The copyright © of this thesis belongs to its rightful author and/or other copyright owner. Copies can be accessed and downloaded for non-commercial or learning purposes without any charge and permission. The thesis cannot be reproduced or quoted as a whole without the permission from its rightful owner. No alteration or changes in format is allowed without permission from its rightful owner.
ASSESSMENT OF MEDICAL LABORATORY
WORKERS’ COMPLIANCE TO SAFETY BEHAVIOUR

KONG SAU MUN

MASTER OF SCIENCE
UNIVERSITI UTARA MALAYSIA
DECEMBER 2017
ASSESSMENT OF MEDICAL LABORATORY WORKERS’ COMPLIANCE TO SAFETY BEHAVIOUR

By

KONG SAU MUN

Thesis Submitted to
Othman Yeop Abdullah Graduate School of Business,
Universiti Utara Malaysia,
in Partial Fulfillment of the Requirement for the Degree of Master of Science
PERAKUAN KERJA KERTAS PENYELIDIKAN
(Certification of Research Paper)

Saya, mengaku bertandatangan, memperakukan bahawa
(I, the undersigned, certified that)
KONG SAU MUN (B20090)
Calon untuk ijazah Sarjana
(Candidate for the degree of)
MASTER OF SCIENCE (OCCUPATIONAL SAFETY AND HEALTH MANAGEMENT)

telah mengemukakan kertas penyelidikan yang bertajuk
(has presented his/her research paper of the following title)

ASSESSMENT OF MEDICAL LABORATORY WORKERS' COMPLIANCE TO SAFETY BEHAVIOUR

Seperti yang tercatat di muka surat Tajuk dan kulit kertas penyelidikan
(as it appears on the title page and front cover of the research paper)

Bahawa kertas penyelidikan tersebut boleh diterima dari segi bentuk serta kandungan dan meliputi bidang ilmu
dengan memuaskan.
(that the research paper acceptable in the form and content and that a satisfactory knowledge of the field is covered
by the research paper).

Nama Penyelidik
(Name of Supervisor) : DR. ZURAIDA BT. HASSAN

Tanda Tangan
(Signature) : ______________________

Tarikh
(Date) : 12 DESEMBER 2017
PERMISSION TO USE

In presenting this dissertation/project paper in partial fulfillment of the requirements for a Post Graduate degree from the Universiti Utara Malaysia (UUM), I agree that the Library of this university may make it freely available for inspection. I further agree that permission for copying this dissertation/project paper in any manner, in whole or in part, for scholarly purposes may be granted by my supervisor(s) or in their absence, by the Dean of Othman Yeop Abdullah Graduate School of Business where I did my dissertation/project paper. It is understood that any copying or publication or use of this dissertation/project paper parts of it for financial gain shall not be allowed without my written permission. It is also understood that due recognition shall be given to me and to the UUM in any scholarly use which may be made of any material in my dissertation/project paper. Request for permission to copy or to make other use of materials in this dissertation/project paper in whole or in part should be addressed to:

Dean of Othman Yeop Abdullah Graduate School of Business
Universiti Utara Malaysia
06010 UUM Sintok
Kedah Darul Aman
ABSTRACT

Workplace safety is of important irrespective whether it is manufacturing, construction or healthcare industry because it will affect the workers or the organization itself that may cause accidents that leads to death, injury, damage of machines or loss in profit. This study was held to determine the safety compliance level among medical laboratory workers and to study the influence of Work Safety Scale which consists of (a) job safety, (b) co-worker safety, (c) supervisor safety, (d) management safety practices and (e) satisfaction with safety program on the compliance with safety behaviour in a medical laboratory in Kuala Lumpur. A total of 191 questionnaires had been distributed to the medical laboratory workers which include pathologists, medical officers, science officers and medical laboratory technologists by using stratified random sampling method. 141 questionnaire were returned, however seven of them were dropped from the study due to incomplete responses in the questionnaire. The data collected from the study were analysed using Statistical Package for Social Sciences (SPSS) version 23. The result revealed the mean value of safety compliance level is of 4.159 (n = 134). The multiple regression result showed none of the facets of the work safety scale had a significant influence on compliance with safety behaviour among the medical laboratory workers.

Keywords: compliance with safety behaviours, job safety, co-worker safety, supervisor safety, safety management practices, satisfaction with safety program
ABSTRAK

Keselamatan di tempat kerja adalah penting sama ada di industri perkilangan, pembinaan atau kesihatan kerana ia boleh mempengaruhi pekerja atau organisasi di mana ia boleh menyebabkan kemalangan yang membawa kematian, kecederaan, kerosakan mesin atau kerugian dalam keuntungan. Kajian ini dijalankan adalah untuk menentukan tahap pematuhan tingkah laku keselamatan di antara pekerja makmal perubatan dan mengkaji pengaruh Skala Keselamatan Kerja (Work Safety Scale) yang terdiri daripada (a) keselamatan kerja, (b) keselamatan rakan sekerja, (c) keselamatan penyelia, (d) amalan keselamatan oleh pengurusan, dan (e) kepuasan program dan polisi keselamatan terhadap pematuhan tingkah laku keselamatan di sebuah makmal perubatan di Kuala Lumpur. Sejumlah 191 borang soal kaji selidik telah diedarkan kepada pekerja makmal perubatan yang terdiri daripada pakar patologi, pegawai perubatan, pegawai sains dan juruteknologi makmal perubatan dengan menggunakan kaedah persampelan berstrata rawak. 141 borang soal kaji selidik telah dipulangkan namun 7 di antaranya terpaksa digugurkan daripada kajian ini kerana jawapan yang tidak lengkap. Data yang dikumpul daripada kajian dianalisis dengan menggunakan Pakej Statistik Untuk Sains Sosial (SPSS) versi 23. Keputusan kajian menunjukkan nilai min tahap pematuhan tingkah laku keselamatan adalah 4.159 (n = 134). Hasil ujian regresi berganda menunjukkan tiada faset daripada Skala Keselamatan Kerja yang mempunyai pengaruh yang signifikan terhadap pematuhan tingkah laku keselamatan di antara pekerja makmal keselamatan.

Kata kunci: pematuhan tingkah laku keselamatan, keselamatan kerja, keselamatan rakan sekerja, keselamatan penyelia, amalan keselamatan oleh pengurusan, kepuasan program keselamatan
ACKNOWLEDGEMENT

First, I would like to take this opportunity to express my deepest gratitude to my supervisor, Dr. Zurai da Binti Hassan on her assistance, guidance, constructive comments and motivation in helping me to complete this study. I may face lots of challenges in analysing the study and finishing this thesis without her encouragement and support throughout the semester.

Special thanks to, Pathology Department, Hospital Kuala Lumpur for giving me permission and cooperation in conducting a research among the medical laboratory workers. I also want to say thank you to all pathologists, medical officers, science officers and medical laboratory technologists that completed my study’s questionnaires. I would like to extend my appreciation to Dr Suryati Mohd Yusoff, the chairperson for Occupational Safety and Health Committee of Department Pathology for her guidance and advice for the study.

I would like to say millions of thank you to my dear friend, Foong May Wan for her help and assistance in completing this research paper.

Lastly, thanks a million to my husband and my beloved parents for the supports throughout the journey of this master course. Thank you for all the support, guidance, love, trust and belief in me throughout the years.
# TABLE OF CONTENTS

<table>
<thead>
<tr>
<th>TITLE</th>
<th>PAGE</th>
</tr>
</thead>
<tbody>
<tr>
<td>CERTIFICATE OF DISSERTATION</td>
<td>ii</td>
</tr>
<tr>
<td>PERMISSION TO USE</td>
<td>iii</td>
</tr>
<tr>
<td>ABSTRACT</td>
<td>iv</td>
</tr>
<tr>
<td>ABSTRAK</td>
<td>v</td>
</tr>
<tr>
<td>ACKNOWLEDGEMENT</td>
<td>vi</td>
</tr>
<tr>
<td>TABLE OF CONTENTS</td>
<td>vii</td>
</tr>
<tr>
<td>LIST OF TABLE</td>
<td>xi</td>
</tr>
<tr>
<td>LIST OF FIGURES</td>
<td>xii</td>
</tr>
<tr>
<td>LIST OF ABBREVIATIONS</td>
<td>xiii</td>
</tr>
</tbody>
</table>

## CHAPTER 1 INTRODUCTION

1.1 Introduction 1
1.2 Background of the Study 1
1.3 Problem statement 5
1.4 Research questions 8
1.5 Research Objectives 8
1.6 Scope of study 8
1.7 Significance of study 9
1.8 Definition of key terms 10
1.9 Organization of the Thesis 12
CHAPTER 2 LITERATURE REVIEW

2.1 Introduction 13
2.2 An Overview of Relevant Legislation 13
2.3 Perception of Workplace Safety 14
2.4 Safety Behaviour 16
2.5 The Five Facets of Work Safety Scale 18
  2.5.1 Job Safety 19
  2.5.2 Co-worker Safety 21
  2.5.3 Supervisor Safety 23
  2.5.4 Management Safety Practices 26
  2.5.5 Satisfaction with the Safety Program (Policy) 29
2.6 Hypotheses Development 31
2.7 Summary 32

CHAPTER 3 METHODOLOGY

3.1 Introduction 33
3.2 Research Framework 33
3.3 Conceptual Definitions of Variables 34
  3.3.1 Dependent Variable 34
  3.3.2 Independent Variables 35
3.4 Measurement 36
3.5 Research Design 42
3.6 Population of Study 42
3.7 Sample size 43
3.8 Sampling technique 44
3.9  Pilot Study  
3.10 Data Collection Procedures  
3.11 Techniques of Data Analysis  
3.12 Summary  

CHAPTER 4 RESULT AND DISCUSSION  
4.1 Introduction  
4.2 Result  
  4.2.1 Response Rate  
  4.2.2 Descriptive Analysis  
    4.2.2.1 Safety Compliance Level  
  4.2.3 Reliability  
  4.2.4 Pearson Correlation Analysis  
  4.2.5 Multiple Regression Analysis  
4.3 Hypothesis Testing  
4.4 Summary  

CHAPTER 5 DISCUSSION AND CONCLUSION  
5.1 Introduction  
5.2 Recapitulation of major finding  
5.3 Discussion of Research Questions  
  5.3.1 The Level of Compliance with Safety Behaviour among the Medical Laboratory Workers  
  5.3.2 Job Safety with Compliance Safety Behaviour  

5.3.3 Co-worker Safety with Compliance Safety Behaviour 67
5.3.4 Supervisor Safety with Compliance Safety Behaviour 68
5.3.5 Management Safety Practices with Compliance Safety Behaviour 70
5.3.6 Satisfaction with Safety Program with Compliance Safety Behaviour 71

5.4 Implication 73
5.4.1 Theoretical Implication 73
5.4.2 Practical Implication 74

5.5 Limitation of Study 74

5.6 Future Research 75

5.7 Conclusion 76

REFERENCE 77

Appendix A Questionnaire 87
Appendix B Request for Permission to Conduct Research in Organization 93
LIST OF TABLES

3.1 The Cronbach’s alpha coefficients for the five facets of Work Safety Scale 36

3.2 The Dimensions, Operational Definitions, Items and Sources 38

3.3 Questionnaire Summary 41

3.4 The Distribution of the Category of Medical Laboratory Workers 43

3.5 Sample Size 45

3.6 Cronbach’s Alpha Values for Variables during Pilot Study 46

4.1 Number of Questionnaires Returned and Response Rate 51

4.2 Demographic Profile of the Respondent 53

4.3 Descriptive Statistics of the Main Variables (n = 134) 55

4.4 Proportion of Medical Laboratory Workers who Reported Safety Behaviour Compliance Activities “Always” or “Often” 56

4.5 Cronbach’s Alpha Value for the Variable of the Study 58

4.6 Pearson Correlation Analysis (n = 134) 59

4.7 Results of Linear regression analysis 61

4.8 The Summary of Hypothesis Testing 62
# LIST OF FIGURES

<table>
<thead>
<tr>
<th>Figure</th>
<th>Description</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>2.1</td>
<td>Behaviour Safety Approach</td>
<td>17</td>
</tr>
<tr>
<td>2.2</td>
<td>The Augmentation Effect of Transformational and Transactional Leadership</td>
<td>24</td>
</tr>
<tr>
<td>3.1</td>
<td>Research Framework</td>
<td>34</td>
</tr>
</tbody>
</table>
**LIST OF ABBREVIATION**

<table>
<thead>
<tr>
<th>Abbreviation</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>CCOHS</td>
<td>Canadian Centre for Occupational Health and Safety</td>
</tr>
<tr>
<td>FTE</td>
<td>Full-time equivalent employees</td>
</tr>
<tr>
<td>MOH</td>
<td>Ministry of Health Malaysia</td>
</tr>
<tr>
<td>OSHA</td>
<td>Occupational Safety and Health Act 1994</td>
</tr>
<tr>
<td>SPSS</td>
<td>Statistical Package for the Social Sciences</td>
</tr>
<tr>
<td>WHO</td>
<td>World Health Organization</td>
</tr>
</tbody>
</table>
CHAPTER 1

INTRODUCTION

1.1 Introduction

Chapter 1 will discuss about the background of the study in which the reason to study the safety compliance behaviour among medical laboratory workers, the problem statement, research questions and objectives, the scope of the study, significance from the study and the definition of some terms used in the study.

1.2 Background of the Study

Accident at workplaces may cause loss of life, injuries or properties damage and thus safety is a major concern for an organization. Yearly fatalities of over 2.3 million work related accidents and diseases took place in a global scale with about 6,300 people die every day (International Labour Organization, 2014). There were over 313 million cases of non-fatal occupational accidents reported in 2010 with an average of 860,000 people injured or suffered ill health on a daily basis (International Labour Organization, 2014). In Malaysia, for the year 2014 and 2015, the fatality rate was 4.21 and 4.84 per 100,000 worker (Department of Occupational Safety and Health Malaysia, 2017) with 63,331 cases and 62,837 cases of accidents reported respectively (Social Security Organisation, 2015).

Occupational accident causes financial loss directly or indirectly and the negative impact not only affect the employers, but also the valuable employees and the nation. For employers, lost time injury of workers and damage or machine cause reduction in productivity that may affect their business reputation and profit. In
The contents of the thesis is for internal user only
REFERENCE


APPENDIX A

Questionnaire: Assessment of Medical Laboratory Workers' Compliance to Safety Behavior

This Survey (Questionnaire) is intended for Partial Fulfillment of the Requirement for the Degree of Master of Science (Occupational Safety and Health Management) Universiti Utara Malaysia

Any enquiries please contact:
Kong Sau Mun
012-9051483
SECTION 1: PROFILE DATA
BAHAGIAN 1: PROFILE DATA

Please tick (✓) the appropriate response. Sila tanda (✓) pada pilihan yang sesuai.

1. Gender / Jantina
   ( ) Male / Lelaki
   ( ) Female / Perempuan

2. Age / Umur
   ( ) 20 – 30 years / 20 – 30 tahun
   ( ) 31 – 40 years / 31 – 40 tahun
   ( ) 41 – 50 years / 41 – 50 tahun
   ( ) 51 years and above / 51 tahun dan ke atas

3. Race / Bangsa
   ( ) Malay / Melayu
   ( ) Chinese / Cina
   ( ) Indian / India
   ( ) Others / Lain-lain

4. Number of Working Experience in Medical Laboratory / Tahun Pengalaman Bekerja di Makmal Perubatan
   ( ) Less than 5 years / Kurang daripada 5 tahun
   ( ) 6 – 10 years / 6 – 10 tahun
   ( ) 11 – 15 years / 11 – 15 tahun
   ( ) 16 – 20 years / 16 – 20 tahun
   ( ) More than 20 years / Lebih daripada 20 tahun

5. Job title / Jawatan
   ( ) Pathologist / Pakar Patologi
   ( ) Medical Officer / Pegawai Perubatan
   ( ) Science Officer / Pegawai Sains
   ( ) Medical Laboratory Technologist / Juruteknologi Makmal Perubatan
   ( ) Health Attendant / Pembantu Perawat Kesihatan

6. Education level / Tahap Pendidikan
   ( ) PHD / Doktor Falsafah
   ( ) Master Degree / Ijazah Sarjana
   ( ) Bachelor Degree / Ijazah Sarjana Muda
   ( ) Diploma / Diploma
   ( ) STPM/Certificate/Matriculation/A-level
   ( ) STPM / Sijil / Matriculation / A-level
   ( ) SPM

7. Laboratory unit / Unit Makmal
   ( ) Microbiology / Mikrobiologi
   ( ) Chemical pathology / Patologi Kimia
   ( ) Hematology / Hematologi
   ( ) Histology & Cytology / Histologi & Sitologi
   ( ) Core Laboratory / Makmal Teras
   ( ) Drug Lab & Toxicology / Makmal Dadah & Toksikologi
   ( ) Pre-analytical Counter / Kaunter Pre-ana
   ( ) Satellite Lab / Makmal Satelit
## SECTION 2: WORK SAFETY SCALE / BAHAGIAN 2: SKALA KESELAMATAN KERJA

Think about your current job. Using the scale below, please answer the following questions.

Fikirkan tentang pekerjaan semasa anda. Jawab soalan-soalan berikut dengan berpanduan skala di bawah:

<table>
<thead>
<tr>
<th>Strongly Disagree</th>
<th>Disagree</th>
<th>Neutral</th>
<th>Agree</th>
<th>Strongly Agree</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sangat Tidak Setuju</td>
<td>Tidak Setuju</td>
<td>Neutal</td>
<td>Setuju</td>
<td>Sangat Setuju</td>
</tr>
<tr>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
</tbody>
</table>

### I. Job Safety / Keselamatan Kerja

Think about your job. Do you agree or disagree that each of the following phrases describes your job? Circle one answer for each statement using the scale at the top of the page.

Fikirkan tentang pekerjaan anda. Sejah manakah anda bersetuju atau tidak bersetuju dengan setiap kenyataan tentang pekerjaan anda di bawah? Bulatkan setiap jawapan anda dengan berpanduan skala yang diberi di atas.

<p>| | | | | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>I think my job is dangerous / Kerja saya berbahaya</td>
<td>1</td>
<td>2</td>
<td>3</td>
</tr>
<tr>
<td>2</td>
<td>I think my job is safe / Kerja saya selamat</td>
<td>1</td>
<td>2</td>
<td>3</td>
</tr>
<tr>
<td>3</td>
<td>I think my job is hazardous / Kerja saya membawa ancaman</td>
<td>1</td>
<td>2</td>
<td>3</td>
</tr>
<tr>
<td>4</td>
<td>I think my job is risky / Kerja saya berisiko</td>
<td>1</td>
<td>2</td>
<td>3</td>
</tr>
<tr>
<td>5</td>
<td>I think my job is unhealthy / Kerja saya tidak sehat</td>
<td>1</td>
<td>2</td>
<td>3</td>
</tr>
<tr>
<td>6</td>
<td>I think my job could get hurt easily / Kerja saya mustah membawa kecederaan</td>
<td>1</td>
<td>2</td>
<td>3</td>
</tr>
<tr>
<td>7</td>
<td>I think my job is unsafe / Kerja saya tidak selamat</td>
<td>1</td>
<td>2</td>
<td>3</td>
</tr>
<tr>
<td>8</td>
<td>I'm fear for health with my job / Saya risau pekerjaan saya boleh memandaskan kesehatan</td>
<td>1</td>
<td>2</td>
<td>3</td>
</tr>
<tr>
<td>9</td>
<td>There's chance of death with my job / Kerja saya berkemungkinan membawa kemati</td>
<td>1</td>
<td>2</td>
<td>3</td>
</tr>
<tr>
<td>10</td>
<td>I think my job is scary / Kerja saya menakutkan</td>
<td>1</td>
<td>2</td>
<td>3</td>
</tr>
</tbody>
</table>

### II. Coworker Safety / Keselamatan Rakan Sekerja

Think about the people you work with. Do you agree or disagree that each of the following phrases describes these people? Circle one answer for each statement using the scale at the top of the page.

Fikirkan tentang rakan sekerja anda. Sejah manakah anda bersetuju atau tidak bersetuju some asa dengan adat kenyataan yang menggambarkan rakan sekerja anda di bawah? Bulatkan setiap jawapan anda dengan berpanduan skala yang diberi di atas.

<p>| | | | | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>My coworker(s) ignore safety rules / Rakan sekerja saya mengabaikan peraturan keselamatan</td>
<td>1</td>
<td>2</td>
<td>3</td>
</tr>
<tr>
<td>2</td>
<td>My coworker(s) don't care about other's safety / Rakan sekerja saya tidak mengambil berat tentang keselamatan orang lain</td>
<td>1</td>
<td>2</td>
<td>3</td>
</tr>
<tr>
<td>3</td>
<td>My coworker(s) pay attention to safety rules / Rakan sekerja saya membenai perhatian kepada peraturan keselamatan</td>
<td>1</td>
<td>2</td>
<td>3</td>
</tr>
<tr>
<td>4</td>
<td>My coworker(s) follow safety rules / Rakan sekerja saya mematuhi peraturan keselamatan</td>
<td>1</td>
<td>2</td>
<td>3</td>
</tr>
<tr>
<td>5</td>
<td>My coworker(s) look out for others' safety / Rakan sekerja saya mengambil berat tentang keselamatan orang lain</td>
<td>1</td>
<td>2</td>
<td>3</td>
</tr>
<tr>
<td>6</td>
<td>My coworker(s) encourage others to be safe / Rakan sekerja saya mengajak orang lain supaya bekerja dengan selamat</td>
<td>1</td>
<td>2</td>
<td>3</td>
</tr>
<tr>
<td>7</td>
<td>My coworker(s) take chances with safety / Rakan sekerja saya tidak menikmati keselamatan kerja bersih</td>
<td>1</td>
<td>2</td>
<td>3</td>
</tr>
<tr>
<td>8</td>
<td>My coworker(s) keep work area clean / Rakan sekerja saya memastikan tempat kerja bersih</td>
<td>1</td>
<td>2</td>
<td>3</td>
</tr>
<tr>
<td>9</td>
<td>My coworker(s) is safety-oriented / Rakan sekerja saya mengorientasikan keselamatan</td>
<td>1</td>
<td>2</td>
<td>3</td>
</tr>
<tr>
<td>10</td>
<td>My coworker(s) don't pay attention / Rakan sekerja saya tidak menumpukan perhatian semasa bekerja</td>
<td>1</td>
<td>2</td>
<td>3</td>
</tr>
</tbody>
</table>
### III. Supervisor Safety / Keselamatan Penyelia

Think about your immediate supervisor. Do you agree or disagree that each of the following phrases describes your immediate supervisor? Circle one answer for each statement using the scale at the top of the page.

Fikirkan tentang penyelia terdekat anda. Sajalah manakah anda bersetuju atau tidak bersetuju dengan setiap kenyataan yang menggambarkan penyelia terdekat anda di bawah? Bulatkan setiap jawapan anda dengan berpindah skala yang diberi di atas.

<table>
<thead>
<tr>
<th>Strongly Disagree</th>
<th>Disagree</th>
<th>Neutral</th>
<th>Agree</th>
<th>Strongly Agree</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sangat Tidak Setuju</td>
<td>Tidak Setuju</td>
<td>Neutral</td>
<td>Setuju</td>
<td>Sangat Setuju</td>
</tr>
<tr>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
</tbody>
</table>

1. My supervisor praises safe work behavior / Penyelia saya memuji perilaku kerja yang selamat
2. My supervisor encourages safe behavior / Penyelia saya menggalakkan perilaku yang selamat
3. My supervisor keeps workers informed of safety rules / Penyelia saya s意i asa memastikan peraturan keselamatan kepada pekerja
4. My supervisor rewards safe behavior / Penyelia saya memberi ganjaran terhadap perilaku yang selamat
5. My supervisor involves workers in setting safety goals / Penyelia saya melibatkan pekerja dalam menstafkan matlamat keselamatan
6. My supervisor discours safety issues with others / Penyelia saya membincangkan isu keselamatan dengan orang lain
7. My supervisor updates safety rules / Penyelia saya mengemaskini peraturan keselamatan
8. My supervisor trains workers to be safe / Penyelia saya melatih pekerja supaya bekerja dengan selamat
9. My supervisor enforces safety rules / Penyelia saya menguatkuaskan peraturan keselamatan
10. My supervisor acts on safety suggestions / Penyelia saya mengambil tindakan atas cadangan berkaitan hal keselamatan

### IV. Management Safety Practices / Amalan Keselamatan oleh Pengurusan

Think about your management. Do you agree or disagree that each of the following phrases describes your management? Circle one answer for each statement using the scale at the top of the page.

Fikirkan tentang pihak pengurusan anda. Sajalah manakah anda bersetuju atau tidak bersetuju dengan setiap kenyataan yang menggambarkan pengurusan anda di bawah? Bulatkan setiap jawapan anda dengan berpindah skala yang diberi di atas.

<table>
<thead>
<tr>
<th>Strongly Disagree</th>
<th>Disagree</th>
<th>Neutral</th>
<th>Agree</th>
<th>Strongly Agree</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sangat Tidak Setuju</td>
<td>Tidak Setuju</td>
<td>Neutral</td>
<td>Setuju</td>
<td>Sangat Setuju</td>
</tr>
<tr>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
</tbody>
</table>

1. The management provides enough safety training programs / Pengurusan menyediakan program keselamatan yang menonjol
2. The management conducts frequent safety inspection / Pengurusan seeing membuat pemeriksaan keselamatan
3. The management investigates safety problems quickly / Pengurusan menyiasat masalah berkaitan keselamatan dengan segera
4. The management rewards workers that work safe / Pengurusan memberi ganjaran kepada pekerja yang bekerja dengan selamat
5. The management provides safe equipment / Pengurusan menyediakan alat-alat keselamatan
6. The management provides safe working conditions / Pengurusan menyediakan suasana bekerja yang selamat
7. The management responds quickly to safety concerns / Pengurusan segera bertindak balas terhadap perkara berkaitan dengan keselamatan
8. The management helps maintain clean work / Pengurusan membantu menjaga kebersihan di tempat kerja
9. The management provides safety information / Pengurusan menyediakan maklumat berkaitan hal keselamatan
10. The management keeps workers informed of hazards / Pengurusan mewar- warkan keadaan berbahaya kepada pekerja
V. Safety Program (Policies) / Program dan Polisi Keselamatan

Think about your safety programs at work. Do you agree or disagree that each of the following phrases describes this safety program? Please circle one answer for each statement using the scale at the top of the page.

Fikirkan tentang pelaksanaan program keselamatan di tempat kerja anda. Sejaht manakah anda bersetuju atau tidak bersetuju dengan setiap kenyataan berkaitan dengan program keselamatan di bawah? Bulatkan setiap jawapan anda berpandukan skala yang diberikan di atas.

<table>
<thead>
<tr>
<th></th>
<th>The safety program (policies) are worthwhile</th>
<th>1 2 3 4 5</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>(Program polisi) keselamatan bermanfaat</td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>The safety program (policies) help prevent accidents</td>
<td>1 2 3 4 5</td>
</tr>
<tr>
<td></td>
<td>(Program polisi) keselamatan membantu mencegah kematian</td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>The safety program (policies) are useful</td>
<td>1 2 3 4 5</td>
</tr>
<tr>
<td></td>
<td>(Program polisi) keselamatan berfaedah</td>
<td></td>
</tr>
<tr>
<td>4</td>
<td>The safety program (policies) are good</td>
<td>1 2 3 4 5</td>
</tr>
<tr>
<td></td>
<td>(Program polisi) keselamatan adalah bagus</td>
<td></td>
</tr>
<tr>
<td>5</td>
<td>The safety program (policies) are first-rated</td>
<td>1 2 3 4 5</td>
</tr>
<tr>
<td></td>
<td>(Program polisi) keselamatan adalah yang terbaik</td>
<td></td>
</tr>
<tr>
<td>6</td>
<td>The safety program (policies) are unclear</td>
<td>1 2 3 4 5</td>
</tr>
<tr>
<td></td>
<td>(Program polisi) keselamatan tidak jelas</td>
<td></td>
</tr>
<tr>
<td>7</td>
<td>The safety program (policies) are important</td>
<td>1 2 3 4 5</td>
</tr>
<tr>
<td></td>
<td>(Program polisi) keselamatan penting</td>
<td></td>
</tr>
<tr>
<td>8</td>
<td>The safety program (policies) are effective in reducing injuries</td>
<td>1 2 3 4 5</td>
</tr>
<tr>
<td></td>
<td>(Program polisi) keselamatan mengurangkan kecederaan</td>
<td></td>
</tr>
<tr>
<td>9</td>
<td>The safety program (policies) don’t apply to my workplace</td>
<td>1 2 3 4 5</td>
</tr>
<tr>
<td></td>
<td>(Program polisi) keselamatan tidak sesuai di tempat kerja saya</td>
<td></td>
</tr>
<tr>
<td>10</td>
<td>The safety program (policies) do not work</td>
<td>1 2 3 4 5</td>
</tr>
<tr>
<td></td>
<td>(Program polisi) keselamatan tidak berkesan</td>
<td></td>
</tr>
</tbody>
</table>
### SECTION 3: COMPLIANCE WITH SAFETY BEHAVIOR

**BAHAGIAN 3: KEPATUHAN TERNADAP PERILAKU SELAMAT**

Think about your current job. Using the scale below, please answer the following questions.

Fill in the scale below, please answer the following questions.

<table>
<thead>
<tr>
<th>Nomer</th>
<th>Tidak Pernah</th>
<th>Seldom</th>
<th>Sometimes</th>
<th>Often</th>
<th>Always</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
<tr>
<td>2</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
<tr>
<td>3</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
<tr>
<td>4</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
<tr>
<td>5</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
<tr>
<td>6</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
<tr>
<td>7</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
<tr>
<td>8</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
<tr>
<td>9</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
<tr>
<td>10</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
</tbody>
</table>

END OF QUESTIONNAIRE / KAJI SELIDIK TAMAT

THANK YOU / TERIMA KASIH
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. She is required to collect data from your organization as a requirement for the BPMZ9912 Research Paper course that she is pursuing this semester.

<table>
<thead>
<tr>
<th>No.</th>
<th>Name</th>
<th>Matric No.</th>
<th>I/D No.</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Kong Sui Mun</td>
<td>820070</td>
<td>830121145488</td>
</tr>
</tbody>
</table>

Since she has chosen your organization as her assignment, we would be most grateful if you could render all assistance to her to carry out the project successfully.

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)