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**FACTORS INFLUENCING COMPLIANCE WITH SAFETY BEHAVIOR IN  
THE MALAYSIA FIRE AND RESCUE DEPARTMENT IN ZONE 5  
SELANGOR**



**VIVEKANANDA A/L RAJALINGAM**

**UUM**  
**Universiti Utara Malaysia**

Thesis Submitted to the  
Othman Yeop Abdullah Graduate School of Business,  
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In fulfillment of the Requirement of the Degree of Master of Science  
(Occupational Safety and Health Management)



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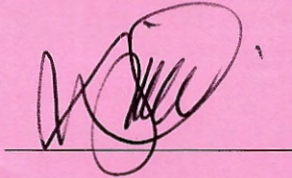
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## ABSTRACT

The purpose of this study is to examine whether the five critical factors of WSS dimensions on compliance to safety behavior of the Malaysian firefighter's personnel. The WSS measures five-factor distinct constructs: (a) job safety, (b) coworker safety, (c) supervisor safety, (d) management safety practices, and (e) safety program and policies. The objective of this research is to examine the relationship between job safety and compliance with safety behavior among Malaysian Firefighters in relation to safety. All those independent variables were measured on the perception of workplace safety towards the compliance of safety behavior as the determinants among 103 firefighters of various Fire Stations under Zone 5 Selangor, Malaysia. The questionnaires for the quantitative research conduct were developed from previous research by Hayes (1998). Results also suggest that safety program and policies can enhance and refine the Malaysia firefighters safety culture by focusing especially on the variables mentioned thereby increasing and strengthening safety culture and firefighter's safety behavior thereby reducing injuries and accidents.

*Keywords: Work Safety Scale, Job Safety, Coworker Safety, Supervisor Safety, Management Safety Practices, Safety Program and Policies*

## ABSTRAK

Tujuan kajian ini adalah untuk mengkaji sama ada lima faktor penting dimensi WSS terhadap kepatuhan terhadap tingkah laku keselamatan anggota bomba di Malaysia. WSS mengukur lima dimensi yang berbeza: (a) keselamatan kerja, (b) keselamatan rakan sekerja, (c) keselamatan penyelia, (d) amalan keselamatan pengurusan, dan (e) program keselamatan dan polisi. Objektif penyelidikan ini untuk menentukan tahap pematuhan terhadap tingkah laku keselamatan di kalangan pegawai bomba di Malaysia berkaitan dengan keselamatan. Kesemua pembolehubah bebas ini diukur berdasarkan persepsi keselamatan tempat kerja terhadap pematuhan tingkah laku keselamatan sebagai penentu kepada 103 anggota bomba dari pelbagai Balai Bomba di bawah Zon 5 Negeri Selangor, Malaysia. Soal selidik bagi kajian penyelidikan kuantitatif telah dibangunkan dari kajian sebelumnya oleh Hayes (1998). Hasilnya juga menunjukkan bahawa program keselamatan dan polisi dapat meningkatkan dan memperbaiki budaya keselamatan pegawai bomba di Malaysia dengan memberi tumpuan khusus kepada pembolehubah yang dinyatakan, justeru dapat meningkatkan dan menguatkan pematuhan keselamatan dan pemadam kebakaran sehingga menyebabkan kecederaan dan kecelakaan.

**Kata Kunci :** *Skala Keselamatan Kerja, Keselamatan Kerja, Keselamatan Rakan Sekerja, Keselamatan Penyelia, Amalan Keselamatan Pengurusan, Program Keselamatan dan Polisi*

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# CHAPTER 1

## INTRODUCTION

### 1.1 Introduction

In order to reduce incidents in the workplace, ones need to enhance safety performance. In safety behavior, the phrase "Behavior and accidents are what it's all about" is the most well-known. Does everybody fully understand the "Behavioral Safety" in order to reduce accidents and injuries in the workplace and also the action taken which are related to these?

According to Szubert and Sobala (2002), "firefighters might be exposed to inevitable environmental exposures, intense pressure, exposure to toxins and chemical agents while attempting to accomplish their duties". This chapter provides an overview perception of safety behavior in the Malaysian Fire and Rescue Department (FRDM).

This chapter focuses on the background of the study, problem statement, research objectives, and questions as well as the scope and limitations of the study. Specifically, the chapter also explained the significance of the study, definition of key terms and organization of the thesis. Furthermore, this study was conducted to identify and analyze the problem with regard to safety behavior among FRDM officers. The importance of reexamination on the perceptions of acceptable and unacceptable risks among the firefighters by changing their common understanding of the behavioral issue was stressed in a study done by Freaney (2011).

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# APPENDIX



## UNIVERSITI UTARA MALAYSIA

Tarikh: July 2018

Tuan/Puan:

### **Kajian Kepatuhan Perilaku Keselamatan**

Tujuan surat ini adalah untuk mendapatkan keizinan tuan/puan untuk melibatkan diri dalam kajian yang berkaitan dengan kepatuhan perilaku keselamatan di tempat kerja. Kajian adalah untuk mengenal pasti faktor-faktor yang mempengaruhi perilaku tersebut. Maklumat ini berguna kepada penyelidik, Jabatan Bomba Dan Penyelamat Malaysia untuk menjalankan usaha-usaha mengurangkan kecederaan dan kemalangan di tempat kerja.

Kami ingin mendapatkan kerjasama tuan/puan untuk mengisi borang soal selidik yang dikepalkan. Soal selidik ini hanya akan mengambil masa 15 minit untuk diisi. Walaupun kerjasama dan penglibatan tuan/puan amat bermakna buat penyelidikan ini, namun penglibatan tuan/puan dalam kajian ini adalah secara suka rela. Tuan/puan boleh menarik diri daripada kajian ini pada bila-bila masa.

Kami juga memberi jaminan bahawa identiti dan jawapan yang tuan/puan beri akan dirahsiakan dan tidak akan didedahkan kepada mana-mana pihak.

Kami mengucapkan berbilang-banyak terima kasih atas kerjasama dan kesudian tuan/puan melibatkan diri dengan kajian ini. Sekian, terima kasih.

Yang benar,

---

Vivekananda A/L Rajalingam  
Nombor Matriks Pelajar: 820095

## Bahagian A: Maklumat Demografi

### Section A: Demographic Information

Sila tandai (☐) pada ruangan yang sesuai atau isi pada tempat kosong, yang mana sesuai.

Please check (☐) in the appropriate box or fill in the blank, where appropriate.

1. Jantina anda (*Gender*):  
Lelaki (*Male*)  
Perempuan (*Female*)
2. Taraf perkahwinan anda (*Your marital status*):  
 Bujang (*Single*)  
 Berkahwin (*Married*)  
 Janda/duda/bercerai (*Divorced/widowed*)
3. Tahap pendidikan tertinggi anda (*Your highest educational level*):  
 LCE/SRP/PMR  
 MCE/SPM/SPMV  
 HSC/STPM  
 Diploma/ Ijazah  
 Lain-lain, sila nyatakan (*Others, please specify*):  
\_\_\_\_\_
4. Bangsa (*Race*):  
 Melayu (*Malay*)  
 Cina (*Chinese*)  
 India (*Indian*)  
 Lain-lain, sila nyatakan (*Others, please specify*):  
\_\_\_\_\_
5. Umur anda (*Your age*):  
\_\_\_\_\_ tahun (*years*)
6. Apakah jawatan dan kategori gred anda sekarang?  
 Pegawai Bomba (KB 19 )  
 Pegawai Bomba Kanan II (KB 22)  
 Pegawai Bomba Kanan I (KB 24)  
 Pegawai Bomba Tinggi (KB 26)  
 Pegawai Kanan (KB 29 –KB 38)
7. Sudah berapa lama anda berkhidmat dengan Jabatan Bomba Dan Penyelamat Malaysia? (*How long have you been working with the Fire And Rescue Department Of Malaysia ?*)  
\_\_\_\_\_ tahun (*years*)
8. Apakah tugas yang dipertanggungjawabkan kepada anda di balai?  
Bahagian Operasi (*Operational*)      Penyelia Pasukan ( *Crew Supervisor*)  
 pemandu Jentera (*Driver*)      Ketua Balai (*Officer In Charge*)  
Bahagian Pentadbiran (*Administration*)
9. Dalam tempoh lima tahun akan datang, adakah anda fikir anda akan terus bekerja dengan Jabatan Bomba Dan Penyelamat Malaysia? (*In five years from now, do you think you will continue working with the Fire And Rescue Department Of Malaysia?*)  
 Ya (*Yes*)       Tidak (*No*)
10. Adakah anda berpuas hati dengan pekerjaan anda sekarang?  
 Sangat berpuas hati (*Very satisfied*) Tidak berpuas hati (*Dissatisfied*)  
 Sangat tidak berpuas hati (*Very dissatisfied*) Berpuas hati (*Satisfied*)

**SOAL SELIDIK KESELAMATAN DI TEMPAT KERJA  
(SURVEY OF WORKPLACE SAFETY)**

**Bahagian B: Keselamatan Kerja**

*Section B: Job Safety*

Fikirkan tentang pekerjaan anda. Sejauh mana anda bersetuju atau tidak bersetuju sama ada setiap kenyataan di bawah menggambarkan kerja yang anda lakukan sekarang? **Bulatkan** jawapan anda berpandukan skala di atas.

*(Think about your job. To what extent you agree or disagree whether each statement below describes your job? Circle your answer using the scale below).*

	Sangat tidak setuju (Strongly disagree)	Tidak setuju (Disagree)	Berkecuali (Neither agree nor disagree)	Setuju (Agree)	Sangat setuju (Strongly agree)				
	1	2	3	4	5				
1	Kerja saya berbahaya (My job is dangerous)				1	2	3	4	5
2	Kerja saya selamat (My job is safe)				1	2	3	4	5
3	Kerja saya mengundang ancaman (My job is hazardous)				1	2	3	4	5
4	Kerja saya berisiko (My job is risky)				1	2	3	4	5
5	Kerja saya tidak menyihatkan (My work is unhealthy)				1	2	3	4	5
6	Dalam kerja saya, saya mudah tercedera (I could get hurt easily in my job)				1	2	3	4	5
7	Kerja saya tidak selamat (My job is unsafe)				1	2	3	4	5
8	Semasa melakukan kerja saya, saya bimbang kesihatan saya akan terjejas (I fear for my health in my job)				1	2	3	4	5
9	Saya terdedah pada kematian dalam kerja saya (There is a chance of death in my job)				1	2	3	4	5
10	Kerja saya menakutkan (My job is scary)				1	2	3	4	5

## Bahagian C: Keselamatan Rakan Sekerja

### Section C: Co-worker Safety

Fikirkan tentang rakan sekerja anda. Sejauh mana anda bersetuju atau tidak bersetuju samaada setiap kenyataan di bawah menggambarkan rakan sekerja anda? **Bulatkan** jawapan anda berpandukan skala di atas.

*(Think about the people you work with. To what extent you agree or disagree whether each statement below describes these people? Circle your answer using the scale below).*

	Sangat tidak setuju (Strongly disagree)	Tidak setuju (Disagree)	Berkecuali (Neither agree nor disagree)	Setuju (Agree)	Sangat setuju (Strongly agree)				
	1	2	3	4	5				
Rakan sekerja saya ... (My co-workers ...)									
1	Mengabaikan peraturan keselamatan (Ignore safety rules)				1	2	3	4	5
2	Tidak mempedulikan keselamatan orang lain (Don't care about others' safety)				1	2	3	4	5
3	Memberi perhatian pada peraturan keselamatan (Pay attention to safety rules)				1	2	3	4	5
4	Mematuhi peraturan keselamatan (My co-workers follow safety rules)				1	2	3	4	5
5	Mengambil berat keselamatan orang lain (My co-workers look out for others' safety)				1	2	3	4	5
6	Menggalakkan orang lain bekerja dengan selamat (Encourage others to be safe)				1	2	3	4	5
7	Tidak menitikberatkan soal keselamatan (Take chances with safety)				1	2	3	4	5
8	Memastikan tempat kerja bersih (Keep work area clean)				1	2	3	4	5
9	Berorientasikan keselamatan (Safety-oriented)				1	2	3	4	5
10	Tidak menumpukan perhatian semasa bekerja (Don't pay attention at work)				1	2	3	4	5

## Bahagian D: Keselamatan Penyelia

### *Section D: Supervisor Safety*

Fikirkan tentang penyelia terdekat anda. Sejauh mana anda bersetuju atau tidak bersetujusama ada setiap kenyataan di bawah menggambarkan penyelia terdekat anda? **Bulatkan** jawapan anda berpandukan skala di atas.

*(Think about your immediate supervisor. To what extent you agree or disagree whether each statement below describes your immediate supervisor? Circle your answer using the scale below).*

	Sangat tidak setuju (Strongly disagree)	Tidak setuju (Disagree)	Berkecuali (Neither agree nor disagree)	Setuju (Agree)	Sangat setuju (Strongly agree)				
	1	2	3	4	5				
Penyelia pasukan saya ... (My crew supervisor ...)									
1	Memuji peri laku kerja yang selamat (Praises safe work behaviors)				1	2	3	4	5
2	Menggalakkan peri laku selamat (Encourage safe behaviors)				1	2	3	4	5
3	Sentiasa memaklumkan peraturan keselamatan kepada pekerja (Keep workers informed of safety rules)				1	2	3	4	5
4	Memberi ganjaran terhadap peri laku selamat (Rewards safe behaviors)				1	2	3	4	5
5	Melibatkan pekerja dalam menetapkan matlamat keselamatan (Involves workers in setting safety goals)				1	2	3	4	5
6	Berbincang isu keselamatan dengan orang lain (Discusses safety issues with others)				1	2	3	4	5
7	Mengemas kini peraturan keselamatan (Updates safety rules)				1	2	3	4	5
8	Memberi latihan keselamatan kepada anggota (Trains workers to be safe)				1	2	3	4	5
9	Menguat kuasa peraturan keselamatan (Enforces safety rules)				1	2	3	4	5
10	Mengambil tindakan cadangan keselamatan (Acts on safety suggestions)				1	2	3	4	5

## Bahagian E: Amalan Keselamatan oleh Pengurusan

### Section E: Management Safety Practices

Fikirkan tentang pihak pengurusan anda. Sejauh mana anda bersetuju atau tidak bersetujusama ada setiap kenyataan di bawah menggambarkan pengurusan anda? **Bulatkan** jawapan anda berpandukan skala di atas.

*(Think about your management. To what extent you agree or disagree whether each statement below describes your management? Circle your answer using the scale below).*

Sangat tidak setuju (Strongly disagree)	Tidak setuju (Disagree)	Berkecuali (Neither agree nor disagree)	Setuju (Agree)	Sangat setuju (Strongly agree)				
1	2	3	4	5				
Pihak pengurusan ... (Management ...)								
1	Menyediakan program-program keselamatan yang mencukupi (Provide enough safety programs)			1	2	3	4	5
2	Sering membuat pemeriksaan keselamatan (Conduct frequent safety inspections)			1	2	3	4	5
3	Segera menyiasat masalah keselamatan (Investigates safety problems quickly)			1	2	3	4	5
4	Memberikan ganjaran kepada anggota yang bekerja secara selamat (Rewards safe workers)			1	2	3	4	5
5	Menyediakan peralatan keselamatan (Provides safe equipment)			1	2	3	4	5
6	Menyediakan tempat kerja yang selamat (Provide safe working conditions)			1	2	3	4	5
7	Cepat bertindak balas terhadap perkara-pekerja yang berkait dengan keselamatan (Respond quickly to safety concerns)			1	2	3	4	5
8	Sentiasa membantu mengekalkan kebersihan tempat kerja (Helps maintain clean work area)			1	2	3	4	5
9	Menyediakan maklumat berkaitan keselamatan (Provides safety information)			1	2	3	4	5
10	Sentiasa mewar-warkan keadaan berbahaya kepada anggota (Keeps members informed of hazards)			1	2	3	4	5

## Bahagian F: Program dan Polisi Keselamatan

### Section F: Safety Program and Policies

Fikirkan tentang pelaksanaan program keselamatan di tempat kerja anda. Sejauh mana anda bersetuju atau tidak bersetuju sama ada setiap kenyataan di bawah menggambarkan program tersebut? **Bulatkan** jawapan anda berpandukan skala di atas.

(Think about safety programs at your workplace. To what extent you agree or disagree whether each statement below describes these safety programs? **Circle your answer using the scale above**).

Sangat tidak setuju (Strongly disagree)	Tidak setuju (Disagree)	Berkecuali (Neither agree nor disagree)	Setuju (Agree)	Sangat setuju (Strongly agree)
1	2	3	4	5
Program keselamatan di tempat kerja saya ... (Safety programs at my workplace is ...)				
1	Bermanfaat (Worthwhile)			1 2 3 4 5
2	Membantu mencegah kemalangan (Helps prevent accident)			1 2 3 4 5
3	Berfaedah (Useful)			1 2 3 4 5
4	Bagus (Good)			1 2 3 4 5
5	Terbaik (First-rate)			1 2 3 4 5
6	Tidak jelas (Unclear)			1 2 3 4 5
7	Penting (Important)			1 2 3 4 5
8	Berkesan mengurangkan kecederaan (Effective in reducing injuries)			1 2 3 4 5
9	Tidak boleh dilaksanakan di tempat kerja saya (Doesn't apply to my workplace)			1 2 3 4 5
10	Tidak berfaedah (Does not work)			1 2 3 4 5

## Bahagian G : Kepatuhan Perilaku Selamat

### Section G: Compliance Safety Behavior

Fikirkan tentang pekerjaan semasa anda. Dengan menggunakan skala di bawah, sila bulatkankenyataan yang paling memerihalkan anda.

*(Think about your current job. Using the scale below, please circle the statement that best described you).*

Tidak pernah (Never)	Jarang-jarang (Seldom)	Kadangkala (Sometimes)	Kerap kali (Often)	Selalu (Always)
1	2	3	4	5

1	Saya terlepas pandang prosedur keselamatan agar tugas dapat diselesaikan dengan lebih cepat. <i>(I overlook safety procedures in order to get job done more quickly).</i>	1	2	3	4	5
2	Saya mematuhi segala prosedur keselamatan tanpamengendahkan situasi yang sedang dihadapi. <i>(I follow all safety procedures regardless of the situation I am in).</i>	1	2	3	4	5
3	Saya menangani semua situasi dengan andaian kemalangan akanberlaku. <i>(I handle all situations as if there is a possibility of having an accident).</i>	1	2	3	4	5
4	Saya menggunakan semua alat keselamatan seperti yangditetapkan. <i>(I wear safety equipment required by practice).</i>	1	2	3	4	5
5	Saya memastikan kawasan tempat kerja bersih. <i>(I keep my work area clean).</i>	1	2	3	4	5
6	Saya menggalakkan rakan-rakan sekerja agar bekerja dengan selamat. <i>(I encourage co-workers to be safe).</i>	1	2	3	4	5
7	Saya memastikan semua peralatan kerja berada dalam keadaan selamat. <i>(I keep my work equipment in safe working condition).</i>	1	2	3	4	5
8	Saya tidak begitu mengendahkan perilaku selamat agar kerjadapat diselesaikan dengan segera. <i>(I take shortcuts to safe working behaviors in order to get the job done faster).</i>	1	2	3	4	5
9	Saya tidak mematuhi peraturan keselamatan yang saya rasa tidakperlu. <i>(I do not follow safety rules that I think are unnecessary).</i>	1	2	3	4	5
10	Saya melapor kepada penyelia masalah keselamatan apabila saya menemuinya. <i>(I report safety problems to my supervisor when I see safety problem).</i>	1	2	3	4	5
11	Saya membetulkan masalah keselamatan bagi memastikankemalangan tidak berlaku. <i>(I correct safety problems to ensure accidents will not occur).</i>	1	2	3	4	5

**KAJI SELIDIK TAMAT (END OF QUESTIONNAIRE)  
TERIMA KASIH (THANK YOU)**