ABSTRACT

Title: OSHMS: Perception, Safety Satisfaction and Safety Feedback among Employees in Klang Valley Certified Organization
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Abstract:

Occupational safety and health management system (OSHMS) is one of the most important aspects especially related to activity that involve work at high risk either in the construction, manufacturing, services and other industries. In Malaysia, OSHMS requirements used are the Malaysian Standard (MS) 1722:2011 and Occupational Health and Safety Assessment Series (OHSAS) 18001: 2007. The objective of this study were to identify the perception, safety satisfaction and safety feedback of OSHMS in Malaysia. Methodology used in this study involved data collection by distributing the questionnaires among MS 1722 selected certified organization. Cross sectional study designs were used in this research. This study were conducted at certified OSHMS organization located in Klang Valley. Self-administered questionnaire were used to measure employee's perception, safety satisfaction and safety feedback of OSHMS. Descriptive analysis and bivariate statistical analysis such as Pearson Correlation test were used in this study. Data were analysed using *"Statistical Package for Social Science"* (SPSS) software version 18.0. Result indicate that employee have a positive perception and satisfaction on the elements of OSHMS implemented in their organization. Based on employee's safety feedback, it shows that allowance and incentives is required by employees to promote the implementation of OSHMS, other than elements such as documentation, and fast management action. This study also revealed that there is a relationship between employee's safety perception and safety satisfaction. On the other hand, employee's working experience, education background and organization's accreditation duration does affect employees' safety perception and safety satisfaction towards MS 1722 certification. The findings of this research have important practical implications for the management to make an improvements on every aspects basically in terms of employee's safety perception, safety satisfaction and feedback because these elements does have an effect on employee's job performance. A positive job performance will benefit both individuals as well as the organization. This study should be an indicator to measure the effectiveness of OSH Management System implemented in the organization as well as creating a positive safety culture.

Keyword: Occupational Safety and Health Management System, Malaysian Standard (MS) 1722:2011, Safety Perception, Safety Satisfaction and Safety Feedback