CHAPTER I INTRODUCTION

I.1 Research Background

PT. X is a company that work in the field of processing semi-finished cocoa into chocolate. On July 2013, PT. X was acquired by ABC, which is a Swiss-based company that worked in the cocoa and choclate manufacture. With this acquisition, ABC became biggest cocoa and chocolate manufacturer in the world with 50 factories in 4 continents, 8,000 employees and estimated sales of 1.6 million tonnes per year (Company Data). This acquisition also make some organizational changes in PT. X. The commitment and strictness of ABC to maintain their quality of products and internal process, make PT.X implementing new culture, new policies, and also new procedures based on standard in ABC. One of the new change that applied in PT.X is new occupational health and safety management system. With the vision and commitment of ABC that all of the operational process has 'zero accident', PT. X has decide the acceptance limit of their occupational accident just three cases each year.

In the first year of occupational health and safety system application, the accident which recorded is 3 accidents. But in the October 2015, the occupational accident in PT. X has reached six cases for 2015. This number is exceeding the acceptable limit of the occupational accident in PT. X.

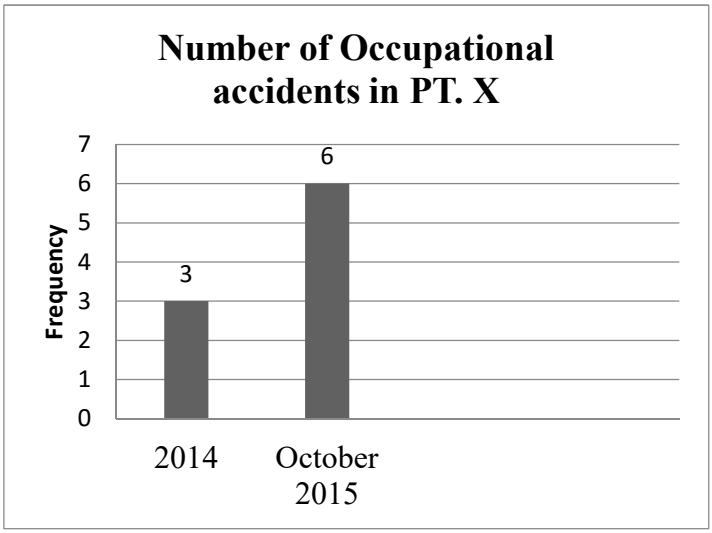

Figure I.1 Number of Occupational Accident in PT. X

From preliminary study in PT. X during 2015, it appears that no accidents resulting from technical failure of production equipment as well as safety equipment used by workers. It appears that the main cause of accidents is unsafe act (human cause or personal factors). Table I.1 show the detail of occupational accident in the PT. X at 2015.

Table I.1 Cause of Accident Analysis in PT.X at 2015

		Technical Causes (Unsafe Condition)		**Human Causes (Unsafe Act)**	**Cause of Accident**	**Location of the Accident**
Number	**Date of Accident (Month)**	**Mechanical Factors**	**Environment Factors**	**Personal Factors**		
1	January 2015	V		V	Uncomplying with procedure, improper safety seals	Warehouse
2	March 2015 (First Accident)	V		V	Carefulness, Improper working tools	Production
3	March 2015 (Second Accident)		V		Poor housekeeping	Warehouse
4	May 2015	V		V	Poor housekeeping, Uncomplying with procedure	Production
5	June 2015 (First Accident)		V	V	Carefulness, No warning sign	Warehouse
6	June 2015 (Second Accident)			V	Uncomplying with procedure	Laboratory
TOTAL		**4**	**3**	**8**		

From Table I.1 can seen that personal factors is a majority cause that lead to accident in 2015 (8 causes). Personal factors or human causes is defined as any condition or characteristic of an individual which could cause or influence person to act in an unsafe manner. To control the personal factors, usually management create occupational health and management system, as procedures, policies, and structures to supervise the safety aspect in the organization. Although the PT. X management has create safety procedures based on OHSAS 18001 and also

applied the monitoring and controling system in the organization (safety audit), the personal factors still be the factors number one that lead majority of accident in PT. X.

Lesson learnt that undertaken by the company to prevent unsafe acts from previous accidents is create additional procedure, give short briefing to worker about the existing working procedures, give a warning, put on display in the work area, as well as do engineering control.

Along with the development of occupational accident scientific today, the current safety interventions directed to changing aspects of worker cognitive. Workers cognitive aspects such as perception, attitudes, and beliefs believed to be the initial factor that causes unsafe behavior. This idea thrive based on the view that human behavior is the result of a number of aspects of cognitive underlying of human such as perceptions, attitudes, beliefs and others (Ajzen, 1980).

In organization, cognitive aspects surrounding the safety of the individual can be seen based on safety culture placed by the organization. The values that placed in organization, would affect employee perceptions about how to ensure safety management in the organization. However, these values cannot describe the cognitive aspect of workers (the actual individual perceptions on safety) because safety culture is part of the culture of an organization that formed by the top management and the culture itself is permanent and stable. These values are typically seen in a safety climate.

Some causes of accident in PT.X such as carelessness, impatience in work, ineffective communication, until the non-compliance of workers to its working procedure are shows the behavior of workers are affected or perceived in how a worker looked at their safety aspect. Individual or management perceptions who do not consider the importance of safety organizations will establish a working environment that does not support the work safety. Poor work climate will affect productivity in organizations where there will be a decrease in motivation and also lead to job dissatisfaction. In other words, the problem of safety in an organization should also be reviewed from the standpoint of cognitive, where the perception of the individual in terms of safety and health should also be considered.

An overview of the cognitive viewpoint can be seen from the measurement of safety climate in the organization. Safety climate which is a shared employee perceptions of how safety management is being operationalized in the workplace reveal some aspects of the perceived safety of employees. Some aspects who perceived by employee are (Kines, et al., 2011):

1. Management Safety Priority and Ability
2. Management Safety Empowerment
3. Management Safety Justice
4. Workers Safety Commitment
5. Employees Safety Priority and Risk Non-Acceptance
6. Peer Safety Communication Learning, and Trust in Safety Ability
7. Workers Trust in Efficacy of Safety Systems

Aspects of the above are an aspect that is believed to be an indicator of safety climate. Therefore, to get a climate that supports safety, management must pay attention to these aspects.

Therefore, measurement of safety climate is very necessary to know the views of employees on work safety system in the organization. By knowing this view, the company is expected to create strategies or improvements to the organizational aspects of the perceived lack of support the safety of employees. In this research, the safety climate measurement will be applied into Warehouse Division in PT. X because the majority accident at 2015 in the PT. X is in Warehouse Division.

For see if the improvement or program that generated from safety climate measurement can enabled in company, measurement of general readiness of change has conducted. This measurement measure the perception of workers about how ready they are, if in their workplace occured the change of safety management system. The score of the measurement is 5,44 of 7 (pass through the average score of the measurement :4 or 7). So it can be said, if there are some

safety management change that generated from safety climate measurement, the company can do it well.

I.2 Problems Definition

Based on the background, the definition of the problem can be obtained as:

1. What is the level of the safety climate in PT. X Warehouse Division?
2. How to improve the level of safety climate in PT. X Warehouse Division?

I.3 Research Objectives

From the formulation of the problem, the objective of the research is

1. Knowing the level of the safety climate in PT. X Warehouse Division.
2. Improving the level of safety climate in PT. X Warehouse Division.

I.4 Problem Limitation and Assumptions

Problem limitations and assumptions of the study are:

1. Safety climate which measured is current organizational climate at time of observation (August 2015-September 2015)
2. No change of the organizational structure during the study.
3. The questionnaire which used for safety climate measurement is valid to used (NOSACQ-50).
4. The respondents of this study fills and answered the questionnaire of safety climate assesment correctly.

I.5 Benefits of Research

The benefits that can be drawn from this study are:

1. Company can determine the condition of the occupational health and safety management system from the aspects of safety culture.
2. Company can evaluate aspects of safety climate which needs to be repaired.
3. Company will be more aware of their safety climate.

I.6 Writing Systematic

In this study, the writing systematic is as follows:

CHAPTER I **Introduction**

In this first chapter contains a research background which described occupational safety problems in PT.X and why safety climate measurement is used for improves safety aspect in PT. X. There are also formulation of the problem, research objectives, problem limitation, the benefits of research and writing systematic.

CHAPTER II **Literature Review**

In this chapter contains descriptions of literature and theory that used on this research.

CHAPTER III **Research Methodology**

In this chapter describes the detail steps of this research. The steps on this research are including: introduction stage, collecting data stage, data processing stage, and analysis stage.

CHAPTER IV **Collecting and Data Processing**

In this fourth chapter contains the collection and processing of data are needed and used in this research. In this chapter, explained the review of the company profile that related with research, the results of the safety climate questionnaire that given to respondent and the suggestion based on the result of the questionnaire.

CHAPTER V **Analysis**

In this fifth chapter contains the analysis from safety climate measurement result that collected from company. In this chapter, the analysis of NOSACQ-50 questionnaire as method, the existing condition of safety management system with interrelated with safety climate measurement and also the analysis of the suggestion from data processing that have been generated has been done.

CHAPTER VI Conclusion

In this sixth chapter contains a conclusion of the research, research limitation, and suggestion to the company related with occupational safety problem in PT. X.