

**INVESTIGATING THE INFLUENCE OF WORK SAFETY SCALE (WSS) ON
SAFETY BEHAVIOUR: A STUDY AMONG EMPLOYEES OF A UTILITY
COMPANY**

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MASTER OF SCIENCE (MANAGEMENT)

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COMPANY**

By:

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A thesis submitted to the College of Business in partial fulfillment of the requirements
for the degree of Master of Science (Management),
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DECLARATION

I declare that all the thesis work described in this dissertation was my own work (unless otherwise acknowledged in the text) and that none of the thesis work has been previously submitted for any academic Masters programmes. All sources of quoted information have been acknowledged through references.

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ABSTRACT

This study is to determine the influence of the five facets of Work Safety Scale (WSS) on compliance with safety behaviour among the employees of a utility company in Malaysia. The study was held as there were only limited studies on safety being carried out in utility industry. Trainings and awareness programs had been aggressively put into actions to get the staffs involvement and commitment over safety; yet there are still incidents and accidents occurring on safety issues. In addition, this study also investigates how the safety perception measurement contributes to the safety behavior among the employees in utility industry. A total of 110 questionnaires had been distributed to the sample chosen on the study consisting of five independent variables of Work Safety Scale that are: (a) job safety, (b) co-worker safety, (c) supervisor safety, (d) management safety practices and (e) satisfaction of the safety programme. All those independent variables later will be measured on the perception of workplace safety towards the compliance of safety behaviour as the determinants (dependent variable). Finally, the finding of the study presented that co-worker safety, supervisor safety, management safety practices and safety programmes are significantly related to compliance safety behaviour whilst job safety have no any intercorrelation to safety behaviour in the study.

ABSTRAK

Kajian ini adalah untuk mengkaji samada lima faktor dalam skala keselamatan kerja mempengaruhi tabiat keselamatan dikalangan pekerja syarikat utiliti di Malaysia. Kajian ini telah dijalankan kerana kajian mengenai keselamatan di sektor utiliti adalah sangat terhad dan masih terdapat banyak kes kemalangan dan kecelakaan yang melibatkan pekerja dalam sektor ini. Di samping itu, kajian ini juga penting dalam mengetahui bagaimana persepsi seseorang tentang keselamatan akan mempengaruhi perlakuannya terhadap keselamatan dalam sektor utiliti negara. Dalam kajian ini, sebanyak 110 set soal selidik telah diedarkan kepada 'sample' yang dipilih. Soal selidik ini mengandungi lima komponen pembolehubah tidak bersandar dalam skala keselamatan kerja iaitu: a) keselamatan kerja b) keselamatan rakan sekerja c) keselamatan supervisor d) amalan keselamatan organisasi e) kepuasan program keselamatan. Semua pembolehubah ini kemudiannya akan dilihat pada persepsi keselamatan di tempat kerja dan pengaruhnya terhadap tabiat keselamatan seperti yang ditetapkan. Hasil kajian juga mendapati persepsi keselamatan rakan sekerja, supervisor, amalan keselamatan organisasi dan kepuasan program keselamatan mempunyai hubungan yang paling baik dalam mempengaruhi tabiat keselamatan warga kerja dalam industri ini.

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CHAPTER 1

INTRODUCTION

1.1 Background of the study

Workplace safety is emerging as one of the key risk management and regulatory compliance focus areas among many global companies (Vredenburg, 2002). It measures some important factors such as job safety, coworker safety, supervisor safety, management safety practices, compliance with safety behaviors and satisfaction with the safety programmed (Hayes, 1998). The current trend in modern technological society's emphasis safety conscious attitude on the part of employers of labour, individual employee, self employed, designers, importers, exporters suppliers and landlords (Adebiyi, 2007).

Studies demonstrate that between 5 percent and 15 percent of accidents are caused by inherent job hazards and 85 percent to 95 percent are caused due to what employers do or fail to do (Encarta, 1999; Darby, 2005). It is also reported that there exists immense correlated between safety and productivity; and cost and suffering (Williams, 1984; Duignan, 2003; Fayad *et al.*, 2003; Inegbenebor & Olalekan, 2002). Although several approaches have been employed to safety performance evaluation, absolute safety for humans and property is still an illusion where factory machines and oil exploration facilities are still claiming human lives or limbs. In the USA, about 6,500 American workers die each year because of accidents (Encarta, 1999). National Safety Council (2004) also reported that on an average day, 14 people are killed and more than 10,400 people are disabled at work. Whereas, in UK, 1.6 million injury accidents and 27 million non-injury accidents are being recorded annually

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