

10.0 QUESTIONNAIRE SURVEY FINDINGS – PRIMARY DATA

A cross-sectional study was conducted from April 2016 – January 2017 to determine the current Occupational Safety and Health situation using various indicators and collecting baseline information to define the landscape of OSH of the country.

The sampling method for this study was convenient sampling carried out for all states in Malaysia. Data collection covers all industries in Malaysia as specified under the Occupational Safety and Health Act of 1994, including foreign workers employed in Malaysia. Sampling throughout Malaysia was based on the division of zones as follows:

- a) Zone A: Perlis, Kedah, Penang and Perak
- b) Zone B: Kelantan, Terengganu and Pahang
- c) Zone C: Selangor, Kuala Lumpur, Putrajaya and Negeri Sembilan
- d) Zone D: Melaka and Johor
- e) Zone E: Sabah, Sarawak and Labuan

The questionnaire were prepared in both English and Malay language medium for local workers, employers and OSH personnel; while for foreign workers, the questionnaire were translated into the native language of the employee and if the employee is unable to write and read, the service of a translator was sought.

- a) The employer or employer's representative
- b) Occupational Safety and Health personnel (SHO accredited – Green Book holder, OSH Executive – without accreditation, representative of the OSH committee)
- c) The General worker (local employees – supervisors and operations, foreign workers – supervisors, operations, skilled, semi-skilled and labor)

A total of 12,962 employees, 1,415 OSH personnel and 644 employers from over 3,000 workplaces were involved across the different zones. **Table 10.1** summarizes the number of participant from three different groups (employer, OSH personnel and General Worker) who participate in this OSH survey.

Table 10.1: The number of Participant based on Industry who contributed to the Survey

	Employer (N=644) ^a	OSH Personnel (N=1,415) ^b	General Worker (N=12,962) ^c
CATEGORY	(%)	(%)	(%)
Manufacturing	42.7	41.9	43.8
Agriculture, Forestry, Fishing	19.9	6.2	1.4
Transportation, Communication	2.5	1.7	2.9
Trades, Banking and Finance	2.2	1.6	1.0
Governmental Services	1.2	4.0	5.7
Oil and gas	4.0	6.0	2.3
Construction	20.2	11.2	18.1
Mining and Quarrying	0.3	0.5	0.1
Utilities	1.7	2.6	1.3
Wholesale and Retail Trades	3.9	14.0	6.7
Hotel and Restaurant	1.4	10.3	10.6

a Employer was recruited either among human resources/administrative manager or operation manager in an organization, who employs an employee under a contract of employment and has a responsibility to provide a safe workplace

b OSH personnel either hold a position as Safety and Health Officer (accredited – Green Book holder), Safety and Health Executive – without accreditation, or representative of the OSH committee, who trained and tasked to implement an OSH programs in the workplace

c A general worker performs responsible unskilled manual work; does related work as required. Work is performed under immediate supervision.

OCCUPATIONAL SAFETY AND HEALTH MANAGEMENT SYSTEM (OSHMS)

The risks for occupational accidents and diseases at work have to be managed by the employers and workers who are facing with them. In order to ensure effective action, it is essential to establish occupational safety and health (OSH) management systems at all workplaces for continual improvement of working environment and preventive measures. **Table 10.2** below summarizes the OSHMS-related practices at the workplace provided by the Organization reported by employer and OSH personnel.

Table 10.2: The OSHMS-related practices at the workplace provided by the Organization

	Employer (%)		OSH Personnel (%)	
	Yes	No	Yes	No
OSHMS Practices at Workplace				
Demonstrate commitment to OSH induction	34.4	65.6	40.6	59.4
Platform of formal communication	26.7	73.3	48.2	51.8
Regular staff forum or meeting	35.7	64.3	60.5	39.5
Strategic objective	19.7	80.3	37.4	62.6
OSH related training	25.0	75.0	56.4	43.6
Personal key performance index (KPI)	51.1	48.9	52.3	47.7
Performance review	38.4	61.6	45.4	54.6
OSH strategy in line with business strategy	65.0	35.0	83.3	16.7
OSH resources available	82.1	17.9	68.6	30.5
Provide Safety induction	72.8	27.2	75.2	24.8
Factors that drives the implementation of OSH program				
Law enforcement		37		50
Mass media		20		3
Client requirement		27		24
Others (company policy, accountability, self-regulation etc.)		16		23

OSH PRACTICES AT THE WOKRPLACE

The appeal of reward programs is hard to deny. To employers, they offer the promise of a safer workplace, lower injury and illness rates, and decreased costs. To workers, it is a chance to win a bonus, get a promotion, voucher or coupon through their hard work. In other words, incentive programs can enhance established occupational safety programs and considered as an easy fix to underlying safety problems.

In other words, recognition and reward for a job well done fulfills a basic human need for acknowledgement and affirmation. When employees are recognized for their commitment to OSH at the workplace, they naturally engage at a higher level and contribute more. At times, OSH personnel may incorporate the concept of recognition and reward into their safety programs to drive positive safety behavior and ultimately impact financial results.

Figure 10.1 summarizes the reward system implemented at the workplace among the employer and OSH personnel.

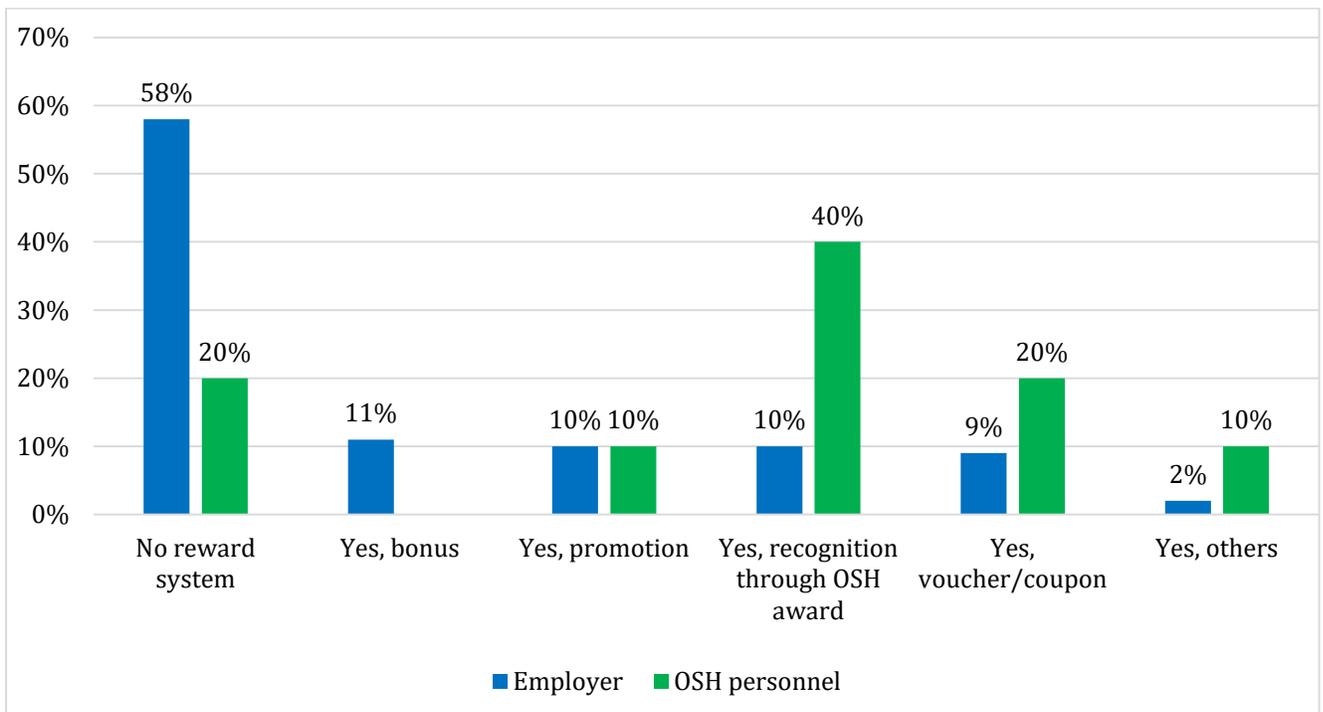


Figure 10.1: The reward system implement at Workplace among the employer and OSH personnel

In order to meet all organizational objectives related to OSH, communication has been consistently identified as a key factor. The success of one's organization OSH practices

hinges on timely and effective communication. Therefore, the OSH communication system should be considered broadly-various levels and types of communication are important in ensuring the health and safety of workers, visitors, contractors and third parties impacted by organizational activities. In other word, for communication about health and safety to be effective, values about health and safety should be consistent and shared among those in an organization.

Figure 10.2 demonstrated that overall OSH communication practices at the workplace reported by employer and OSH personnel. Findings of this survey establish different perspective on communication among the employer and OSH personnel. Nevertheless, both group works to ensure that the OSH communication mechanisms is worked to ensure work is coordinated safely and the risks are minimized. Implementing OSH communication is one of the core values practiced by most organizations. Effective OHS Communication is an essential, yet often overlooked (or underdone) area of an OHS management system in the workplace.

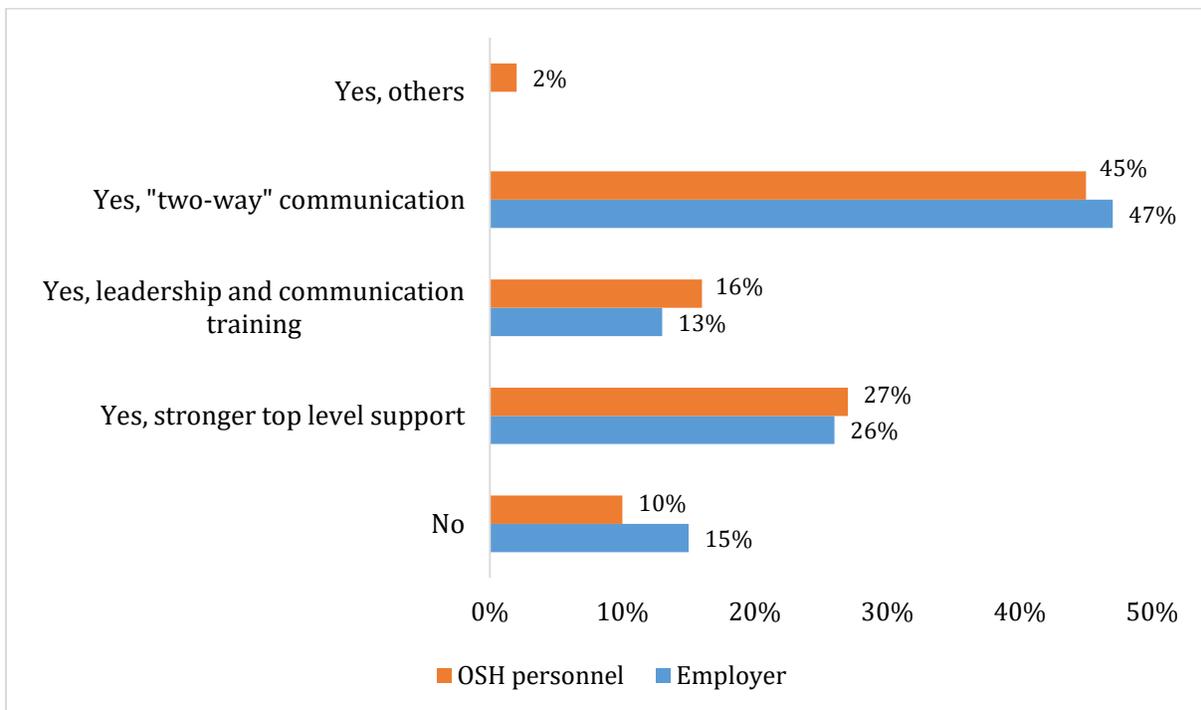


Figure 10.2: OSH communication at the workplace reported by Employer and OSH personnel

One of the opportunities to improve OSH practices at the workplace is through the initiative of information sharing and provide best practices among employees and improved coordination resources and efforts to advance workplace health and safety. Therefore, this survey examines the criteria that both the employer and OSH personnel finds it necessary to help improving the OSH practices at the workplace as summarized in **Figure 10.3**.

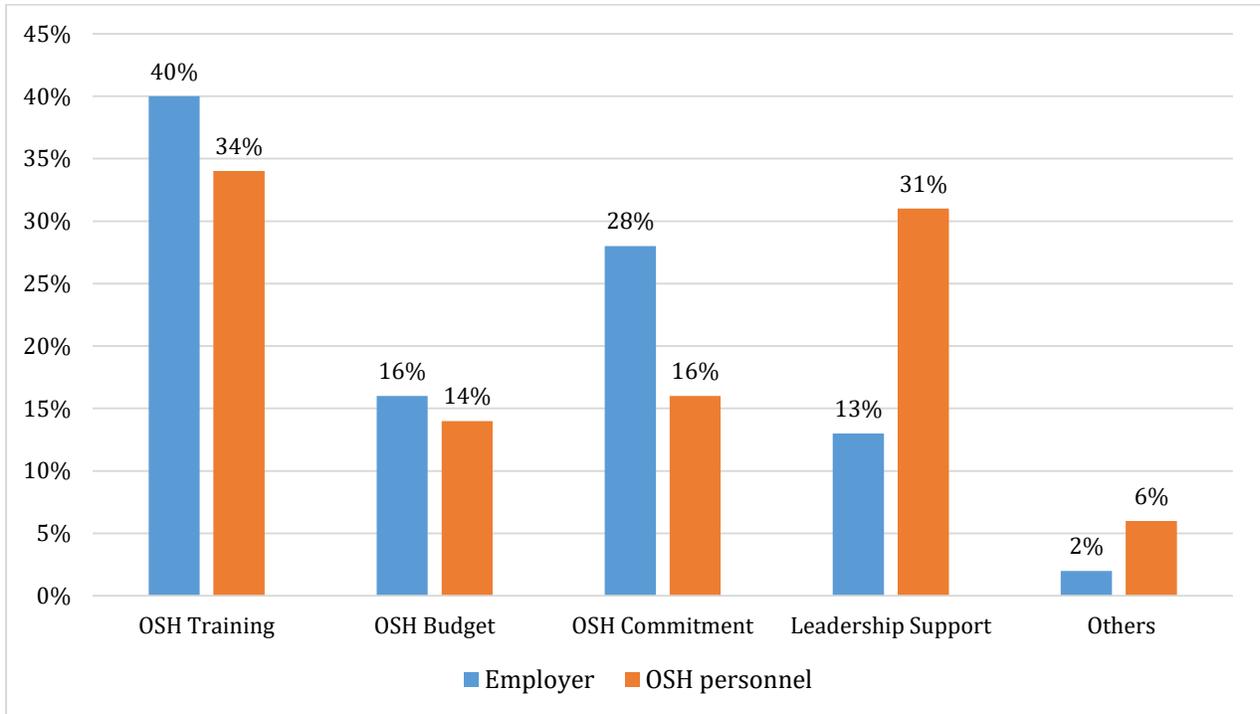


Figure 10.3: The necessary to improve OSH practices at the workplace claimed by the employer and OSH personnel

Worker participation is vital to the success of safety and health programs. They have much to gain from a successful program and the most to lose if the program fails. At the same time, it is also essential to develop networks of OSH personnel who have good OSH practices for ensuring impacts and sustainability at the workplace. **Table 10.3** indicates the OSH practices reported by the OSH personnel and general workers.

Table 10.3 Self-reported OSH practices at workplace by OSH personnel, local and foreign general workers

OCCUPATIONAL SAFETY AND HEALTH PRACTICES AT WORKPLACE	LOCAL WORKERS (N=8756) (%)			FOREIGNERS (N=4206) (%)			OSH PERSONNEL (N=1,415) (%)		
	YES	NO	UNSURE	YES	NO	UNSURE	YES	NO	UNSURE
Know at least one OSH law	73.7	20.0	6.3	76.4	10.7	12.9	68.7	22.2	9.1
I will report to management about any potential hazards at workplace	78.7	18.1	3.2	86.6	10.4	3.0	77.0	17.2	5.8
Involve in OSH activities/program	50.3	41.5	8.1	83.9	12.9	3.2	67.6	24.9	7.5
I know what to do if I get injured/emergency situation	79.0	16.5	4.5	84.5	12.6	2.9	72.4	20.1	7.4

OSH performance indicators are used to measure and assess the status quo and the development in the main areas of OSH practices at the workplaces, such as workplace hazard and work-related ill-health, prevention measures, OSH infrastructure, etc. Therefore, this survey examines the criteria that employer and OSH personnel find it necessary to help improving the OSH performance at the workplace as summarized in **Figure 10.4**.

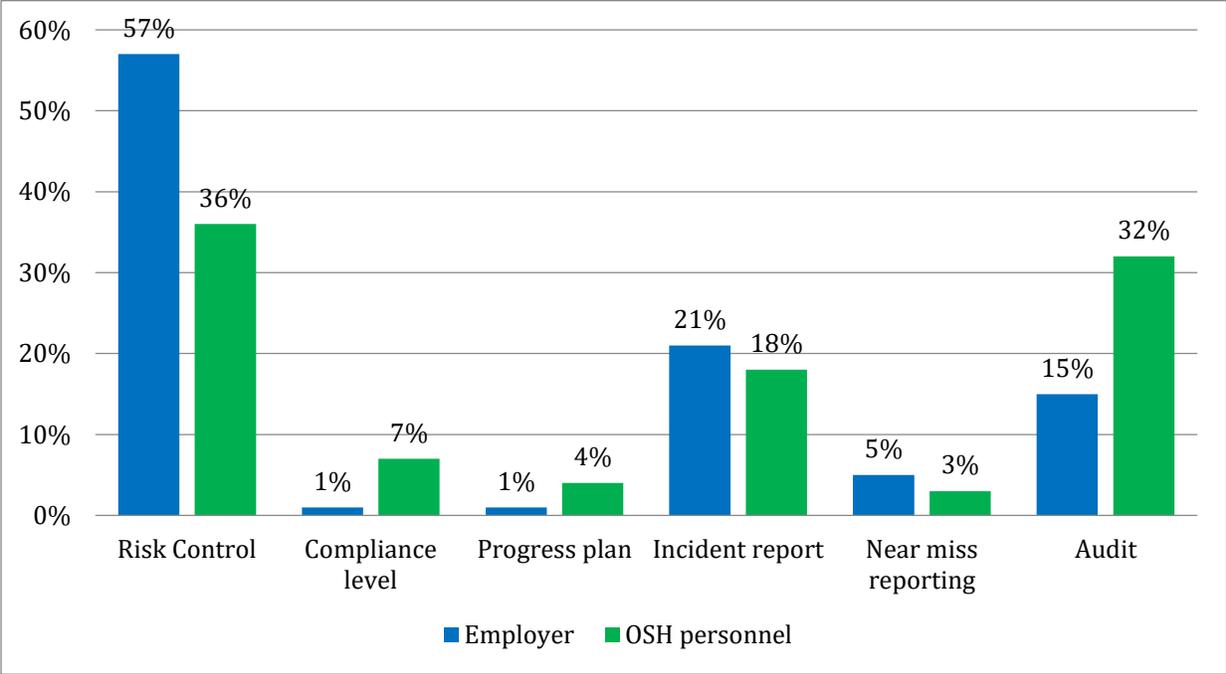


Figure 10.4: The Common practice to measure OSH performance at the workplace reported by the employer and OSH personnel

One of the opportunities to improve OSH practices at the workplace is through the initiative of sharing information and provides best practices among employees and improved coordination resources and efforts to advance workplace health and safety. Therefore, this survey examines the criteria that the employer finds it necessary to help improving the OSH practices at the workplace as summarized in **Figure 10.5**.

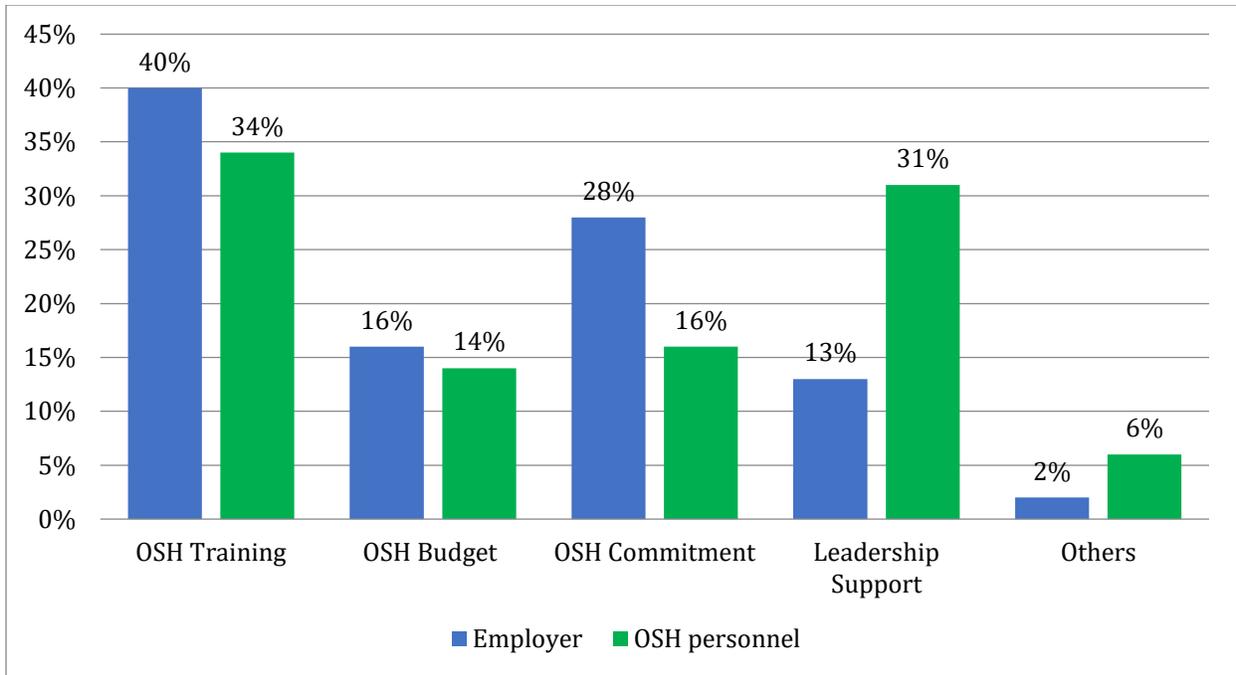


Figure 10.5: The necessary to improve OSH practices at the workplace claimed by the employer and OSH personnel

QUALITY OF WORKING LIFE

The "Quality of Working Life" (QWL) is a term that had been used to describe the broader job-related experience an individual has. It is presumed that, a well-designed OSH practices at the workplace would produce a productive and safe working environment, without potential physical, emotional and mental health risks. **Table 10.4** summarizes the quality of working life among OSH personnel, local and foreign general workers.

Table 10.4: Quality of Working Life among OSH personnel, local and foreign general workers

QUALITY OF WORKING LIFE	OSH PERSONNEL (N=1,415) (%)			LOCAL WORKERS (N=8756) (%)			FOREIGNERS (N=4206) (%)		
	YES	NO	UNSURE	YES	NO	UNSURE	YES	NO	UNSURE
I find my work quite stressful	32.9	60.0	7.1	30.3	44.2	25.5	3.0	6.1	90.9
My company work environment is good and highly motivated	59.0	28.5	12.6	59.9	25.9	14.2	88.7	8.3	3.0
It is hard to take time off during our work if emergency or family matters.	29.8	64.3	5.9	34.4	43	22.6	3.4	5.7	90.9
The wage given by company is sufficient.	49.5	39.3	11.3	49.7	20.7	29.6	5.7	3.4	90.9
There is a harmonious relationship with my colleagues.	75.5	21.0	3.5	77.0	11.3	11.7	91.7	6.2	2.1
My employer is considerate if I have personal matters during working hours	77.0	17.0	6.0	48.7	22.8	28.5	6.8	1.6	91.6
There is a good relationship with superior	72.8	20.8	6.4	66.8	16.7	16.5	89.1	9.4	1.5
Good facilities are provided by company	64.9	28.2	6.9	66.0	18.9	15.1	77	20.8	2.2
Good welfare activities are provided by our Company	65.9	25.2	8.8	55.7	22.9	21.5	70.0	24.2	5.8
Work conditions allow me to be as productive as I could be	66.3	27.1	6.6	53.8	20.7	25.5	88	10.2	1.8

ECONOMIC IMPACT RELATED TO OSH

Employers that invest in workplace safety and health can expect to reduce fatalities, injuries, and illnesses. This will result in cost savings in a variety of areas, such as lowering workers' compensation costs and medical expenses, avoiding OSH-related penalties, and reducing costs to train replacement employees and conduct accident investigations. In addition, employers often find that changes made to improve workplace safety and health can result in significant improvements to their organization's productivity and financial performance. In view of this, **Table 10.5** summarizes the possible economic impact encountered by the employer while investing on OSH in their workplace.

Table 10.5: Types of Economics Impact related to OSH reported by Employer

ECONOMIC IMPACT	EMPLOYER (N=644)		
	YES, (%)	NO, (%)	UNSURE (%)
Is the funding of OSH implementation is affected by the payment of LEVI?	16.0	58.0	26.0
Is hiring and firing practices in HRD Department is based on worker's performance?	35.0	42.0	23.0
Is the money spent for the workers on OSH implementation considered during hiring and firing?	36.0	43.0	20.0
Does your company implement 'return to work program'?	47.0	33.0	20.0

Figure 10.6 shows the overall expenses on SOCSO from the yearly turnover budget and provides insurance paid by the company for the workers. SOCSO (Social Security Organization), also known as PERKESO (*Pertubuhan Keselamatan Sosial*), is a Malaysian government agency that was established to provide social security protections to Malaysian employees under the Employees' Social Security Act, 1969. Other than registration and collection of contributions from employees to pay of benefits to workers and/or their dependents when tragedy strikes or provision of physical and vocational rehabilitation benefits under SOCSO, some company provide other insurance (e.g. medical, travel and life) insurance to workers.

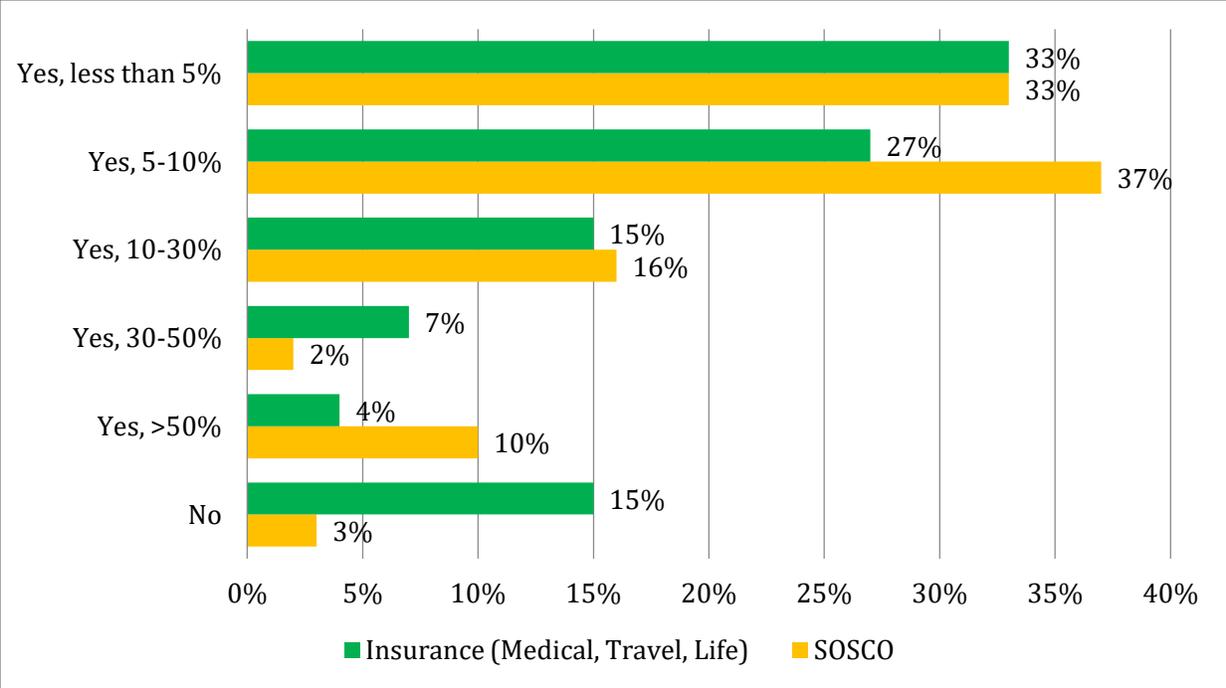


Figure 10.6: Overall expenses on SESCO from the yearly turnover budget and company provide insurance (medical, travel, life) insurance to worker

Since every company is required to contribute SESCO for its employees, whether they are full/part time, permanent or temporary, employment or contract, the economic impact of OSH to general workers was also examined among local general workers. However, foreign workers are not entitled to contribute to SESCO as local employees did, local employers who recruit foreign employees in their workplace shall make the contribution of foreign worker levy, the pricing mechanism to regulate the number of foreign workers (**Table 10.6**).

Table 10.6: Economic Impacts towards OSH among General Workers

ECONOMIC IMPACTS	LOCAL GENERAL WORKERS (N=8,756)			FOREIGN GENERAL WORKERS (N=4,206)		
	YES, (%)	NO, (%)	UNSURE (%)	YES, (%)	NO, (%)	UNSURE, (%)
Do you understand if any accident occurs, you are entitled to receive compensation?	79.7	8.3	12.1	90.8	4.7	4.5
Have you use your own money to buy personal protective equipment's (PPE)?	39	44.9	16.1	73.3	18.1	8.6
Do you feel safe when you have contributed to SOCSO?	62.8	15.9	21.4			
Do you make a contribution to SOCSO?	79.1	8.7	12.2			
Do you have insurance?				86.9	10.5	2.7
Do you think that the cost of LEVI will burden you?				72.3	20.3	7.4

SELF-EVALUATION OF OSH OVERALL PERFORMANCE

From the scale of 1 to 5 with “5” being the best performance and “1” being the worst performance, all participants were asked to rate their own company overall OSH performance based on the current practices, system and management.

Findings shows that 45% of employer claimed that the OSH performance their workplace is moderate and room of improvement at the current practices whereas 33% of employer consider the OSH performance at their workplace is good with the current practices.

Most of the OSH personnel rated the OSH performance at their workplace as 3-4, such that 48% claimed that the OSH performance their workplace is good at the current practices; whereas, 35% consider the OSH performance in their workplace is good with room of improvement based on current practices.

Overall, 46% of foreign workers claimed that the OSH performance at their workplace were good at the current practices with, however, 23.5 % of them consider the OSH performance in their workplace is good with room of improvement based on current practices. On the other hand, 69.5% of local workers indicated that the OSH performance their workplace is at their best practices with the current practices with the performance rated as 4-5.

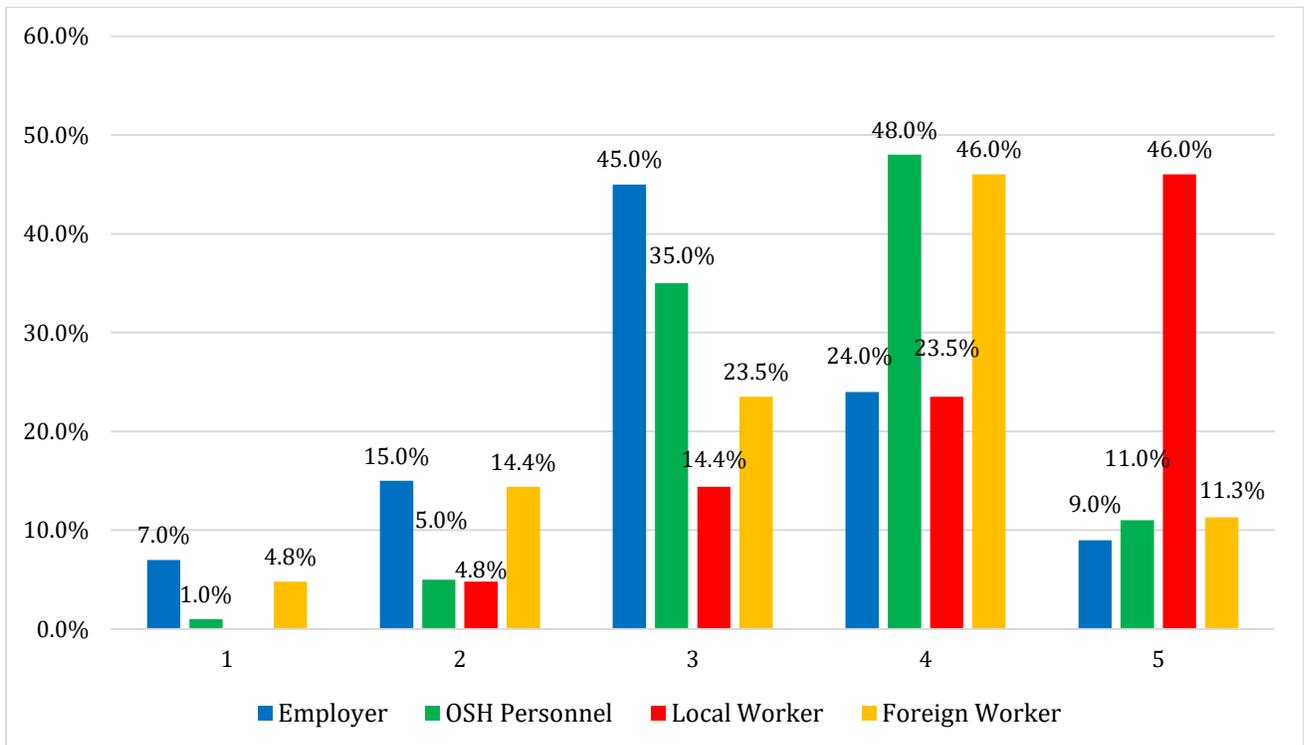


Figure 10.7: Overall OSH performance reported by participants