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



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SAFETY BEHAVIOUR AMONG SME EMPLOYEES**



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## ABSTRACT

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

Kertas kajian ini membincangkan hubungan antara amalan pengurusan keselamatan, kesedaran keselamatan dan tingkah laku keselamatan di kalangan pekerja pembuatan Kecil dan Sederhana. Kajian ini diukur pada skala 7 mata Likert. Kajian ini juga meneroka hubungan pembolehubah dengan menggunakan kaedah deskriptif dan menggunakan soalan kaji selidik sebagai kaedah tinjauan di mana responden yang menjawab soalan telah ditadbir melalui soal selidik. Berdasarkan objektif penyelidikan, Sampling Probability dipilih sebagai kaedah persampelan. Kadar tindak balas, profil demografi frekuensi statistik responden, analisis kebolehpercayaan, analisis deskriptif, analisis hubungkait Pearson dan analisis regresi berganda telah dilakukan. Pakej Statistik untuk Sains Sosial (SPSS) versi 23.0 digunakan untuk melaksanakan analisis statistik. Ujian kebolehpercayaan menunjukkan bahawa semua item yang mengukur kedua-dua dimensi pembolehubah bebas serta semua pembolehubah bergantung adalah boleh dipercayai. Keputusan korelasi Pearson menunjukkan bahawa daripada tujuh pembolehubah hanya enam pembolehubah (iaitu kesedaran keselamatan, latihan keselamatan, peraturan keselamatan dan prosedur, penglibatan pekerja, komitmen pengurusan dan komunikasi keselamatan dan maklum balas) mempunyai korelasi yang positif dengan pematuhan keselamatan. Untuk penyertaan keselamatan, kesemua tujuh pemboleh ubah bebas adalah berkaitan. Analisis regresi berganda menunjukkan daripada empat belas hipotesis yang dibangunkan, hanya dua belas hipotesis antara amalan pengurusan keselamatan dan kesedaran keselamatan dengan tingkah laku keselamatan. Walau bagaimanapun, dua pembolehubah bebas amalan pengurusan keselamatan tidak berhubungkait kepada pematuhan keselamatan.

Kata kunci:

Amalan pengurusan keselamatan, kesedaran keselamatan, tingkah laku keselamatan, penyertaan keselamatan, pematuhan keselamatan, pekerja pembuatan PKS.



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## TABLE OF CONTENTS

<b>TITLE</b>	<b>Page</b>
<b>CERTIFICATION OF DISSERTATION</b>	ii
<b>PERMISSION TO USE</b>	iii
<b>DISCLAIMER</b>	iv
<b>ABSTRACT</b>	v
<b>ABSTRAK</b>	vi
<b>ACKNOWLEDGEMENT</b>	vii
<b>CONTENTS</b>	viii
<b>LIST OF TABLES</b>	xii
<b>LIST OF FIGURES</b>	xiii
<b>LIST OF ABBREVIATIONS</b>	xiv
<b>CHAPTER 1 INTRODUCTION</b>	
1.1 Introduction	1
1.2 Background of the study	1
1.3 Problem statement	9
1.4 Research questions	11
1.5 Research objectives	12
1.6 Significance of the study	12
1.7 Summary	14
<b>CHAPTER 2 LITERATURE REVIEW</b>	
2.1 Introduction	15
2.2 Occupational safety and health development in Malaysia	15

2.2.1	Occupational safety and health legislations in Malaysia	17
2.3	Occupational safety and health in Small and Medium Enterprises (SMEs)	18
2.4	Empirical studies on safety behaviour	20
2.5	Empirical studies on safety management practices	21
2.5.1	Management commitment and safety behaviour	22
2.5.2	Safety training and safety behaviour	23
2.5.3	Workers' involvement and safety behaviour	24
2.5.4	Safety communication and feedback and safety behaviour	26
2.5.5	Safety rules and procedures and safety behaviour	27
2.5.6	Safety promotion and policies and safety behaviour	28
2.6	Safety consciousness	30
2.7	Summary	31
<b>CHAPTER 3 METHODOLOGY</b>		
3.1	Introduction	32
3.2	Research framework	32
3.3	Conceptual definition	33
3.3.1	Management commitment	33
3.3.2	Safety training	34
3.3.3	Workers' involvement	34
3.3.4	Safety communication and feedback	34
3.3.5	Safety rules and procedures	35
3.3.6	Safety promotion and policies	35
3.3.7	Safety consciousness	35
3.3.8	Safety compliance	36

3.3.9	Safety participation	36
3.4	Measurement of variables or instrumentation	36
3.5	List of hypotheses	43
3.6	Research design	44
3.7	Population and sampling	44
3.8	Data collection procedure	45
3.9	Data analysis technique	46
3.10	Summary	48

#### **CHAPTER 4 FINDINGS OF THE STUDY**

4.1	Introduction	49
4.2	Response rate	49
4.3	Respondents' demographic	50
4.4	Reliability analysis	53
4.5	Variables descriptive analysis	55
4.6	Pearson correlation analysis	56
4.7	Hypotheses testing	59
4.7.1	Hypotheses testing for safety compliance and safety participation	59
4.8	Summary	64

#### **CHAPTER 5 DISCUSSION, IMPLICATION, SUGGESTION AND CONCLUSION**

5.1	Introduction	65
5.2	Discussion	65
5.2.1	Management commitment with safety behaviour	66

5.2.2	Safety training with safety behaviour	68
5.2.3	Workers' involvement with safety behaviour	69
5.2.4	Safety communication and feedback with safety behaviour	71
5.2.5	Safety rules and procedures with safety behaviour	72
5.2.6	Safety promotion and policies with safety behaviour	73
5.2.7	Safety consciousness with safety behaviour	74
5.3	Implications	75
5.3.1	Theoretical implications	75
5.3.2	Practical implication	76
5.4	Limitations and future research suggestion	77
5.5	Conclusions	78
	<b>REFERENCES</b>	79
	<b>APPENDIX</b>	91



## LIST OF TABLES

		Page
Table 1.1	SMEs definition by category	2
Table 1.2	Number of establishments by SMEs manufacturing industry in Malaysia	3
Table 1.3	Number of employees engaged in manufacturing sub-sector	3
Table 1.4	Accidents contributed by manufacturing industry in Malaysia	5
Table 3.1	Independent variable sources	38
Table 3.2	Dependent variable source	42
Table 3.3	Cronbach's Alpha measures	46
Table 4.1	Response rate	50
Table 4.2	Respondents' demographic background	50
Table 4.3	Reliability coefficients before and after items deleted	54
Table 4.4	Descriptive statistics for main variables	56
Table 4.5	Correlation analysis	58
Table 4.6	Multiple regression results on safety compliance	59
Table 4.7	Multiple regression results on safety participation	60
Table 4.8	Hypotheses results	63

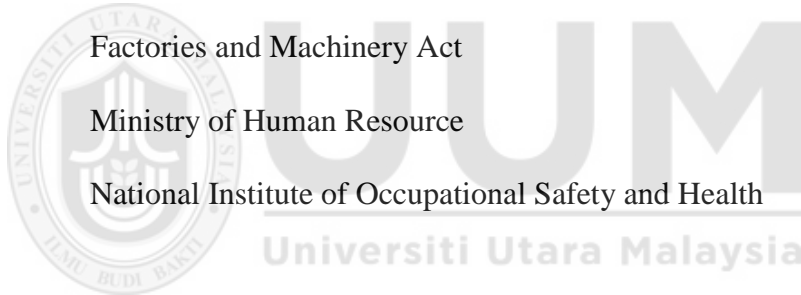
## LIST OF FIGURES

	Page
Figure 3.1      Theoretical framework	33



## LIST OF ABBREVIATIONS

SME	Small and Medium Enterprise
OSH	Occupational Safety and Health
GDP	Gross Domestic Product
ILO	International Labour Organization
DOSH	Department of Occupational Safety and Health
OSHMP	Occupational Safety and Health Master Plan
OSHA	Occupational Safety and Health Act
SOCISO	Social Security Organization
SMI	Small and Medium Industry
FMA	Factories and Machinery Act
MOHR	Ministry of Human Resource
NIOSH	National Institute of Occupational Safety and Health





# 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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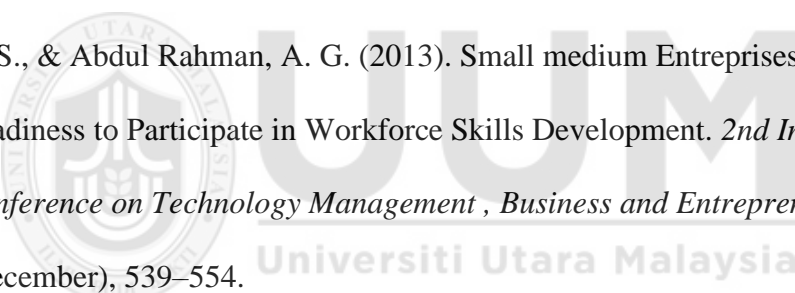
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## APPENDIX



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 FOUZDY**

Matric ID: 820306

Universiti Utara Malaysia

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*Tuan / Puan yang dihormati,*

*Terima kasih kerana bersetuju menyertai kajian ini.*

*Saya merupakan pelajar Sarjana dari Universiti Utara Malaysia yang sedang menjalankan kajian mengenai amalan keselamatan di Industri Kecil dan Sederhana (IKS).*

*Bersama-sama ini disertakan soal selidik yang berkaitan amalan keselamatan di organisasi ini. Namun begitu, saya hargai jika anda sudi menjawab **kesemua soalan** kerana penglibatan anda dalam tinjauan ini akan mempengaruhi ketepatan dan menyumbang kepada kejayaan kajian ini.*

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

*Saya amat hargai kerjasama dan penglibatan anda dalam tinjauan ini dan saya ucapkan terima kasih.*

*Jika anda berminat dengan dapatan 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 FOUZDY**

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)*





- 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) \_\_\_\_\_

**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:*

1	2	3	4	5	6	7
Strongly disagree	Disagree	Somewhat disagree	Neutral	Somewhat agree	Agree	Strongly agree
<i>Sangat tidak setuju</i>	<i>Tidak setuju</i>	<i>Agak tidak bersetuju</i>	<i>Neutral</i>	<i>Agak setuju</i>	<i>Setuju</i>	<i>Sangat setuju</i>

**MANAGEMENT COMMITMENT**  
**KOMITMEN PENGURUSAN**

1. Safety is given high priority by the department. 1 2 3 4 5 6 7  
*Jabatan ini memberi keutamaan kepada keselamatan.*
2. Safety rules and procedures are strictly followed by the management. 1 2 3 4 5 6 7  
*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 6 7  
*Tindakan pembetulan sering diambil oleh pihak pengurusan apabila dimaklumkan mengenai amalan yang tidak selamat.*

4. Management considers safety to be equally important as production. 1 2 3 4 5 6 7  
*Pihak pengurusan merasakan keselamatan dan pengeluaran adalah sama penting.*
5. When near-miss accidents are reported, my management acts quickly to solve the problems. 1 2 3 4 5 6 7  
*Apabila kemalangan nyaris dilaporkan, pihak pengurusan bertindak segera untuk menyelesaikan masalah tersebut.*
6. My company provides sufficient personal protective equipment for the workers. 1 2 3 4 5 6 7  
*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. 1 2 3 4 5 6 7  
*Syarikat ini memberi latihan menyeluruh kepada pekerja mengenai isu keselamatan dan kesihatan di tempat kerja.*
11. Newly recruits are trained adequately to learn safety rules and procedures. 1 2 3 4 5 6 7  
*Pekerja baharu dilatih secukupnya untuk mempelajari peraturan dan prosedur keselamatan.*
12. Safety issues are given high priority in training programmes. 1 2 3 4 5 6 7  
*Isu keselamatan diberi keutamaan dalam program latihan.*
13. I am not adequately trained to respond to emergency situations in my workplace. 1 2 3 4 5 6 7  
*Saya tidak dilatih secukupnya untuk bertindak dalam situasi kecemasan di tempat kerja.*
14. Management encourages the workers to attend safety training programmes. 1 2 3 4 5 6 7  
*Pihak pengurusan menggalakkan pekerja menghadiri program latihan keselamatan.*
15. Safety training given to me is adequate to enable to assess hazards in workplace. 1 2 3 4 5 6 7

*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.<br><br><i>Pihak pengurusan sentiasa mengalu-alukan pandangan daripada pekerja sebelum membuat keputusan akhir mengenai hal-hal keselamatan.</i> | 1 | 2 | 3 | 4 | 5 | 6 | 7 |
| 17. | My company has safety committees consisting of representatives of management and employees.<br><br><i>Syarikat ini mempunyai jawatankuasa keselamatan yang terdiri daripada wakil pengurusan dan pekerja.</i>  | 1 | 2 | 3 | 4 | 5 | 6 | 7 |
| 18. | Management promotes employees' involvement in safety related matters.<br><br><i>Pihak pengurusan menggalakkan penglibatan pekerja dalam hal-hal berkaitan keselamatan.</i>   | 1 | 2 | 3 | 4 | 5 | 6 | 7 |
| 19. | Management consults with employees regularly about workplace health and safety issues.<br><br><i>Pihak pengurusan kerap berunding dengan pekerja mengenai isu keselamatan dan kesihatan di tempat kerja.</i>   | 1 | 2 | 3 | 4 | 5 | 6 | 7 |
| 20. | Employees do not sincerely participate in identifying safety problems.<br><br><i>Pekerja melibatkan diri secara tidak ikhlas dalam mengenalpasti masalah keselamatan.</i>  | 1 | 2 | 3 | 4 | 5 | 6 | 7 |

**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.<br><br><i>Syarikat ini tidak mempunyai sistem pelaporan bahaya yang membolehkan pekerja menyampaikan maklumat bahaya sebelum insiden berlaku.</i> | 1 | 2 | 3 | 4 | 5 | 6 | 7 |
| 22. | Management operates an open-door policy on safety issues.<br><br><i>Pihak pengurusan mengamalkan polisi keterbukaan berkenaan isu keselamatan.</i>   | 1 | 2 | 3 | 4 | 5 | 6 | 7 |

23. There is sufficient opportunity to discuss and deal with safety issues in meetings. 1 2 3 4 5 6 7  
*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. 1 2 3 4 5 6 7  
*Halatuju dan matlamat keselamatan di syarikat ini adalah tidak jelas kepada pekerja.*
25. There is open communication about safety issues in this workplace. 1 2 3 4 5 6 7  
*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. 1 2 3 4 5 6 7  
*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. 1 2 3 4 5 6 7  
*Fasiliti di jabatan keselamatan tidak mencukupi untuk memenuhi keperluan di syarikat ini.*
28. My supervisors and managers always try to enforce safe working procedures. 1 2 3 4 5 6 7  
*Penyelia dan pengurus saya sentiasa cuba untuk menguatkuasakan prosedur kerja selamat.*
29. Safety inspections are carried out regularly. 1 2 3 4 5 6 7  
*Pemeriksaan keselamatan kerap dijalankan.*
30. The safety procedures and practices in this organization are useful and effective. 1 2 3 4 5 6 7  
*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. 1 2 3 4 5 6 7  
*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.). 1 2 3 4 5 6 7  
*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. 1 2 3 4 5 6 7  
*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. 1 2 3 4 5 6 7  
*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. 1 2 3 4 5 6 7  
*Penyelia kami menjadi sangat tidak gembira dan marah apabila mendapati pekerja mengenalpasti dan melaporkan keadaan dan tindakan tidak selamat di seksyen kami.*

**SAFETY CONSCIOUSNESS**  
**KESEDARAN KESELAMATAN**

36. I know what protective equipment and / or clothing is required for my job. 1 2 3 4 5 6 7  
*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. 1 2 3 4 5 6 7

*Saya menyedari risiko keselamatan yang terlibat dalam pekerjaan saya.*

38. I know where the fire extinguishers are in my workplace. 1 2 3 4 5 6 7  
*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). 1 2 3 4 5 6 7  
*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. 1 2 3 4 5 6 7  
*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. 1 2 3 4 5 6 7  
*Saya tahu prosedur yang harus diikuti jika berlaku kecederaan semasa shif bekerja saya.*
42. I would know what to do if an emergency occurred on my shift (e.g. fire). 1 2 3 4 5 6 7  
*Saya tahu apa yang perlu dilakukan jika kecemasan berlaku semasa shif bekerja saya (contohnya: kebakaran).*

**SAFETY COMPLIANCE**  
**PEMATUHAN KESELAMATAN**

43. I use the correct safety procedures for carrying out my job. 1 2 3 4 5 6 7  
*Saya menggunakan prosedur keselamatan yang betul dalam melaksanakan kerja.*
44. I use all the necessary safety equipment to do my job. 1 2 3 4 5 6 7  
*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. 1 2 3 4 5 6 7  
*Saya memastikan tahap keselamatan paling tinggi semasa melakukan kerja saya.*

**SAFETY PARTICIPATION**  
**PENGLIBATAN KESELAMATAN**

46. I promote the safety program within the organization. 1 2 3 4 5 6 7  
*Saya mempromosikan program keselamatan dalam syarikat ini.*
47. I put in extra effort to improve the safety of the workplace. 1 2 3 4 5 6 7  
*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. 1 2 3 4 5 6 7  
*Saya secara sukarela melakukan tugas atau aktiviti untuk membantu meningkatkan keselamatan di tempat kerja.*

**- THANK YOU / TERIMA KASIH -**

