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**KAJIAN TENTANG FAKTOR-FAKTOR YANG MEMPENGARUHI
TINGKAHLAKU KESELAMATAN DALAM KALANGAN PEKERJA DI
UNIKL MIAT**

Oleh:



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**Tesis Diserahkan kepada
Othman Yeop Abdullah Graduate School of Business
Universiti Utara Malaysia
Bagi Memenuhi Keperluan Sarjana Sains
Pengurusan Keselamatan dan Kesihatan Pekerjaan
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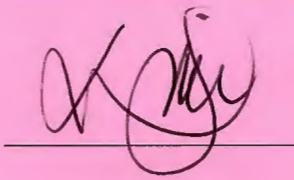
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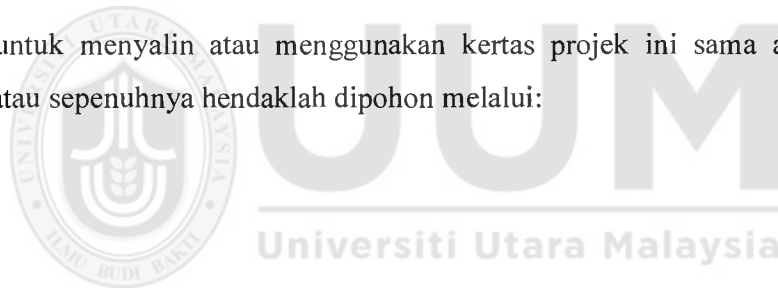
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KEBENARAN MERUJUK

Kertas projek ini dikemukakan sebagai memenuhi kepeluan bagi pengurniaan Sarjana Sains dalam Pengurusan Keselamatan dan Kesihatan Pekerjaan, Universiti Utara Malaysia (UUM). Saya dengan ini bersetuju membenarkan pihak perpustakaan Universiti Utara Malaysia mempamerkannya sebagai bahan rujukan umum. Saya juga bersetuju bahawa sebarang bentuk salinan sama ada secara keseluruhan atau sebahagian daripada kertas projek ini untuk tujuan akademik perlulah mendapat kebenaran daripada Penyelia Kertas Projek atau Dekan Othman Yeop Abdullah Graduate School of Business terlebih dahulu. Sebarang bentuk salinan dan cetakan bagi tujuan komersil adalah dilarang sama sekali tanpa kebenaran bertulis daripada penyelidik. Pernyataan rujukan kepada penulis dan Universiti Utara Malaysia perlulah dinyatakan jika rujukan terhadap kertas projek ini dilakukan.

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ABSTRAK

Kajian ini adalah kajian kuantitatif yang mengukur faktor-faktor keselamatan terhadap tingkahlaku keselamatan bagi pkerja UniKL MIAT. Kajian ini telah mengukur faktor-faktor keselamatan seperti keselamatan pekerjaan, keselamatan rakan sekerja, penyeliaan keselamatan, pengurusan keselamatan dan program keselamatan sebagai pembolehubah peramal (IV) yang mempengaruhi tingkah laku keselamatan (DV). Kajian ini juga menentukan secara deskriptif tahap faktor-faktor tersebut dan hubungan signifikan antara IV dan DV. Dapatan kajian menunjukkan bahawa tiada perhubungan yang signifikan bagi faktor keselamatan rakan sekerja ($r = 0.070$, $p = 0.588$) dan faktor program keselamatan ($r = -0.075$, $p = 0.565$), sementara terdapat hubungan signifikan bagi faktor keselamatan pekerjaan ($r = 0.344$, $p = 0.006$), faktor penyeliaan keselamatan ($r = 0.394$, $p = 0.02$) dan faktor pengurusan keselamatan ($r = 0.445$, $p = 0.000$) terhadap tingkah laku keselamatan. Kajian ini juga menunjukkan bahawa terdapat pengaruh faktor keselamatan pekerjaan ($\beta = -0.731$, $p = 0.000$), faktor keselamatan rakan sekerja ($\beta = -1.652$, $p = 0.000$), faktor penyeliaan keselamatan ($\beta = 1.415$, $p = 0.000$) dan faktor program keselamatan ($\beta = -0.13$, $p = 0.043$) terhadap tingkah laku keselamatan. Manakala, faktor pengurusan keselamatan ($\beta = -0.079$, $p = 0.636$) tidak mempunyai pengaruh terhadap tingkah laku keselamatan.

Katakunci: Tingkah Laku Keselamatan, Keselamatan Rakan Sekerja, Penyeliaan Keselamatan, Pengurusan Keselamatan, Program Keselamatan



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ABSTRACT

This study is a quantitative study that measures the safety factors among UniKL's MIAT staff against safety behavior. This study has measured safety factors such as job safety, coworker safety, supervisor safety, management safety and safety program as a independent variable (IV) affecting safety behavior (DV) as dependent variable among UniKL MIAT employees. The study also defines descriptive stage of these factors and the significant relationship between IV and DV. The findings show that there is no significant relationship between colleague safety ($r = 0.070$, $p = 0.588$) and safety program ($r = -0.075$, $p = 0.565$), while there is a significant correlation between job safety ($r = 0.344$, $p = 0.006$) supervisor safety ($r = 0.394$, $p = 0.02$) and management safety ($r = 0.445$, $p = 0.000$) respectively with safety behavior. This study also shows that there is a job safety effect ($\beta = -0.731$, $p = 0.000$), coworker safety ($\beta = -1.652$, $p = 0.000$), supervisor safety ($\beta = 1.415$, $p = 0.000$) = -0.13 , $p = 0.043$) with regards to safety behavior. Meanwhile, management safety ($\beta = -0.079$, $p = 0.636$) has no influence on security behavior.

Keywords: Safety Behaviour, Job Safety, Supervisor Safety, Management Safety, Safety Programme



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SENARAI SINGKATAN

CAAM	Civil Aviation Authority Malaysia
DCAM	Department of Civil Aviation Malaysia
DOSH	Department of Occupational Safety and Health
MARA	Majlis Amanah Rakyat
MIAT	Malaysian Institute of Aviation Technology
MRO	Maintenance Repair Organisation
NIOSH	National Institute of Occupational Safety and Health
OSH	Occupational Safety and Health
OSHA	Occupational Safety and Health Act
PERKESO	Pertubuhan Keselamatan Sosial
PHD	Doctor of Philosophy
PPE	Personal Protective Equipment
SMS	Safety Management System
SPM	Sijil Pelajaran Malaysia
STPM	Sijil Tinggi Pelajaran Malaysia
UniKL	Universiti Kuala Lumpur
WSS	Work Safety Scale



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BAB 1

PENGENALAN

1.0 Pengenalan

Industri penerbangan di Malaysia telah berkembang dengan rancak dan secara meluas sebagai salah satu perniagaan yang paling menguntungkan. Walau bagaimanapun, keselamatan adalah keutamaan dalam industri penerbangan. Adalah penting untuk mengetahui sejarah perkembangan Penerbangan Malaysia sejak mula diperkenalkan. Abrahams (2012) dan Said (2015) menyatakan bahawa penerbangan adalah idea yang baru dalam sistem pengangkutan awam yang bermula pada tahun 1903 apabila Wright Brothers membuat penerbangan sulong mereka.

Pihak Berkuasa Penerbangan Awam Malaysia (Civil Aviation Authority Malaysia- CAAM) dahulunya dikenali sebagai (Jabatan Penerbangan Awam Malaysia- DCAM) ditubuhkan untuk menyelia dan memantau keselamatan udara. Menteri Pengangkutan telah memberi kuasa kepada CAAM untuk semua perkara berkaitan keselamatan udara di Malaysia. Pembangunan industri penerbangan di Malaysia selari dengan pembangunan keselamatan termasuk pembentukan Sistem Pengurusan Keselamatan (Safety Management Sysytem-SMS) oleh CAAM. Dalam kajian ini, pemboleh ubah yang akan diukur adalah hubungan di antara faktor-faktor keselamatan dengan tingkah laku keselamatan dalam sesebuah organisasi. Penyelidikan ini akan dijalankan di Institut Teknologi Penerbangan Malaysia, Universiti Kuala Lumpur (Universiti Kuala Lumpur Malaysian Institute of Aviation Technology - UniKL MIAT).

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Work Safety Scale (WSS)
(Kajiselidik Skala Keselamatan Kerja)

SECTION A : ABOUT YOURSELF

Job Title (*Jawatan*) : _____

Department (*Jabatan*) : _____

Gender (*Jantina*) : Male (*Lelaki*) ☐
Female (*Perempuan*) ☐

Race (*Bangsa*) : Malay (*Melayu*) ☐
Chinese (*Cina*) ☐
Indian (*India*) ☐

Others (*Lain-lain*) _____
(Please specify/ *Sila nyatakan*)

Education Level (*Taraf Pendidikan*) : SPM ☐ STPM ☐
Competent Cert ☐ Diploma ☐
Degree ☐ Masters ☐
PhD ☐ Others ☐

Age (*Umur*) : 20 – 29 years ☐ 30 – 39 years ☐
40 – 49 years ☐ Above 50 years ☐

Working Experience (*Pengalaman Kerja*) : 1 – 5 years ☐ 6 – 10 years ☐
11 – 15 years ☐ 16 – 20 years ☐
Above 21 years ☐

SECTION B : WORKPLACE SAFETY SCALE

Think about your current job. Using the scale below, please answer the following questions. (*Fikirkan tentang pekerjaan semasa anda. Dengan menggunakan skala di bawah, sila jawab soalan-soalan berikut*).

Strongly Disagree/ <i>Sangat Tidak Setuju</i>	Disagree/ <i>Tidak Setuju</i>	Neither Agree Nor Disagree/ <i>Berkecuali</i>	Agree/ <i>Setuju</i>	Strongly Agree/ <i>Sangat Setuju</i>
1	2	3	4	5

1. Job Safety / Keselamatan Pekerjaan

Think about your job. Do you agree or disagree that each of the following words or phrases describes your job? Circle one answer for each statement using the scale at the top of the page. (*Fik tentang pekerjaan anda. Adakah anda bersetuju atau tidak bersetuju terhadap kenyataan-kenyataan berikut berkenaan dengan kerja anda? Bulatkan setiap jawapan berpandukan skala yang dinyatakan di atas*).

1	Dangerous (<i>Bahaya</i>)	1 2 3 4 5	6	Could Get Hurt Easily (<i>Senang mendapat kecederaan</i>)	1 2 3 4 5
2	Safe (<i>Selamat</i>)	1 2 3 4 5	7	Unsafe (<i>Tidak selamat</i>)	1 2 3 4 5
3	Hazardous (<i>Berhazad</i>)	1 2 3 4 5	8	Fear for Health (<i>Memudaratkan kesihatan</i>)	1 2 3 4 5
4	Risky (<i>Berisiko</i>)	1 2 3 4 5	9	Chance of Death (<i>Berpeluang menyebabkan kematian</i>)	1 2 3 4 5
5	Unhealthy (<i>Tidak Sihat</i>)	1 2 3 4 5	10	Scary (<i>Menakutkan</i>)	1 2 3 4 5

2. Coworker Safety/ Keselamatan Rakan Sekerja

Think about the people you work with. Do you agree or disagree that each of the following words or phrases describes these people? Circle one answer for each statement using the scale at the top of the page. (*Fikirkan tentang orang yang bekerja dengan anda. Adakah anda bersetuju atau tidak bersetuju terhadap kenyataan-kenyataan berikut berkenaan dengan sikap mereka? Bulatkan setiap jawapan berpandukan skala yang dinyatakan di atas*).

1	Ignore safety rules (<i>Mengabaikan peraturan-peraturan keselamatan</i>)	1 2 3 4 5	6	Encourage others to be safe (<i>Menggalakkan orang lain bekerja dengan selamat</i>)	1 2 3 4 5
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2	Don't care about others safety (<i>Tidak pedulikan keselamatan orang lain</i>)	1 2 3 4 5	7	Take chances with safety (<i>Menggadaikan keselamatan sendiri</i>)	1 2 3 4 5
3	Pay attention to safety rules (<i>Memberi perhatian terhadap peraturan keselamatan</i>)	1 2 3 4 5	8	Keep work area clean (<i>Memastikan tempat kerja bersih</i>)	1 2 3 4 5
4	Follow safety rules (<i>Mematuhi peraturan-peraturan keselamatan</i>)	1 2 3 4 5	9	Safety-oriented (<i>Berorientasikan keselamatan</i>)	1 2 3 4 5
5	Look out for others' safety (<i>Mengambil berat terhadap keselamatan orang lain</i>)	1 2 3 4 5	10	Don't pay attention (<i>Tidak menumpukan perhatian</i>)	1 2 3 4 5

3. Supervisor Safety/ Keselamatan Penyelia

Think about the people you work with. Do you agree or disagree that each of the following words or phrases describes these people? Circle one answer for each statement using the scale at the top of the page. (*Fikirkan tentang orang yang bekerja dengan anda. Adakah anda bersetuju atau tidak bersetuju terhadap kenyataan-kenyataan berikut berkenaan dengan sikap mereka? Bulatkan setiap jawapan berpanduan skala yang dinyatakan di atas*).

1	Praises safe work behaviours (<i>Menghargai perilaku selamat</i>)	1 2 3 4 5	6	Discusses safety issues with others (<i>Membincangkan isu-isu keselamatan dengan rakan sekerja yang lain</i>)	1 2 3 4 5
2	Encourages safe behaviours (<i>Menggalakkan perilaku selamat</i>)	1 2 3 4 5	7	Updates safety rules (<i>Mengemaskini keselamatan</i>)	1 2 3 4 5
3	Keep workers inform of safety rules (<i>Sentiasa memaklumkan peraturan keselamatan kepada pekerja</i>)	1 2 3 4 5	8	Trains workers to be safe (<i>Melatih pekerja supaya bekerja dengan selamat</i>)	1 2 3 4 5

4	Rewards safe behaviours (<i>Memberi ganjaran terhadap perilaku selamat</i>)	1 2 3 4 5	9	Enforces safety rules (<i>Menguatkuasakan peraturan keselamatan</i>)	1 2 3 4 5
5	Involves workers in setting safety goals (<i>Melibatkan pekerja dalam menetapkan matlamat keselamatan</i>)	1 2 3 4 5	10	Acts on safety suggestions (<i>Bertindak t'hadap cadangan keselamatan</i>)	1 2 3 4 5

4. Management Safety/ Keselamatan oleh Pengurusan

Think about your management. Do you agree or disagree that each of the following words or phrases describes your management? Circle one answer for each statement using the scale at the top of the page. (*Fikirkan tentang pihak pengurusan anda. Adakah anda bersetuju atau tidak bersetuju terhadap kenyataan-kenyataan berikut berkenaan dengan mereka? Bulatkan setiap jawapan berpanduan skala yang dinyatakan di atas.*)

1	Provide enough safety programs (<i>Menyediakan program keselamatan yang mencukupi</i>)	1 2 3 4 5	6	Provide safe working conditions (<i>Menyediakan tempat kerja yang selamat</i>)	1 2 3 4 5
2	Conduct frequent safety inspection (<i>Menjalankan pemeriksaan keselamatan secara kerap</i>)	1 2 3 4 5	7	Response quickly to safety concerns (<i>Bertindak segera terhadap isu-isu keselamatan</i>)	1 2 3 4 5
3	Investigates safety problems quickly (<i>Menyiasat masalah masalah keselamatan dengan segera</i>)	1 2 3 4 5	8	Helps maintain clean work area (<i>Membantu mengekalkan tempat kerja yang bersih</i>)	1 2 3 4 5
4	Rewards safe workers (<i>Memberi ganjaran terhadap pekerja-pekerja yang bekerja dengan selamat</i>)	1 2 3 4 5	9	Provides safety information (<i>Menyediakan maklumat-maklumat keselamatan</i>)	1 2 3 4 5

5	Provides safe equipment (Menyediakan peralatan-peralatan kerja yang selamat)	1 2 3 4 5	10	Keeps workers informed of hazards (Sentiasa memaklumkan kepada pekerja berkenaan berkenaan keadaan-keadaan yang merbahaya)	1 2 3 4 5
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5. Safety Programme (Policies)/ Program dan Polisi Keselamatan

Think about your safety programs at work. Do you agree or disagree that each of the following words or phrases describes this safety program? Circle one answer for each statement using the scale at the top of the page. *(Fikirkan tentang pelaksanaan program keselamatan di tempat kerja anda. Adakah anda bersetuju atau tidak samada setiap ungkapan di bawah adalah pernyataan berkaitan dengan program tersebut? Bulatkan setiap jawapan berpandukan skala yang dinyatakan di atas).*

1	Worthwhile (Bermanfaat)	1 2 3 4 5	6	Unclear (Tidak jelas)	1 2 3 4 5
2	Helps prevent accident (Membantu mencegah kemalangan)	1 2 3 4 5	7	Important (Penting)	1 2 3 4 5
3	Useful (Berfaedah)	1 2 3 4 5	8	Effective in reducing injuries (Efektif mengurangkan kecederaan)	1 2 3 4 5
4	Good (Bagus)	1 2 3 4 5	9	Doesn't apply to my workplace (Tidak sesuai diaplikasikan di tempat kerja saya)	1 2 3 4 5
5	First-rate (Sangat bernilai)	1 2 3 4 5	10	The safety program/ policy is not effective (Program/ polisi keselamatan tidak berkesan)	1 2 3 4 5

SECTION C : COMPLIANCE WITH SAFETY BEHAVIOUR

6. Compliance with Safety Behaviours/Kepatuhan terhadap Perilaku Kerja Selamat

Think about your current job. Using the scale below, please answer the following questions on the following pages. *(Fikirkan tentang pekerjaan terkini anda. Dengan berpandukan skala di bawah, sila jawab soalan-soalan yang telah disenaraikan).*

Never/ <i>Tidak Pernah</i>	Seldom/ <i>Jarang</i>	Sometimes/ <i>Kadangkala</i>	Often/ <i>Kerap kali</i>	Always/ <i>Selalu</i>
1	2	3	4	5

1	Overlook safety procedures in order to get my job done more quickly <i>(Mengabaikan prosedur keselamatan semata-mata ingin memastikan kerja dapat disiapkan dengan segera)</i>	1	2	3	4	5
2	Follow all safety procedures regardless of the situation I am in <i>(Mematuhi segala prosedur keselamatan tanpa mengambil kira situasi saya bekerja)</i>	1	2	3	4	5
3	Handle all situations as if there is a possibility of having an accident <i>(Mengendalikan semua situasi dengan beranggapan terdapat kebarangkalian kemalangan boleh berlaku)</i>	1	2	3	4	5
4	Wear safety equipment required by practice <i>(Menggunakan peralatan-peralatan keselamatan yang telah ditetapkan)</i>	1	2	3	4	5
5	Keep my work area clean <i>(Memastikan tempat kerja saya bersih)</i>	1	2	3	4	5
6	Encourage co-workers to be safe <i>(Menggalkan rakan sekerja untuk bekerja dengan selamat)</i>	1	2	3	4	5
7	Keep my work equipment in safe working condition <i>(Memastikan peralatan-peralatan kerja saya berada dalam keadaan selamat)</i>	1	2	3	4	5
8	Take shortcuts to safe working behaviours in order to get the job done faster <i>(Mengambil jalan pintas terhadap perilaku kerja selamat supaya kerja dapat disiapkan dengan segera)</i>	1	2	3	4	5
9	Do not follow safety rules that I think are unnecessary <i>(Tidak mematuhi peraturan-peraturan keselamatan yang dianggap tidak penting)</i>	1	2	3	4	5
10	Report safety problems to my supervisor when I see safety problems <i>(Melapor kepada penyelia apabila mengenalpasti/mendapati terdapat masalah-masalah keselamatan)</i>	1	2	3	4	5
11	Correct safety problems to ensure accidents will not occur <i>(Memperbetulkan masalah-masalah keselamatan bagi memastikan kemalangan tidak berlaku)</i>	1	2	3	4	5