

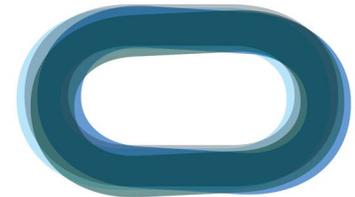
Safety culture DIY workshops

#1 – SAFETY CLIMATE SURVEYS

DR TRISTAN CASEY



AIHS



the culture effect

Introductions



Dr Tristan Casey

My assumptions

- Consumers of safety climate surveys, and you want to be 'educated and savvy'
- Curious – you want to clarify your understanding of safety climate
- DIYers – you want to know how to efficiently measure safety climate (the 'basics')
- **Anything else?**

Overview

In this workshop, we will answer the following six questions:

1

What is safety climate?

2

How can I measure safety climate?

3

What is a good measure of safety climate?

4

How can I contextualise a safety climate survey?

5

How can I get the most out of my survey?

6

How should I interpret my results?

What is safety climate?

MINI-MODULE #1

What is safety climate?



People's cognitive construction of the world –
the meaning attached to organisational life



It is a shared construct – it only exists when
there is sufficient consistency



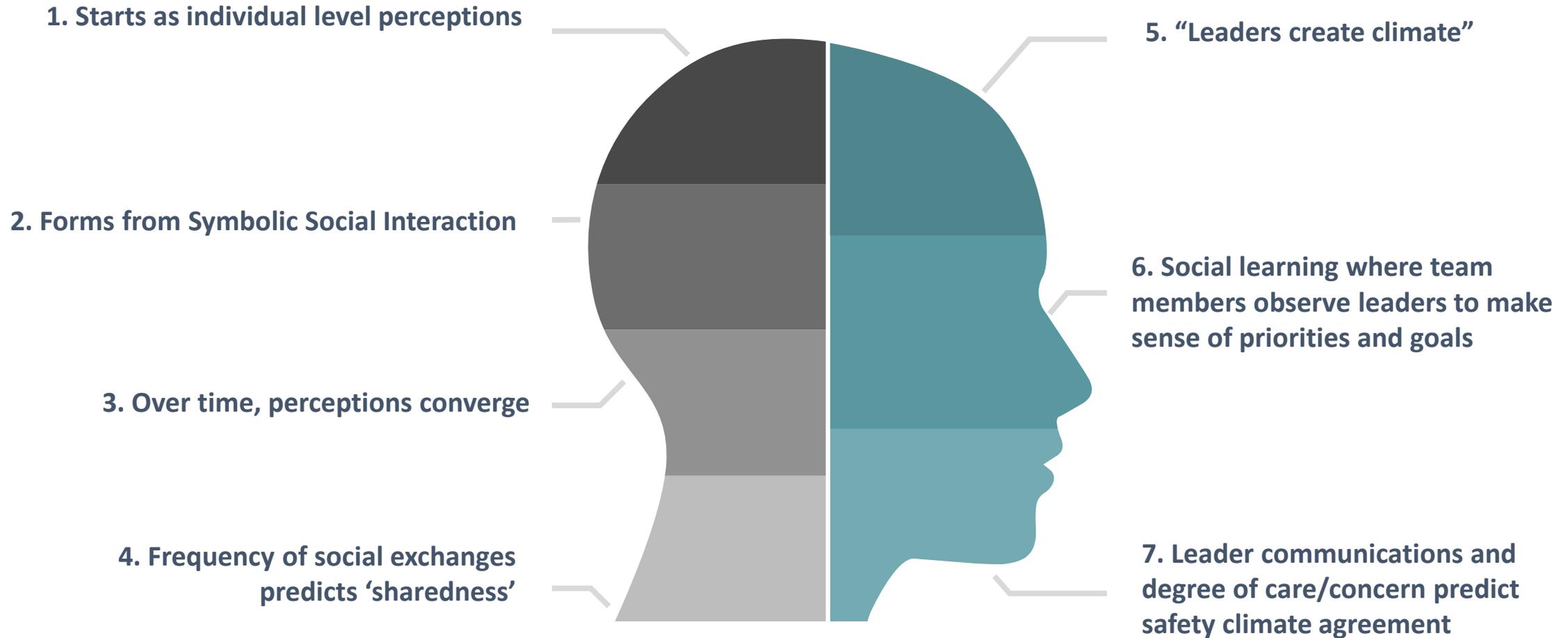
Multidimensional and multilevel in nature



Dynamic and created/modified continuously
through sense-making



Safety climate is a shared construct



Multilevel and multidimensional

A

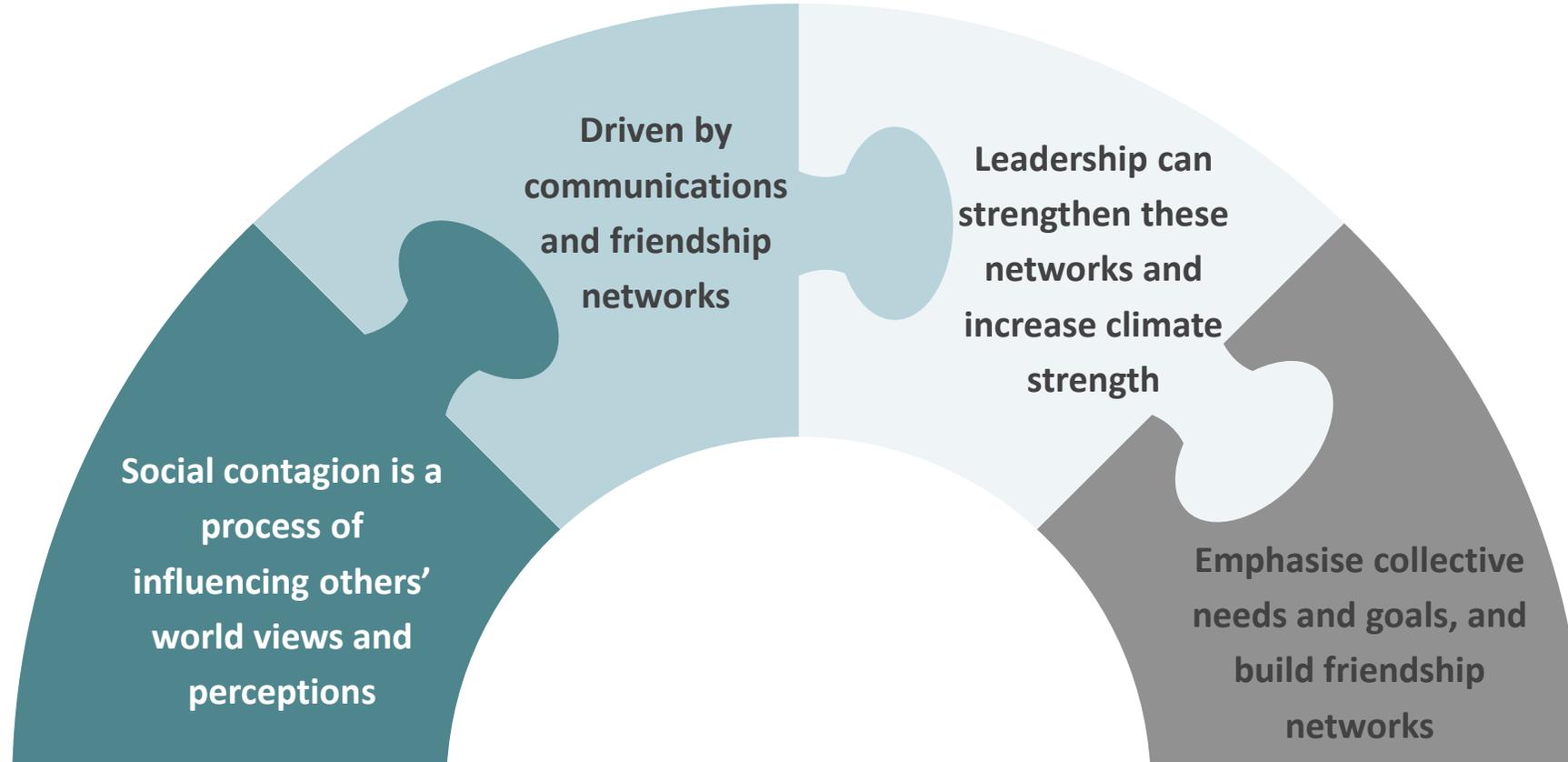
**Group, organisational,
industry, national**

B

**Commitment to safety,
training and competence,
policies and procedures,
supervisory practices**

Dynamic and continuously modified

The 'Social Contagion' Effect



**How is safety climate like
safety culture? How is it
different?**

How is it measured?

MINI-MODULE #2

How is it measured?



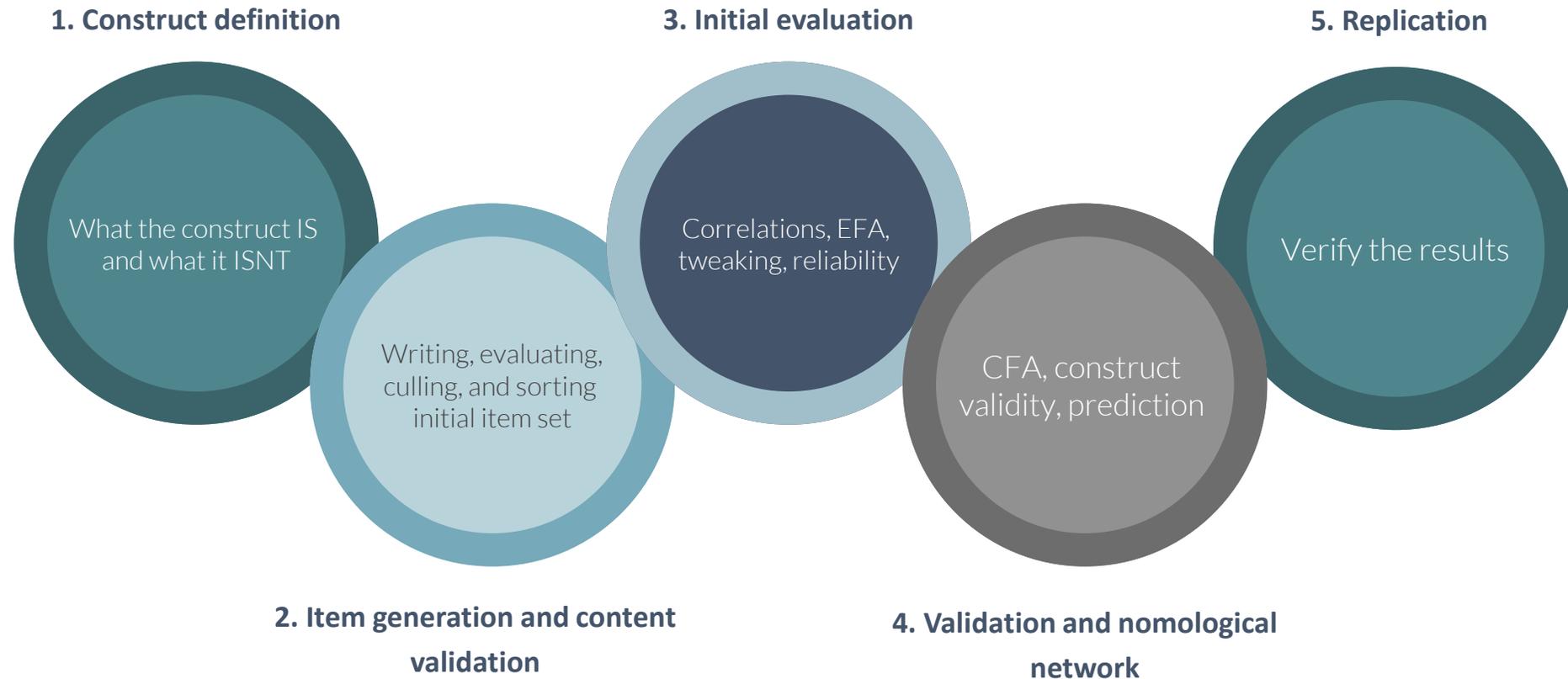
A robust scale development process



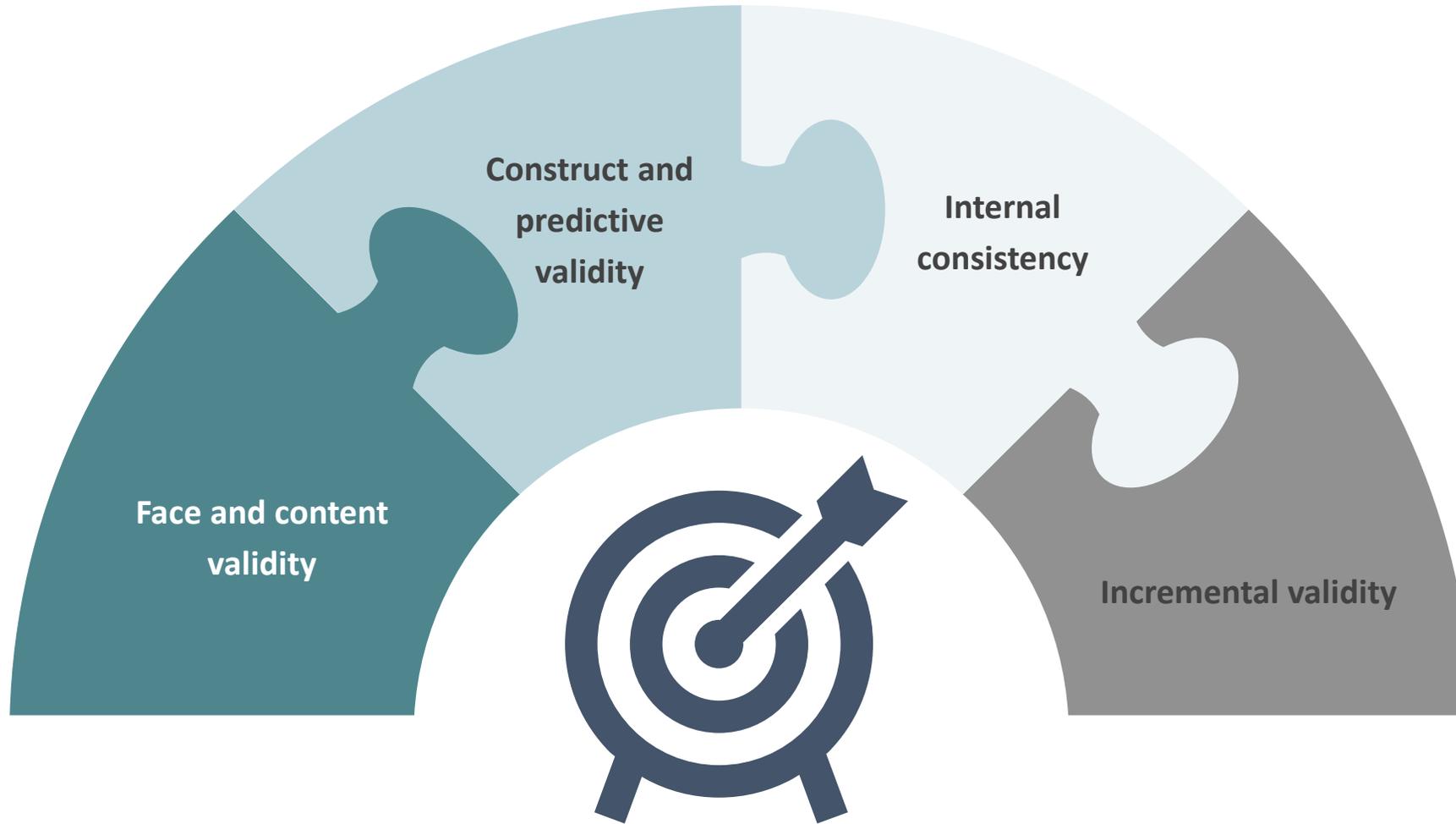
Must demonstrate good psychometric properties



So, you wanna develop a measure?



What are good psychometric properties?

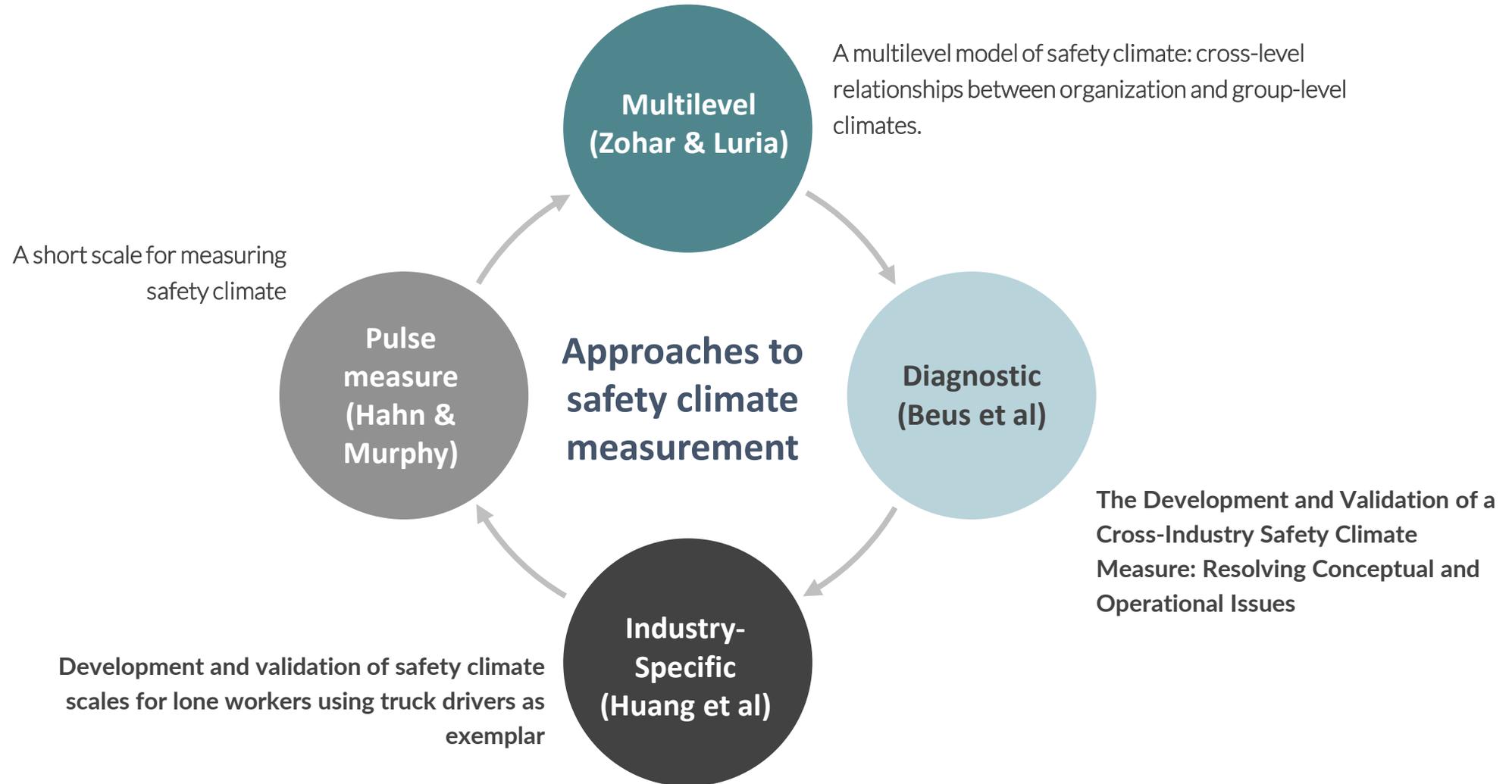


**What perplexes or frustrates
you the most about safety
climate measurement?**

What is a 'good' measure?

MINI-MODULE #3

How can safety climate be measured?



Deconstructing safety climate items

Assigns too many drivers to each supervisor, making it hard for us to get help

Expects me to sometimes bend safety rules for important customers

Is strict about working safely when delivery falls behind schedule

Expects me to sometimes bend driving safety rules for important customers

**What types of safety surveys
have you come across?
What were your
impressions?**

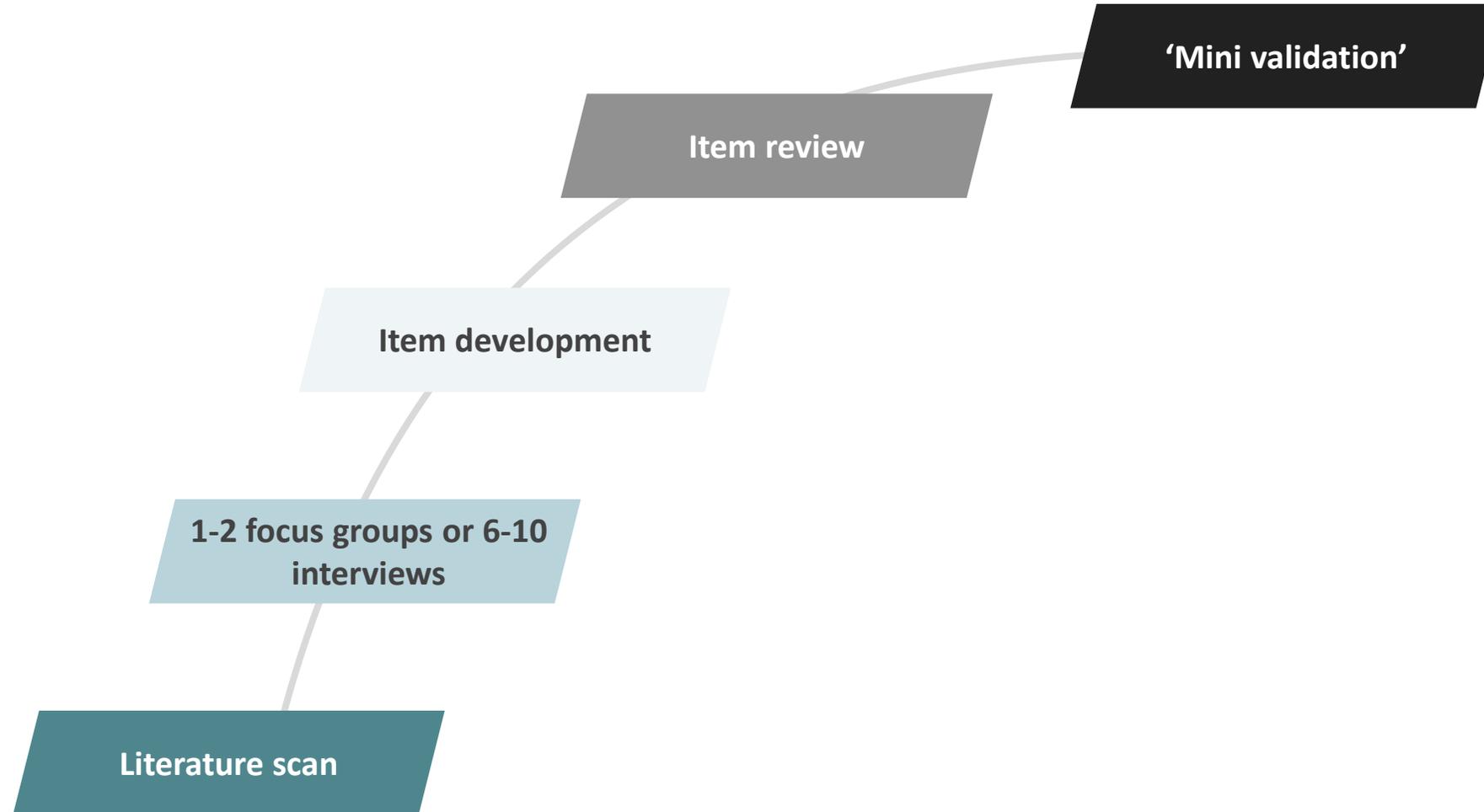
5-minute break

REST PAUSE

How can I contextualise my measure?

MINI-MODULE #4

A case study in scale contextualisation



Comparing generic vs context-specific

New employees learn quickly that they are expected to follow good health and safety practices.

Employees are told when they do not follow good health and safety practices.

Workers and management work together to ensure the safest possible conditions.

There are no major shortcuts taken when worker health and safety are at stake.

The health and safety of workers is a high priority with management where I work.

I feel free to report safety problems where I work.

Support staff are not afraid of losing their job for speaking up about safety concerns

There are enough support staff per shift to work safely

Support staff are given enough time on their shifts to follow all safety activities and processes

Supervisors expect that support staff will speak up if they ever feel unsafe when working with a particular client

Management does not expect support staff to put the needs of the client above their own personal safety

Supervisors check in with support staff regularly to see how they are going with their workload and stress

**What is special or unique
about your
organisational/industry
context?**

How can I maximise my responses?

MINI-MODULE #5

The Tailored Design Method (Dillman)

1. Senior management support

Obtain CEO or business owner approval to undertake the project

The CEO/owner invites staff to participate in the project

2. Visibility of support

3. Show appreciation

Use positive and thankful language when inviting staff to participate

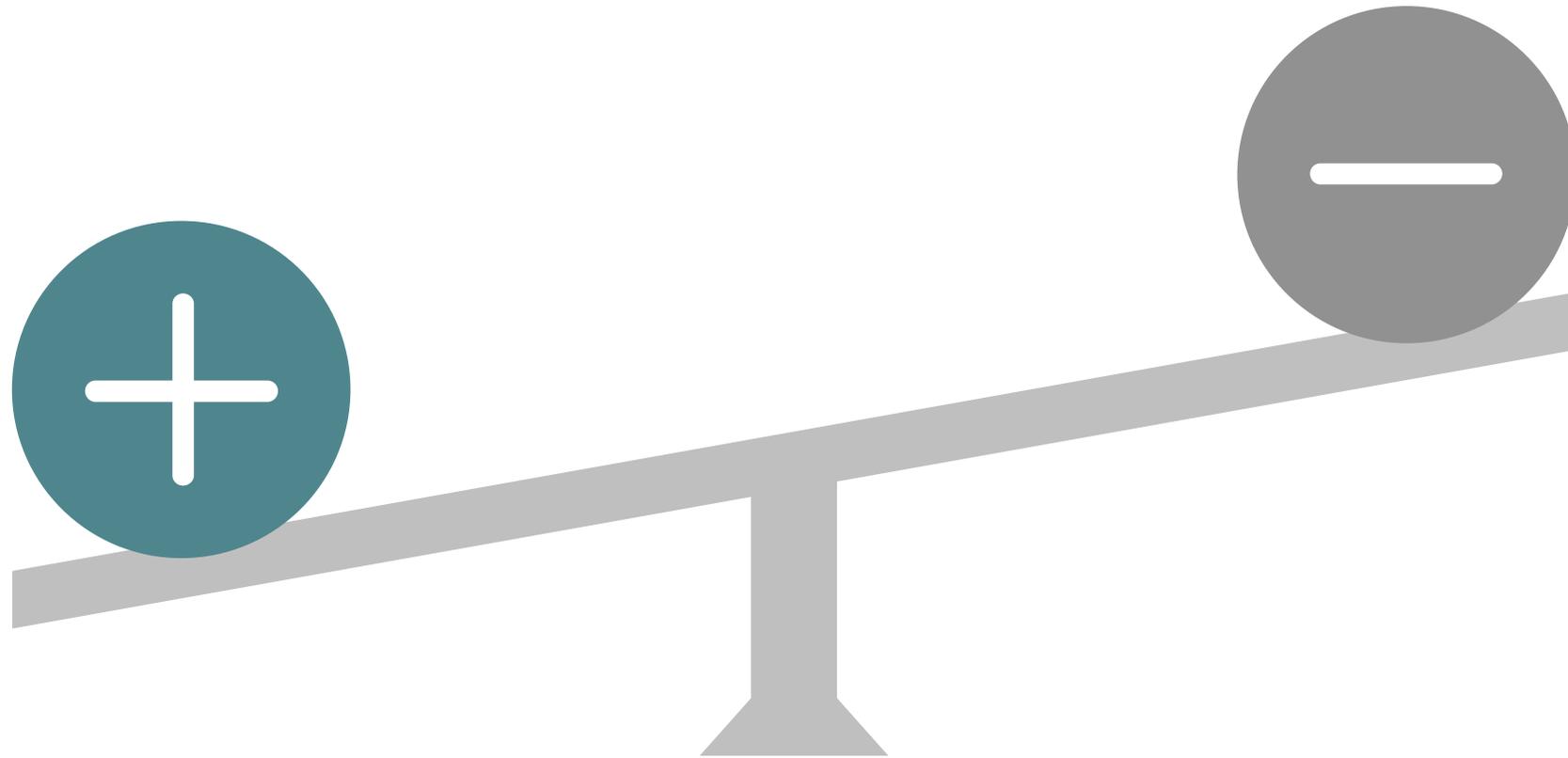
Highlight how sharing opinions will enable the business to improve its safety

4. Enhance the importance

5. Ensure confidentiality

Reassure employees that their information will be kept private

Survey response as a social exchange process



Tipping the seesaw in your favour

Provide information about the survey

Show positive regard

Highlight common values

Make the survey an interesting task and relevant

Compare to other similar surveys or tasks done before

Ask for help or advice

Say thank you!

Use a raffle or other incentive – smaller is better (\$20)

Facilitate participation

Provide regular updates on response rates

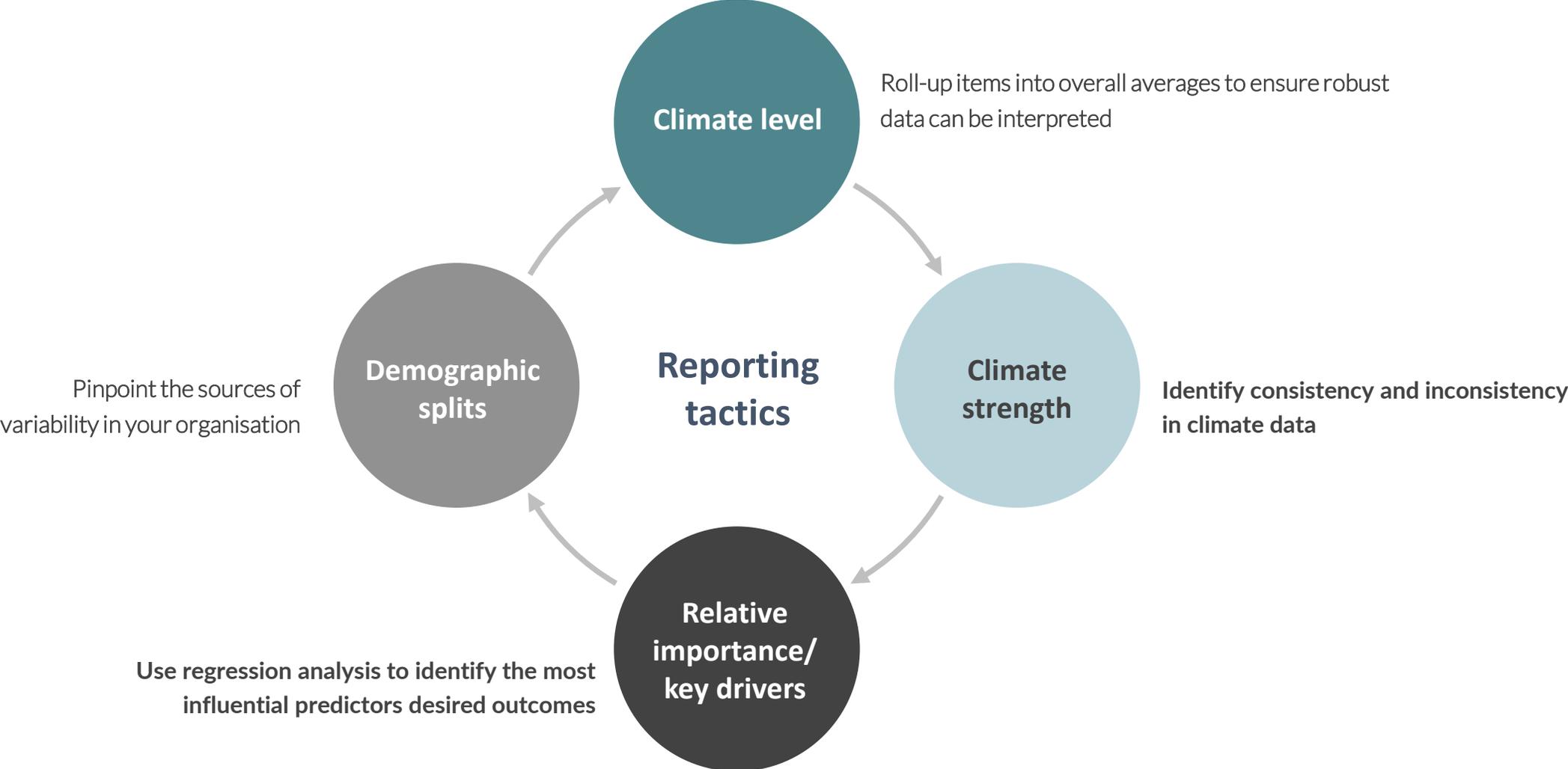
Minimise demographic questions

**What are your experiences
with staff engagement in
organisational surveys?**

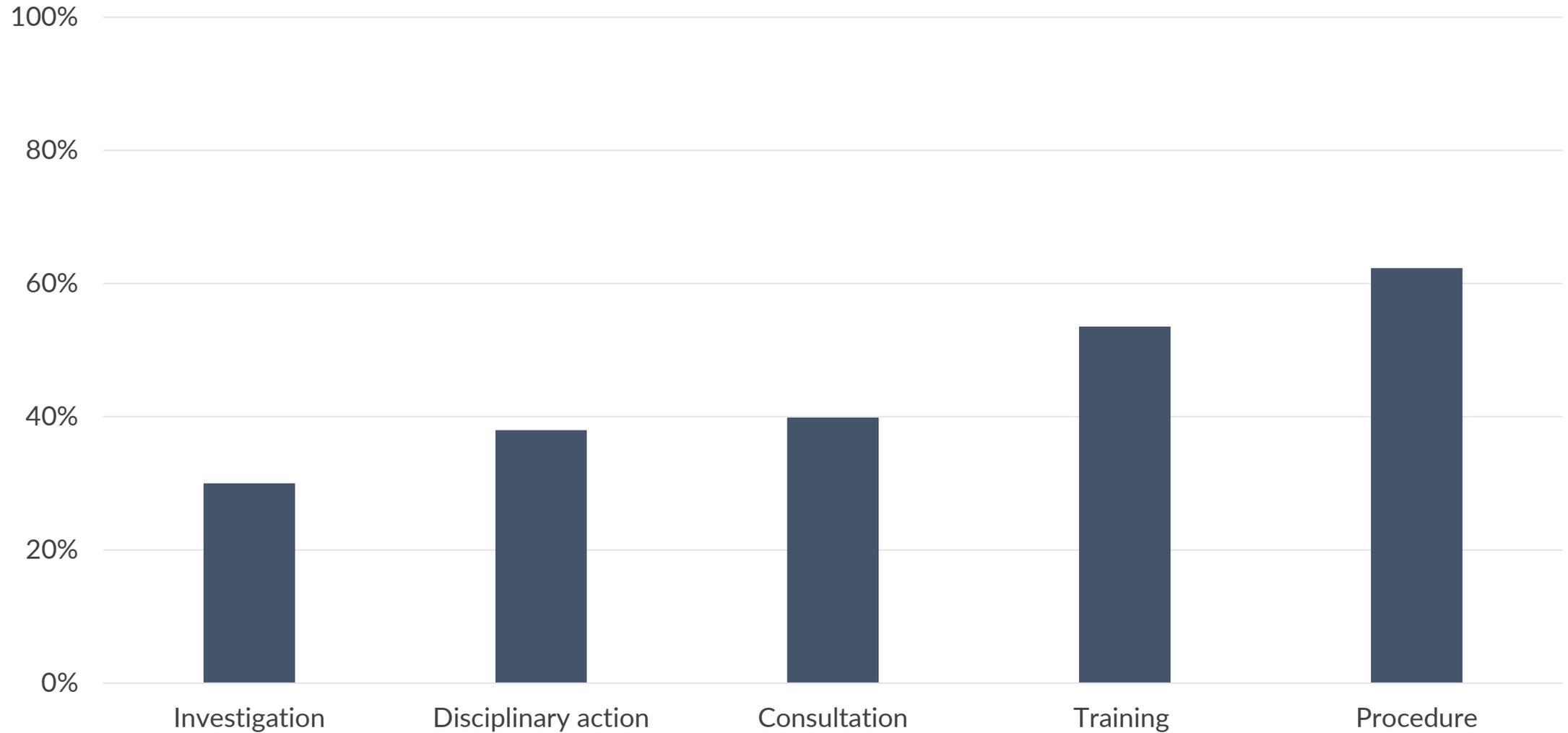
How can I interpret my results?

MINI-MODULE #6

How to report back results

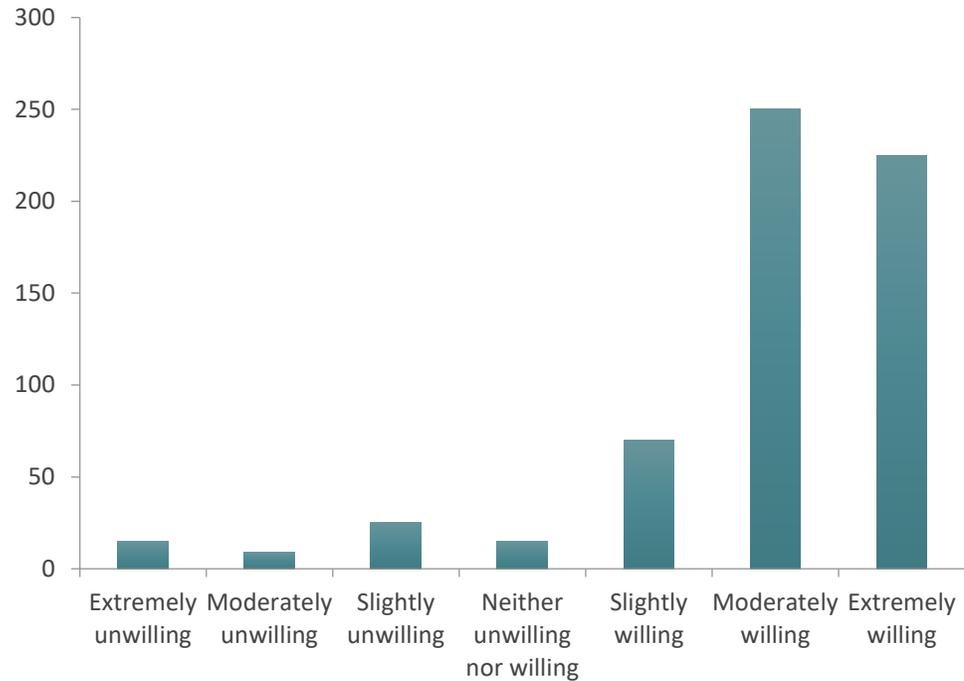


Dimension-level results



Sentiment analysis

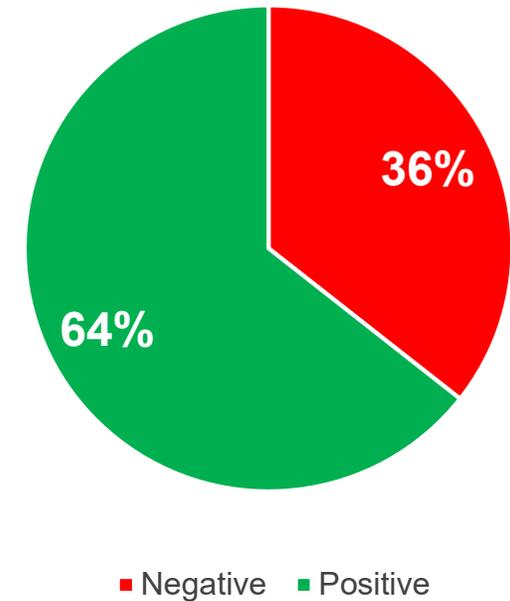
Survey Data



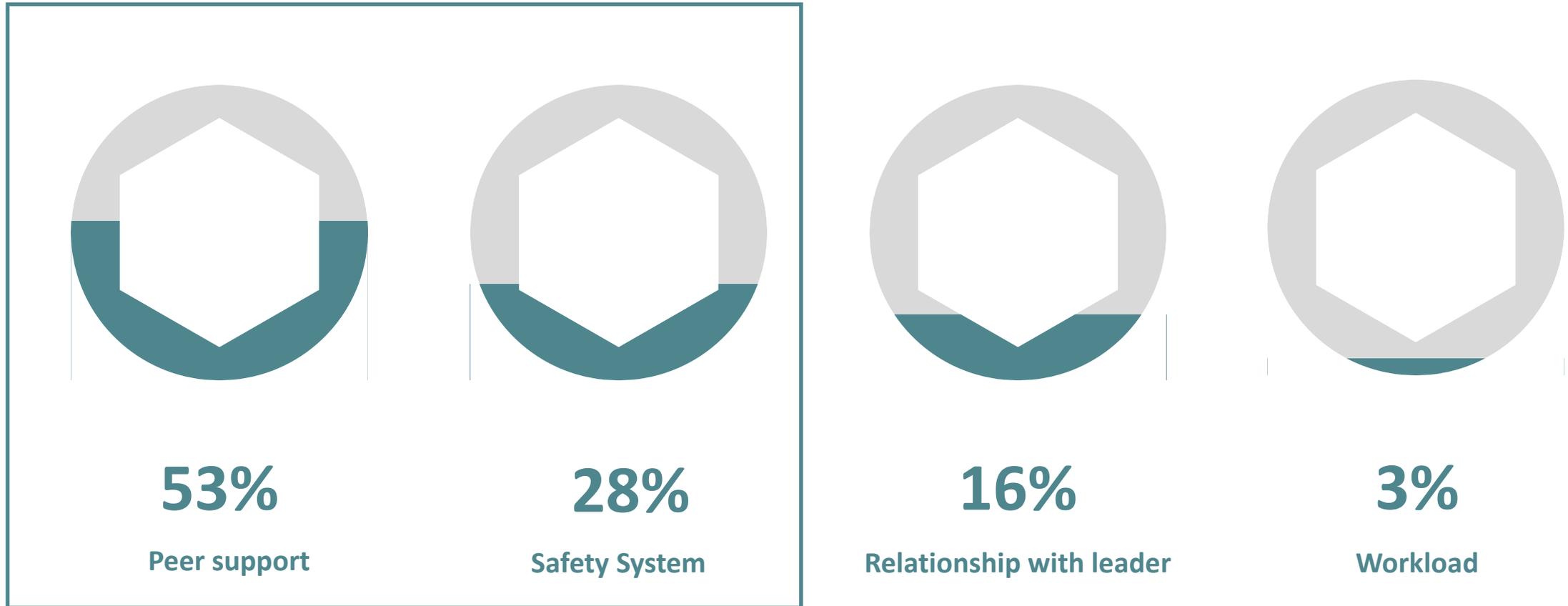
■ Q3: Within your work team, how willing are you to speak up and voice a concern or idea, even if others would find it controversial or disagree with you?

Interview Data

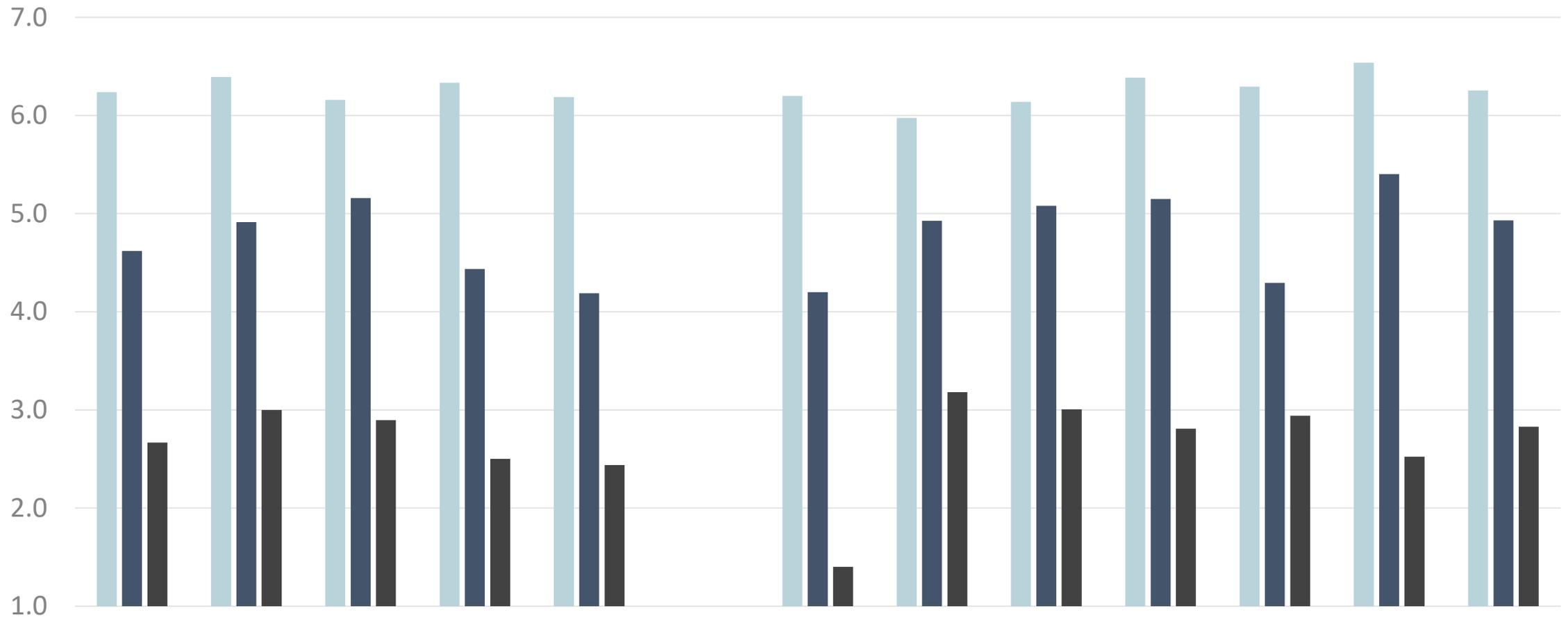
Psychological Safety Sentiment Summary



Identify relative importance of predictors



Pinpoint sources of variability



**What has been most useful
to you when receiving
survey feedback?**

Ask me anything about
safety climate

Thank you

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