



UNIVERSITI KUALA LUMPUR  
INSTITUTE OF MEDICAL SCIENCE TECHNOLOGY

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**FINAL EXAMINATION**  
**MARCH 2025 SEMESTER**

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COURSE CODE : HRB40103  
COURSE TITLE : OSH PROMOTION  
PROGRAMME NAME : BACHELOR OF OCCUPATIONAL SAFETY & HEALTH (HONOURS)  
DATE : 03 JULY 2025  
TIME : 2:00PM - 5:00PM  
DURATION : 3 HOURS



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**INSTRUCTIONS TO CANDIDATES**

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1. Please read the instructions given in the question paper CAREFULLY.
2. This question paper is printed on both sides of the paper.
3. This question paper consist of ONE sections.
4. Section A consist of five questions. Answer FOUR (4) questions only.
5. Please write your answer on the answer booklet provided.
6. Please answer all questions in English only.
7. Refer to the attached Formula/ Appendies.  *Tick if applicable*

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THERE ARE 6 PAGES OF QUESTIONS INCLUDING THIS PAGE

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MARCH 2025

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**SECTION A (Total: 100 marks)**

**Answer FOUR (4) questions.**

**Please use the answer booklet provided.**

**Question 1**

A major construction company has observed an alarming increase in incidents and near-misses related to falls from height on its various project sites. Management is concerned about severe worker injuries, potential fatalities, significant project delays, increased insurance premiums, and potential regulatory penalties. To address this critical issue, the company plans to implement a comprehensive fall prevention program using the PRECEDE-PROCEED model. The Health, Safety, and Environment (HSE) department needs to understand the predisposing, enabling, and reinforcing factors that shape workers' decisions and actions regarding fall prevention measures when working at height.

Develop a series of open-ended questions for focus groups that will help the HSE department gather data on these three factors. You will need to write 4 questions for each of the factors.

(25 marks)

**Question 2**

Pantai Timur Resorts Sdn. Bhd. operates a large, popular beach resort on the East Coast of Peninsular Malaysia. The resort employs several hundred staff members, including hotel operations (front desk, housekeeping, F&B), maintenance, grounds keeping, security, and water sports/recreation personnel. The workforce includes Malaysian citizens from diverse backgrounds and a number of foreign workers, particularly in housekeeping and F&B roles. Key safety & health concerns include slips, trips, and falls, manual handling, food safety, fire safety and emergency evacuation, safety around recreational water activities, chemical handling, and potential security issues. The resort's Safety & Health department manages OSH communication through these methods:

- i. Posted Notices & Signage: Safety instruction signs (e.g., pool rules, fire escape routes, wet floor warnings) using internationally recognised symbols and bilingual text (Bahasa Malaysia and English) in guest and staff areas; printed notices about safety procedures or temporary hazards posted on staff notice boards in back-of-house areas; chemical hazard labels on cleaning supplies.
- ii. Staff Meetings & Training Sessions: Mandatory OSH orientation during new staff induction; regular departmental meetings where safety topics are discussed by managers/supervisors; specific training sessions for designated roles (e.g., first aiders, fire wardens, food handlers, lifeguards); periodic fire drills involving both staff and guests.
- iii. Digital Communication Platforms: Use of a dedicated staff mobile app which includes a safety section for alerts, reporting near-misses, accessing short safety videos and digital procedures; official departmental WhatsApp groups managed by supervisors for broadcasting timely safety reminders and alerts; an online portal accessible via shared staff area computers or personal devices containing a library of OSH documents and links to optional e-learning modules.

Discuss the advantages and disadvantages of using each of these communication strategies for effectively communicating crucial safety & health information to all staff members within this busy resort environment.

(25 marks)

**Question 3**

WeldSafe Manufacturing Sdn. Bhd., a metal fabrication company in Selangor, implemented a new 'Safety Pays' incentive program two months ago. Under this program, individual workers and entire shifts receive significant cash bonuses if they report zero injuries or accidents each month. The company's intention was to motivate safer work practices and reduce its Lost Time Injury Frequency Rate (LTIFR). However, reports are emerging from the Safety Committee and supervisors that workers seem hesitant to report minor injuries that require only first aid or near-miss incidents. There's a growing concern that the strong financial incentive is inadvertently pressuring workers to hide injuries or hazardous conditions to avoid jeopardizing bonuses for themselves or their team, potentially leading to minor issues escalating into more serious accidents later.

Explain how the safety and health concerns about incident under-reporting linked to WeldSafe Manufacturing's 'Safety Pays' program can be addressed to ensure safety initiatives genuinely protect workers without incentivizing the concealment of hazards or injuries.

(25 marks)

**Question 4**

You are a safety consultant specializing in Occupational Safety & Health Promotion. You have been engaged by the following clients to develop safety & health programs to address their respective issues.

(a) "Fine Woodcraft," a small woodworking shop, has been experiencing a rise in respiratory problems among its employees. The shop produces fine furniture, generating significant amounts of wood dust. The company provides respirators, but many workers do not consistently wear them.

i. Using the Health Belief Model, analyze why workers at "Fine Woodcraft" may not consistently wear respirators.

(8 marks)

ii. Propose four specific interventions to address the factors you have identified.

(4 marks)

(b) "Swift Deliveries," a delivery company, has a high rate of back injuries among its delivery drivers due to improper manual lifting techniques. The company has provided basic lifting training in the past, but injury rates remain high.

i. Using the Transtheoretical Model, analyze the potential stages of change among "Swift Deliveries" drivers regarding proper lifting techniques.

(10 marks)

ii. Suggest three specific interventions to address the factors you have identified.

(3 marks)

**Question 5**

AgroChem Solutions, a chemical manufacturer, experienced increased skin irritation incidents and chemical spills in its formulation department where workers handle concentrated chemicals. To improve safety, the "Handle With Care, Beyond Compare" program was implemented six months ago. This included better chemical transfer equipment, enhanced PPE (e.g., chemical aprons, face shields), updated safe work procedures, and specific safety training. The primary aim is to reduce worker skin contact with chemicals and prevent spills. As the Safety and Health Officer (SHO), your task is to evaluate the effectiveness of this program.

- (a) Identify and explain three specific metrics you would use to measure the success of this "Handle With Care, Beyond Compare" chemical safety campaign.

(9 marks)

- (b) Describe the data collection methods you would employ to track each of the metrics you mentioned. Explain the potential challenges associated with collecting this data.

(16 marks)

END OF EXAMINATION PAPER

