



# Effects of Safety Management System on Job Performance among Para Medical Employees in Private Hospitals, Muscat

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## Abstract

The research aims to examine the effects of Safety Management System on Job Performance among Para Medical Employees in Private Hospitals, Muscat. The research will be helpful to analyze the impact of components of Safety Management System which is Safety Policy and Risk Management in the health sector. The objective of the research was to identify the potential hazards that are prevalent in the private hospitals, to explore the Safety Management System used in the private hospitals, to examine the impact of safety management on job performance among employees in Private hospitals. Researchers collected the data through a questionnaire with a sample size of Seventy-eight. The researchers identified the main potential hazards that might raise at workplace and the main reasons behind these hazard occurrences. Also, the researchers identified the relationship between Safety Management System and Job Performance. It is inferred from the Regression analysis that there is a significant relationship between safety management system and job performance among para medial employees in Private hospitals, Muscat.

**Key Words:** *Safety Management System, Safety Policy, Risk Management, Job Performance.*

## Introduction:

Each organization has its own systems in order to manage and utilize its resources effectively and efficiently, one of these systems that can create a big impact within the organization is Safety Management System (SMS). Safety Management System (SMS) can be defined to be all individuals engaged in actions whose primary intent

or designed to reduce the hazards and enhance the health daily. Considering the employee is the asset of the organization, managing risks in an integrated way with the organization's operations has become increasingly important in recent years since it not only cuts accident rates but can also improve the employee's performance, economic and financial results (Olabode,2018). Safety Management as an integrated system has the power of affecting many concepts that are related to the workplace such as Job Performance. Job Performance can be defined as the expected quantity and quality of courses that the employee carries out in a set period of time. As it is a dependent variable it is directly affected by Safety Management System (SMS). This study focuses on the Effects of Safety Management System on Job Performance among employees in hospitals.

## **Statement of the Problem:**

The problem is that the workers in hospitals are facing uncountable hazards on the job such as needle stick injuries, back injuries, and stress but still, they are making a huge contribution and are critical to the functioning of the Safety Management System(SMS) because their job is to care for the sick and injured, They often are viewed as immune to injury or illness and their patient comes first so they are always ready to sacrifice their own well-being for the sake of their patients, therefore, the need of applying the SMS for the workers in hospitals is necessary as much as do mining or construction workers. Also, we cannot deny that Safety Management System plays a big role in the work environment by affecting the performance of the employees directly, If a staff experiences the workplace as a safe, healthy, happy place with supportive resources and facilities for working for optimal production, he or she tends to participate more than expected in the process of production (Alisimo,2003) and According to Maslow's hierarchy of need theory, the basic low level needs such as physiological requirements and safety must be satisfied before high-level needs such as self-actualization are pursued, If a person feels that he or she is in harm, higher needs will not receive much attention.

## **Aim and Objectives of the Study:**

### **Aim:**

This study aims at examining the impact of safety management system on job performance among employees in Private hospitals.

### **Objectives:**

- To identify the potential hazards that are prevalent in the private hospitals.
- To explore the Safety Management System used in the private hospitals.
- To examine the impact of safety management on job performance among employees in Private hospitals.

## **Hypothesis of the study:**

H<sub>0</sub>: There is no significant relationship between safety management system and Job performance among employees in Private hospital.

H1: There is a significant relationship between safety management system and Job performance among employees in Private hospital.

## Significance of the study:

This research would be of much use to the hospital employees where it will talk about how the safety management systems which effects their job performance. Also it will help students who are doing research about this topic where it will cover every aspect of the effect of safety management on job performance. It also makes the top management understand the risk the health employees are taking to do their work and how performance can be affected.

## Limitations of the Study:

The main limitation of the study is as there are various Public and Private hospitals in Oman, but this study is limited to some of the Private hospitals only in Muscat region, given that a sizeable number cannot be taken due to time constrain, the study is limited only to five hospitals. As the study covers only Private hospitals, the other Public hospitals and other sectors like manufacturing sector, Oil production sector might be helpful if the researcher studies safety management system and job performance of employees. Each respondent was given the same questionnaire to answer. The results of the study are applicable to the respondents only and it will not mention the names of the employees so they can answer freely. Furthermore, the responses from the employee may be merely the opinion of the sample respondents and may not represent the entire Private hospitals or the health sector.

## Review of Related Literature

350 healthcare professionals at the teaching hospital of Enugu State University participated in **Onoh's** assessment of the impact of safety procedures on job performance in 2021. The results of the analysis showed 95.4% of respondents concur that following safety procedures including hand washing, draping, waste segregation, and wearing boots, among others, affects how well they accomplish their jobs. 98% concur that using personal protective equipment, such as gloves and face masks, can lower accident risks while enhancing job performance. 95.4% of respondents believed that hospital safety encourages discipline in service delivery, lowers costs, and increases worker accountability. 96% of respondents think improved job performance results from effective monitoring, inspection, and evaluation of safety measures. The majority of the healthcare personnel concurred that safety procedures have a positive impact on how well they do their jobs. A very high percentage also concurred that wearing personal protection equipment boosts their confidence at work, which enhances their performance. Monitoring and oversight of the use of these safety measures also contribute to the durability of the general increase in the quality of work performed by healthcare professionals. The very high

quality services provided by the Nigerian Enugu State University Teaching Hospital are a result of this approach.

Tamunomiebi,et.al.2019. investigated 223 workers from 16 manufacturing companies in Rivers State for safety management and job performance. Data was examined using descriptive statistics of mean and standard deviation and inferential statistics of correlation; simple random sample approach was utilized. It was discovered that there is a strong association between supervision and monitoring of employees' job production. In River State manufacturing enterprises, staff promptness, transparency, and innovation are strongly correlated with management dedication. According to the study, teaching employees on how to use emergency equipment at work will increase job satisfaction and enhance the company's reputation.

Umugwaneza,C.,et.al.,(2019) determined how workplace safety and health procedures affected the employees' commitment to and performance in the Steel industry. The target population was utilized to choose a sample size of 229 respondents using a straightforward random sampling procedure which included managers, supervisors, and workers. Utilizing questionnaires, an interviewing script, and personal observation, the data was gathered. Data were then analyzed using descriptive statistics including means, modes, standard deviation, variances, and inferential statistics. The study's findings show that most employees are aware of the risks associated with their jobs. the study comes to the conclusion that employee commitment and performance are greatly impacted by occupational health and safety. According to this study, management should provide workers with personal protective equipment and insurance to reduce workplace accidents and injuries. The study suggests that management conduct routine training and education sessions on occupational health and safety issues to reduce workplace accidents and boost productivity.

Santos,A. et.al.,(2018) identified the factors that facilitate the adoption of a safety management system, either in line with the principles, ideals, and values of total quality management or as a result of using key safety management tools, such as risk assessment procedures, taking on extra responsibility for safety, and safety training. It has been demonstrated that businesses working in TQM environments. Safety Management Systems are still a hot topic for research today, having evolved from a fledgling idea to a crucial component of emerging corporate management trends. Organizations have realized the value of setting up a Safety Management System with components inspired by other certification programs like the ISO 9000 family of standards.

## **Research Gap**

In the research, we investigated about the effect of safety management on job performance among employees in private hospitals. The gap appears to be in a way that we could not attain that much of information of how safety management effects the job performance of the employee. On the other hand, in the above related literature, we realized that there is a gap to find out facets of safety management i.e..., job performance, SMS, health, hazard and risk, and the effect they have on each other. So, the purpose of this research was to understand

the effect safety management would have on job performance. The study also aims to discover the impact that each factor would have on the employees.

## Research Methodology

**Research Design:** Descriptive Research Design is used in the present study.

**Research Respondents:** The study is done on Para Medical employees in private hospitals. From the total population of employees of private hospitals in Muscat the target sample size for our study was one hundred respondents but the response rate of the employees was only 78%. Only seventy-eight employees have responded to the Questionnaire.

**Sampling Methods:** The study population comprised of employees in private hospitals in Muscat. Convenience sampling method was used to select and administer questionnaires on the employees in the hospitals which includes, Nurses, lab technicians, pharmacist, Cleaners and attending physician etc.

**Research Instrument:** Questionnaire was used for the study. The Questionnaire consisted of Four Sections. Section A was Demographic Profile of respondents relating to Gender, Age, Years of Experience and the type of Jobs, Section B consisted of Identification of Potential hazards in the hospitals with the statement of Yes or No and if the employee indicates the answer is Yes then the employee has to indicate the causes for the same. Section C consisted of Safety management system used in Hospitals with 6 statements of Likert scale such as (5) Strongly agree (4) Agree (3) Neutral (2) Disagree and (1) Strongly disagree and Last Section D was for Job Performance with 5 statements of Likert scale such as (5) Strongly agree (4) Agree (3) Neutral (2) Disagree and (1) Strongly disagree.

### **Research Procedure (Gathering of Information)**

To gather the information from respondents, the researcher first contacted the administration the Hospital manager and informed them of the aim of the study and asked them to assist by distributing the questionnaire to their para medical employees. After getting the consent, the researcher personally visited the hospitals and met the para medical employees and informed them of the research objectives as well as made them understand that their data will be used only for academic use.

The study's data was acquired using two methods: primary sources and secondary sources.

Primary data was gathered using a questionnaire and secondary data was gathered from prior researchers and experts. The researcher also obtained secondary data by searching websites and online media.

**Treatment of Data:** The data from the questionnaire was analyzed in the study using a Microsoft Excel spreadsheet and PSPP. Descriptive statistics was used to analyze the data such as frequency, percentages while inferential statistics such as regression analysis will be used to test the hypotheses and to determine the strength and relevance of the study.

**Data Analysis of the Study:****Part A: Demographic profile****Table 1: Gender of Respondents**

Gender	Numbers	Percentage
Male	29	37.2%
Female	49	62.8%
Total	78	100%

**Table 2: Age of Respondents**

Age	Number	percentage
Below 20	4	6.3%
20-25	46	58.2%
25-30	13	16.5%
Above 30	15	19%
Total	78	100%

**Table 3: Years of experience:**

Year of experience	Number	Percentage
Less than 5 years	29	35.7%
5-10	11	14.3%
11-15	22	29.8%
More than 15 years	16	20.2%
Total	78	100%

**Table 4: Type of jobs:**

Type of job	Number	Percentage
Nurse	36	44.6%
Lab technicians	10	13.3%
Pharmacists	4	6%
Cleaners	11	14.5%
Attending physician	17	21.6%
Total	78	100%

The above tables 1 to 4 shows the socio –demographic characteristics of the respondents with the age group of 20-25 years having the highest frequency (58.2%). Being, 62.8% of the respondents are females and a greater number of respondents have worked in the hospital between less than five years (35.7%) and the majority of the respondents are Nurses with the highest frequency of 44.6%.

### **Part B: Identification of potential hazards in the hospitals.**

Below are types of injury or accident that can occur in the hospitals, please indicate with YES or NO if you have suffered any of it or not.

#### **Figure 5:**

**Figure 5.1 Identification of potential hazards in the hospitals.**

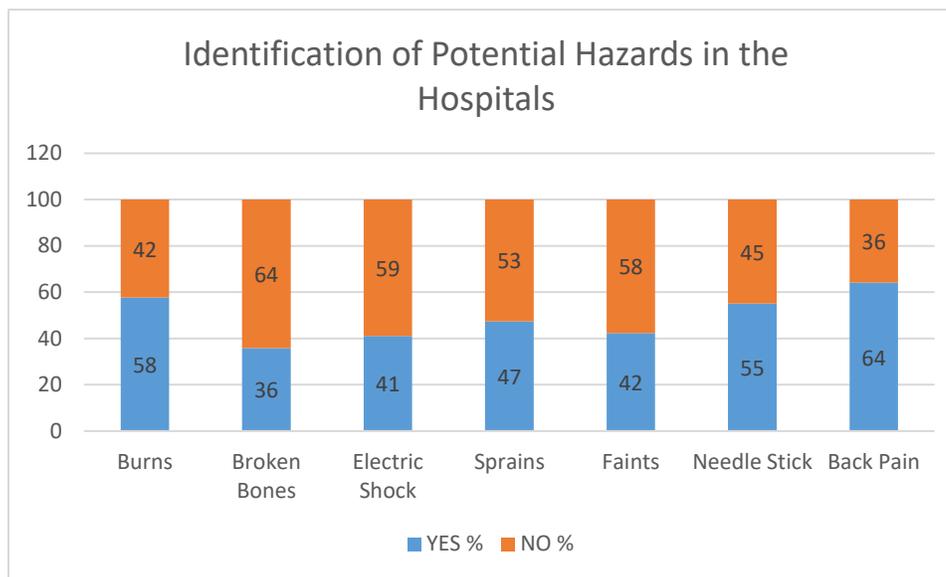


Figure 5.1 reveals identification of potential hazards in the hospitals 64% of the respondents identified back pains ,58% of the respondents identified burns and 55% of the respondents identified Needle stick as their potential hazards in the hospitals whereas respondents has also agreed as potential hazards such as broken bones 36%, Electric shock 41% while using machines 41%, sprains 47 and Faints 42%.

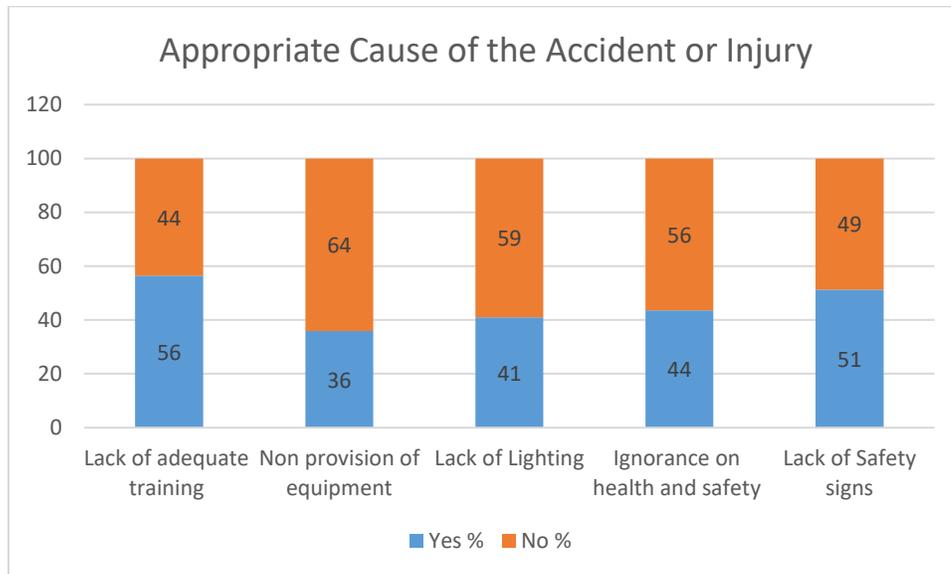
**Figure 5.2: Appropriate Cause of the accident or Injury**

Figure 5.2 showed the appropriate cause of the accident or Injury and majority of respondents have agreed on the lack of adequate training 56%, lack of safety signs 51%, 44% and 41 % of the respondents agreed on the ignorance on health and safety where as 36% of the respondents agreed for the non-provision of equipment.

### **Part C: Safety Management System**

**Table 5: Item wise Descriptive Statistics of the Variable: Safety Management System**

Section Three: Safety Management System	Mean	SD
Regular Inspection and monitoring of hazards in all department in the hospitals	4.05	0.88
Reporting of all identified hazards to appropriate committee	3.71	0.84
Taking necessary action on identified hazards	3.54	0.91
Re-inspection and evaluation of actions taken	3.40	0.83
I am well protected by the safety policy of the organization	3.40	0.87

Source: Author's Calculation (PSPP Output)

As it's shown in the table 5 reveals the responses from the employees for the safety management systems, the mean score and the standard deviation. It was found that Regular inspection and monitoring of hazards in all the departments in the hospitals are highly monitored. Re-inspection and evaluation of actions taken and protection of safety policy of the organization are least monitored.

**Part D: Job Performance****Table: 6 Item wise Descriptive Statistics of the Variable: Job Performance**

Section 04: Job Performance	Mean	SD
I get tired easily when working without the necessary protective materials or equipment	4.01	1.01
Hazardous environments limits my level of performance	3.95	0.80
I feel satisfied when I work in an hazard free environment	4.08	0.96
My employer shows concerns and care for any casualty	3.87	0.80
I am happy to do my task considering protective clothing and equipment is available for use.	4.00	0.97

Source: Author's Calculation (PSPP Output)

As it's shown in the table 6 responses from the employees for Job Performance, the mean score and the standard deviation. It was found that the worker's satisfaction in a hazard free environment was highly agreed and Employers showing concerns and care for any casualty were least agreed by the employees.

**Hypothesis Testing:**

H<sub>0</sub> : There is no Significant relationship between Safety Management System and Job Performance among employees in Private Hospitals.

H<sub>1</sub>: There is significant relationship between safety management system and Job performance among employees in Private hospital.

In order to test the hypothesis regression analysis is done through PSPP

**Table 8: Multiple Regression of Safety Management System and Job Performance****Table 8.1: Model Summary**

Model	R	R Square	Adjusted R Square	Std. Error of the estimate
1	.48	.23	.22	.44

a. Predictor: (Constant), Safety Management System

The Model Summary showed the Multiple Regression R using all the Predictors simultaneously taken together is 0.48 ( R Square = 0.23) and the adjusted R square is 0.22 as shown in table 8.1. It was inferred that Safety Management System was significantly impacting Job Performance because the variance explained by Safety Management System is .22 percent in the reported model. It was inferred that a 100% change in Safety management system there would bring 22 % variation in Job Performance. The proposed model was reported moderate, where Safety Management System were moderately affecting Job Performance among Para Medical Employees in the Private Hospitals in Muscat.

**Table 8.2: ANOVA <sup>a</sup>**

Model	Sum of Square	df	Mean Square	F	Sig.
Regression	4.46	1	4.46	22.51	.000
Residual	15.04	76	0.20		
Total	19.50	77			

- a. Dependent variable: Job Performance
- b. Predictors: (constant), Safety Management System

**Table 8.3: Coefficients**

	Unstandardized Coefficients		Standardized Coefficients	t	Sig.	95% Confidence Interval for B	
	B	Std.Error	Beta			Lower Bound	Upper Bound
Dependent (JP)	2.35	0.32	0.00	7.25	.000	1.71	3.00
Independent(SMS)	041	0.09	0.48	4.74	.000	0.24	0.59

The significance level reported as  $p=0.000$  in Table 8.2 was less than 0.05. It was inferred based on significance value that the linear relationship between Safety Management System and Job Performance was significant. Therefore, Null hypothesis is rejected.

### Conclusion:

From the above Data Analysis, it is concluded that the percentage of female was 62.8% which is more than male. While the ages of the majority of the workers, about whom a study was conducted, ranged from 20 to 25 years, where the percentage was 58.2%. Most of the employees have less than five years of experience, and these employees are nurses. At the same time, they suffer from bones injuries due to lack of adequate training on health and safety.

The percentage of attending physicians was 21.7% those who are over 30 years old and have experience of 11 to 15 years suffer from back and body pain due to ignoring the safety policy.

In order to test the hypothesis Regression Analysis done to know the relationship between safety management system and Job Performance among employees in Private hospitals, Muscat. The results of the regression analysis showed  $p=0.000$  which was less than 0.05. It was inferred based on significance value that the linear relationship between Safety Management System and Job Performance was significant. Therefore, Null hypothesis is rejected concluding that there is significant relationship between safety management system and job performance among para medical employees in Private hospitals, Muscat.

Overall all the results concluded that the para medical employees in private hospitals suffer injuries due to the poor safety system in the environment in which they work.

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