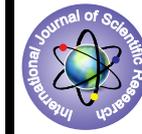


## Impact of Occupational Health Safety on Employee Satisfaction



### Management

**KEYWORDS :** Occupational Safety, Satisfaction, Industrial dispute, Hazards.

**Ms. Anu Gupta**

Member of Faculty (HR) A/3 G/2 Shanti Apartment, opp. Devashish school, Bodakdev, Ahmedabad-15

**Ms. Devina Upadhyay**

Member of Faculty (Statistics) A/3 G/2 Shanti Apartment, opp. Devashish school, Bodakdev, Ahmedabad-15

### ABSTRACT

*Occupational health safety is one of prime most concern in hospital industry wherein the employees are exposed to number of occupational hazards. The study was undertaken in different Hospital in Ahmadabad to study the safety measures adopted by the management. The research sought to assess the impact of occupational health safety on the satisfaction level of an employee. The research was carried on permanent employees of hospital industry. The mode of survey was semi structured questionnaire followed by interview carried on 140 hospital employees. The data was analyzed using statistical tool of Regression, t test, Anova etc. The findings revealed that there is positive impact of employee safety measure on the satisfaction level of an employee. The survey conclude recommending the provision of incremental safety measures like frequent health check up, equipping the hospital staff with the necessary tools and equipment and providing the best of hygiene factors for the hospital staff.*

### The prelude

Recent study focuses that organization have started emphasizing on safety performances as healthy mind resides on healthy body. Though the legislation relating to organization health and safety exist but the implementation still poses a question mark ( Heming, Carthey 1997) Legislation itself may not be sufficient to ensure workers safety because of human element involved in it who have a tendency to engage themselves knowingly or unknowingly in accidents. Major contributors of the accidents nearly 80% accounts for human element (80-90%) carelessness or engaging in the behavior which they interpret is safe. Employees' unsafe behavior results in accident which knowingly or unknowingly becomes the cause of conflict which in future takes the shape of industrial dispute. Fleming and Lardner (2000) stated that employees who perceive that organization cares for them by providing them safety and health measure may tend to have more satisfaction. Therefore the study aims in studying the impact of employee's safety and health measure on satisfaction level of employee with reference to hospitals wherein the hazards and risks are very high.

### Literature review

Safety management refers to visible practices and measures practiced by organizations to give feeling of security to employees ( Mitchison & Papadakis 1999). As per Bottani, Murdy Monica and Vignali (2009) safety management if done properly gives the perception that organization cares for the employees and thus contributes partially to the satisfaction level of an employee. Certain prerequisites are needed to ensure safety management in an organization chief among them are: management commitment to safety, safety communication, health and safety objectives, training needs, rewarding performance and worker involvement. Safety culture, climate and safety management are considered the key indicators of ensuring best safety practices in an organization which could be broadly termed as "attitude, beliefs and perceptions shared by the dominant group among the employees which in turn directs their reaction towards risk and risk control systems ( Abdullab, Spickett, Rumchey, Dhaliwal (2002).

The study done by Hsu, Lee, Wu and Takano (2007) studied the influence of various organizational factors on employee safety. Taiwanese culture was reported to be Top down directive with the top management leading in the Function of safety activities wherein Japanese culture was reported to be Bottom up Participative with the employees taking a lead in ensuring safety activities. As per ( Yule, Flin and Murdy 2007 the role of supervisor acts as a key or dominant factor in ensuring safety in workplace and employees confirming to safety rules and procedure. As per Cheyne, Oliver, Tomas and Cox 2009 certain factors like safety standards and goals, safety training personal involvement, communication and reduction in work hazards

and safe work environment contributed to a great extent in ensuring safety in an organization.

### Research Methodology

#### Problem Statement

Employee safety is concerned as one of the prime most concern in hospital industry as people are exposed to number of occupational hazards. Satisfaction of an employee may be directly proportional to their well being. The need arises to check the impact of employee safety on satisfaction level of an employee. The research paper therefore studies the impact of employee safety on the satisfaction level of an employee

#### Objectives

- To study the employee perception regarding safety at work place.
- To study the satisfaction level of an employee in the organization.
- To study the impact of employee safety on employee satisfaction level.

#### Research Plan

We have contacted 140 full time employees and 120 have given a proper reply. Samples were taken from Medical department, Radiology department, administration department, nursing department, accounts department, paramedical department, housekeeping department & pharmacy Department. The questionnaire designed was based on a structured format and there were almost all close ended questions. This questionnaire was designed on five point likert scale.

The Study focused mainly on employee's opinion towards HR department and the services provided by HR department, but as the survey was on employee Safety and its impact on satisfaction, the study tries to cover other aspects also such as employee's safety towards exiting safety practices and overall working environment in Different Hospitals.

We have used t test and regression analysis to analyze the data.

#### Hypothesis 1

H0: There is significant difference regarding the perception of safety among the employee of different Hospitals.

H1 : There is no significant difference regarding the perception of safety among the employee of different Hospitals.

Variable	P	$\alpha$
An idea of occupational health and safety.	0.00	0.05
Safe working environment in this organization.	0.00	0.05
Sufficient occupational health and safety equipments are provided.	0.00	0.05

In the past, suffered from any disease caused due to working environment.	0.00	0.05
Awareness regarding fire emergency.	0.00	0.05
Food/ Snacks/ Drinks provided is highly Hygienic.	0.00	0.05
Organization has proper ventilation facility.	0.00	0.05
Health and safety training provided by the organization is helpful.	0.00	0.05
Health affected by workplace environment.	0.00	0.05
Organization is taking care of you.	0.00	0.05

Here, from the above result we can analyze that  $P < \alpha$ , so we reject  $H_0$ .

This results to acceptance of  $H_1$ , which states that there is no significant difference regarding the perception of safety among the employees of Different Hospitals.

**Hypothesis2**

$H_0$ : There is no significance impact of employee safety on satisfaction.

$H_1$ : There is a significant Impact of employee safety on satisfaction.

Independent Variable	Dependent Variable	P	A
Safety	Satisfaction	0.00	0.05

Here, from the above result we can analyze that  $P < \alpha$ , so we reject  $H_0$ .

This results to acceptance of  $H_1$ , which states that there is significant impact of employee safety on employee satisfaction.

**Employee Health and Safety Analysis (in Percentage)**

Variables	Strongly agree	agree	neutral	disagree	strongly disagree
An idea of occupational health and safety	19.67	64.17	15.83	0.83	0
Safe working environment in this organization	13.33	64.17	20.83	1.67	0
Sufficient occupational health and safety equipments are provided	15	45	35.83	4.17	0
In the past, suffered from any disease caused due to working environment	0	12.5	25.83	48.33	13.33
Awareness regarding fire emergency.	24.17	62.5	10	3.33	0
Food/ Snacks/ Drinks provided is highly Hygienic	12.5	53.33	30.83	3.33	0
Organization has proper ventilation facility	25.83	69.17	4.17	0.83	0
Health and safety training provided by the organization is helpful	41.67	52.5	5	0.83	0
Health affected by workplace environment	2.5	13.33	27.5	44.17	12.5
Organization is taking care of you	15.83	70	13.33	0.83	0
Overall Employee Safety Level in the Organization	17	50.67	18.92	10.83	2.58

**Employee Satisfaction Analysis (in Percentage)**

Variables	Strongly agree	agree	neutral	disagree	strongly disagree
Satisfaction regarding safety protocol followed by the organization	6.67	68.33	24.17	0.83	0
Satisfaction regarding the safety training provided by the organization	16.67	70.83	10	2.5	0
Satisfaction regarding available personal protective equipment provided by Organization.	9.17	40.83	45	5	0
Satisfaction regarding the quality of food provided by organization	9.17	60.83	27.5	2.5	0
Satisfaction regarding the storage facility provided for hazardous material	6.67	41.67	47.5	4.17	0
health check up interval	13.33	37.5	35.83	12.5	0.83
Satisfaction regarding the emergency services provided to you by the Organization.	30	61.67	7.5	0	0.83
Satisfaction regarding the vaccination facility provided by the organization.	14.17	32.5	46.67	5.83	0.83
Satisfaction regarding with the ventilation facility provide by your organization	24.17	65	10	0.83	0
Satisfaction regarding the overall health and safety practices of the organization	18.33	63.33	18.33	0	0
Average employee satisfaction level due to safety practices	14.83	54.25	27.25	3.42	0.25

**Findings:**

Study revealed that 83.84% employees agree that they have an idea of health & safety.77.5% employees are agree that they feel safe working in this organization.60% employees are agree that they are provided with sufficient occupational health & safety equipments.61.66% employees are disagree that they have ever suffered from any disease caused due to their working environment.86.67% employees are agree that they are aware about what to do in case of fire emergency.65.83% employees are agree that the food/snacks/drinks provided to them is highly hygienic.95% employee are agree that the organization has proper ventilation facility.94.17% employees are agree that the health & safety training provided by the organization is helpful to them.56.67% employees are disagree that their health is affected by their workplace environment.85.83% employees are agree that organization is taking care of them on an average employee safety level found in the organization is 67.67%.

The another aspect of findings related to the employee satisfaction level were75% employees are satisfied with the safety protocol followed by the organization.87.5% employees are satisfied with the safety training provided by the organization.50% employees are neutral regarding the availability of personal protective equipment provided to them by organization.70% employees are satisfied with the quality of the food provided by the organization.48.34% employees are satisfied with the storage facility provided for hazardous material.50.83% employees are satisfied with the health checkup interval.91.67% employees are satisfied with the emergency services provided by the organization.46.57% employees are satisfied as well as neutral regarding he vaccination facility provided by the organization.89.17% employees are satisfied with the ventilation facility provided by the organization.81.66% employees are satisfied with the overall health & safety practices of the organization. On an average the satisfaction level with due considering the safety aspect of the employee is 69.08% Overall employee safety level causes 69.08% employee satisfaction.

**Recommendation:**

The study concluded that in Different hospitals employee safety level was quite good but certain things were required for improving the safety level. Major recommendation included pro-

viding employees with sufficient protective health and safety equipment.. Health check up should be done on regular basis

#### Limitation and Future Research

The sample size taken is too small and the respondents may be biased in giving answers. The research is done in one hospital so the data cannot be generalized. Future research relating to detail aspect of safety measures ad satisfaction in other manufacturing and service sector should be studied.

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