IConstruction Hazard and Risk Control

Lecture Title:
Human Factors which influence behaviour at work

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Undergraduate Diploma in Occupational Health and Safety

This lecture covers the following learning objectives:

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- Outline the human factors which influence behaviour at work in a way that can affect health and safety
- Explain how health and safety behaviour at work can be improved

Human Factors

- 1 in 10 near misses = 1 accident.
- 90% accidents due to human error – 70% poor management.
- Human factors are affected by the:
- Organisation
- Job
- Individual (personal) factors

Organisation

- must have a positive health and safety culture;
- manage health and safety by providing leadership and involvement of senior managers;
- motivate the workforce to improve health and safety performance; and
- measure health and safety performance

Job

- recognise possibility of human error;
- good ergonomics, equipment design and layout of workstation;
- clear job descriptions;
- safe systems of work and operating procedures;
- job rotation and regular breaks;
- provision of correct tools; and
- effective training schedule and good communication

Individual (personal) factors

The three common psychological factors are:

- **Attitude** – tendency to behave in a particular way in a given situation, influenced by social background and peer pressure
- **Motivation** – the driving force behind the way a person acts or is stimulated to act
- **Perception** – the way in which a person believes or understands information supplied or a situation

Other related factors:

- self-interest – e.g. effect of bonus systems;
- position in the team;
- acknowledgement by management of good work/initiative;
- hearing and/or memory loss;
- experience and competence;
- age, personality, attitude, language problems;
- training undertaken and information given;
- effect of shift working – e.g. night working; and
- health (physical and mental)

Other related factors:

Language and communication issues may be particular problems for some migrant workers.

The following negative factors can also affect the individual:

- low skill and competence levels;
- tired colleagues;
- bored or disinterested colleagues;
- individual medical or mental problems;
- complacency from repetitive tasks and lack of awareness training;
- inexperience especially if the employee is new or a young person; and
- peer pressure to conform to the ‘group’ or an individual’s perception of how a task should be completed

Human errors may be:	Violations may be:
1 Slips – failure to carry out the correct actions of a task	**1** Routine – the breaking of a safety rule or procedure is the normal way of working
2 Lapses – failure to carry out particular actions that form part of a working procedure	**2** Situational – job pressures at a particular time make rule compliance difficult
3 Mistakes are: ▶ rule-based – a rule or procedure is applied or remembered incorrectly or ▶ knowledge-based – well-tried methods or calculation rules are applied incorrectly	**3** Exceptional – a safety rule is broken to perform a new task

Methods of improving health and safety behaviour at work

Development of a positive health and safety culture

By:

1. Commitment of management is the most important factor:

- Proactive management
- Promotion by example (e.g. wearing PPE)

Methods of improving health and safety behaviour at work

2.The promotion of health and safety standards for:

- Selection and design of premises
- Selection and design of plant, processes and substances
- Recruitment of employees and contractors
- Risk assessments and control implementation
- Competence, maintenance and supervision
- Emergency planning and training
- Transportation of the product and its subsequent maintenance and servicing

Methods of improving health and safety behaviour at work

3. Competence of the workforce, including in health and safety:

- Knowledge and understanding of the work/job
- Capacity to apply knowledge to the particular task
- Awareness of one's limitations.

Behavioural Safety

- https://youtu.be/oAJdSisbsiE

Identifying and keeping up to date with legal requirements

The comparison with legal standards and requirements is an essential part of the setting of health and safety objectives and can be achieved by:

- Regular checking of the OHSA website;
- Free subscription to HSE bulletins on the internet;
- Reading various health and safety periodicals;
- Reading journals or websites of trade associations; or
- Reading the text of legislation online

Communication

- Verbal (by mouth) – conversations, telephone
- Written – memos, emails, meeting minutes, data sheets
- Graphic – safety signs, posters, charts

Use of notice boards

The limitations of notice boards include:

- the information may not be read;
- the notice boards may not be accessible;
- the information may become outdated or defaced;
- some employees may not be able to read while others may not understand what they have read;
- there may be language barriers;
- the information is mixed in with other non-health and safety information; and
- there is no opportunity offered for feedback.

Alternative methods of communication include:

- memos, emails and company intranet;
- toolbox talks and team briefings;
- induction training and any further back-up training sessions;
- newsletters, bulletins and payslips;
- digital video media including DVDs;
- a staff handbook; and
- through safety committees, safety representatives and representatives of employee safety

Types of health and safety information that could be displayed on a workplace notice board:

- a copy of the Employer's Liability Insurance Certificate;
- details of first-aid arrangements;
- emergency evacuation and fire procedures;
- minutes of the last health and safety committee meeting;
- details of health and safety targets and performance against them; and
- health and safety posters and campaign details

Barriers to effective communication

- language and dialect
- acronyms and jargon
- various physical and mental disabilities
- attitudes and perception of workers and supervisors

How to communicate

https://youtu.be/Op0jHfzFvwc

Types of accident propaganda

- Statistics
- Films, DVDs and posters
- Targets
- Records

For safety propaganda to be effective, it must have:

- a simple understandable message
- a positive believable message
- an appealing format that will motivate the reader.

Consultation with employees

- Difference between informing and consulting:

- ‘informing’ is a one-way process involving the provision of relevant information by management to workers; whereas
- ‘consulting’ is a two-way process where account is taken of the views of workers before any decision is taken

The benefits of consultation include:

- an improved health and safety culture;
- motivation of staff;
- reduction in accidents and ill-health; and
- improved overall performance of the organisation.

Safety representatives

- They have the role to:

1. to investigate accidents and dangerous occurrences;
2. to investigate health and safety complaints;
3. to undertake workplace inspections;
4. to receive information from health and safety inspectors;
5. to attend health and safety committee meetings;
6. to have access to suitable facilities to perform their functions; and
7. to be allowed time off with pay for health and safety training.

The role of a health and safety representative:

- inform the employer of health and safety concerns of the workforce;
- inform the employer of potential hazards and dangerous occurrences in the workplace;
- inform the employer of any general matters that affect the health and safety of the workforce; and
- speak on behalf of the workforce to health and safety inspectors.

Employer must consult on:

- new processes or equipment or any changes in them;
- the appointment arrangements for a health and safety competent person;
- the results of any risk assessments;
- the arrangements for the management of health and safety training; and
- the introduction of new technologies

Safety Committees

Terms of reference should include the following:

- the study of accident and notifiable disease statistics to enable reports to be made of recommended remedial actions;
- the examination of health and safety audits and statutory inspection reports;
- the consideration of reports from the external enforcement agency;
- the review of new legislation, Approved Codes of Practice and guidance and their effect on the organisation;

Safety Committees

Terms of reference should include the following:

- the monitoring and review of all health and safety training and instruction activities in the organisation;
- the monitoring and review of health and safety publicity and communication throughout the organisation;
- the development of safe systems of work and safety procedures;
- reviewing risk assessments;
- considering reports from safety representatives; and
- the continuous monitoring of arrangements for health and safety and revising them whenever necessary.

Types of health and safety training

- Induction – at recruitment
- Job-specific
- Supervisory and management
- Specialist (e.g. first-aid)
- Refresher or reinforcement

Internal influences on health and safety culture	External influences on health and safety culture
Management commitment	Expectations of society
Production/service demands	Legislation and enforcement
Communication	Insurance companies
Competence	Trade unions
Employee representation	State of the economy
	Commercial stakeholders

Safety Committees

- https://youtu.be/QCd99OdXqTk

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