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**THE INFLUENCE OF SAFETY CLIMATE ON SAFETY PERFORMANCE
AMONG ASSISTANT MEDICAL OFFICER AT GOVERNMENT HEALTH
FACILITIES IN KUANTAN PAHANG DARUL MAKMUR.**



By

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UUM
Universiti Utara Malaysia

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



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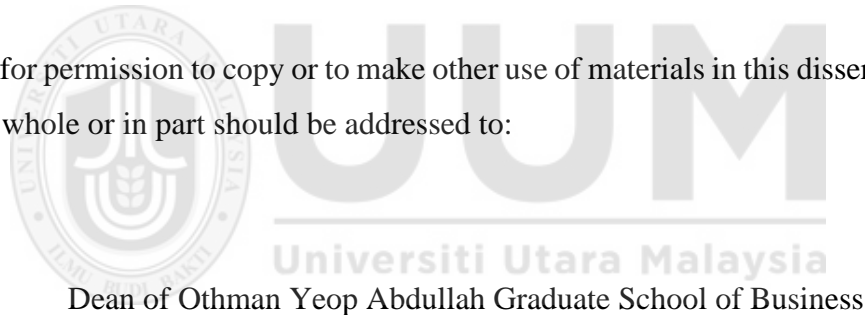
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ABSTRAK

Tujuan tesis ini untuk membuat kajian berkenaan hubungan dan pengaruh antara iklim keselamatan dengan prestasi keselamatan penolong pegawai perubatan yang bertugas di kemudahan kesihatan di seluruh Kuantan Pahang. Iklim keselamatan yang di pilih terdiri daripada beberapa dimensi iaitu, komitmen pengurusan, penglibatan pekerja dan kepuasan pekerja. Untuk mendapatkan kesahihan berkenaan objektif kajian, 94 set borang soal selidik telah di edarkan kepada penolong pegawai perubatan di ke semua kemudahan kesihatan di daerah Kuantan Pahang dan hanya sebanyak 84 borang telah berjaya di kumpulkan balik, walaupun begitu, ianya masih menepati sasaran yang telah di sarankan oleh pengkaji Krejcie and Morgan pada tahun 1970. Data yang dikumpulkan telah diproses menggunakan sistem perisian SPSS versi 23. Ujian analisis korelasi Pearson mendapati bahawa terdapat hubungan yang kuat dan positif antara iklim keselamatan (penglibatan pekerja dan kepuasan kerja) dengan prestasi keselamatan. Hanya ada satu dimensi dari iklim keselamatan, iaitu komitmen pengurusan, yang tidak mempunyai hubungan yang signifikan dengan prestasi keselamatan. Walau bagaimanapun, bagi pelbagai ujian analisis regresi, terdapat pengaruh terhadap prestasi keselamatan oleh semua dimensi iklim keselamatan. Untuk kesimpulannya, walaupun semua iklim keselamatan pemboleh ubah kecuali komitmen pengurusan, mempunyai pengaruh positif dan signifikan terhadap prestasi keselamatan, namun kesannya akan lebih besar jika komitmen pengurusan memainkan peranan penting dalam isu berkaitan keselamatan dan kesihatan dalam organisasi. Pada akhir kajian, implikasi kajian telah ditemui dan akhirnya, pendapat dan cadangan untuk meningkatkan prestasi keselamatan digariskan untuk kajian masa depan.

Kata kunci: Iklim keselamatan, prestasi keselamatan, penolong pegawai perubatan.

ABSTRACT

The purpose of this thesis is to study the relationship and influence of the safety climate and the safety performance of assistant medical officers in health facilities throughout Kuantan Pahang. The chosen safety climate consists of several dimensions, namely, management commitment, employee involvement, and worker satisfaction. To obtain the validity of the study objectives, 94 sets of questionnaires were distributed to the assistant medical assistant at all health facilities in the Kuantan Pahang district and only 84 forms were successfully collected. However, they still met the targets suggested by the researchers-Krejcie and Morgan in 1970. Collected data were processed using SPSS software system version 23. Pearson's correlation analysis test found that there was a strong and positive relationship between the safety climate (worker involvement and job satisfaction) with safety performance. There is only one dimension of the safety climate, which is the management commitment, who has no significant relationship with safety performance. Nevertheless, for multiple regression analysis tests, there is an influence on safety performance by all dimensions of safety climate. For conclusion, although all variables safety climate except management commitment, have positive and significant correlated toward safety performance, however the impact will more larger if management commitment is playing more important part in safety and health related issues in an organization. At the end of the study, the implications of the study is need were uncovered and finally, opinions and recommendations for improving safety performance were outlined for future studies.

Keywords: Safety climate, safety performance, medical assistants.

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LIST OF ABBREVIATIONS

AIDS	Acquired Immune Deficiency Syndrome
BBS	Behavior-based safety
CDC	Centre for Disease Control and Prevention
DOSH	Department Occupational safety and Health
EH&S	Environment, Health and Safety
FMA	Factory Machinery Act
HCW	Health Care Workforce
HIV	Human Immunodeficiency Virus
IOM	Institute of Medicine
MOH	Ministry of Health
MPSG	Malaysia Patient Safety Goals
OCSFs	Organizational Climate Safety Factors
OSHA	Occupational Safety and Health Act
OSH	Occupational Safety and Health
PPE	Personel Protective Equipment

PSCHO Patient Safety Climate in Healthcare Organization

SAQ Safety Analysis Question

SARS Severe Acute Respiratory Syndrome

SAS Statistical Analysis System

SOP Standard Operation Procedure

SPM Safety Performance Measurement

SPSS Statistical Package for the Social Science

TIS Total Involvement Safety

UTC Urban Transformation Centre

VHA Veterans Health Administration

WHO World Health Organization

WRMD Work Related Musculoskeletal Disorder



CHAPTER 1 INTRODUCTION

1.1 Research background

The judgement of accident amount at the workplace has been enforced in several industries to set the safety performance, and this is to identify the frequency of occurrences of accidents and injuries (Wu, Lee, Shu & Shu, 2010). Providing a pleasant safety work environment is crucial, provide safety for workers also essential to prevent any accident happen but almost all the organizations in the world experience an accident in the workplace (Abdul Wahab, Mad Shah & Idrus, 2010; Hee & Ping, 2014). The occupational accident will cause the company to lose money because of compensation, ill-affected medical efficiency, and competitiveness of an organization (Fernandez-Muniz, Montes-Peon, & Vazquez-Ordas, 2009).

The most crucial element in manufacturing industries is a safety concern (Casio, 1996). Furthermore, mostly in an organization's safety is an important factor. The outcomes lack of safety concern can be divided into two-element, either direct or indirect cost (Kundu, Yadav & Yadav, 2015). Direct costs can be defined when the worker gets an injury and covered by compensation from an insurance company. The indirect cost was carried by the contractor and mostly from negligence contractor. For example, decline in productivity, project delays, supervision cost, rescheduling project, transportation cost, and worker salary include those were injuries in the workplace (Hinze, 1997). Safety promotion and safety accidents had been extensively researched on several theoretical methods but unfortunately, many workers take slight consideration of safety at the workplace, the

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APPENDIX A

SURVEY QUESTIONNAIRE



UUM Kuala Lumpur

Universiti Utara Malaysia

TO WHOM IT MAY CONCERN

Dear Sir/Madam

You are being selected to be part of the respondents of this research because of your position as an assistant medical officer. This survey is introducing to measure the influence of safety climate on safety performance among assistant medical officer at government health facilities in Kuantan Pahang. This survey is supervised by Dr. Munawar bin Mustafa from Universiti Utara Malaysia. Humbly request your sincere and objective responses. Your responses will be guarded with confidentiality and shall be used as the only purpose of this research.

Thank you. Yours faithfully,

Faizal Reza bin Basri.

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**Influence of safety climate on safety performance among assistance medical officer
at government health facilities in Kuantan Pahang**

Section 1: Demographic Detail.

Instruction: Please tick (X) on the related column.

A. Grade position

	U29
	U32

	U36
	U41

	U42
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B. Gender

	Male
	Female

C. Years of experiences

	Less than 5 years
	5 years – 10 years

	10 years – 15 years
	Above 15 years

D. Level of education

	Diploma
	Degree
	Master

E. Health facilities

	District health office
	Health clinic

	UTC health clinic
	Community clinic

Instructions: Please rate how much you personally judgment from strongly agree to strongly disagree with these statements. Please circle the correct answer.

1	2	3	4	5
Strongly disagree	Disagree	Neutral	Agree	Strongly agree

Section 2: Management Commitment

1. Safety is given high priority by the management.	1	2	3	4	5
2. Safety rules and procedures are strictly followed by the management	1	2	3	4	5
3. Corrective action is always taken when the management is told about unsafe practices.	1	2	3	4	5
4. In my workplace manager/supervisor does not show interest in the safety of workers.	1	2	3	4	5
5. Management considers safety to equally important as services.	1	2	3	4	5
6. I feel that management is willing to compromise on safety for increasing services.	1	2	3	4	5
7. When a near-miss accident is reported, my management acts quickly to solve the problems.	1	2	3	4	5
8. My management does not attend a safety meeting.	1	2	3	4	5
9. My management provides sufficient protective equipment for the workers.	1	2	3	4	5

Section 3: Worker involvement

1. Management always welcomes opinions from the employee before making a final decision on safety-related matters.	1	2	3	4	5
2. My health facilities have safety committees consisting of representatives of management and employee.	1	2	3	4	5
3. Management promotes employee's involvement in safety-related matters.	1	2	3	4	5
4. Management consults with the employee regularly about workplace health and safety issues.	1	2	3	4	5

5. Employee does not sincerely participate in identifying safety problems.	1	2	3	4	5
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Section 4: Job satisfaction

1. I like my job.	1	2	3	4	5
2. Working in these health facilities is like being part of a large family.	1	2	3	4	5
3. This health facility is a good place to work.	1	2	3	4	5
4. I am proud to work at these health facilities.	1	2	3	4	5
5. Morale in these health facilities is high.	1	2	3	4	5

Section 5: Safety compliance

1. I use all the necessary safety equipment to do my job.	1	2	3	4	5
2. I carry out my work in a safe manner.	1	2	3	4	5
3. I follow correct safety rules and procedures while carrying out my job.	1	2	3	4	5
4. I ensure the highest levels of safety when I carry out my job.	1	2	3	4	5
5. Occasionally due to over lack of time, I deviate (unlikely) from correct and safe work procedures.	1	2	3	4	5
6. Occasionally due to over-familiarity with the job, I deviate from correct and safe work procedures.	1	2	3	4	5
7. It is not always practical to follow all safety rules and procedures while doing a job.	1	2	3	4	5

Section 6: Safety participation

1. I always point out to the management if any safety-related matters are noticed in my health facilities	1	2	3	4	5
2. I put extra effort to improve the safety of the workplace.	1	2	3	4	5
3. I voluntarily carry out tasks or activities that help to improve workplace safety.	1	2	3	4	5
4. I encourage my co-workers to work safely.	1	2	3	4	5

5. I help my co-workers when they are working under risk or hazardous conditions.	1	2	3	4	5
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Thank you so much, I humbly appreciate your time to answer this survey.

