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NIOSH MALAYSIA NEWSLETTER... BRINGING YOU THE OSH UPDATES

Impact of Training from Occupational Safety and

Health (OSH) Perspective

Assessing Behavioral Safety and the Impact of Safety Training on Employees' Psychosocial Orientation Using the BBS Model in Construction

MAY 2024

Nota Pengarah Eksekutif

Assalamualaikum WBT

Bismillahirrahmanirrahim.

Latihan keselamatan dan kesihatan pekerjaan (KKP) merupakan aspek yang penting bagi meningkatkan kesedaran para pekerja tentang KKP dan budaya kerja selamat. Latihan yang mencukupi dan berkesan juga perlu dilaksanakan dan dinilai secara konsisten bagi memastikan kejayaan program KKP di tempat kerja.

Selain itu, penyediaan latihan KKP dapat membantu para majikan dan pekerja memahami keperluan Sistem Pengurusan Keselamatan dan Kesihatan Pekerjaan (OSHMS) serta keperluan mematuhi undangundang berkaitan termasuk Akta Keselamatan dan Kesihatan Pekerjaan (Pindaan) 2022 yang dikuatkuasakan mulai 1 Jun 2024.

Melalui latihan yang diberikan, para pekerja dapat mengaplikasikan ilmu yang dipelajari di dalam tugasan harian mereka. Secara tidak langsung, ia dapat menyumbang kepada pemerkasaan keselamatan dan kesihatan di tempat kerja kerana kajian menunjukkan latihan KKP mempunyai impak yang signifikan terhadap pekerja dan tempat kerja mereka.

Antara impak tersebut adalah meningkatkan kesedaran keselamatan dalam kalangan pekerja, mengurangkan kemalangan dan kecederaan di tempat kerja, pematuhan terhadap keperluan undang-undang yang berkaitan serta meningkatkan produktiviti pekerja. Ia turut menyumbang kepada penjimatan kos bagi sesebuah organisasi, meningkatkan moral dan kepuasan pekerja, membantu dalam pengurusan risiko serta menggalakkan budaya keselamatan di tempat kerja.

Kementerian Sumber Manusia (KESUMA) melalui Institut Keselamatan dan Kesihatan Pekerjaan Negara (NIOSH) bertanggungjawab mengukuhkan program latihan KKP bagi memastikan kebajikan serta kesejahteraan sumber manusia negara terbela.

Bagi membantu negara mencapai sasaran yang ditetapkan di bawah Pelan Induk KKP 2021-2025 (OSHMP25), NIOSH turut memberi komitmen padu bagi memastikan keselamatan, kesihatan serta kebajikan semua pekerja terjamin menerusi pelbagai program latihan berkaitan KKP.

Langkah tersebut adalah selari dengan hasrat Kerajaan untuk menurunkan kadar kemalangan dan penyakit di tempat kerja, seperti yang digariskan di bawah OSHMP25, melalui program kesedaran, latihan serta penyelidikan berkaitan KKP.

Buletin FYI edisi Mei 2024 turut membawakan maklumat mengenai impak latihan daripada perspektif KKP. Semoga perkongsian maklumat ini dapat memberi manfaat kepada para pembaca serta meningkatkan usaha para majikan dalam menyediakan latihan KKP yang mampu meningkatkan produktiviti dan mengurangkan kemalangan dan penyakit di tempat kerja.

MIM

Haji Ayop Salleh Pengarah Eksekutif NIOSH

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Sila imbas **kod QR** ini untuk memberi maklum balas kepada penerbitan NIOSH

# Impact of Training from Occupational Safety and Health (OSH) Perspective

Jabatan Perundingan dan Penyelidikan & Pembangunan (CRDD), NIOSH

Training is defined as the process of learning the skills needed to do a particular job or activity (Cambridge Dictionary, 2013). It is also a systematic development of knowledge, skills and attitudes, so that a person may perform to the required standards.

Training is an important element and component mentioned in Clause 7.2 of the International Organization for Standardization (ISO) 9001:2015 Quality Management System, and clause 7.2 of the International Organization for Standardization (ISO) 45001:2018 Occupational Health & Safety Management Systems.

Section 15(2)(c) of the Occupational Safety and Health Act (OSHA) 1994 states that the general duties of employers and self-employed individuals are to provide information, instruction, training and supervision to ensure the safety and health of their workers at the workplace. Thus, employers shall make necessary arrangements to ensure all employees are given appropriate knowledge and skill to ensure workers are competent in their respective field.

OSHA 1994 stipulates the involvement of both employers and employees in ensuring the safety and health at workplace by practicing cooperation between both parties and adhering to the rules and regulations mentioned in the Act. Therefore, employers shall ensure that all employees are competent based on appropriate education, training or experience (ISO 45001:2018).

Sufficient and effective training must be implemented and evaluated consistently for personnel involved in Occupational Safety and Health (OSH) to ensure and maintain the success of any OSH programme at workplace. Training empowers all industry workers to understand the requirements of the Occupational Safety and Health Management System (OSHMS) as well as adherence to related legal requirements.

The learning and development will then be applied to their daily

tasks to fulfill their responsibilities, contributing to the empowerment of safety and health practices in their respective workplaces. A training session must be organised by a registered and accredited training provider. A competent and certified trainer shall deliver the respective training based on his or her expertise in the subject matter and related topics.

The effectiveness of the training session shall be evaluated and assessed, including periodic review of the training content or syllabus and the delivery method. This is necessary to validate the up-to-date content to coincide with rapid changes in national and international OSH training.

thoroughly planned training Α programme determines the success of the training session and other arrangements. Α well-managed training programme is able to meet its objectives and goals and may assist in reducing accidents and injuries at workplace as well as improving the quality of workplace standard. A comprehensive training will also improve the knowledge, skills and attitude of the workers which can their self-confidence enhance level, commitment and personal characteristics.

Learning through training is the process of acquiring knowledge, skills, and competencies. Its specific goals are to improve one's knowledge, skills, capacity, capability, performance, and productivity.

Training is focused, task-oriented, and aimed at changing attitudes, skills, and knowledge in a specific area. It is typically job-related and serves as a teaching method.

Training is believed to be highly important in enhancing production levels, both physically and financially, as well as socially and cognitively. It also contributes to the personal development of employees in any business, as training systematically enhances the knowledge and abilities necessary for employees to perform well in their tasks or jobs.

In relation to OSH, training includes elements such as identifying hazards, conducting risk assessments, implementing suitable risk control measures, applying safe work practices, adhering to company policies or procedures, effectively using personal protective equipment correctly and planning and implementing emergency procedures and preventive measures.

Employers and employees can obtain and enhance their knowledge about potential hazards and the relevant control measures by attending a specific training. They may learn on how to take a more active role in hazard prevention programmes or make organisational changes that would improve workplace safety and health.

According to Bates (2005), knowledge is information given meaning and integrated with other contents of understanding. Merriam-Webster defines knowledge as 'the fact or condition of knowing something with familiarity gained through experience or acquaintance with, or understanding of, a science, art or technique.'

Knowledge is typically defined as facts, information, and skills gained through education or experience; the conceptual or practical comprehension of a subject. Knowledge is a crucial element in training.

Similarly, according to Merriam-Webster, skill is the ability to use one's knowledge effectively and readily in execution or performance. Generally, skill is the ability to do something well and requires expertise to perform a certain task, as related in training and defined as subject matter expert.

This element is crucial for trainers, who must develop and enhance the skill of delivery and presentation to become effective and efficient trainers in their respective fields and subjects. Trainers have to adopt various delivery

# ARTIKEL

techniques to suit different audiences and learners, enabling participants to achieve training objectives and workers to obtain the competency to perform work safely and effectively in their workplaces.

In summary, training is a systematic and purposeful process of developing knowledge, skills, and competencies to enable individuals to perform tasks effectively, enhance performance and achieve organizational objectives.

Training from OSH perspective has a significant impact on workplaces and employees in various ways:

#### • Enhance Safety Awareness

OSH training enhance the knowledge and skills of employees to be aware of workplace hazards and risks. It educates them the value of safety protocols, procedures, SOPs and the use of personal protective equipment (PPE). This increases the awareness of OSH, leading to a safer workplace where employees become more vigilant and proactive in identifying and addressing potential hazards and risks.

#### Minimise Incidents and Injuries at Workplace

Effective OSH training programs may contribute to fewer workplace incidents, accidents and injuries. Employees who are trained to identify hazards, recognize risks and follow safety guidelines are less likely to engage in risky behaviors or practices that could lead to unsafe acts or unsafe conditions.

# Compliance to Legal Requirements

OSH training ensures that employers and employees understand and comply with regulatory requirements and industry standards related to safety. Compliance with OSH regulations not only helps in avoiding legal issues and penalties but also fosters a culture of safety and health within the organization.

#### • Increase Productivity

A safe working environment directly contributes to higher productivity and quality products. When employees feel safe and confident in their workplace, they are more focused on their tasks and less worried about potential hazards or accidents. Reduced absenteeism due to injuries or illnesses also contributes to increased productivity.

#### Cost Savings

Investing in OSH training is beneficial for cost savings for organizations. Fewer workplace injuries justify fewer workers' compensation claims, medical expenses, and replacement costs for injured employees. Furthermore, a safer workplace reduces the financial cost of downtime caused by accidents.

# Improve Employee Morale and Satisfaction

Providing OSH training demonstrates an organization's commitment to its employees' well-being. Employees feel valued and cared for when their employer gives priority to safety of workers at workplace. In return, it improves morale and job satisfaction, resulting in higher employee retention rates.

### Risk Management

training helps OSH in identifying and managing risks effectively. By providing relevant training, employees can gain knowledge and skills to assess and control hazards, in order to prevent potential incidents and mitigate risks before they escalate into serious problems. It would also assist employees to develop relevant OSH documents such as Safety Manual, HIRARC, JSA and other related procedures.

#### • Encourage Safety Culture

Consistent OSH training promotes a culture of safety organization. within the When safety becomes shared value among а employees and management, it influences behaviour and decision-making at all levels, emphasising the importance of workplace safety, thus minimising incidents and injuries at workplace.

To have an effective OSH training impact, a comprehensive training objectives need to be developed to clearly define the training outcomes which should be measurable and aligned with organizational goals in managing safety and health issues at workplace. The content of the training and delivery methods must be highly interactive and engaging to enhance the learning process. A simple pre/post assessment shall be done to test the understanding of the workers, primarily to educate them on the importance of integrating OSH knowledge and practices into their daily work.

An evaluation shall be done to determine the effectiveness of the training program, focusing on the content, delivery and assessment methods. Changes of behavioral among employees need to be monitored after completion of training to justify the effectiveness of training conducted.

The reduction of incident rates in the workplace can also demonstrate the impact of OSH knowledge and skills acquired from the respective training program.

Finally, a cost-benefit analysis need to be conducted to quantify the return on investment (ROI) of the OSH training program. By systematically evaluating these factors, we can effectively justify the impact and effectiveness of OSH training. This information can be used to improve future training initiatives, allocate resources appropriately, and continuously enhance the organization's safety performance.

In summary, training in OSH is vital for creating a safe, compliant, and productive work environment. It not only protects employees from harm but also benefits organisations through improved operational efficiency, reduced costs, and enhanced employee satisfaction and retention.



# Assessing Behavioral Safety and the Impact of Safety Training on Employees' Psychosocial Orientation Using the BBS Model in Construction

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### INTRODUCTION

In many industries, safety systems focus heavily on machinery (hardware) and procedures (software), often overlooking the "humanware" the people who operate and maintain these systems.

Everyone, from management to workers, plays a vital role in workplace safety. Behavior-Based Safety (BBS) helps improve safety habits through observation and intervention, ensuring safety becomes part of our daily routines.

Despite these efforts, accidents and injuries remain frequent. This is often due to insufficient evaluation and feedback on safety behaviors from both employers and employees.

This article examines how safety training impacts attitudes and behaviors in the construction industry using the BBS model. By enhancing our safety practices, we aim to create a safer, healthier workplace for everyone.

### **RESEARCH OBJECTIVES**

- a. To evaluate whether the implementation of BBS programs helps organizations cultivate a safety culture and improve training perception and performance among employees (both companies applying and not applying BBS).
  - Hypothesis 1 : BBS will positively influence employees' perception of training quality and safety outcomes.
- b. To examine factors affecting the sustainability of BBS in construction companies that currently practice it, including causes of potential failure.
  - Hypothesis 2: Factors such as organizational commitment, management commitment, mental states, knowledge disparities, turnover of workers and safety training significantly

impact the outcomes of BBS.

- Hypothesis 3: There is an impact of BBS on job satisfaction and job stress
- c. To recommend organizational strategies to enhance the effectiveness of BBS programs in addressing behavioral issues and achieving safety goals.

#### METHODS

- a. Qualitative Study
  - Conducted individual semi-structured interviews with 12 experts to gather in-depth insights into BBS implementation and effectiveness from their perspectives.
  - Explored critical factors that could lead to the failure of BBS programs.
  - Interview findings were used to develop the research questionnaire.
  - Data analysis followed the Miles and Huberman (1994) thematic analysis model.
- b. Quantitative study
  - Employed a five-point Likert scale questionnaire (ranging from strongly disagree (1) to strongly agree (5)) as the research instrument.
  - Surveyed a total of 132 respondents from 13 different construction sites across Malaysia through online and indirect data collection methods.
  - Utilized one-way MANOVA

BBS Implementation						
	Yes	No				
Variables	(n=70)	(n=62)	F	P value		
Safety Training	4.18±0.62	3.84 <u>+</u> 0.54	10.895	.001		
Safety Outcome	4.33 <u>+</u> 0.55	3.66 <u>+</u> 0.79	31.987	.000		

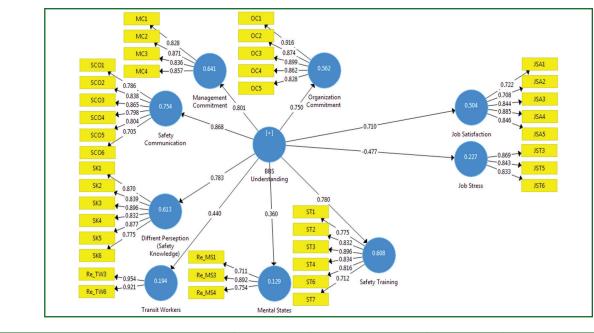
tests to analyze Hypothesis 1.

• Applied the Partial Least Squares Structural Equation Modeling (PLS-SEM) method to test Hypotheses 2 and 3.

### FINDINGS

- a. Qualitative findings
  - Safety experts identified 32 factors, categorized into 7 critical factors:
  - Organization commitment
  - Management commitment
  - Safety awareness/Knowledge
  - Transit (temporary) workers
  - Safety communication
  - Mental condition
  - Safety training
- b. Quantitative findings
  - Objective 1: Construction companies implementing BBS demonstrated better perceptions of employee safety training and higher safety outcomes compared to those not practicing BBS (supporting Hypothesis 1).
  - Objective 2: The R^2 values of independent latent variables (critical factors) positively influenced BBS implementation (supporting Hypothesis 2).
  - Significant positive effects of a good BBS on job satisfaction and significant negative effects of BBS on employees' job stress (Hypothesis 3)

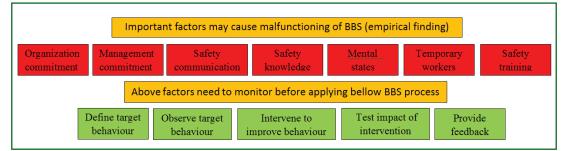
Note; significant at 0.05 levels



PATH	В	B (bootstrapping )	SE	T- VALUE	P- VALUE
BBS Understanding → Job Satisfaction	0.710	0.717	0.073	9.763	0.000
BBS Understanding → Job Stress	-0.477	-0.487	0.116	4.099	0.000

Test of BBS effects on job satisfaction and job stress

Objective 3: Strategies to enhance the implementation of behavior-based safety (BBS).



- Two observation tools are required:
  - Measuring company readiness and perception on safety behavior
  - Measuring worker readiness and perception on safety behavior
- The percentage scores (for "Yes" responses) are interpreted as follows:
  - ✓ A score of > 75% = strong performance
  - ✓ A score between 35% and 75% = medium performance
  - ✓ A score ≤ 35% = weak performance

COMPANIES BBS ASSESSMENT CHECK	LIST							
BBS Audit Tools Factors	Yes	No	Unseen	EMPLOYEES BBS OBSERVATION CHECKLIST BBS Audit Tools				
1. Organization Commitment				Company Name: Date Time: Jobsite Name: Superintendent:				
1.1. Allocate enough funding on BBS				Jobsite Location: Inspector(s):				
1.2. Expending allocated budget for BBS purpose only				No     Organization Commitment     Ye       1     Are company safety rules visible for everyone?     2       2     Is emergency equipment labeled and free from obstruction?     2	s No	Unseen		
1.3. Having specific plan or strategy for applying BBS				Do all the required PPEs like safety shoes, helmets, goggles, gloves, etc. are available? Does company provided standard safe guard at work?	_			
1.4. Always embacking BBS to get and complete the project				5 Do all working equipment standard and in good condition?				
1.5. Effective leadership involvement and support (lead by example)								

- ARTIKEL
  - Before implementing the BBS adaptation model, the goals are to:
    - Identify the most critical risk factors that may contribute to the failure of the BBS program.
    - Determine the likelihood of BBS program failure based on exposure to these critical risk factors.
    - Recommend appropriate control actions to reduce the risk of BBS program failure.

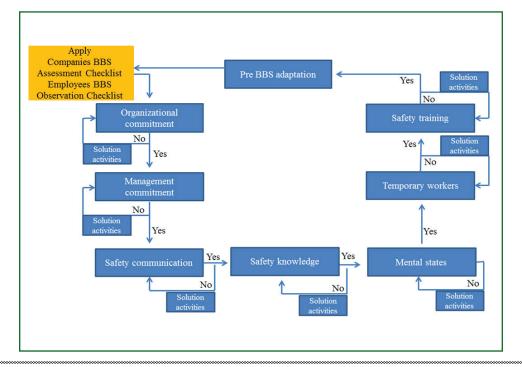
#### CONCLUSIONS

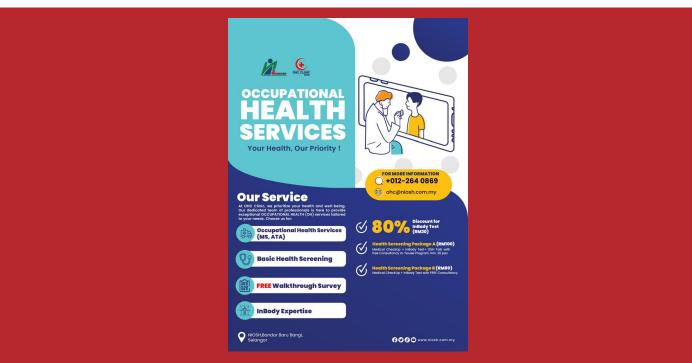
Behavior-Based Safety (BBS) shifts safety paradigms by prioritizing human factors alongside machinery and procedures in organizational contexts. BBS interventions observe and intervene in safety behaviors, fostering a shared responsibility for safety from management to frontline workers. By integrating safety into daily routines, BBS aims to mitigate risks and enhance safety outcomes across all organizational levels.

The study highlights several key benefits of BBS implementation:

- Enhanced perception of Environment, Health, and Safety (EHS) among employees.
- Improved organizational safety behaviors by addressing critical influencing factors.
- Positive correlations with increased job satisfaction and reduced job-related stress among employees.

In conclusion, BBS not only improves safety practices but also cultivates a culture of continuous improvement and employee well-being, contributing to safer and healthier workplaces overall.  $\blacklozenge$ 





# 2 Mei 2024

### Sambutan Hari Pekerja *Felda Global Ventures* (FGV) 2024

2 Mei 2024, Kuala Lumpur – NIOSH telah dijemput sebagai pempamer bagi Sambutan Hari Pekerja FGV 2024 bertempat di aras 18, Wisma FGV, Kuala Lumpur. Program ini bertujuan untuk memberi pengiktirafan kepada para pekerja FGV serta berfungsi sebagai platform untuk menyokong perubahan dasar, mewujudkan kesedaran, dan mempromosikan isu berkaitan buruh dan kepentingan pekerja.







# 7 Mei 2024

# Program WINA di Penta Oil Sdn Bhd



7 Mei 2024, Skudai - Program Work Improvement Needs Analysis (WINA) bertempat di Penta Oil Sdn Bhd telah dilaksanakan oleh wakil Jabatan Perundingan, Penyelidikan dan Pembangunan (CRDD) NIOSH. Turut hadir adalah Doktor Kesihatan Pekerjaan (OHD) dari Pejabat Kesihatan Daerah Johor Bahru yang menjalankan Posture Assessment dalam kalangan pekerja stesen minyak.

# 7 Mei 2024

### Pemerkasaan KKP Generasi Muda

7 Mei 2024, Ayer Keroh - NIOSH telah berjaya melaksanakan Program Geran Bantuan Kewangan PERKESO: Pemerkasaan KKP Generasi Muda sesi pertama bertempat di Melaka Youth Hotel. Para pelajar daripada beberapa institusi pengajian di sekitar Melaka telah menyertai dan bersama-sama memeriahkan program tersebut. Sesi taklimat turut diadakan dan telah disampaikan oleh wakil daripada PERKESO, JKKP dan NIOSH.







# 13 Mei 2024

### Pembentangan Initial ERA di San Miguel Yamamura Woven Products Sdn Bhd.



13 Mei 2024, Ayer Keroh - Wakil Jabatan Perundingan, Penyelidikan dan Pembangunan (CRDD) NIOSH telah melaksanakan pembentangan *Initial Ergonomic Risk Assessment* (ERA) bertempat di *San Miguel Yamamura Woven Products Sdn Bhd*, Melaka. ◆

# 16 Mei 2024

# MoU antara NIOSH & Pahang Skills

16 Mei 2024, Putrajaya – NIOSH dan Pahang Skills Development Centre (Pahang Skills) telah menandatangani memorandum persefahaman (MoU) bertempat di Kementerian Sumber Manusia (KESUMA). Ia merupakan simbolik kerjasama strategik dalam pelbagai aktiviti pemerkasaan tenaga kerja mahir di Pahang yang berteraskan keselamatan dan kesihatan pekerjaan (KKP). Selain memberikan nilai tambah kepada pelatih, kerjasama ini turut melibatkan usaha meningkatkan kesedaran KKP dalam kalangan komuniti dan rakyat.

Majlis ini telah disaksikan oleh Timbalan Menteri KESUMA, YB Dato' Sri Abdul Rahman Bin Haji Mohamad. NIOSH merupakan sebuah agensi di bawah KESUMA, NIOSH manakala *Pahang Skills* adalah institusi pendidikan dan latihan yang ditubuhkan melalui kerjasama kerajaan negeri Pahang, persekutuan dan pemain industri utama di negeri Pahang. Di majlis pertukaran dokumen MOU ini, pihak Pahang Skills diketuai oleh Pengarah Eksekutifnya YBrs En Yusri Bin Mohd Nor, manakala pihak NIOSH diketuai oleh YBrs Tn Hj Ayop Bin Salleh, Pengarah Eksekutif NIOSH. Turut hadir adalah pegawaipegawai kanan dari Pahang Skills dan NIOSH.







## 21 Mei 2024

## **MoU antara NIOSH & STDC**







21 Mei 2024, Bandar Baru Bangi – NIOSH dan *Selangor Technical Skills Development Centre* (STDC) telah menandatangani memorandum persefahaman (MoU) sebagai simbolik kerjasama strategik dalam pelbagai aktiviti berkaitan aspek keselamatan dan kesihatan pekerjaan (KKP).

Kerjasama ini bagi memberi manfaat kepada para pelajar, graduan dan kakitangan termasuk kolaborasi dalam pelbagai program. Ia turut memberi peluang kepada para pelajar untuk melaksanakan latihan praktikal



di NIOSH sebagai usaha untuk memperkasa KKP dalam industri pendidikan.

Pihak STDC diketuai oleh Tuan Mohd Nazri bin Noh, Pengerusi Lembaga Pengarah STDC manakala pihak NIOSH diwakili oleh Tn. Hj. Ayop Salleh, Pengarah Eksekutif NIOSH. Turut hadir adalah pengurusan tertinggi NIOSH serta kakitangan STDC.

### AKTIVITI

# 23 Mei 2024

# Projek CSRA di Alam Flora

23 Mei 2024, Bandar Baru Bangi - Projek *Confined Space Risk Assessment* (CSRA) bertempat di Alam Flora, Putrajaya telah dilaksanakan oleh wakil NIOSH iaitu Ts. Hj. Mohd Esa, Pakar Teknikal NIOSH, En. Mohd Atif Sholehudin Eksekutif CRDD dan En. Muzhafar bin Ibrahim juruteknik NIOSH. Turut terlibat ialah beberapa orang kakitangan Alam Flora.



23 Mei 2024

# Program WINA di IRIX Sdn Bhd



23 Mei 2024, Kuching – Program Work Improvement Needs Analysis (WINA) bertempat di IRIX Sdn Bhd Kuching, Sarawak telah dilaksanakan oleh wakil Jabatan Perundingan, Penyelidikan dan Pembangunan (CRDD) NIOSH. Antara yang terlibat adalah Hj Nurshirwan dan Puan Siti Zomariah daripada NIOSH serta wakil IRIX Sdn Bhd iaitu Mr Chin Hock Ching, Mr Wellenton Petrus, dan Ms Liliet Cordila.

# AKTIVITI



### PAPAN KENYATAAN



# **PAPAN KENYATAAN**







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