

**KAJIAN PERSEPSI PEKERJA TERHADAP TAHAP AMALAN BUDAYA
KESELAMATAN DAN KESIHATAN PEKERJAAN DI ROADCARE (M) SDN
BHD**

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2014

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ABSTRAK

Kajian ini bertujuan untuk mengenalpasti tahap persepsi staf Roadcare (M) Sdn Bhd terhadap keselamatan dan kesihatan (K & K) di tempat kerja. Responden bagi kajian ini terdiri daripada 105 orang responden. Dalam menjalankan kajian ini, kaedah soal selidik telah digunakan sebagai instrumen utama bagi mendapatkan data. Data yang diperolehi dianalisis secara deskriptif menggunakan kekerapan, peratusan dan indeks purata untuk mengenalpasti tahap persepsi responden terhadap K & K. Manakala, bagi melihat hubungan antara faktor demografi dan tahap persepsi responden terhadap K & K, pekali Korelasi Pearson telah digunakan. Hasil kajian menunjukkan bahawa staf Roadcare (M) Sdn Bhd mempunyai tahap persepsi yang memuaskan terhadap K & K apabila mencatatkan min skor keseluruhan 3.5. Aspek-aspek persepsi staf terhadap K & K yang dikaji ialah komitmen pihak pengurusan, penglibatan pekerja, latihan dan pendidikan, komunikasi dan prestasi keselamatan. Penilaian terhadap faktor-faktor dominan yang mempengaruhi tahap persepsi staf Roadcare (M) Sdn Bhd dalam aspek K & K pekerjaan pula menunjukkan bahawa faktor latihan dan pendidikan adalah merupakan faktor yang paling dominan dalam mempengaruhi tahap persepsi responden terhadap K & K. Kajian ini mendapati bahawa bagi meningkatkan lagi tahap persepsi staf Roadcare (M) Sdn Bhd terhadap K & K maka seharusnya pihak pentadbiran Roadcare (M) Sdn Bhd perlulah memperbanyakkan program latihan, menambah kempen-kempen kesedaran tentang K & K dan mengadakan program-program K & K secara berterusan ataupun berkala kepada staf yang bertugas di kawasan berisiko tinggi.

ABSTRACT

The purpose of this study is to determine the level of perception among Roadcare (M) Sdn Bhd staff towards safety and health at the workplace. The sample consists of 105 respondents. In conducting this study, questionnaires were used as the main instrument for obtaining data. Data were analyzed descriptively using frequencies, percentage and mean index in order to determine the level of perception of respondents towards safety and health. To examine the relationship between demographic factors and the level of respondents perception towards safety and health, the Pearson Correlation was used. The results showed that Roadcare (M) Sdn Bhd staff had a satisfy level of perceptions on the safety and health based on their overall mean score of 3.5. Aspects of the staff's level of perception towards safety and health that were studied were management commitment, employee involvement, training and education, communication and safety performance. Futher evaluation showed that the dominant factors that influenced the level of perception of Roadcare (M) Sdn Bhd staff with regards to safety and health were training and education. This study concludes that in order to raise the level of perception towards safety and health, the Roadcare (M) Sdn Bhd's administration should increase the number of training programmes, safety and health awareness campaigns, offer continuous or periodic safety and health programmes for staff involved in high risk area.

PENGHARGAAN

Dengan nama Allah Yang Maha Pengasih Lagi Maha Penyayang

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SENARAI SINGKATAN

AKKP	Akta Keselamatan dan Kesihatan Pekerjaan
DOSH	Department of Occupational Safety and Health
NIOSH	Institut Keselamatan dan Kesihatan Pekerja
JKKP	Jawatankuasa Keselamatan dan Kesihatan Pekerjaan
K&K	Keselamatan dan Kesihatan
ILO	International Labour Organization
INSAG	International Nuclear Safety Advisory Group
FTSE	Financial Times Stock Exchange
CIDB	Construction Industry Development Board

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BAB 1

PENDAHULUAN

1.0 Pengenalan

Roadcare (M) Sdn Bhd adalah sebuah syarikat yang dinamik dan progresif yang lengkap dengan penyelesaian yang optimum kepada pelanggan. Syarikat ini memulakan operasinya pada Ogos 1999 sebagai sebuah anak syarikat milik HCM Engineering Sdn Bhd yang membawa bersama pengalaman yang luas dalam pembinaan kejuruteraan dan penyelenggaraan jalan.

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LAMPIRAN 1

BORANG SOAL SELIDIK

SAFETY CULTURE SURVEY

We would like to find out how you feel about your organization safety practices and principles, and in doing so we would like you to complete this questionnaire.

All responses will be treated in strictly confidential and there is no requirement to put your name to this questionnaire. The responses will be processed in confidence by the researcher.

It should take 15 to 20 minutes to complete Part A and Part B of this questionnaire.

Please answer all items and return the completed survey to the individual providing you with this survey.

Thank you for your co-operation.

SYED HAAMID SAGGAFF SYED MOHAMAD

Traffic and Safety Unit

Roadcare (M) Sdn Bhd

SOAL SELIDIK BUDAYA KESELAMATAN

Kami ingin mengetahui apakah pendapat anda tentang amalan dan prinsip keselamatan di organisasi anda bekerja. Bagi mengetahuinya, kami ingin anda menjawab soalan-soalan yang telah disediakan.

Semua jawapan dan pendapat anda akan dirahsiakan tanpa memerlukan mencatatkan nama anda pada kertas jawapan. Semua jawapan dan pendapat anda akan di proses oleh penyelidik.

Ia akan mengambil masa selama 15 hingga 20 minit bagi menjawab semua soalan di Bahagian A dan Bahagian B. Sila jawab semua soalan dan serahkan semula jawapan anda kepada individu yang memberikan soalan kaji selidik ini.

Terima kasih di atas kerjasama yang diberikan oleh anda.

SYED HAAMID SAGGAFF SYED MOHAMAD

Unit Keselamatan dan Trafik

Roadcare (M) Sdn Bhd

Part A: Respondents Personal Profile/ Bahagian A: Profil Peribadi Responden.

Please tick (/) the answer that is relevant to your position.

Department								
Sex	<input type="checkbox"/>	Male			<input type="checkbox"/>	Female		
Race	<input type="checkbox"/>	Malay			<input type="checkbox"/>	Indian		
	<input type="checkbox"/>	Chinese			<input type="checkbox"/>	Others	<input type="checkbox"/>	
Age	<input type="checkbox"/>	20- 30 years			<input type="checkbox"/>	41 – 50 years		
	<input type="checkbox"/>	31- 40 years			<input type="checkbox"/>	51 years and above		
Marital status	<input type="checkbox"/>	Single	<input type="checkbox"/>	Married	<input type="checkbox"/>	Widow	<input type="checkbox"/>	Widower
Position	<input type="checkbox"/>	Technician/Machinist			<input type="checkbox"/>	Manager		
	<input type="checkbox"/>	Clerk/Supervisor			<input type="checkbox"/>	Executive		
	<input type="checkbox"/>	General worker			<input type="checkbox"/>	Team Leader		
Education level	<input type="checkbox"/>	Standard 6/UPSR			<input type="checkbox"/>	Diploma		
	<input type="checkbox"/>	PMR			<input type="checkbox"/>	Degree		
	<input type="checkbox"/>	SPM			<input type="checkbox"/>	Master Degree		
	<input type="checkbox"/>	STPM			<input type="checkbox"/>	Others		
Years of service	<input type="checkbox"/>	Less than 5years			<input type="checkbox"/>	11 to 15 years		
	<input type="checkbox"/>	6 to 10 years			<input type="checkbox"/>	15 years above		

Jabatan					
Jantina		Lelaki			Perempuan
Bangsa		Melayu			India
		Cina			Lain-lain
Umur		20- 30 tahun			41 – 50tahun
		31 – 40 tahun			51tahun keatas
Taraf perkahwinan		Bujang		Kahwin	Duda
					Janda
Jawatan		Juruteknik/Jurumesin			Pengurus
		Kerani/Penyelia			Eksekutif
		Pekerja Am			Ketua Kumpulan
Taraf pendidikan		Darjah 6/UPSR			Diploma
		SRP/PMR			Ijazah Sarjana Muda
		SPM			Ijazah Sarjana
		STPM			Lain-lain
Tempoh perkhidmatan		Kurang dari 5 tahun			11 hingga 15 tahun
		6 hingga 10 tahun			15 tahun keatas

Part B: Safety Survey Questionnaire.

Bahagian B : Soalan Kajiselidik Keselamatan.

We would like to know how much you agree or disagree with each of the following statement related to your organization. Tick (/) the choice that best describe your opinion. Only one answer for each question.

Kami ingin mengetahui sebanyak mana anda bersetuju atau tidak dengan setiap kenyataan berkaitan organisasi anda. Sila tandakan (/) pilihan jawapan yang terbaik pada pandangan anda. Hanya satu jawapan sahaja untuk setiap soalan.

Strongly disagree <i>Sangat tidak bersetuju</i>	Disagree <i>Tidak bersetuju</i>	Neither agree nor disagree <i>Tidak Pasti</i>	Agree <i>Setuju</i>	Strongly agree <i>Sangat Bersetuju</i>
1	2	3	4	5

INDEPENDENT VARIABLES (SAFETY CULTURE)

MANAGEMENT COMMITMENT / KOMITMEN PIHAK PENGURUSAN	
1. The company puts sufficient resources into safety. <i>Pihak syarikat menyediakan sumber yang cukup untuk keselamatan para pekerja.</i>	1 2 3 4 5
2. Senior managers take safety issues into account when making decision. <i>Pihak pengurusan mengambil kira isu keselamatan dalam membuat keputusan.</i>	1 2 3 4 5
3. Management readily acts upon safety suggestions from staff. <i>Pihak pengurusan membuat tindakan terhadap cadangan keselamatan oleh pekerja.</i>	1 2 3 4 5
4. I get a good response from my manager when I raise a safety issue to him. <i>Saya mendapat layanan yang baik dari pengurus saya apabila saya mengemukakan isu-isu keselamatan kepadanya.</i>	1 2 3 4 5
5. I am provided with suitable and sufficient PPE for my job. <i>Saya dibekalkan dengan alat perlindungan keselamatan yang mencukupi dan sesuai dengan kerja saya.</i>	1 2 3 4 5
6. Management place a low priority on Health and Safety Training. <i>Pihak pengurusan kurang mengutamakan Latihan Kesihatan</i>	1 2 3 4 5

<i>dan Keselamatan</i>					
7. Management only bother to Safety & Health after an accident happened. <i>Pihak pengurusan hanya mengambil tindakan tentang Keselamatan Dan Kesihatan setelah berlakunya kemalangan.</i>					1 2 3 4 5
Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly Agree	
<i>Sangat tidak setuju</i>	<i>Tidak setuju</i>	<i>Tidak pasti</i>	<i>Setuju</i>	<i>Sangat setuju</i>	
1	2	3	4	5	
8. There is a reward & recognition program for safety innovation & idea. <i>Pihak pengurusan menyediakan hadiah dan penghargaan kepada pekerja yang memberi idea dan inovasi tentang keselamatan.</i>					1 2 3 4 5
9. Management's supportive in promotion safety working culture. <i>Pihak pengurusan menyokong promosi tentang budaya kerja selamat.</i>					1 2 3 4 5
WORKERS PARTICIPATION / PENGLIBATAN PEKERJA					
10. I am responsible for the safety of myself and others (colleagues). <i>Saya bertanggungjawab tentang keselamatan diri sendiri dan rakan sekerja</i>					1 2 3 4 5
11. I am aware of the safe system of work before I start a job. <i>Saya sentiasa peka terhadap sistem kerja selamat sebelum memulakan kerja.</i>					1 2 3 4 5
12. Discussions about safety in the meetings (safety meeting & other) frankly & openly. <i>Sentiasa membincangkan tentang keselamatan secara terbuka di dalam mesyuarat.</i>					1 2 3 4 5
13. I have opportunity to discuss daily job with my manager or immediate superior. <i>Saya berpeluang untuk berbincang tentang kerja harian dengan pihak pengurusan dan penyelia.</i>					1 2 3 4 5
14. Work as a team (Mgt & employees) to tackle safety & other work related problem. <i>Bekerja secara berkumpulan (pihak pengurusan dan pekerja) dalam menyelesaikan masalah berkaitan kerja dan juga keselamatan.</i>					1 2 3 4 5
15. Everybody understands their safety responsibilities and acts accordingly. <i>Setiap pekerja memahami tentang tanggungjawab keselamatan dan berkelakuan secara sepatutnya.</i>					1 2 3 4 5
16. When I see potential safety hazard, I am willing to correct it myself if possible. <i>Apabila saya melihat bahaya keselamatan, saya bersedia untuk memperbaikinya sendiri jika boleh dan berkemampuan.</i>					1 2 3 4 5
17. My colleague would react strongly against people who breaks safety procedures. <i>Rakan sekerja saya akan mengambil tindakan terhadap orang lain yang</i>					1 2 3 4 5

<i>melanggar peraturan keselamatan.</i>					
18. Employees here always work safely even when they are not being supervised. <i>Para pekerja sentiasa mengamalkan kerja dengan selamat walaupun tanpa penyelia.</i>		1	2	3	4 5
19. I am willing to warn my colleague, if they are working unsafely. <i>Saya akan menegur rakan sekerja saya jika mereka bekerja tanpa keselamatan.</i>		1	2	3	4 5
20. Sometimes I take shortcuts in performing my job it's sensible to do so. <i>Kadang kala saya mengambil jalan pintas semasa melaksanakan kerja jika ianya munasabah untuk dilakukan.</i>		1	2	3	4 5
TRAINING AND EDUCATION/ LATIHAN DAN PENDIDIKAN					
21. The training I had attended covered all the safety and health risks associated with the work for which I am responsible. <i>Latihan yang telah diberikan kepada saya meliputi semua risiko keselamatan dan kesihatan yang berkaitan dengan kerja dan tanggungjawab saya.</i>		1	2	3	4 5
22. I have received training on emergency procedures and workplace arrangements. <i>Saya telah diberi latihan tentang prosedur kecemasan dan persiapan untuk tempat kerja.</i>		1	2	3	4 5
23. I have been briefed to identify safety hazards in the workplace. <i>Saya telah diberi taklimat tentang mengenalpasti bahaya keselamatan di tempat kerja</i>		1	2	3	4 5
Strongly disagree	Disagree	Neither agree nor disagree		Agree	Strongly Agree
<i>Sangat tidak setuju</i>	<i>Tidak setuju</i>	<i>Tidak pasti</i>		<i>Setuju</i>	<i>Sangat setuju</i>
1	2	3		4	5
24. I have received safety awareness training before assign to work <i>Saya telah diberi latihan kesedaran keselamatan sebelum mula bekerja</i>		1	2	3	4 5
25. Safety component included in all new employees orientation programs (induction). <i>Topik keselamatan termasuk di dalam sesi orintasi pekerja- pekerja baru (induksi).</i>		1	2	3	4 5
26. All staff, workers and managers receive specific training in procedures to identify and report safety concerns, adverse events, near misses and errors. <i>Semua pekerja, pegawai dan pengurus menerima latihan khusus terhadap prosedur untuk mengenalpasti, melapor urusan keselamatan, kejadian, kemalangan dan kesalahan.</i>		1	2	3	4 5
COMMUNICATION / KOMUNIKASI					
27. There are good communications here about safety and health issues. <i>Terdapat satu komunikasi yang baik terhadap isu-isu keselamatan dan</i>		1	2	3	4 5

<i>kesihatan</i>	
28. I received useful and accurate safety information. <i>Saya menerima maklumat keselamatan yang berguna dan tepat</i>	1 2 3 4 5
29. The company encourages suggestion on safety & health improvement. <i>Cadangan untuk meningkatkan keselamatan dan kesihatan adalah digalakkan oleh pihak syarikat.</i>	1 2 3 4 5
30. There is good feedback from management on reported safety issues. <i>Terdapat tindakbalas yang baik dari pihak pengurusan terhadap laporan keselamatan yang diterima</i>	1 2 3 4 5
31. I can report an accident or near miss without fear of blame or retribution. <i>Saya boleh melaporkan kemalangan atau kemalangan nyaris yang berlaku tanpa rasa takut disalahkan atau dihukum .</i>	1 2 3 4 5
32. Accident which happen here are always reported. <i>Kemalangan yang berlaku di sini sentiasa dilaporkan</i>	1 2 3 4 5
33. Information on current safety performance is easily available. <i>Maklumat semasa tentang prestasi keselamatan sangat mudah diperolehi</i>	1 2 3 4 5
34. I have given sufficient information on management's decision regarding safety matters. <i>Saya telah diberi maklumat yang secukupnya terhadap keputusan pihak pengurusan berkenaan isu-isu keselamatan.</i>	1 2 3 4 5
35. I believe that management has communicated a clear vision of safety to them. <i>Saya percaya bahawa pihak pengurusan telah memberikan maklumat yang jelas tentang visi dan matlamat keselamatan kepada mereka.</i>	1 2 3 4 5
36. Some safety and health procedures/rules are not really practical. <i>Sesetengah prosedur atau peraturan keselamatan dan kesihatan adalah tidak praktikal</i>	1 2 3 4 5
37. The company has a good system for identifying and dealing with safety problems. <i>Syarikat ini mempunyai sistem yang baik dalam mengenalpasti dan menguruskan masalah-masalah keselamatan.</i>	1 2 3 4 5
<p>Section 3: The purpose of this checklist is to provide a quick self-assessment with the main requirement of safety and health legislation and principles of best practices. It aims to highlight your organization performance in terms of safety and health management.</p> <p><i>Bahagian 3: Tujuan senarai semak ini adalah untuk menyediakan satu penilaian-kendiri yang mudah terhadap keperluan utama perundangan keselamatan & kesihatan dan juga prinsip amalan terbaik. Ianya bertujuan untuk melihat tahap prestasi pengurusan keselamatan dan kesihatan.</i></p>	

SAFETY PERFORMANCE / PRESTASI KESELAMATAN (DEPENDENT VARIABLES)	
	YES / NO
38. Do you feel safe at your workplace? <i>Adakah anda rasa selamat di tempat kerja anda ?</i>	
39. Does your company take all safety measures to ensure employees safety? <i>Adakah syarikat ini mengambil kawalan keselamatan untuk memastikan keselamatan pekerjanya?</i>	
40. Does your company have safety & health policy? <i>Adakah syarikat ini mempunyai Polisi keselamatan dan Kesihatan?</i>	
41. Does the safety policy meet the legal requirements and best practices of Safety & health? <i>Adakah polisi keselamatan di syarikat ini memenuhi kehendak perundangan dan amalan terbaik bagi Keselamatan dan Kesihatan?</i>	
42. Does the policy has been reviewed and updated? <i>Adakah polisi tersebut di kaji semula dan dikemaskini ?</i>	
43. Does the policy being implemented effectively? <i>Adakah polisi ini di laksanakan dengan berkesan?</i>	
44. Does your company provide safety and health information to employees? <i>Adakah syarikat anda menyediakan maklumat keselamatan dan kesihatan kepada pekerja?</i>	
45. Does your company have a safety and health committee? <i>Adakah syarikat anda mempunyai jawatankuasa keselamatan dan kesihatan pekerjaan?</i>	
46. Does your company set safety and health objectives on organization level? <i>Adakah syarikat anda mempunyai objektif keselamatan dan kesihatan diperingkat organisasi?</i>	
47. Does your company set safety and health objectives on individual level? <i>Adakah syarikat anda mempunyai objektif keselamatan dan kesihatan diperingkat individu?</i>	
48. Are workplace risk assessments being carried out? <i>Adakah penilaian risiko telah dibuat di syarikat anda?</i>	
49. Are system in placed to ensure risk assessment are reviewed when appropriate? <i>Adakah di tempat kerja anda terdapat sistem untuk memastikan penilaian risiko dikaji semula bila bersesuaian?</i>	

<p>50. Are safety inspections being carry out? <i>Adakah pemeriksaan keselamatan dilakukan di tempat kerja anda?</i></p>	
<p>51. Do you have system for reporting accidents? <i>Adakah terdapat sistem untuk anda melaporkan kemalangan?</i></p>	
<p>52. Do you have an audit system in placed? <i>Adakan terdapat pelaksanaan sistem pengauditan di tempat kerja anda?</i></p>	
<p>53. Does your company have procedures for safety and health? <i>Adakah syarikat anda mempunyai prosedur untuk keselamatan dan kesihatan?</i></p>	
<p>54. Does your company review your safety and health programs implementation? <i>Adakah syarikat anda mengkaji semula pelaksanaan program keselamatan dan kesihatan?</i></p>	