



The UNIVERSITY
of NEWCASTLE
Human Factors Group



Centennial Coal

SAFETY MANAGEMENT QUESTIONNAIRE¹

(SMQ)

Project Team:

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**Human Factors Group
The University of Newcastle**

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Callaghan, NSW 2308
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**Newstan Colliery
Centennial Coal Company Limited**

¹ Questionnaire developed at the Robert Gordon University, Aberdeen, Scotland. Adapted slightly for this survey.

Introduction:

Please read the following before you complete the questionnaire.

Please Note:

1. Your name is not required. Do not write your name anywhere on this document.
2. Please complete this questionnaire in private. Do not discuss your answers with other staff or contractors.
3. All your replies will be treated as confidential.
4. The aim is to improve safety for you and your colleagues within this company.

This questionnaire has been developed from pre-existing sources and information obtained from focus groups conducted with a wide range of workers, supervisors, and managers at coal mines in the region. Some of the statements may appear to be similar, but this is a complex area and a number of statements are required to cover each aspect of safety and safety culture. Please complete the questionnaire quickly, giving your initial response, and do not consider the statements too deeply.

This questionnaire is totally anonymous. There are some hard hitting questions. Please note the company will not have access to individual responses. Management have also been invited to complete this questionnaire.

Instructions:

1. Please carefully fill out Section 1, providing all requested background information.
2. Answer all questions.
3. Please be frank and honest in your answers.
4. Return the questionnaire to the research team in the addressed, pre-paid envelope provided.

Section 1: Demographic Information

Please answer in spaces provided or attach additional sheet if required. Place a tick in boxes to indicate which option is appropriate for you.

1) Current Shift: Morning Afternoon Night
 Rotating *provide details (e.g., 3 week cycle):* _____
 Other *(please specify):* _____

2) Age: _____

3) What is your job category *please be specific (e.g., executive management, mine worker, apprentice):* _____

4) Are you a:
 Company employee Contracting company employee
 Sub contractor company employee

5) Are you a supervisor? No Yes *provide details:* _____

6) How many years/months have you been working for your current employer? _____

7) How many years/months have you worked at this location? _____

8) How many years/months have you been working in this industry? _____

9) Have you ever had a lost-time injury: No Yes

10) How many lost-time injuries have you had in the last two years? _____

11) How many lost-time injuries have you had while working for this company? _____

12) Who initiated the most serious accident you have had working for this company?

 Yourself Workgroup member Other crew member *provide details:* _____

13) Please outline the extent of the lost-time injury *(e.g., number of days off / remaining physical disability):* _____

14) What do you think was the underlying cause of the lost-time injury: _____

Section 2: Personal Work Practices

Please indicate how often you carry out the following actions in your job by writing beside each item a number from the scale below:

1	2	3	4	5
Never	Seldom	Sometimes	Often	Very Often

Answer

1. I wear/use personal safety equipment (safety glasses, hearing protection etc.). _____
2. Conditions at the workplace stop me working to the rules. _____
3. I ignore safety regulations to get the job done. _____
4. I bend the rules to achieve a target. _____
5. I speak up when I have a safety concern. _____
6. I am under pressure from my workmates to break rules. _____
7. I carry out activities which are forbidden. _____
8. Incentives encourage me to break rules. _____
9. I take chances to get the job done. _____
10. I perform my job functions safely. _____
11. I take shortcuts which involve little or no risk. _____
12. I break rules due to management pressure. _____
13. I receive training for specific and changing work tasks. _____
14. I get financial rewards for breaking the rules. _____
15. I break work procedures. _____
16. I report near misses. _____
17. I get the job done better by ignoring some rules. _____
18. I take shortcuts when I feel fatigued. _____

Section 3: Safety Culture

You will find below statements about safety and accident prevention at work. For each statement please indicate whether or not you personally agree or disagree by writing beside each item a number from the scale below:

1	2	3	4	5
Fully Disagree	Partially Disagree	Neither Agree nor Disagree	Partially Agree	Fully Agree

Answer

1. If I didn't take a risk now and again, the job wouldn't get done. _____
2. Sometimes it is necessary to ignore safety regulations to keep production going. _____
3. I can get the job done quicker by ignoring rules. _____
4. My supervisor sometimes turns a blind eye when safety rules are broken. _____
5. I sometimes feel under pressure from my workmates to take chances. _____
6. Staff shortages sometimes result in rules being broken to get the job done. _____
7. Whenever I see safety regulations being broken I point it out on the spot. _____
8. People are reluctant to report accidents. _____
9. People are reluctant to report near-misses. _____
10. If you say too much about safety they might fire you. _____
11. Minor accidents cause so much hassle they are quite often ignored. _____
12. When this company starts to lose money, unsafe working practices get overlooked. _____
13. Job insecurity means that people like to keep information to themselves. _____
14. There is sometimes pressure to put production before safety at this site. _____
15. The Permit to Work system is just a way of covering people's backs. _____
16. The mine manager is too busy to be involved in minor safety issues. _____
17. Management is committed to my personal safety. _____
18. I trust my supervisor. _____
19. I am aware of the safety regulations relating to my job. _____
20. My supervisor cares about safety more than the average worker. _____
21. Senior management are genuinely concerned about workers' safety. _____
22. Management are concerned about my general welfare. _____

- 23. This company has a 'no-blame culture'. _____
- 24. Rules do not always describe the safest way of working. _____
- 25. Written safety rules and instructions are too complicated for people to follow. _____
- 26. The safety manager only appears when there is a problem. _____
- 27. People are rushing jobs at this location. _____
- 28. Safety reps do a pretty good job. _____
- 29. Management listens to safety concerns, but nothing ever gets done. _____
- 30. Some rules are only there to cover management's back. _____
- 31. Workers are always given feedback on accidents that occur on this location. _____
- 32. The mine manager is always on the look out for safety rule violations. _____
- 33. Safety is taken seriously at this site, it's not just a cosmetic exercise. _____
- 34. There is a good attitude to safety at this site. _____
- 35. Avenues for communicating safety concerns exist. _____
- 36. The time it takes before safety improvements are implemented is too long. _____
- 37. Management cares about safety so long as production is not interrupted. _____
- 38. The mine manager should be involved in minor safety issues. _____
- 39. The standard of safety is very high at my place of work. _____
- 40. My supervisor is not scared of taking blame for his errors. _____
- 41. My supervisor is sensitive to the personal problems of members of the work group. _____
- 42. Safety management is influenced by legal liability. _____
- 43. Safety systems in place at this mine have practical use. _____
- 44. Management effectively communicate procedural changes. _____
- 45. Management listens to safety concerns. _____
- 46. People at this location refuse to do work if they feel the task is unsafe. _____
- 47. There is an individual responsibility for safety. _____

Section 4: Comments

Please respond to each of the following questions in the spaces provided below. If additional space is required feel free to attach a separate sheet, labelled with Section 4 and the question number:

1. How can safety be improved at this site?

2. What do you personally believe are the top 5 critical factors relating to safety? *Please rank in order of importance*

1. _____

2. _____

3. _____

4. _____

5. _____

3. Any other comments:

Thankyou for completing this questionnaire.

Please seal in the reply-paid envelope provided and return to:

Rebecca Atkins
Aviation Building
School of Behavioural Sciences
The University of Newcastle
University Drive
Callaghan NSW 2308
Australia

Alternatively, place in the on-site collection box if available -
see your Safety Training Coordinator for further details.



*The UNIVERSITY
of NEWCASTLE*
Human Factors Group

SAFETY MANAGEMENT QUESTIONNAIRE¹- 2

(SMQ - 2)

Project Team:

Associate Professor Peter Pfister

Principal Researcher
School of Behavioural Sciences

Rebecca Atkins

PhD Candidate ~ Research Officer
School of Behavioural Sciences

**Human Factors Group
The University of Newcastle**

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School of Behavioural Sciences
University Drive
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¹ Original Questionnaire developed at Robert Gordon University, Scotland. Revised for this survey.

Introduction:

Please read the following before you complete the questionnaire.

Please Note:

1. Your name is not required. Do not write your name anywhere on this document.
2. Please complete this questionnaire in private. Do not discuss your answers with your work mates.
3. All of your replies will be treated confidentially by the University Research Team.
4. The aim is to improve safety for you and your colleagues within this company.

This questionnaire has been developed from pre-existing sources and information obtained from focus groups conducted with a wide range of workers, supervisors, and managers at coal mines in the region. Some of the statements may appear to be similar, but this is a complex area and a number of statements are required to cover each aspect of safety and safety culture. Please complete the questionnaire quickly, giving your initial response, and do not consider the statements too deeply.

This questionnaire is totally anonymous. There are some hard-hitting questions. Please note the company will not have access to individual responses. Management have also been invited to complete this questionnaire.

Instructions:

1. Please provide all requested background information.
2. Answer all questions.
3. Please be frank and honest in your answers.
4. Return the questionnaire to the University Research Team sealed in the addressed, pre-paid envelope provided.

Section A

Please answer in spaces provided or attach additional sheet if required. Where applicable, please tick the box indicating which option is appropriate for you.

1) Regular Shift (e.g., day, afternoon, night, rotating shift): _____

If on a 'Rotating Shift', please indicate crew (e.g., colour name): _____

2) Your Age:

< 20 years of age

21- 30 years of age

31- 40 years of age

41- 50 years of age

51- 60 years of age

61+ years of age

3) What is your job category, please be specific (e.g., mine worker, executive management, deputy, trades): _____

4) Are you a:

Company employee

Contracting company employee

Sub contractor company employee

5) How many years have you been working in this industry? _____

Thank you for providing the above information, please move on to complete the following sections of the questionnaire.

Section B

Below are a number of statements relating to issues of safety at work. Please indicate how often you feel the following occur by writing beside each item a number from the scale below:

1	2	3	4	5
Never	Seldom	Sometimes	Often	Very Often

Answer

- | | | |
|-----|---|-------|
| 1. | I don't assess or consider risk, I generally act out of habit. | _____ |
| 2. | People know what the procedures are. | _____ |
| 3. | I receive training for specific and changing work tasks. | _____ |
| 4. | I report near misses. | _____ |
| 5. | I get the job done better by ignoring some rules. | _____ |
| 6. | I sometimes bend the rules to achieve a target. | _____ |
| 7. | People rush jobs at this location. | _____ |
| 8. | I am reluctant to report accidents. | _____ |
| 9. | Shortcuts save time. | _____ |
| 10. | There is sometimes pressure to put production before safety at this site. | _____ |
| 11. | The mine manager is on the lookout for safety rule violations. | _____ |
| 12. | Workers are always given feedback on accidents that occur on this location. | _____ |
| 13. | I break work procedures. | _____ |
| 14. | I take chances to get the job done. | _____ |
| 15. | Management effectively communicate procedural changes. | _____ |
| 16. | Safety management is influenced by legal liability. | _____ |
| 17. | I speak up when I have a safety concern. | _____ |
| 18. | I sometimes feel under pressure from my workmates to take chances. | _____ |
| 19. | I take shortcuts when I feel fatigued. | _____ |
| 20. | Whenever I see safety regulations being broken I point it out on the spot. | _____ |
| 21. | I ignore safety regulations to get the job done. | _____ |
| 22. | I wear/use personal protective equipment (safety glasses, hearing protection etc.). | _____ |
| 23. | Staff shortages sometimes result in rules being broken to get the job done. | _____ |
| 24. | Procedures are not enforced. | _____ |
| 25. | I sometimes take risks I wouldn't like others to take. | _____ |
| 26. | I take shortcuts that involve little or no risk. | _____ |
| 27. | I perform my job functions safely. | _____ |
| 28. | Procedures ensure workers act safely. | _____ |
| 29. | Safety systems in use at this mine affect me directly. | _____ |
| 30. | Management use rules to cover their back. | _____ |

Section C

You will find below statements about safety and accident prevention at work. For each statement please indicate whether or not you personally agree or disagree by writing beside each item a number from the scale below:

1	2	3	4	5
Fully Disagree	Partially Disagree	Neither Agree nor Disagree	Partially Agree	Fully Agree

Answer

- | | | |
|-----|--|-------|
| 31. | If I didn't take a risk now and again, the job wouldn't get done. | _____ |
| 32. | Current procedures are too complex. | _____ |
| 33. | Accidents are more a matter of chance than a result of risk-taking. | _____ |
| 34. | Safety reps do a pretty good job. | _____ |
| 35. | Sometimes it is necessary to ignore safety regulations to keep production going. | _____ |
| 36. | I don't want responsibility at work. | _____ |
| 37. | There is a good attitude to safety at this site. | _____ |
| 38. | We should all work together to improve safety. | _____ |
| 39. | Job insecurity means that people keep safety information to themselves. | _____ |
| 40. | I can get the job done quicker by ignoring rules. | _____ |
| 41. | I feel that management listens to safety concerns. | _____ |
| 42. | People are reluctant to report near misses. | _____ |
| 43. | The Permit to Work system / Pre Work Risk Assessment is just a way of covering people's backs. | _____ |
| 44. | Minor accidents cause so much hassle they are quite often ignored. | _____ |
| 45. | I am responsible for my own safety at work. | _____ |
| 46. | Shortcuts that go unnoticed are OK. | _____ |
| 47. | I am aware of the safety regulations relating to my job. | _____ |
| 48. | Conditions at the workplace stop me working to the rules. | _____ |
| 49. | The mine manager should be involved in minor safety issues. | _____ |
| 50. | Safety equipment is not always necessary. | _____ |
| 51. | I am under pressure from my workmates to break rules. | _____ |
| 52. | Written safety rules and instructions are too complicated for people to follow. | _____ |
| 53. | Avenues for communicating safety concerns exist. | _____ |
| 54. | The time it takes before safety improvements are implemented is too long. | _____ |
| 55. | Workers should be involved in the development of new procedures. | _____ |
| 56. | Management is responsible for my safety. | _____ |
| 57. | The safety manager only appears when there is a problem. | _____ |
| 58. | I get financial rewards for breaking the rules. | _____ |

Section C Continued

Please respond to the remaining statements in this Section continuing with the previous scale provided again for your reference below:

1	2	3	4	5
Fully Disagree	Partially Disagree	Neither Agree nor Disagree	Partially Agree	Fully Agree

Answer

- | | | |
|-----|---|-------|
| 59. | There is an individual responsibility for safety. | _____ |
| 60. | Rules do not always describe the safest way of working. | _____ |
| 61. | People understand the importance of procedures. | _____ |
| 62. | Taking risks are OK if nobody gets hurt. | _____ |
| 63. | This company has a 'no-blame culture'. | _____ |

Thank you for taking the time to complete the questionnaire thus far.

The following section provides an opportunity for you to make further comments on safety and offer suggestions for improvement.

We really appreciate your comments.

Section D

Please respond to each of the following questions in the spaces provided below. If additional space is required feel free to attach a separate sheet, labelled with Section D and the question number:

1. How can safety be improved at this site?

2. What do you personally believe are the top 5 critical factors relating to safety? *Please rank in order of importance*

1. _____

2. _____

3. _____

4. _____

5. _____

3. Any other comments:

Thank you for completing this questionnaire.

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The UNIVERSITY
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SAFETY MANAGEMENT QUESTIONNAIRE¹ - 3

(SMQ - 3)

Project Team:

Associate Professor Peter Pfister

Principal Researcher
School of Behavioural Sciences

Rebecca J. Atkins

PhD Candidate ~ Research Officer
School of Behavioural Sciences

**Human Factors Group
The University of Newcastle**

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Callaghan, NSW, 2308
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The University of Newcastle
Human Research Ethics Committee Approval Number H-578-0503
Version 3 20/06/05

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Introduction:

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Instructions:

1. Please provide all requested background information.
2. Answer all questions.
3. Please be frank and honest in your answers.
4. Return the questionnaire to the University Research Team sealed in the addressed pre-paid envelope provided.

Section A

Please answer in spaces provided or attach additional sheet if required. Where applicable, please tick the box indicating which option is appropriate for you.

- 1) Please state your regular 'shift' or 'crew' (e.g., 'Day' or 'Yellow'): _____

- 2) Your Age:
 - < 20 years of age
 - 21- 30 years of age
 - 31- 40 years of age
 - 41- 50 years of age
 - 51- 60 years of age
 - 61+ years of age

- 3) What is your job category? (please be specific e.g., mineworker, executive management, deputy, trades): _____

- 4) Are you a:
 - Company employee
 - Contractor

- 5) How many years have you been working in this industry? _____

Thank you for providing the above information, please move on to complete the following sections of the questionnaire.

Section B

Below are a number of statements relating to safety issues at work. Please indicate how often you feel the following occur by writing beside each item a number from the scale below:

1	2	3	4	5
Never	Seldom	Sometimes	Often	Always

Answer

- | | | |
|-----|--|-------|
| 1. | I follow work procedures. | _____ |
| 2. | I wear/use personal protective equipment. | _____ |
| 3. | Management effectively communicates procedural changes. | _____ |
| 4. | I get the job done better by ignoring some rules. | _____ |
| 5. | I feel under pressure from my workmates to take chances. | _____ |
| 6. | People are unclear about what the safety procedures are. | _____ |
| 7. | My concentration at work is more focussed on getting the job done rather than safety. | _____ |
| 8. | When I have a safety concern I am reluctant to speak up. | _____ |
| 9. | When I see a co-worker acting in an unsafe manner, I ignore it. | _____ |
| 10. | People don't rush jobs at this location, they generally take the necessary time to perform tasks. | _____ |
| 11. | Safety systems in use at this mine affect me directly. | _____ |
| 12. | I don't assess or consider risk, I generally act out of habit. | _____ |
| 13. | I avoid participating in safety discussions. | _____ |
| 14. | I follow the rules in order to achieve a target. | _____ |
| 15. | I am tired when I start my shift. | _____ |
| 16. | I don't take chances just to get the job done, I consider all possible consequences. | _____ |
| 17. | Feedback on accidents that occur on this location is withheld from workers. | _____ |
| 18. | I receive training for specific and changing work tasks. | _____ |
| 19. | I organise my personal life to enhance my safety at work. | _____ |
| 20. | I actively contribute to safety improvements. | _____ |
| 21. | Safety procedures are not enforced. | _____ |
| 22. | Management is on the lookout for breaches of safety rules. | _____ |
| 23. | There is no pressure to put production before safety at this site, I am able to put safety first. | _____ |
| 24. | When I see safety regulations being broken, I ignore it. | _____ |
| 25. | I take shortcuts that involve little or no risk. | _____ |
| 26. | I am under pressure from my workmates to break rules. | _____ |
| 27. | I ignore safety regulations to get the job done. | _____ |
| 28. | Although staff shortages add to work pressure, rules are still followed to get the job done when manning numbers are down. | _____ |
| 29. | When I present for work I am in a fit and healthy state to do my shift. | _____ |
| 30. | I perform my job functions safely. | _____ |

Section C

You will find below statements about safety at work. For each statement please indicate whether or not you personally agree or disagree by writing beside each item a number from the scale below:

1	2	3	4	5
Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree

Answer

- | | | |
|-----|--|-------|
| 31. | Ignoring rules does not get the job done any quicker. | _____ |
| 32. | Taking risks are OK if nobody gets hurt. | _____ |
| 33. | People understand the importance of procedures. | _____ |
| 34. | Job insecurity means that people like to keep information to themselves. | _____ |
| 35. | There is nothing I can personally do to improve safety at this site. | _____ |
| 36. | Fatigue does not affect safety awareness. | _____ |
| 37. | We should all work together to improve safety. | _____ |
| 38. | I feel that management does not listen to safety concerns. | _____ |
| 39. | Accidents are a result of risk-taking more so than a matter of chance. | _____ |
| 40. | Safety begins at home. | _____ |
| 41. | The time it takes before safety improvements are implemented is relatively short. | _____ |
| 42. | Shortcuts that go unnoticed are OK. | _____ |
| 43. | Teamwork is important for safety. | _____ |
| 44. | There is a poor attitude to safety at this site. | _____ |
| 45. | I feel obligated to keep going even if I'm not up to it. | _____ |
| 46. | Avenues for communicating safety concerns exist. | _____ |
| 47. | Written safety rules and instructions are too complicated for people to follow. | _____ |
| 48. | My lifestyle is not conducive to do this kind of work. | _____ |
| 49. | Minor accidents are generally ignored. | _____ |
| 50. | The Permit to Work System/Pre Work Risk Assessment is just a way of covering people's backs. | _____ |
| 51. | Minor injuries/impairments affect my ability to do my job. | _____ |
| 52. | I am unaware of the safety regulations relating to my job. | _____ |
| 53. | I am responsible for my own safety at work. | _____ |
| 54. | I feel that safety reps do a good job. | _____ |
| 55. | Taking risks now and again gets the job done. | _____ |
| 56. | Safety equipment is always necessary. | _____ |
| 57. | Safety systems in use at this mine are practical. | _____ |
| 58. | Safety awareness is reduced by the pressure for production. | _____ |
| 59. | People are mindful of safety on the job. | _____ |
| 60. | Shortcuts do not save time. | _____ |

Section D

Please respond to each of the following questions in the spaces provided below. If additional space is required feel free to attach a separate sheet, labelled with Section D and the question number:

1. How can safety be improved at this site?

2. What do you personally believe are the top 5 safety issues at work? Please rank in order of importance

1. _____

2. _____

3. _____

4. _____

5. _____

Thank you for completing this questionnaire.

Please seal in the reply-paid envelope provided and return to:

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