

UNIVERSITI TEKNOLOGI MARA

**ORGANIZATIONAL CLIMATE AND
ERGONOMICS CITIZENSHIP
BEHAVIOUR AMONG EMPLOYEES
IN OSHMS CERTIFIED
MANUFACTURING
ORGANIZATIONS: THE
MODERATING EFFECT OF
ERGONOMICS KNOWLEDGE**

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MSc

May 2020

AUTHOR'S DECLARATION

I declare that the work in this thesis was carried out in accordance with the regulations of Universiti Teknologi MARA. It is original and is the results of my own work, unless otherwise indicated or acknowledged as referenced work. This thesis has not been submitted to any other academic institution or non-academic institution for any degree or qualification.

I, hereby, acknowledge that I have been supplied with the Academic Rules and Regulations for Postgraduate, Universiti Teknologi MARA, regulating the conduct of my study and research.

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Thesis Title : Organizational Climate and Ergonomics Citizenship Behaviour among Employees in OSHMS Certified Manufacturing Organizations: The Moderating Effect of Ergonomics Knowledge

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ABSTRACT

Ergonomic Citizenship Behaviour (ECB) is an employee extra role behaviour towards ergonomics. ECB is a new construct which is generally adapted from well-established studies relating to Organizational Citizenship Behaviour (OCB) and more recently of Safety Citizenship Behaviour (SCB). The purpose of this study is to examine the relationship between specific Organizational Climate dimensions namely as Autonomy, Involvement, Supervisory Support and Welfare and ECB with moderating effect of Ergonomics Knowledge. A package of 450 self-administrated questionnaire were distributed to employees who work in OSHMS certified manufacturing located in northern region of peninsular Malaysia. Data were analysed using Partial Least Square (Smart PLS) version 2.0. Based on the statistical analyses conducted, the findings revealed that the specific Organizational Climate Dimensions namely Autonomy, Involvement, Supervisory Support and Welfare has significant relationship with ECB. Furthermore, the Ergonomics Knowledge has shown moderating effect on the relationship between Involvement and ECB. These relationships were explained from the perspective of Social Exchange Theory. This study offers empirical evidence of the new proposed construct of ECB, which very useful for prevention of employee un-ergonomics behaviour at the workplace.

ACKNOWLEDGEMENT

Firstly, I wish to thank God for giving me the opportunity to embark on my Master and for completing this long and challenging journey successfully. My gratitude and thanks go to my supervisor Associate Prof Dr Nik Ramli bin Nik Abdul Rasyid and my co-supervisor Dr. Ahmad Nizan bin Mat Noor.

My appreciation goes to the Safety and Health practitioners who provided the facilities and assistance during sampling. Special thanks to my colleagues and friends for helping me with this project.

Finally, this thesis is dedicated to the loving memory of my very dear late father, my mother, my wife and all of my daughters. This piece of victory is dedicated to all of you.

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