

**A STUDY ON THE RELATIONSHIP BETWEEN SAFETY PROMOTION,  
SAFETY COMMUNICATION AND SAFETY PERFORMANCE AMONG ERL  
MAINTENANCE SUPPORT SDN BHD EMPLOYEES**

**By**

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**A thesis submitted to College of Business in partial fulfillment of the requirements  
for the degree Master of Safety and Health Management,  
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## **Abstract**

Workplace safety is about preventing injury and illness to employees and volunteers in the workplace. Organization must actively manage safety in order to achieve high levels of safety performance. High levels of safety performance require an effective method for managing and controlling safety that is specifically focused on the safety promotion and safety communication of the organization. This study is to determine the influence of safety promotion and safety communication in respect to their relationship for improvement of safety performance. This study was conducted using questionnaires to selected departments with 150 staff at ERL Maintenance Support Sdn. Bhd., (E-MAS) Sepang, Selangor Darul Ehsan. Data gathered will be analyzed through the SPSS version 19.1. All independent variables will be measured on the employees perception towards enhancement safety performance as the determinants (dependent variable). Finally, the finding of the study presented that safety promotion and safety communication are significantly relationship with safety performance. The conclusion of the findings found that the safety promotion activities and proper safety communication had strong influence as instruments to enhance safety performance of organization.

**Keywords :** E-MAS, OSHA, Safety Promotion, Safety Communication, Safety Performance

## **Abstrak**

*Keselamatan di tempat kerja berkait rapat dalam mencegah kecederaan dan penyakit kepada pekerja serta orang lain di tempat kerja. Organisasi mestilah mengurus keselamatan secara aktif untuk mencapai tahap prestasi keselamatan yang tinggi. Prestasi keselamatan yang tinggi memerlukan kaedah yang berkesan untuk mengurus dan mengawal keselamatan yang secara khususnya memfokuskan kepada promosi keselamatan dan komunikasi keselamatan dalam organisasi. Kajian ini dilakukan untuk mengenalpasti pengaruh promosi keselamatan dan komunikasi keselamatan dalam hubungannya meningkatkan prestasi keselamatan. Kajian dibuat menerusi soal selidik terhadap 150 orang pekerja yang terpilih dari beberapa jabatan di syarikat ERL Maintenance Support Sdn. Bhd. (E-MAS), Sepang, Selangor Darul Ehsan. Semua pembolehubah tidak bersandar akan diukur berasaskan persepsi pekerja terhadap peningkatan prestasi keselamatan sebagai penentu (pembolehubah bersandar. Hasil kajian menunjukkan promosi keselamatan dan komunikasi keselamatan membuktikan mempunyai hubungan dengan prestasi keselamatan. Sebagai kesimpulan, hasil kajian berjaya membuktikan aktiviti-aktiviti promosi keselamatan dan komunikasi keselamatan mempunyai pengaruh yang kuat sebagai elemen mempertingkatkan prestasi keselamatan organisasi.*

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## LIST OF ABBREVIATIONS

| <b>Abbreviations</b> | <b>The name</b>                         |
|----------------------|---|
| DOSH                 | Department of Safety and Health         |
| E-MAS                | ERL Maintenance Support                 |
| FMEA                 | Failure Mode Effect Analysis            |
| FTA                  | Fault Tree Analysis                     |
| NIOSH                | National Institute of Safety and Health |
| OSH                  | Occupational Safety and Health          |
| OSHA                 | Occupational Safety and Health Act      |
| SOCSSO               | Social Security Organization            |
| WHO                  | World Health Organization               |

# CHAPTER ONE

## INTRODUCTION

### 1.1 Background of the Study

Safety is an ever present concern within the population. Most individuals seek safety by all means and some with considerable. Therefore safety improvement, as an explicit goal, can be a powerful mobilizing force. It is important to develop an enabling approach to facilitate the achievement of safety standard at workplace. As govern by law of Occupational Safety and Health Act (OSHA, 1994), the objective of act is to promote an occupational environment for persons at work, which is adapted to their physiological and psychological needs. Employees have the right to a safe workplace free any dangers to themselves and their co-workers. The Department of Occupational Safety and Health (DOSH) is the government agency in charge of setting standards, providing information and training to employees and employers, and generally making sure workers stays safe and healthy.

Many approaches are used in the field of safety promotion and injury prevention. These approaches attract different followers, often based on their occupation, sector and country of origin. Each group uses a specific vocabulary and may have very different ways of understanding reality, as well as of designing interventions and putting them to place. Yet, all are working toward the same goal to enhance safety performance at workplace.

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