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**SAFETY CLIMATE AMONG NURSES AT  
HOSPITAL SELAYANG**



Thesis Submitted to the  
Othman Yeop Abdullah Graduate School of Business,  
Universiti Utara Malaysia,  
In fulfillment of the Requirement of the Degree of Master of Science  
(Occupational Safety and Health Management)

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## ABSTRACT

Safety climate is defined as employees' shared perceptions regarding safety within their work organization. This study attempted to investigate safety climate among nurses in Hospital Selayang as well as demographic factors. There were five independent variables taken from demographic information: age, marital status, working department, work position and year of service. A total of 175 sets of questionnaires were distributed among nurses from four departments. Quantitative data was analyzed using SPSS software version 22. The result shows nurses' safety climate is quite high with an overall mean score of 5.478 (7- Likert scales from strongly disagree to strongly agree), means the average answer of respondents is in between slightly agree and agree. On the other hand, there were no significant differences between safety climate with age, marital status, working department, work position and year of service. Therefore, if the hospital wishes to improve the safety climate among their nurses, they need to include all nurses without focusing on certain categories in order to improve their safety climate. Based on the research findings it is recommended that there is a need for a well-structured continuing education programme for all nurses that aim to increase their competence to enable them to provide high quality and clinically safe care.

*Keywords: Safety Climate, Nurse, Age, Marital Status, Working Department, Work Position, Years of Service*

## ABSTRAK

Iklm keselamatan ditakrifkan sebagai persepsi pekerja terhadap keselamatan dalam organisasi di tempat kerja mereka. Kajian ini merupakan usaha untuk menyelidik iklim keselamatan di kalangan jururawat di Hospital Selayang serta faktor-faktor demografik. Terdapat lima pembolehubah bebas yang diambil dari maklumat demografik iaitu umur, status perkahwinan, jabatan, kedudukan dan tahun perkhidmatan. Sebanyak 175 set soal selidik diedarkan di kalangan jururawat dari empat jabatan. Data kuantitatif dianalisis menggunakan perisian SPSS versi 22. Hasil analisis menunjukkan iklim keselamatan jururawat adalah agak tinggi dengan skor purata keseluruhan 5.478 (skala 7 pengukuran nilai: dari sangat tidak setuju dengan sangat setuju), bermakna purata jawapan responden adalah di antara sedikit bersetuju dan bersetuju. Sebaliknya, tiada perbezaan yang signifikan di antara iklim keselamatan dengan faktor umur, status perkahwinan, jabatan, jawatan dan tahun perkhidmatan. Oleh itu, jika hospital ingin memperbaiki iklim keselamatan di kalangan jururawat mereka, mereka perlu melibatkan semua jururawat tanpa memberi tumpuan kepada kategori tertentu dalam mempertingkatkan iklim keselamatan di kalangan mereka. Berdasarkan penemuan penyelidikan, disarankan agar mewujudkan program pendidikan berterusan berstruktur yang baik untuk semua jururawat yang bertujuan untuk meningkatkan kecekapan mereka untuk membolehkan mereka menyediakan penjagaan yang berkualiti tinggi dan klinikal yang selamat.

Kata kunci: Iklim Keselamatan, Jururawat, Status Perkahwinan, Jabatan, Jawatan, Bilangan Tahun Perkhidmatan

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## LIST OF ABBREVIATIONS AND SYMBOLS

| Short Forms | Descriptions   |
|-------------|--|
| ANOVA       | Analysis of Variance                                 |
| CEO         | Chief Executive Officer                              |
| CST         | Climate Survey Tool                                  |
| DOSH        | Department of Occupational Safety and Health         |
| HSE         | Health and Safety Executive                          |
| O&G         | Obstetrics and Gynaecology                           |
| NIOSH       | National Institute of Occupational Safety and Health |
| NOSACQ-50   | Nordic Safety Climate Questionnaire                  |
| SPSS        | Statistical Package for Social Sciences              |
| US DOL      | United State Department of Labour                    |
| WHO         | World Health Organization                            |



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# CHAPTER ONE

## INTRODUCTION

### 1.1 Background of the Study

Safety climate is defined as employees' shared perceptions regarding safety within their work organization (Gershon et al., 2009). The theory of safety climate was initiated by Zohar in 1980. He defines safety climate as "employees' perceptions about the relative importance of safe conduct in their occupational behavior" (Zohar, 1980).

Safety climate measurements are a broadly used element of improvement initiatives. It has been proven to be an effective tool in the identification of precursors to accident occurrence, which results effectively decreased accident rates. Furthermore, safety climate has provided proactive information about safety problems and offers guidance to management in the development of specific safety programs (Cohen et al., 1986).

In healthcare organizations, researchers have concentrated much more on patient safety climate than personnel safety climate (Singer, Lin & Falwell, 2009; Almutairi et al., 2013). There are limited studies that have addressed safety climate among health care providers, probably, because of powerful laws that support patient rights and surveillance of this issue (Gershon et al., 2000; Smith et al., 2013). However, hospitals are reported to be the dangerous places for their workers. According to the report from US DOL (2005), hospitals have a higher incidence rate for nonfatal occupational injuries (7.5) than does the construction industry (6.2), manufacturing (5.6) and trade, transportation and utilities (5.6).

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## APPENDIX A

### SAFETY CLIMATE AMONG NURSES IN HOSPITAL SELAYANG

Dear Respondent,

My name is Nor Ashikin binti Jinah, currently doing Master programme in Occupational Safety and Health Management in Universiti Utara Malaysia (UUM). I am conducting a survey which entitled as mentioned above. The objective of this survey is to assess safety climate in Hospital Selayang among the nurses. For the research purpose, I need 160 of nurses to participate in my research, in order to get a clear overview of the nurse population in certain department at Hospital Selayang.

Attached is a set of questionnaires that is taken from previous established research about a safety climate in workplace. Please take few minutes to respond to the questions and you just need to choose one point of response (according to the scale given) for each question. Your answers will be very helpful to conduct my research. There are no follow-up or any other procedure require after you answered this survey. Appreciate your sincere and honest answers in order to make this survey very successful.

All the information and the answers that obtained from this survey will be handled and kept in a strictly confidential manner in according with applicable laws and/or regulations. **The information and the answers only be used for research academic purpose.**

Many thanks for your co-operation and participation in carrying out this survey. Please contact me via email [norashikinjinah@gmail.com](mailto:norashikinjinah@gmail.com) or my direct mobile number 013-6290407, if you need any information about safety climate in the workplace. Thank you.

Yours sincerely,  
Nor Ashikin Jinah

#### DEMOGRAPHIC INFORMATION

1. Age    20-25     26-30     31-35     36-40     41-45     46-50     ≥51
2. Gender    Male     Female
3. Race    Malay     Chinese     Indian     Other, please state: \_\_\_\_\_
4. Marital status    Single     Married
3. Department    Medical     O&G     Surgical     Urology
4. Ward    | | | | | | | | | | | | | | | | | |
5. Position    Matron     Sister     Staff Nurse     JM     Other, please state: \_\_\_\_\_
6. Years of service    0-5     6-10     11-15     16-20     21-25     26-30     ≥31

Think about the safety of your workplace in Hospital Selayang. Circle your response according to the scale below (**choose only one point of response for each question**).

*Fikirkan tentang keselamatan tempat kerja anda di Hospital Selayang. Bulatkan respon anda berdasarkan skala di bawah (**pilih satu respon sahaja untuk setiap soalan**).*

|                            |                     |                                |                             |                          |               |                      |
|----------------------------|---------------------|--------------------------------|-----------------------------|--------------------------|---------------|----------------------|
| Strongly disagree          | Disagree            | Slightly disagree              | Neutral                     | Slightly agree           | Agree         | Strongly agree       |
| <i>Sangat tidak setuju</i> | <i>Tidak setuju</i> | <i>Sedikit tidak bersetuju</i> | <i>Berkecuali / natural</i> | <i>Sedikit bersetuju</i> | <i>Setuju</i> | <i>Sangat setuju</i> |
| 1                          | 2                   | 3                              | 4                           | 5                        | 6             | 7                    |

| <b>Organizational safety climate</b><br><i>Iklim keselamatan organisasi</i> |  |   |   |   |   |   |   |   |
|---|--|---|---|---|---|---|---|---|
| My organization (Hospital) ...<br><i>Organisasi (Hospital) saya ...</i>     |  |   |   |   |   |   |   |   |
| 1   | provides all the equipment needed to do the job safely.<br><i>menyediakan semua peralatan yang diperlukan bagi menjalankan tugas dengan selamat.</i>                 | 1 | 2 | 3 | 4 | 5 | 6 | 7 |
| 2   | quickly corrects any safety hazard even if it is costly.<br><i>segera membuat pembetulan jika terdapat bahaya keselamatan walaupun memerlukan kos yang tinggi.</i>   | 1 | 2 | 3 | 4 | 5 | 6 | 7 |
| 3   | considers a person's safety behavior when there are promotions.<br><i>mengambil kira tingkah laku keselamatan setiap individu sewaktu kenaikan pangkat.</i>          | 1 | 2 | 3 | 4 | 5 | 6 | 7 |
| 4   | invests a lot of time and money in safety training for workers.<br><i>melaburkan masa dan wang yang banyak dalam menjalankan latihan keselamatan kepada pekerja.</i> | 1 | 2 | 3 | 4 | 5 | 6 | 7 |
| 5   | listens carefully to workers' ideas about improving safety.<br><i>mendengar dengan baik segala idea daripada pekerja dalam meningkatkan tahap keselamatan.</i>       | 1 | 2 | 3 | 4 | 5 | 6 | 7 |
| 6   | gives safety personnel the power they need to do their job.<br><i>memberi kuasa yang diperlukan oleh anggota keselamatan untuk menjalankan tugas mereka.</i>         | 1 | 2 | 3 | 4 | 5 | 6 | 7 |

If you wish to elaborate on some of your answers, or if you have any comments regarding this research, you are welcome to write them here.

*Jika anda ingin menghuraikan beberapa jawapan anda, atau jika anda mempunyai sebarang komen tentang penyelidikan ini, anda dialu-alukan untuk menuliskannya di sini.*

Comments / Komen:

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☺ Thank you for filling in the survey.  
☺ *Terima kasih kerana mengisi soalselidik ini.*

## APPENDIX B



**JAWATANKUASA ETIKA & PENYELIDIKAN PERUBATAN**  
*(Medical Research & Ethics Committee)*  
KEMENTERIAN KESIHATAN MALAYSIA  
d/a Institut Pengurusan Kesihatan  
Jalan Rumah Sakit, Bangsar  
59000 Kuala Lumpur



Tel.: 03-2287 4032/2282 0491/2282 9085  
03-2282 9082/2282 1402/2282 1449  
Faks: 03-2282 0015

Ruj.Kami:KKM/NIHSEC/ P17-1744 (6)  
Tarikh: 17-November-2017

Nor Ashikin Binti Jinah  
Universiti Utara Malaysia (UUM)

Dato'/ Tuan/ Puan,

**SURAT KELULUSAN ETIKA: NMRR-17-2287-37619 (IIR)**  
**SAFETY CLIMATE AMONG NURSES IN HOSPITAL SELAYANG**

Lokasi kajian:  
**HOSPITAL SELAYANG**

Dengan hormatnya perkara di atas adalah dirujuk.

2. Jawatankuasa Etika & Penyelidikan Perubatan (JEPP), Kementerian Kesihatan Malaysia (KKM) tiada halangan, dari segi etika, ke atas pelaksanaan kajian tersebut. JEPP mengambil maklum bahawa kajian tersebut hanya melibatkan pengumpulan data melalui:

**i. Borang soal selidik**

3. Segala rekod dan data subjek adalah **SULIT** dan hanya digunakan untuk tujuan kajian ini dan semua isu serta prosedur mengenai *data confidentiality* mesti dipatuhi.

4. Kebenaran daripada Pegawai Kesihatan Daerah/ Pengarah Hospital dan Ketua-Ketua Jabatan atau pegawai yang bertanggungjawab di setiap lokasi kajian di mana kajian akan dijalankan mesti diperolehi sebelum kajian dijalankan. YBhg. Dato' / Tuan / Puan perlu akur dan mematuhi keputusan tersebut. Sila rujuk kepada garis panduan Institut Kesihatan Negara mengenai penyelidikan di Institusi dan fasiliti Kementerian Kesihatan Malaysia (Pindaan 01/2015) serta lampiran *Appendix 5* untuk templet surat memohon kebenaran tersebut.

5. Adalah dimaklumkan bahawa kelulusan ini adalah sah sehingga **16-November-2018**. YBhg. Dato' / Tuan/ Puan perlu menghantar dokumen-dokumen seperti berikut selepas mendapat kelulusan etika. Borang-borang berkaitan boleh dimuat turun daripada laman web Jawatankuasa Etika & Penyelidikan Perubatan (JEPP) (<http://www.nih.gov.my/mrec>).

- i. **Continuing Review Form** selewat-lewatnya dalam tempoh 1 bulan (30 hari) sebelum tamat tempoh kelulusan ini bagi memperbaharui kelulusan etika.
- ii. **Study Final Report** pada penghujung kajian.

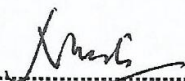
iii. Mendapat kelulusan etika sekiranya terdapat pindaan keatas sebarang dokumen kajian/ lokasi kajian/ penyelidik.

6. Sila ambil maklum bahawa sebarang urusan surat-menyurat berkaitan dengan penyelidikan ini haruslah dinyatakan nombor rujukan surat ini untuk melicinkan urusan yang berkaitan.

Sekian terima kasih.

**BERKHIDMAT UNTUK NEGARA**

Saya yang menurut perintah,



.....  
**DATIN DR NORIAH BINTI BIDIN**  
Naib Pengerusi  
Jawatankuasa Etika & Penyelidikan Perubatan  
Kementerian Kesihatan Malaysia  
[mrecsec@nih.gov.my](mailto:mrecsec@nih.gov.my)  
03-2282 9085

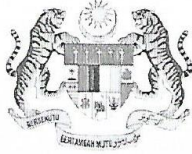
s.k.: HRRC Hospital Selayang

AA/Approval2017/MRECshare



**UUM**  
Universiti Utara Malaysia

## APPENDIX C



HOSPITAL SELAYANG  
LEBUHRAYA SELAYANG KEPONG  
68100 BATU CAVES,  
SELANGOR DARUL EHSAN.  
No.Tel : 03-6126 3333  
No.Faks : 03-61377097

Laman Web : <http://hselayang.moh.gov.my>



Ruj. Kami: Bil (192) dlm HS/ CRC 184.Jld 4  
Tarikh: 29 January 2018

Nor Ashikin Jinah,  
Master of Science Occupational Safety  
and Health Management,  
Universiti Utara Malaysia

Puan,

### PERMOHONAN KEBENARAN PENGGUNAAN HOSPITAL SELAYANG UNTUK MENJALANKAN PENYELIDIKAN

Dengan hormatnya perkara di atas adalah dirujuk.

2. Pihak Pusat Penyelidikan Klinikal ( CRC ) telah menerima satu kertas kerja kajian, surat kelulusan dari Jawatankuasa Etika Penyelidikan dan Perubatan (JEPP) KKM serta surat permohonan penggunaan Hospital Selayang untuk menjalankan penyelidikan "Safety Climate among Nurses in Hospital Selayang"

3. Sehubungan dengan itu pihak kami tiada mempunyai sebarang halangan ke atas pelaksanaan kajian ini memandangkan kajian ini telah dipersetujui oleh Matron Noriah binti Che Mat , Ketua Penyelia Jururawat Hospital Selayang dan telah didaftarkan secara online di *National Medical Research Register* ([www.nmrr.gov.my](http://www.nmrr.gov.my)) bagi memenuhi garis panduan penyelidikan Kementerian Kesihatan Malaysia (KKM) berdasarkan surat pekeliling Ketua Pengarah Kesihatan Malaysia Bil.9/2007 bertarikh 5 Sept 2008 dengan rujukan (1) dlm KKM/NIHSEC/03/0301-01 serta TELAH mendapat kelulusan daripada Jawatankuasa Etika Penyelidikan dan Perubatan ( JEPP) Kementerian Kesihatan Malaysia.

4. Salinan surat kebenaran menjalankan kajian dari Jawatankuasa Etika & Penyelidikan Perubatan dan surat permohonan kebenaran penggunaan fasiliti di Hospital Selayang untuk menjalankan penyelidikan yang telah lengkap telah dikemukakan ke Pusat Penyelidikan Klinikal ( CRC ). Dan sekiranya penyelidikan puan memerlukan akses kepada data-data pesakit, puan harus melengkapkan borang Akses Powerchart di Pusat Penyelidikan Klinikal (CRC) dan mengepilkannya bersama-sama dengan kedua-dua surat yang disebut di atas untuk dikemukakan ke CRC .

5. Bagi sebarang pertanyaan, sila hubungi Dr Tay Ju Fan (sambungan 4314) atau email: [jufan@moh.gov.my](mailto:jufan@moh.gov.my)

Sekian terima kasih.

BERKHIDMAT UNTUK NEGARA"

Saya yang menurut per **DR. MUHAMMAD YUSOF SIBERT**  
MBBS (MAHE), MHA (Australia), PG Dip Derm (Sing), CMA (NCSH)  
Timbalan Pengarah (Perubatan) 1  
Hospital Selayang  
MMC No : 35438

( DR. HAJAH SITI ZALEHA BINTI MOHD SALLEH )

MMC No : 24881

Pengarah

Hospital Selayang

s.k

Ketua Jabatan Urologi, Hospital Selayang  
Ketua Jabatan Perubatan Am, Hospital Selayang  
Ketua Jabatan Pembedahan Am, Hospital Selayang  
Ketua Jabatan Obstetrik & Ginekologi, Hospital Selayang  
Ketua Pusat Penyelidikan Klinikal, Hospital Selayang



Certified to MS ISO 9001:2008  
Certification No: AR4313

