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SAFETY MANAGEMENT PRACTICES, SAFETY CONSCIOUSNESS AND SAFETY BEHAVIOUR AMONG SME EMPLOYEES

By

NOOR HANATASIA BINTI MOHD FOUDZY

Dissertation submitted to
Othman Yeop Abdullah Graduate School of Business
Universiti Utara Malaysia
In fulfilment of the requirement for the
Master of Science (Occupational Safety and Health Management)
PERAKUAN KERJA KERTAS PENYELIDIKAN
(Certification of Research Paper)

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MASTER OF SCIENCE (OCCUPATIONAL SAFETY AND HEALTH MANAGEMENT)

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This research paper deliberates the relationship between safety management practices, safety consciousness and safety behaviour among Small and Medium Enterprises manufacturing employees. This study is measured on a 7-point Likert scale. This study also explores the variables relationship using descriptive methods and considering survey method research whereby the respondents who answered the questions were administered through questionnaires. Based on the research objectives, the Probability Sampling was chosen as the sampling method. The response rate, demographic profiles of respondents’ frequency statistics, reliability analysis, descriptive analysis, Pearson correlation analysis and multiple regression analysis were performed. The Statistical Package for the Social Sciences (SPSS) version 23.0 was utilized to perform the statistical analysis. The reliability test indicated that all the items measuring both dimensions of independent variable as well as all the dependent variables are reliable. The Pearson correlation results indicated that out of seven variables only six variables (i.e. safety consciousness, safety training, safety rules and procedures, workers’ involvement, management commitment and safety communication and feedback) have positive significant correlation with safety compliance. For safety participation, all seven independent variables were significantly related. The multiple regression analysis resulted out of fourteen hypotheses developed, twelve hypotheses were significant between safety management practices and safety consciousness with safety behaviour. However, two independent variables of safety management practices were not significant to safety compliance.

Keywords:
Safety management practices, safety consciousness, safety behavior, safety participation, safety compliance, SME manufacturing employees.
ABSTRAK


Kata kunci:

Amalan pengurusan keselamatan, kesedaran keselamatan, tingkah laku keselamatan, penyertaan keselamatan, pematuhan keselamatan, pekerja pembuatan PKS.
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Finally, I want to thank my beloved parents, siblings and friends, who have supported me throughout the entire process, both for keeping me rational and helping putting pieces together. I will be grateful forever for your love, motivation and patience for standing by me through the toughest moments in my study that has reflected in this research paper.
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<tr>
<td>GDP</td>
<td>Gross Domestic Product</td>
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<td>ILO</td>
<td>International Labour Organization</td>
</tr>
<tr>
<td>DOSH</td>
<td>Department of Occupational Safety and Health</td>
</tr>
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<td>Occupational Safety and Health Master Plan</td>
</tr>
<tr>
<td>OSHA</td>
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<td>SOCSO</td>
<td>Social Security Organization</td>
</tr>
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<td>SMI</td>
<td>Small and Medium Industry</td>
</tr>
<tr>
<td>FMA</td>
<td>Factories and Machinery Act</td>
</tr>
<tr>
<td>MOHR</td>
<td>Ministry of Human Resource</td>
</tr>
<tr>
<td>NIOSH</td>
<td>National Institute of Occupational Safety and Health</td>
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CHAPTER 1

INTRODUCTION

1.1 Introduction

This chapter presents the background of the study by exploring the rapid developments of Small and Medium Enterprises (SMEs) in Malaysia. This chapter also describes the relevant theories, empirical research findings and issues, that currently exists in SME manufacturing industries. In addressing the practical gap, Malaysian Government efforts to ensure Occupational Safety and Health (OSH) at the workplace are discussed in this chapter. Following the strategic plan by the government agencies, this study addresses series of research questions, followed by research objectives. Then, the significance of the study deliberates the relationship between safety management practices (i.e. management commitment, safety training, workers’ involvement, safety communication and feedback, safety rules and procedures and safety promotion and policies), safety consciousness and safety behaviour (i.e. safety compliance and safety participation). Finally, the summary of this chapter is presented.

1.2 Background of the study

Small and Medium Enterprises (SME) are the key players in national economic, contributing to economic growth around the globe, generating employment, value added and contributing towards innovation of the industry (SME Annual Report 2016/17). Positive developments by SME in Malaysia each year are among the important drivers to the country’s economy growth, including Gross Domestic Product (GDP) (Berita Harian, November 2017). SME GDP contribution has increased to
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REFERENCES


Accident Rate in the Workplace through Occupational Safety and Health Management in Sewerage Services. *International Journal of Business and Social Science, 6*(2), 249–255.


https://doi.org/10.1080/02678379108257007


Ricci, F., Chiesi, A., Bisio, C., Panari, C., & Pelosi, A. (2016). Effectiveness of


Dear respected respondents,

Thank you for agreeing to participate in this research.

I am a Postgraduate student from Universiti Utara Malaysia. I currently conducting a study on safety practices in the small and medium enterprises (SMEs).

Attached is a questionnaire that addresses the safety practices in an organisation. Therefore, I would appreciate if you could answer all the questions in the survey as the information you provide will influence the accuracy and success of this research.

Please note there is no right or wrong answer to the statements listed in the questionnaire. Your sincerity and honesty is highly required in answering these statements. Please be rest assured that all your responses will be kept confidential and will be strictly used for the academic research purposes only.

With this, I highly appreciate your cooperation and participation in this study and wish to convey my thanks in advance.

If you are interested in the results of this study, please do not hesitate to contact me via email at noorhanatasia@gmail.com or call me at 019 667 5638.

Thank you for your time and cooperation.

Yours sincerely,

NOOR HANATASIA BINTI MOHD FOUDZY
Matric ID: 820306
Universiti Utara Malaysia

---

Tuan / Puan yang dihormati,


Semua maklumbalas anda akan dirahsiakan dan hanya digunakan bagi tujuan penyelidikan akademik sahaja.

Saya amat harap kerjasama dan penglibatan anda dalam tinjauan ini dan saya ucapkan terima kasih. Jika anda bermintar dengan dataran kajian ini, sila hubungi saya melalui e-mel di noorhanatasia@gmail.com atau menghubungi saya di talian 019 667 5638.

Terima kasih atas kerjasama dan perhatian anda.

Yang benar

NOOR HANATASIA BINTI MOHD FOUDZY
MATRIK NO. 820306
UNIVERSITI UTARA MALAYSIA
SECTION A : DEMOGRAPHIC INFORMATION
BAHAGIAN A : MAKLUMAT DEMOGRAFI

Please fill in blank or tick (√) in the appropriate boxes that corresponds to your answer to each of the following questions below.
Sila isikan tempat kosong atau tandakan (√) untuk mewakili jawapan anda pada semua soalan di bawah.

1. Age / Umur:
   - □ 20 – 29 years old / tahun
   - □ 30 - 39 years old / tahun
   - □ 40 - 49 years old / tahun
   - □ 50 years old and above / tahun dan ke atas

2. Gender / Jantina:
   - □ Male / Lelaki
   - □ Female / Perempuan

3. Race / Bangsa:
   - □ Malay / Melayu
   - □ Indian / India
   - □ Chinese / Cina
   - □ Others / Lain-lain

4. Marital status / Status perkahwinan:
   - □ Married / Berkahwin
   - □ Single / Bujang
   - □ Divorced / Bercerai

5. Highest educational level / Tahap pendidikan tertinggi:
   - □ Secondary school / Sekolah Menengah
   - □ Degree / Ijazah
   - □ Certificate / Sijil
   - □ Master / Master
   - □ Diploma / Diploma
   - □ Others, please specify
     Lain-lain, sila nyatakan

6. Work level / Jawatan:
   - □ Manager / Pengurus
   - □ Executive / Eksekutif
   - □ Non-Executive (Technical / Operation) / Bukan Eksekutif (Teknikal / Operasi)
   - □ Non-Executive (Administrative) / Bukan Eksekutif (Pentadbiran)
7. How long have you been working? / Berapa lama anda telah bekerja?
   □ 1 – 5 years / tahun
   □ 6 – 10 years / tahun
   □ 11 – 15 years / tahun
   □ 16 – 20 years / tahun
   □ 21 years and above / tahun dan ke atas

8. How long have you been working in the present organisation? / Berapa lama anda sudah bekerja dengan organisasi sekarang?
   □ 1 – 5 years / tahun
   □ 6 – 10 years / tahun
   □ 11 – 15 years / tahun
   □ 16 – 20 years / tahun
   □ 21 years and above / tahun dan ke atas

9. Have you ever had any occupational accident ever since you started working in this organisation? / Adakah anda pernah mengalami kemalangan di tempat kerja sepanjang bekerja di organisasi ini?
   □ Yes / Ya
   □ No / Tidak

10. If yes, how many accidents have you had while working in this organisation? / Jika ya, berapakah bilangan kemalangan yang pernah dialami sepanjang bekerja di organisasi ini?
    □ 1 - 3
    □ 4 - 6
    □ 7 – 9
    □ 10 or more / 10 atau lebih

11. Have you attended any occupational safety training?
    Pernahkah anda pernah menghadiri latihan keselamatan?
    □ Yes / Ya
    □ No / Tidak

12. How often do you must attend safety training?
    Berapa kekerapan latihan keselamatan yang anda perlu hadiri?
    □ Every month / Setiap bulan
Once in three months / Sekali dalam tempoh tiga bulan
Once in six months / Sekali dalam tempoh enam bulan
Once a year / Sekali setahun
Not at all / Tiada langsung
Other: (please specify) / Lain: (nyatakan)

SURVEY ON WORKPLACE SAFETY PRACTICES
(SOAL SELIDIK TENTANG AMALAN KESELAMATAN DI TEMPAT KERJA)

SECTION B : SAFETY PRACTICES
BAHAGIAN B: AMALAN KESELAMATAN

Based on your perception on the safety practices in the department that you are currently working, please circle the most appropriate answer based on the scale below:

Berdasarkan pandangan anda terhadap amalan keselamatan dalam jabatan anda sekarang, bulatkan jawapan yang paling tepat berdasarkan skala jawapan di bawah:

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<tr>
<td>1. Safety is given high priority by the department.</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
<td>6</td>
<td>7</td>
</tr>
<tr>
<td>2. Safety rules and procedures are strictly followed by the management.</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
<td>6</td>
<td>7</td>
</tr>
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<td>3. Corrective action is always taken when the management is told about unsafe practices.</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
<td>6</td>
<td>7</td>
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4. Management considers safety to be equally important as production.
   
   *Pihak pengurusan merasakan keselamatan dan pengeluaran adalah sama penting.*

5. When near-miss accidents are reported, my management acts quickly to solve the problems.
   
   *Apabila kemalangan nyaris dilaporkan, pihak pengurusan bertindak segera untuk menyelesaikan masalah tersebut.*

6. My company provides sufficient personal protective equipment for the workers.
   
   *Syarikat ini menyediakan peralatan perlindungan diri yang mencukupi kepada pekerja.*

**SAFETY TRAINING**

**LATIHAN KESELAMATAN**

10. My company gives comprehensive training to the employees in the workplace health and safety issues.

   *Syarikat ini memberi latihan menyeluruh kepada pekerja mengenai isu keselamatan dan kesehatan di tempat kerja.*

11. Newly recruits are trained adequately to learn safety rules and procedures.

   *Pekerja baharu dilatih secukupnya untuk mempelajari peraturan dan prosedur keselamatan.*

12. Safety issues are given high priority in training programmes.

   *Iisu keselamatan diberi keutamaan dalam program latihan.*

13. I am not adequately trained to respond to emergency situations in my workplace.

   *Saya tidak dilatih secukupnya untuk bertindak dalam situasi kecemasan di tempat kerja.*

14. Management encourages the workers to attend safety training programmes.

   *Pihak pengurusan menggalakkan pekerja menghadiri program latihan keselamatan.*

15. Safety training given to me is adequate to enable to assess hazards in workplace.

   *Syarikat ini memberi latihan keselamatan yang mencukupi untuk membolehkan saya menilai bahaya yang ada di tempat kerja.*
Latihan keselamatan yang diberikan kepada saya mencukupi untuk saya menilai bahaya di tempat kerja.

WORKERS’ INVOLVEMENT
PENGLIBATAN PEKERJA

16. Management always welcomes opinion from employees before making final decisions on safety related matters.
   Pihak pengurusan sentiasa mengalu-alukan pandangan daripada pekerja sebelum membuat keputusan akhir mengenai hal-hal keselamatan.

17. My company has safety committees consisting of representatives of management and employees.
   Syarikat ini mempunyai jawatankuasa keselamatan yang terdiri daripada wakil pengurusan dan pekerja.

18. Management promotes employees’ involvement in safety related matters.
   Pihak pengurusan menggalakkan penglibatan pekerja dalam hal-hal berkaitan keselamatan.

   Pihak pengurusan kerap berunding dengan pekerja mengenai isu keselamatan dan kesehatan di tempat kerja.

20. Employees do not sincerely participate in identifying safety problems.
    Pekerja melibatkan diri secara tidak ikhlas dalam mengenalpasti masalah keselamatan.

SAFETY COMMUNICATION AND FEEDBACK
MAKLUMBALAS DAN KOMUNIKASI KESELAMATAN

21. My company doesn’t have a hazard reporting system where employees can communicate hazard information before incidents occur.
    Syarikat ini tidak mempunyai sistem pelaporan bahaya yang membolehkan pekerja menyampaikan maklumat bahaya sebelum insiden berlaku.

22. Management operates an open-door policy on safety issues.
    Pihak pengurusan mengamalkan polisi keterbukaan berkenaan isu keselamatan.
23. There is sufficient opportunity to discuss and deal with safety issues in meetings.
   
   Terdapat peluang yang cukup untuk berbincang dan menangani isu keselamatan dalam mesyuarat.

24. The target and goals for safety performance in my organization are not clear to the workers.

   Halatuju dan matlamat keselamatan di syarikat ini adalah tidak jelas kepada pekerja.

25. There is open communication about safety issues in this workplace.

   Terdapat komunikasi terbuka mengenai isu keselamatan di tempat kerja.

SAFETY RULES AND PROCEDURES
PERATURAN DAN PROSEDUR KESELAMATAN

26. The safety rules and procedures followed in my company are sufficient to prevent incidents occurring.

   Peraturan dan prosedur keselamatan yang diikuti di syarikat ini mencukupi untuk mengelakkan dari insiden berlaku.

27. The facilities in the safety department are not adequate to meet the needs of this organization.

   Fasiliti di jabatan keselamatan tidak mencukupi untuk memenuhi keperluan di syarikat ini.

28. My supervisors and managers always try to enforce safe working procedures.

   Penyelia dan pengurus saya sentiasa cuba untuk menguatkuasakan prosedur kerja selamat.

29. Safety inspections are carried out regularly.

   Pemeriksaan keselamatan kerap dijalankan.

30. The safety procedures and practices in this organization are useful and effective.

   Prosedur dan amalan keselamatan di syarikat ini berguna dan berkesan.
SAFETY PROMOTION POLICIES

Dasar Promosi Keselamatan

31. In my company, safe conduct is considered as a positive factor for job promotions.

Di syarikat ini, amalan kerja selamat dianggap sebagai faktor positif untuk kenaikan pangkat.

32. In my company, employees are rewarded for reporting safety hazards (thanked, cash or other rewards, recognition in newsletter, etc.).

Di syarikat ini pekerja akan diberi imbuhan untuk melaporkan bahaya keselamatan (ucapan terima kasih, wang tunai atau imbuhan, pengiktirafan dalam makalah dan lain-lain).

33. In my company, safety week celebration and other safety promotional activities arranged by the management are very effective in creating safety awareness among the workers.

Di syarikat ini sambutan minggu keselamatan dan lain-lain aktiviti promosi keselamatan yang dianjurkan oleh pengurusan sangat berkesan dalam mewujudkan kesedaran keselamatan dalam kalangan pekerja.

34. There exists very healthy competition among employees to find out and report unsafe condition and acts.

Wujud persaingan yang sangat sihat dalam kalangan pekerja untuk mengenalpasti dan melaporkan keadaan dan tindakan tidak selamat.

35. Our supervisor becomes very unhappy and angry when employees find out and report unsafe conditions and acts in our section.

Penyelia kami menjadi sangat tidak gembira dan marah apabila mendapati pekerja mengenalpasti dan melaporkan keadaan dan tindakan tidak selamat di seksyen kami.

SAFETY CONSCIOUSNESS

Ke森达森 Keselamatan

36. I know what protective equipment and / or clothing is required for my job.

Saya tahu peralatan dan / atau pakaian perlindungan diri yang diperlukan untuk kerja saya.

37. I am aware of the safety risks involved in my job.
Saya menyadari risiko keselamatan yang terlibat dalam pekerjaan saya.

38. I know where the fire extinguishers are in my workplace.  
Saya tahu di mana lokasi alat pemadam api di tempat kerja saya.

39. I know what equipment is safe to use for my job(s).  
Saya tahu peralatan yang selamat untuk digunakan dalam pekerjaan saya.

40. I know how to inform management about my potential hazards I notice on the job.  
Saya tahu bagaimana untuk memberitahu pengurusan mengenai potensi bahaya yang saya sedari terdapat pada pekerjaan saya.

41. I know what procedures to follow if injured on my shift.  
Saya tahu prosedur yang harus diikuti jika berlaku kecederaan semasa shif benerja saya.

42. I would know what to do if an emergency occurred on my shift (e.g. fire).  
Saya tahu apa yang perlu dilakukan jika kecemasan berlaku semasa shif benerja saya (contohnya: kebakaran).

SAFETY COMPLIANCE
PEMATUHAN KESELAMATAN

43. I use the correct safety procedures for carrying out my job.  
Saya menggunakan prosedur keselamatan yang betul dalam melaksanakan kerja.

44. I use all the necessary safety equipment to do my job.  
Saya menggunakan semua peralatan keselamatan yang diperlukan untuk menjalankan kerja saya.

45. I ensure the highest levels of the safety when I carry out my job.  
Saya memastikan tahap keselamatan paling tinggi semasa melakukan kerja saya.
SAFETY PARTICIPATION
PENGLIBATAN KESELAMATAN

46. I promote the safety program within the organization.
   Saya mempromosikan program keselamatan dalam syarikat ini.

47. I put in extra effort to improve the safety of the workplace.
   Saya memberikan usaha yang lebih untuk meningkatkan tahap keselamatan di tempat kerja saya.

48. I voluntarily carry out tasks or activities that help to improve workplace safety.
   Saya secara sukarela melakukan tugas atau aktiviti untuk membantu meningkatkan keselamatan di tempat kerja.

- THANK YOU / TERIMA KASIH -