THE INFLUENCE OF SAFETY CLIMATE ON SAFETY PERFORMANCE IN SERDANG HOSPITAL

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

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ABSTRACT

This aim of the study is to determine the influence of safety climate on safety performance of the healthcare workers in Serdang Hospital. The health services will always be exposed to the risk of accidents or incidents in the workplace. However, safety climate is something fairly new to the healthcare industry. Furthermore, the hospital staff might have different perceptions on safety performance, safety climate and patient safety in response to the type of employer, work environment and regulations. The six dimensions of safety climate in this study are management safety practices, supervisory safety practices, safety attitude, safety training, job safety and co- workers safety practice. To achieve the objectives of the study, a total 150 sets of questionnaires was distributed to the hospital staff concern randomly. Quantitative data was analysed using SPSS software. It includes Descriptive Statistical Analysis, Reliability Test and Pearson Correlation Test. In addition, Multiple regression test was used to test the hypotheses. Meanwhile, all safety climate dimensions have significant relationship with safety performance. Finally, the implication of this study and direction for future research was discussed.

Keywords: Safety Climate, Safety Performance, Safety Compliance, Safety Participation

ABSTRAK

Tujuan kajian ini adalah untuk menentukan pengaruh iklim keselamatan terhadap prestasi keselamatan pekerja kesihatan di Hospital Serdang. Perkhidmatan kesihatan akan sentiasa terdedah kepada risiko kemalangan atau insiden di tempat kerja. Walau bagaimanapun, iklim keselamatan adalah sesuatu yang baru untuk industri penjagaan kesihatan. Selain itu, kakitangan hospital mungkin mempunyai persepsi yang berbeza tentang prestasi keselamatan, iklim keselamatan dan keselamatn pesakit sebagai tindak balas kepada jenis majikan, persekitaran kerja dan peraturan. Enam dimensi iklim keselamatan dalam kajian ini adalah amalan keselamatan pengurusan, amalan keselamatan penyeliaan, sikap keselamatan, latihan keselamatan, keselamatan kerja dan amalan keselamatan bersama pekerja lain. Untuk mencapai matlamat kajian ini, seramai 150 set soal selidik diedarkan kepada kakitangan hospital secara rawak. Data kuantitatif dianalisis menggunakan perisian SPSS. Ia termasuk Analisis Statistik Deskriptif, Ujian Kebolehpercayaan dan Ujian Korelasi Pearson. Di samping itu, ujian Regresi berganda digunakan untuk menguji hipotesis. Sementara itu, semua dimensi iklim keselamatan mempunyai hubungan yang signifikan dengan prestasi keselamatan. Akhirnya, implikasi kajian dan hala tuju kajian masa depan ini dibincangkan.

Kata Kunci: Iklim Keselamatan, Prestasi Keselamatan, Pematuhan Keselamatan, Penyertaan Keselamatan

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LIST OF ABREVIATIONS

CWSP	Co-Workers Safety Performance
DOSH	Department Occupational Safety and Health
JSafety	Job Safety
LTI	Lost Time Injuries
OSHA	Occupational Safety and Health Act 1994
PPE	Personal Protective Equipment
MSP	Management Safety Performance
SKVE	South Kajang Valley Expressway
SEM	Structural Equation Modelling
SOCSO	Social Security Organisation Malaysia
SAtt	Safety Attitude
SP	Safety Performance
SSP	Supervisory Safety Performance
STra	Safety Training
THIS	Total Hospital Information System
UPM	Universiti Putra Malaysia

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CHAPTER 1

INTRODUCTION

1.1 Background of The Study

The number of occupational accidents and diseases in healthcare sector are infrequently exposed to news comparative to other sectors such as construction or manufacturing industries. Although the rate of death or injury due to occupational accidents not as high as the rate of loss of life caused by road accidents, but this should not be taken lightly as they involve human capital is a contributor to economic development and the administrative machinery of the state.

Unfortunately, most of the accidents that occur repeatedly as if precautions are not affected because we do not study and learn from the weaknesses that exist. To make it worse when there are some people to be indifferent to the issue of job safety and considers it an accident of fate or destiny that was going to happen and cannot be avoided.

Typically, occupational accidents occur due to several factors such as lack of knowledge, inadequate training, supervision and enforcement of irregular unmanageable in implementing laws and regulations. Human error usually leads to neglect, negligence, reckless conduct and less supervision and control. All these factors lead to poor performance and increased accident rate (Tharaldsen, Mearns, & Knudsen, 2010). Thus, many organisations have difficulty in overcome issues related to occupational safety and health because human nature is likely to engage in behaviours that lead to occupational accidents.

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APPENDIX A

UNIVERSITY UTARA MALAYSIA

KUALA LUMPUR CAMPUS

SCHOOL OF BUSINESS

PROGRAM : SARJANA SAINS (KESELAMATAN DAN PENGURUSAN KESIHATAN PEKERJAAN)

TAJUK : PENGARUH IKLIM KESELAMATAN KE ATAS PRESTASI KESELAMATAN DI KALANGAN PEKERJA DI HOSPITALSERDANG.

PENSYARAH : DR MUNAUWAR BIN MUSTAFA

NAMA PELAJAR : MUTHURAMAN A/L SELLATHURAI PATHAR

NOMBOR MATRIK: 816630

SOAL SELIDIK KAJIAN PENGARUH IKLIM KESELAMATAN KE ATAS PRESTASI KESELAMATAN DI KALANGAN PEKERJA DI HOSPITAL SERDANG.

Soal Selidik mengandungi sembilan (9) bahagian:

Profil Responden dan Surat Persetujuan
Bahagian A: Demografi Responden
Bahagian B: Amalan Keselamatan Pengurusan
Bahagian C: Amalan Keselamatan Pihak Penyelia
Bahagian D: Sikap Keselamatan
Bahagian E: Latihan Keselamatan
Bahagian F: Keselamatan Kerja
Bahagian G: Amalan Keselamatan Rakan Sekerja
Bahagian H: Pematuhan Keselamatan
Bahagian I: Penyertaan Keselamatan

SURAT KEBENARAN

Soal selidik ini mengandungi Sembilan bahagian dan objektif kajian ini mengenalpasti pengaruh kepada iklim keselamatan dan prestasi keselamatan dalam Keselamatan dan Kesihatan Pekerjaan di hospital.

Saya, dengan ini memberi persetujuan untuk mengambil bahagian dalam soal selidik ini.
Saya faham maklumat yang diberikan akan rahsia pada setiap masa dan hanya menggunakan tujuan penyelidikan sahaja.
Tinjauan ini meminta pendapat anda mengenai isu-isu iklim keselamatan di hospital anda dan akan mengambil masa kira-kira 10 hingga 15 minit untuk disiapkan.

Tandatangan Responden: _____

Nombor Kad Pengenalan : _____

Tarikh : _____

KAJIANPENGARUH IKLIM KESELAMATAN KE ATAS PRESTASI KESELAMATAN DI KALANGAN PEKERJA DI HOSPITAL SERDANG

Bahagian A: Demografi Responden
Arahan: Sila tandakan (X) pada ruang yang berkaitan.

1)	Umur	☐	20-30 tahun	☐	41-50 tahun
		☐	31-40 tahun	☐	> 50 tahun
2)	Jantina	☐	Lelaki	☐	Perempuan
3)	Warganegara	☐	Warga Malaysia	☐	BukanWargaMalaysia
4)	Jawatan	☐	Pekerja Am	☐	PegawaiKeselamatan/ Penyelia
		☐	Kontraktor	☐	Eksekutif
5)	Hospital	☐			

Bahagian B: Amalan Keselamatan Pihak Pengurusan
Arahan: Sila bulatkan jawapan anda pada skala yang bersesuaian..

1	2	3	4	5
Sangat Tidak Setuju	**Tidak Setuju**	**Tidak Pasti**	**Setuju**	**Sangat Setuju**

1. Hospital saya pantas memberikan respon kepada masalahkeselamatan	1	2	3	4	5
2. Hospital saya memberi maklumat tentang keselamatan	1	2	3	4	5
3. Hospital saya mengadakan mesyuarat tentang keselamatan pekerjaan secara berkala	1	2	3	4	5
4. Hospital saya akan menyiasat masalah keselamatan dengan segera	1	2	3	4	5
5. Hospital saya menjalankan pemeriksaan keselamatan dengan kerap	1	2	3	4	5
6. Hospital saya menyediakan peralatan keselamatan yang cukup	1	2	3	4	5
7. Hospital saya sentiasa memaklumkan tentang bahaya kepada pekerja-pekerja	1	2	3	4	5

8. Hospital saya memberi penekanan kepada keadaan kerja yang selamat	1	2	3	4	5
9. Hospital saya menyediakan program latihan keselamatan yang mencukupi	1	2	3	4	5
10. Hospital saya menyediakan peralatan keselamatan yang baik	1	2	3	4	5
11. Hospital saya melabelkan tanda amaran pada bahan kimia yang berbahaya.	1	2	3	4	5
12. Hospital saya memberi ganjaran kepada pekerja yang berkerja dengan selamat	1	2	3	4	5

Bahagian C: Amalan Keselamatan Pihak Penyelia

13. Penyelia saya bertindak terhadap cadangan keselamatan oleh pekerja	1	2	3	4	5
14. Penyelia saya menggalakkan tingkah laku yang selamat	1	2	3	4	5
15. Penyelia saya mengambil berat tentang keselamatan pekerja	1	2	3	4	5
16. Penyelia saya memuji tingkah laku kerja yang selamat	1	2	3	4	5
17. Penyelia saya membincangkan isu-isu keselamatan dengan orang lain	1	2	3	4	5
18. Penyelia saya memastikan pekerja dimaklumkan mengenai peraturan keselamatan	1	2	3	4	5
19. Penyelia saya melibatkan pekerja dalam menetapkan matlamat keselamatan	1	2	3	4	5
20. Penyelia saya menguatkuasakan peraturan keselamatan	1	2	3	4	5
21. Penyeliasayaseringmenyebutbahawakeselamat anadalahsamapentingdengankecekapan	1	2	3	4	5

Bahagian D: Sikap Keselamatan

22. Penggunaan peralatan keselamatan tidak boleh mengurangkan kecederaan dan kemalangan	1	2	3	4	5
23. Prosedur operasi yang selamat tidak boleh mengurangkan kemalangan	1	2	3	4	5
24. Saya melanggar peraturan keselamatan semasa di bawah tekanan kerja	1	2	3	4	5
25. Saya mengabaikan peraturan keselamatan untuk menyelesaikan kerja yang dilakukan	1	2	3	4	5
26. Kemalangantidakdapatdielakkanataupunkesela matanpekerjatidakdapatdilindungi	1	2	3	4	5
27. Saya akan mengabaikan prosedur berkerja yang selama tuntuk kemudahan saya	1	2	3	4	5
28. Saya menilaikan kemalangan sebagai nasib malang	1	2	3	4	5
29. Saya tidak suka menerima cadangan keselamatan daripada orang lain	1	2	3	4	5

Part E: Latihan Keselamatan

30. Program-program latihan keselamatan membantu megelakkan kemalangan di hospital saya	1	2	3	4	5
31. Program-program latihan keselamatan di hospital saya adalah berguna	1	2	3	4	5
32. Program-program latihan keselamatan di hospital saya adalah berguna	1	2	3	4	5
33. Program-program latihan keselamatan di hospital saya berkaitan dengan kerja saya	1	2	3	4	5
34. Program-program latihan keselamatan di hospital saya adalah jelas	1	2	3	4	5
35. Program-program latihan keselamatan di hospital saya adalah baik	1	2	3	4	5
36. Program-program latihan keselamatan di hospital saya sangat berkesan	1	2	3	4	5

Bahagian F: Keselamatan Tugas

37. Kerja di unit/tempat kerja tidak selamat	1	2	3	4	5
38. Kerja di unit/tempat kerja adalah berisiko	1	2	3	4	5
39. Berkerja di unit/tempat kerja seseorang boleh tercedera dengan mudah	1	2	3	4	5
40. Kerja di unit/tempat kerja tidak sihat	1	2	3	4	5
41. Kerja di unit/tempat kerja adalah berbahaya	1	2	3	4	5
42. Kerja di unit/tempat kerja menakutkan	1	2	3	4	5

Bahagian G: Amalan Keselamatan Rakan Sekerja

43. Rakan sekerja saya mengalakkan orang lain berada dalam keadaan selamat	1	2	3	4	5
44. Rakan sekerja saya mengambil berat tentang keselamatan kerja	1	2	3	4	5
45. Rakan sekerja saya mengambil berat tentang keselamatan orang lain	1	2	3	4	5
46. Rakan sekerja saya ikut peraturan keselamatan	1	2	3	4	5
47. Rakan sekerja saya memastikan Kawasan kerja selamat	1	2	3	4	5

Bahagian H: Pematuhan Keselamatan

48. Saya sentiasa ada kesedaran keselamatan di tempat kerja	1	2	3	4	5
49. Saya mematuhi kepada peraturan keselamatan dan prosedur operasi standard	1	2	3	4	5
50. Saya tidak mengabaikan keselamatan, walaupun dalam keadaan tergesa-gesa	1	2	3	4	5
51. Saya memakai peralatan perlindungan peribadi semasa bekerja	1	2	3	4	5
52. Saya yakin dengan kebolehan saya untuk bekerja dengan selamat	1	2	3	4	5

Bahagian I: Penyertaan Keselamatan

53. Saya aktif melibatkan diri dalam menetapkan matlamat keselamatan	1	2	3	4	5
54. Saya secara aktif mempromosi cadangan-cadangan penambahbaikan keselamatan	1	2	3	4	5
55. Saya secara aktif mengambil bahagian dalam mesyuarat keselamatan	1	2	3	4	5
56. Saya secara aktif mengambil bahagian atau membantu rakan sekerja dengan isu yang berkaitan dengan keselamatan semasa taklimat keselamatan	1	2	3	4	5
57. Saya secara aktif mengambil bahagian dalam membuat keputusan keselamatan dengan penyelia saya	1	2	3	4	5

Terima kasih untuk meluangkan masa anda.

APPENDIX B

UNIVERSITY UTARA MALAYSIA

KUALA LUMPUR CAMPUS

SCHOOL OF BUSINESS

PROGRAM : MASTER OF SCIENCE (OCCUPATIONAL SAFETY AND HEALTH MANAGEMENT)

TITLE : THE INFLUENCE OF SAFETY CLIMATE ON SAFETY PERFORMANCE IN SERDANG HOSPITAL.

LECTURER : DR MUNAUWAR BIN MUSTAFA

STUDENT NAME : MUTHURAMAN A/L SELLATHURAI PATHAR

MATRIC NUMBER : 816630

QUESTIONAIRE ON THE INFLUENCE OF SAFETY CLIMATE ON SAFETY PERFORMANCE IN SERDANG HOSPITAL

The Questionnaire contains nine (9) parts:

Respondent Profile and Consent Letter
Part A: Demography of the Respondent
Part B: Management Safety Practices
Part C: Supervisory Safety Practices
Part D: Safety Attitude
Part E: Safety Training
Part F: Job Safety
Part G: Co- Workers Safety Practice
Part H: Safety Compliance
Part I: Safety Participation

LETTER OF CONSENT

This Questionnaire contains nine parts and the objective of this study of the influence on safety climate and safety performance in Occupational Safety and Health (OSH) in hospital.

I, hereby give consent to participate in this questionnaire.

I understand the information given will be confidential at all time and it only be use research purpose only.

This survey asks for your opinions about safety culture issues in your hospital and will take about 10 to 15 minutes to complete.

Respondent Signature: _____

IC No. : _____

Date : _____

RESEARCH ON THE INFLUENCE OF SAFETY CLIMATE ON SAFETY PERFORMANCE AMONG WORKERS IN HOSPITAL SERDANG

Part A: Demography of the Respondent
Instructions: Please tick (X) on the related column.

1)	Age	☐	20-30 years old	☐	41-50 years old
		☐	31-40 years old	☐	> 50 years old
2)	Gender	☐	Male	☐	Female
3)	Nationality	☐	Malaysian	☐	Non-Malaysian
4)	Position	☐	Doctors	☐	Safety Officer/ Supervisor
		☐	Nurses	☐	Others
5)	Department/Unit	☐			

Part B: Management Safety Practices
Instructions: Please rate how much you personally agree or disagree with these statements. Please circle the correct answer.

1	2	3	4	5
Strongly disagree	**Disagree**	**Unsure**	**Agree**	**Strongly agree**

1. My hospital responds quickly to safety concerns	1	2	3	4	5
2. My hospital provides safety information	1	2	3	4	5
3. My hospital has a regular job safety meeting	1	2	3	4	5
4. My hospital investigates safety problems quickly	1	2	3	4	5
5. My hospital conducts frequent safety inspections	1	2	3	4	5

6. My hospital provides enough safety equipment	1	2	3	4	5
7. My hospital keeps workers informed of the hazards	1	2	3	4	5
8. My hospital emphasizes safe working conditions	1	2	3	4	5
9. My hospital provides enough safety training programmes	1	2	3	4	5
10. My hospital provides good safety equipment	1	2	3	4	5
11. My hospital label warning signs for hazardous substances	1	2	3	4	5
12. My hospital rewards safe workers	1	2	3	4	5

Part C: Supervisory Safety Practices

13. My supervisors act on safety suggestions by the workers	1	2	3	4	5
14. My supervisors encourage safe behaviours	1	2	3	4	5
15. My supervisors care about the worker safety	1	2	3	4	5
16. My supervisors praise safe work behaviour	1	2	3	4	5
17. My supervisors discuss safety issues with others	1	2	3	4	5
18. My supervisors keep the workers informed of safety rules	1	2	3	4	5
19. My supervisors involve the workers in setting safety goals	1	2	3	4	5
20. My supervisors enforce safety rules	1	2	3	4	5
21. My supervisors frequently mention safety is as important as efficiency	1	2	3	4	5

Part D: Safety Attitude

22. The use of safety equipment cannot reduce injuries and accidents	1	2	3	4	5
23. Safe operating procedures cannot reduce accidents	1	2	3	4	5
24. I break safety rules when under job pressure	1	2	3	4	5
25. I ignore safety regulations to get the job done	1	2	3	4	5
26. Accidents cannot be avoided nor workers protected in advance	1	2	3	4	5
27. I will ignore safe working procedures for convenience	1	2	3	4	5
28. I put accidents down to bad luck	1	2	3	4	5
29. I don't like to accept safety suggestions from others	1	2	3	4	5

Part E: Safety Training

30. The safety training programs in my hospital help prevent accidents	1	2	3	4	5
31. The safety training programs in my hospital are useful	1	2	3	4	5
32. The safety training programs in my hospital are worthwhile	1	2	3	4	5
33. The safety training programs in my hospital apply to my job	1	2	3	4	5
34. The safety training programs in my hospital are clear	1	2	3	4	5
35. The safety training programs in my hospital are good	1	2	3	4	5
36. The safety training programs in my hospital do the work	1	2	3	4	5

Part F: Job Safety

37. Work area/unit in thishospital is unsafe	1	2	3	4	5
38. Work area/unit in thishospital is risky	1	2	3	4	5
39. Working area/unit in thishospital can easily get hurt	1	2	3	4	5
40. Work area/unit in thishospitalis unhealthy	1	2	3	4	5
41. Work area/unit in thishospitalis dangerous	1	2	3	4	5
42. Work area/unit in thishospitalis scary	1	2	3	4	5

Part G: Co- Workers Safety Practice

43. My co-workers encourage others to be safe	1	2	3	4	5
44. My co-workers care about work safety	1	2	3	4	5
45. My co-workers care about others' safety	1	2	3	4	5
46. My co-workers follow safety rules	1	2	3	4	5
47. My co-workers keep the work area safe	1	2	3	4	5

Part H: Safety Compliance

48. I maintain safety awareness at work	1	2	3	4	5
49. I comply with safety rules and standard operational procedure	1	2	3	4	5
50. I do not neglect safety, even when in a rush.	1	2	3	4	5
51. I wear personal protective equipment at work	1	2	3	4	5
52. I am confident in my ability to work safely	1	2	3	4	5

Part I: Safety Participation

53. I actively participate in setting safety goals	1	2	3	4	5
54. I actively promote safety improvement suggestions	1	2	3	4	5
55. I actively participate in safety meeting	1	2	3	4	5
56. I actively participate or helping coworkers with safety related issues during safety briefing	1	2	3	4	5
57. I actively participate in safety decision making with my supervisor.	1	2	3	4	5

Thank you for your time.