growth of the global economy is from 3.1 percent in 2016 to 3.5 percent in 2017 and 3.6 percent in 2018. According to (International Monetary Fund, 2016), as per the World Economic Organization WEO information released in January 2016, the global economic activity in 2015 remained subdued, but a growth of over 70 percent was seen in emerging markets and developing economies. Across the world, 95 percent of business companies are small and medium enterprises (SMEs), with the private sector accounting for approximately 60 percent of the total employment in such enterprises (Ayyagari, Demircuc-Kunt, & Maksimovic, 2011). Based on the 2016 European Commission report, SMEs are a backbone to the European Union EU28 economy simultaneously in 2015, circa 23 million SMEs generated €3.9 trillion in revenue and employed about 90 million people in the region. Approximately 80 percent of job opportunities in India came from SMEs. Also, the small medium business SMB Chamber of Commerce (a company in India) and Ministry of Micro, Small and Medium Enterprises reported that currently, the total number of SMEs in India is more than 48 million, which has created about 1.3 million job opportunities. In 2017, the Indian SME sector is likely to utilize both e-commerce and m-commerce to generate more revenue (Patil, 2016). In Malaysia, 362 099 businesses in the distributive sector were categorized as SMEs, which accounted

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