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**RELATIONSHIP BETWEEN SAFETY MANAGEMENT
PRACTICES AND SAFETY BEHAVIOUR AMONG
PRODUCTION WORKERS IN STEEL DRUM
COMPANY**



**MASTER OF SCIENCE
UNIVERSITI UTARA MALAYSIA
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**RELATIONSHIP BETWEEN SAFETY MANAGEMENT PRACTICES AND
SAFETY BEHAVIOUR AMONG PRODUCTION WORKERS IN STEEL
DRUM COMPANY**



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



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Perniagaan**
SCHOOL OF BUSINESS MANAGEMENT
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ABSTRACT

Safety management practices are the essential elements to ensure effectiveness in safety management in a company. This study is to determine the level of safety behaviour among production workers and identify the relationship between safety management practices and safety behaviour in company among production workers. The study was conducted by survey. A total of 117 respondents that returned the questionnaire. The result of this study implies that the level of safety behaviour among production workers was high (mean value is 3.72 for safety compliance and 4.08 for safety participation). The findings of the study also revealed that management commitment, safety training and safety communication and feedback have significantly influence safety compliance, while safety rules and procedures have significantly influence safety participation. The findings of the study will provide a good reference to the company to further improve their safety management practices in order to increase the level of safety behaviour among workers.

ABSTRAK

Amalan pengurusan keselamatan adalah elemen penting untuk memastikan keberkesanannya dalam syarikat. Kajian ini bertujuan untuk menentukan tahap tingkah laku keselamatan di kalangan pekerja pengeluaran dan mengenalpasti hubungan antara amalan pengurusan keselamatan dengan tingkah laku keselamatan dalam syarikat di kalangan pekerja pengeluaran. Kajian ini dijalankan dengan menggunakan cara soal selidik di kalangan 117 responden yang mengembalikan soal selidik. Hasil kajian menunjukkan tahap tingkah laku keselamatan di kalangan pekerja pengeluaran berada pada tahap yang tinggi (nilai min adalah 3.72 untuk kepatuhan keselamatan adalah 4.08 untuk penglibatan keselamatan). Kajian ini juga menunjukkan bahawa komitmen pengurusan, latihan keselamatan dan komunikasi dan maklum balas keselamatan mempunyai pengaruh yang signifikan terhadap kepatuhan keselamatan, manakala peraturan keselamatan dan prosedur mempunyai pengaruh yang signifikan terhadap penglibatan keselamatan. Hasil daripada kajian ini boleh menjadi rujukan yang baik kepada syarikat kerana ia boleh menolong syarikat untuk meningkatkan tahap tingkah laku keselamatan di kalangan pekerja mereka.

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TABLE OF CONTENTS

TITLE	PAGE
CERTIFICATE OF DISSERTATION	ii
PERMISSION TO USE	iii
ABSTRACT	iv
ABSTRAK	v
ACKNOWLEDGEMENT	vi
TABLE OF CONTENTS	vii
LIST OF TABLE	xi
LIST OF FIGURES	xii
LIST OF ABBREVIATIONS	xiii
CHAPTER 1 INTRODUCTION	
1.1 Introduction	1
1.2 Background of Study	1
1.3 Problem Statement	5
1.4 Research Questions	7
1.5 Research Objectives	7
1.6 Significance of Study	8
1.7 Scope of Study	9
1.7.1 An Overview of the Company	9
1.8 Definition of Key Terms	10
1.8.1 Safety Management Practices	10

1.8.2	Management Commitment	11
1.8.3	Safety Training	11
1.8.4	Workers' Involvement in Safety	11
1.8.5	Safety Communication and Feedback	12
1.8.6	Safety Rules and Procedures	12
1.8.7	Safety Promotion Policies	12
1.8.8	Safety Behaviour	13
1.8.9	Safety Compliance	13
1.8.10	Safety Participation	13
1.9	Organization of the Thesis	14
1.10	Conclusion	14

CHAPTER 2 LITERATURE REVIEW

2.1	Introduction	15
2.2	Safety Management Practices	15
2.2.1	Management Commitment	16
2.2.2	Safety Training	17
2.2.3	Workers' Involvement in Safety	17
2.2.4	Safety Communication and Feedback	18
2.2.5	Safety Rules and Procedures	20
2.2.6	Safety Promotion Policies	20
2.3	Safety Behaviour	21
2.4.1	Safety Compliance	21
2.4.2	Safety Participation	22

CHAPTER 3 METHODOLOGY

3.1	Introduction	23
3.2	Conceptual Framework	23
3.3	Operationalization of Variables	24
3.4	Measurement of Variables	24
3.5	Hypotheses Development	25
3.6	Research Design	26
3.7	Instrument and Measurement	26
3.8	Sampling Procedure	28
3.9	Data Collection Procedure	30
3.10	Data Analysis Procedure	30
3.11	Pilot Study	31
3.12	Summary	33



CHAPTER 4 RESULT AND DISCUSSION

4.1	Introduction	34
4.2	Response Rate	34
4.3	Frequency Analysis for Respondents' Demographic Information	35
4.4	Reliability Analysis	39
4.5	Descriptive Analysis	41
4.6	Correlation Analysis	42
4.7	Regression Analysis	42
4.8	Summary	48

CHAPTER 5 RECOMMENDATION AND CONCLUSION

5.1	Introduction	49
5.2	Discussion of Research Questions	50
5.2.1	The Level of Safety Behaviour among Production Workers	50
5.2.2	Relationship between Safety Management Practices and Safety Compliance among Production Workers	51
5.2.3	Relationship between Safety Management Practices and Safety Participation among Production Workers	54
5.3	Implications	56
5.3.1	Theoretical Implications	56
5.3.2	Practical Implication	56
5.4	Limitation	58
5.5	Recommendation for Future Research	58
5.6	Conclusion	59
REFERENCES		60
Appendix A Questionnaire		64-71

LIST OF FIGURES

3.1	Theoretical framework of the study	24
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LIST OF TABLE

1.1	Industrial accident from 2011 to 2015	2
1.2	Occupational accident statistic by sector in 2015	3
1.3	The number of accident reported under category of manufacture of fabricated metal product except machinery equipment	4
3.1	Five point likert scale	27
3.2	Population size of each department in production	28
3.3	Krejcie and Morgan determination chart	29
3.4	Reliability analysis result from pilot test	32
4.1	Response rate	34
4.2	Frequency analysis for respondents' demographic information	35-37
4.3	Reliability analysis result from the data	39
4.4	Finalize reliability analysis result after item deleted	40
4.5	Mean and standard deviation for each variable (based on 117 set data)	41
4.6	Regression analysis result between each independent variable under safety management practices and safety compliance	43
4.7	Regression analysis result between each independent variable under safety management practices and safety participation	45
4.8	Hypotheses results	47-48

LIST OF ABBREVIATION

DOSH	Department of Occupational Safety and Health Malaysia
ILO	International Labour Organization
HSE	Health, Safety and Environment
NADOPOOD	Notification of Accident, Dangerous Occurrence and Occupational Disease
OSHA	Occupational Safety and Health Act 1994
SOCSCO	Social Security Organisation
SMI	Small Medium Industries
SPSS	Statistical Package for the Social Sciences



CHAPTER 1

INTRODUCTION

1.1 Introduction

The chapter describes the background of the study, problem statement, research questions, research objectives, scope of the study, significance of study, definitions of key term, organization of the thesis, and conclusion.

1.2 Background of Study

According to Occupational Safety and Health (Notification of Accident, Dangerous Occurrence, Occupational Poisoning and Occupational Disease) Regulation 2000 (NADOOPOD), the term “accident” is defined as an occurrence happened in contact with work-related which results in fatal injury or non-fatal injury. In other word, accident here refers to occupational accident.

From the International Labour Organization (ILO) report, it show that a worker death because of work related incident or occupational health disease in every 15 seconds, and 153 workers facing work-related incident in every 15 seconds. From this statistic data, it also implies that 5,760 workers injure because of work in a day. Occupational accident will cause loss to workforce in industries and thus employers and employees have the responsibility to prevent and reduce accident in workplace.

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**SURVEY ON WORKPLACE SAFETY MANAGEMENT PRACTICES AND SAFETY BEHAVIOUR
(SOAL SELIDIK TENTANG AMALAN PENGURUSAN KESELAMATAN DI TEMPAT KERJA &
TINGKAH LAKU KESELAMATAN)**

**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:

- Below 25 years old / kurang daripada 25 tahun
- 25 - 34 years old / tahun
- 35 - 44 years old / tahun
- 45 - 54 years old / tahun
- 55 years old and above / tahun dan ke atas

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

3. Race / Bangsa:

- Malay / Melayu
- Chinese / Cina
- Indian / India
- Others / Lain-lain

4. Marital status / Status perkahwinan:

- Married / Berkahwin
- Single / Bujang
- Divorced / Bercerai

5. Highest educational level / Tahap pendidikan tertinggi:

- No education/ Tiada pelajaran
- Secondary school / Sekolah Menengah
- Certificate / Sijil
- Diploma / Diploma
- Degree/ Ijazah
- Others, please specify _____ /
Lain-lain, sila nyatakan _____

6. Work level / Jawatan:

- Supervisor / Penyelia Kilang
- Line Leader / Ketua Seksyen
- Key Operator
- Operator
- Others, please specify _____ /
Lain-lain, sila nyatakan _____

7. How long have you been working? / Berapa lama anda telah bekerja?

- Less than 1 year / kurang daripada 1 tahun
- 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?

- Less than 1 year / kurang daripada 1 tahun
- 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
- 7 – 9
- 4 - 6
- 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-lain: (nyatakan) _____

SECTION B : SAFETY MANAGEMENT PRACTICES & SAFETY BEHAVIOUR
BAHAGIAN B: AMALAN KESELAMATAN & TINGKAH LAKU 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:

1	2	3	4	5
Disagree <i>Tidak setuju</i>	Somewhat disagree <i>Agak tidak bersetuju</i>	Neutral <i>Neutral</i>	Somewhat agree <i>Agak setuju</i>	Agree <i>Setuju</i>

MANAGEMENT COMMITMENT
KOMITMEN PENGURUSAN

1. Safety is given high priority by the department. 1 2 3 4 5

Jabatan ini memberi keutamaan kepada keselamatan.

Amalan yang diberikan oleh pihak pengurusan adalah memberi keutamaan kepada keselamatan.

2. Safety rules and procedures are strictly followed by the management. 1 2 3 4 5

Peraturan dan prosedur keselamatan dipatuhi dengan tegas oleh pihak pengurusan.

Peraturan dan prosedur keselamatan dipatuhi dengan tegas oleh pihak pengurusan.

3. Corrective action is always taken when the management is told about unsafe practices. 1 2 3 4 5

Tindakan pembetulan sering diambil oleh pihak pengurusan apabila dimaklumkan mengenai amalan yang tidak selamat.

Tindakan pembetulan sering diambil oleh pihak pengurusan apabila dimaklumkan mengenai amalan yang tidak selamat.

4. In my workplace managers/ supervisors do not show interest in the safety of workers. 1 2 3 4 5

Pengurus/ penyelia di tempat kerja saya tidak memberikan perhatian kepada keselamatan pekerja.

Pengurus/ penyelia di tempat kerja saya tidak memberikan perhatian kepada keselamatan pekerja.

5. Management considers safety to be equally important as production. 1 2 3 4 5

Pihak pengurusan merasakan keselamatan dan pengeluaran adalah sama penting.

Pihak pengurusan merasakan keselamatan dan pengeluaran adalah sama penting.

6. I feel that management is willing to compromise on safety for increasing production. 1 2 3 4 5

Saya berasa pihak pengurusan sanggup mengabaikan keselamatan demi meningkatkan pengeluaran.

7. When near-miss accidents are reported, my management acts quickly to solve the problems. 1 2 3 4 5

Apabila kemalangan nyaris dilaporkan, pihak pengurusan bertindak segera untuk menyelesaikan masalah tersebut.

8. My company provides sufficient personal protective equipment for the workers 1 2 3 4 5

Syarikat ini menyediakan peralatan perlindungan diri yang mencukupi kepada pekerja.

Քո պատճեն առ առ այսպիս, ով սահմանական է այս գույքի վրա: Այս էս: Այս ուշ:

SAFETY TRAINING *LATIHAN KESELAMATAN*

9. My company gives comprehensive training to the employees in the workplace health and safety issues. 1 2 3 4 5

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

10. Newly recruits are trained adequately to learn safety rules and procedures 1 2 3 4 5

Pekerja baharu dilatih secukupnya untuk mempelajari peraturan dan prosedur keselamatan.

କାନ୍ତିରାଜା: କାନ୍ତିରାଜା କାନ୍ତିରାଜା କାନ୍ତିରାଜା କାନ୍ତିରାଜା

11. Safety issues are given high priority in training programmes. 1 2 3 4 5

Isu keselamatan diberi keutamaan dalam program latihan.

သင်္ကာ:ရှိ.ရှုမှ၊ ထဲခုံကြောင်မှ၊ ဘွဲ့ကြောင်းရှားမှ၊ မာ ဘရေးပြုမှ၊ ရှုပါသော်

12. I am not adequately trained to respond to emergency situations in my workplace. 1 2 3 4 5

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

13. Management encourages the workers to attend safety training programmes. 1 2 3 4 5

Pihak pengurusan menggalakkan pekerja menghadiri program latihan keselamatan.

14. Safety training given to me is adequate to enable to assess hazards in workplace. 1 2 3 4 5

Latihan keselamatan yang diberikan kepada saya mencukupi untuk saya menilai bahaya di tempat kerja.

ორუენტა, არის: დაუკა აღმისამართ: გრიგორ ეკლესია! ამას გულა: ტესა:

WORKERS' INVOLVEMENT *PENGLIBATAN PEKERJA*

15. Management always welcomes opinion from employees before making final decisions on safety related matters. 1 2 3 4 5

Pihak pengurusan sentiasa mengalu-alukan pandangan daripada pekerja sebelum membuat keputusan akhir mengenai hal-hal keselamatan.

ଓଡ଼ିଆ: ରୋଟିପୁଲି: ଖୁବୁ ଯାଏନ୍ତି କଥମୁଣ୍ଡା: ଦେଖନ୍ତି. ବିଲ୍ଲା: ମୋଲ୍ଲା: ଶୁଣିଖୁବୁ: ନି ନିଳିଖନ୍ତି: କାହାପିଲୁ, ଅନ୍ତିମଟିଲୁ: ଖୁବୁଲି କୁମଳରେଖିବାରୁ;

16. My company has safety committees consisting of representatives of management and employees. 1 2 3 4 5

Syarikat ini mempunyai jawatankuasa keselamatan yang terdiri daripada wakil pengurusan dan pekerja.

କିମ୍ବାକିମ୍ବା କାମିନାମାରୁ କାମିନାମାରୁ କାମିନାମାରୁ କାମିନାମାରୁ
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17. Management promotes employees' involvement in safety related matters. 1 2 3 4 5

Pihak pengurusan menggalakkan penglibatan pekerja dalam hal-hal berkaitan keselamatan.

18. Management consults with employees regularly about workplace health and safety issues. 1 2 3 4 5

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

19. Employees do not sincerely participate in identifying safety problems. 1 2 3 4 5

Pekerja melibatkan diri secara tidak ikhlas dalam mengenalpasti masalah keselamatan.

SAFETY COMMUNICATION AND FEEDBACK *MAKLUMBALAS DAN KOMUNIKASI KESELAMATAN*

20. My company doesn't have a hazard reporting system where employees can communicate hazard information before incidents occur. 1 2 3 4 5

Syarikat ini tidak mempunyai sistem pelaporan bahaya yang membolehkan pekerja menyampaikan maklumat bahaya sebelum insiden berlaku.

21. Management operates an open-door policy on safety issues. 1 2 3 4 5

Pihak pengurusan mengamalkan polisi keterbukaan berkenaan isu keselamatan.

22. There is sufficient opportunity to discuss and deal with safety issues in meetings. 1 2 3 4 5

Terdapat peluang yang cukup untuk berbincang dan menangani isu keselamatan dalam mesyuarat.

အနိဂုံးကြော်ပို့၊ နိုဝင်ဘူတို့မှာ အံဆွဲရှုံးမှု၊ အချင်းချင်းရှုံးမှု၊

23. The target and goals for safety performance in my organization are not clear to the workers. 1 2 3 4 5

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

24. There is open communication about safety issues in this workplace. 1 2 3 4 5

Terdapat komunikasi terbuka mengenai isu keselamatan di tempat kerja.

SAFETY RULES AND PROCEDURES

PERATURAN DAN PROSEDUR KESELAMATAN

25. The safety rules and procedures followed in my company are sufficient to prevent incidents occurring. 1 2 3 4 5

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

26. The facilities in the safety department are not adequate to meet the needs 1 2 3 4 5 of this organization.

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

27. My supervisors and managers always try to enforce safe working procedures. 1 2 3 4 5

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

28. Safety inspections are carried out regularly. 1 2 3 4 5

Pemeriksaan keselamatan kerap dijalankan.

29. The safety procedures and practices in this organization are useful and effective. 1 2 3 4 5

Prosedur dan amalan keselamatan di syarikat ini berguna dan berkesan.

SAFETY PROMOTION POLICIES *DASAR PROMOSI KESELAMATAN*

30. In my company, safe conduct is considered as a positive factor for job promotions. 1 2 3 4 5

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

31. In my company, employees are rewarded for reporting safety hazards (thanked, cash or other rewards, recognition in newsletter, etc.). 1 2 3 4 5

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

ဒိုက်ကျေမှာ အန္တရာယ်များသို့ ကုန်များကို သိတ်ပြန်ဖြောကြားသော အခါ - သိလို ကျေးမှုးတင်လောင်း ဖြောကြားမျှ၊ များ - ငွေ့ကြေးထောက်ပဲမျှ၊ များ ရှိတိသော် -

32. 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. 1 2 3 4 5

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.

33. There exists very healthy competition among employees to find out and report unsafe condition and acts. 1 2 3 4 5

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

ဒီစောင့်မြောက် အနေဖြင့်ဖြစ်သူများ အရာများ၊ အကျယ်မြေ၊ မရှိသူများ၊ အရာများ၊ ကို
တွေ့နှုန်းများ သတ်မှတ်ခြင်း၊ ကိုပြောင်းလဲခြင်းများ ရှိဖို့သော်

34. Our supervisor becomes very unhappy and angry when employees find out and report unsafe conditions and acts in our section. 1 2 3 4 5

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

SAFETY COMPLIANCE *PEMATUHAN KESELAMATAN*

35. I use all the necessary safety equipment to do my job. 1 2 3 4 5

Saya menggunakan semua peralatan keselamatan yang diperlukan untuk menjalankan kerja saya.

36. I carry out my work in a safe manner 1 2 3 4 5

Saya menjalankan kerja dengan selamat.

Եվանձու հովում ամպակ: ուղամցի. - Հարամադրյալ, ո՞ թվականում առաջարկություն

37. I follow correct safety rules and procedures while carrying out my job. 1 2 3 4 5

Saya mengikut peraturan dan prosedur keselamatan semasa menjalankan kerja saya.

38. I ensure the highest levels of the safety when I carry out my job. 1 2 3 4 5

Saya memastikan tahap keselamatan paling tinggi semasa melakukan kerja saya.

ପ୍ରକାଶକାରୀ ପାଠ୍ୟବିଷୟରେ ପରିଚାରିତ କରିବାକୁ ପାଇଁ କାହାର କାମ ନାହିଁ ।

39. Occasionally due to lack of time, I deviate from correct and safe work procedures. 1 2 3 4 5

Kadang-kadang disebabkan kesuntikan masa, saya mengabaikan cara kerja yang selamat dan betul.

40. Occasionally due to over familiarity with the job, I deviate from correct 1 2 3 4 5 and safe work procedures.

Kadang-kadang disebabkan kebiasaan terhadap kerja saya, saya mengabaikan cara kerja yang selamat dan betul.

တစ်ခါနင်းဆုံး သင့်ပုဂ္ဂနိုင်ခြင်းကို အကျင့်ဆိုဖြစ်၍ အကျင့်ဆိုပါ၏ မရှိခဲ့သော အကျင့်ဆိုပါ၏

41. It is not always practical to follow all safety rules and procedures while 1 2 3 4 5 doing a job.

Ia tidak selalunya praktikal untuk saya mengikut semua peraturan keselamatan dan prosedur kerja semasa saya menjalankan kerja saya.

SAFETY PARTICIPATION *PENLIBATAN KESELAMATAN*

42. I help my co-workers when they are working under risky or hazardous conditions. 1 2 3 4 5

Saya membantu rakan sekerja saya apabila mereka bekerja dalam keadaan berisiko atau berbahaya.

43. I always point out to the management if any safety related matters are noticed in my company. 1 2 3 4 5

Saya sentiasa melaporkan kepada pihak pengurusan sekiranya terdapat perkara berkaitan dengan keselamatan yang dijumpai di syarikat saya.

ଗୁର୍ଜିତେବିତ ପାଇସିଯିବୁ, ଏହିବ୍ୟାକ୍ଷରିତ କରାଯାଇବା: କହୁବାବିଲୁଗୁ: କାହିଁକିନାହାଏଇ: କିମ୍ବା କିମ୍ବା
କେବିନ୍ଦାବିଲୁଗୁ: କିମ୍ବା କିମ୍ବା

44. I put extra effort to improve the safety of the workplace. 1 2 3 4 5

Saya berusaha untuk meningkatkan tahap keselamatan di tempat kerja.

လျှပ်စီးပွဲမှုပုံစံများ မြန်မာနိုင်ငံတွင် အမြတ်ဆင့် ပေါ်လေ့ရှိခဲ့ပါသည်။

45. I voluntarily carry out tasks or activities that help to improve workplace safety. 1 2 3 4 5

Saya secara sukarela melakukan tugas atau aktiviti untuk membantu meningkatkan keselamatan di tempat kerja.

46. I encourage my co-workers to work safely. 1 2 3 4 5

Saya menggalakkan rakan sekkerja saya supaya bekerja dengan selamat.

კუნილი აცილებული სურდენილია აუკირზე გრაფიონი; ეს ცონ გალლოვ
აუკირდეთ სურენ დოკორა: აუკირზე

- THANK YOU / TERIMA KASIH -