

**THE ROLE OF WORK PLACE HAZARD PERCEPTION TOWARD
RISK SAFETY MEASURES (IN CASE OF WOLKITE UNIVERSITY
STUDENT CAFETERIA)**



WOLKITE UNIVERSITY

**COLLEGE OF BUSINESS AND ECONOMICS
DEPARTMENT OF MANAGEMENT**

**A RESEARCH PAPER SUBMITTED TO THE DEPARTMENT OF
MANAGEMENT IN PARTIAL FULIFILLMENT OF THE DEGREE OF
BACHELOR ARTS IN MANAGEMENT**

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**WOLKITE ETHIOPIA
12-26-2020**

Declaration

I hereby declare that the study entitled “The role of work place hazard perception toward risk safety measures in case of Wolkite University student cafeteria is the outcome of my own effort under the supervision and guidance of DEMELASH (MBA). This study has not been submitted for any Degree or Diploma in other university or institutions. All the necessary sources of materials used for the study have been duly acknowledged.

Name of the student

Signature

Date

GETU NUGUSE

Letter of Certification

This is to certify that this senior essay work, “The role of work place hazard perception toward risk safety measures in case of Wolkite University student cafeteria”, undertaken by **GETU NUGUSE** for the partial fulfillment for the requirement of Bachelor of Art Degree in Management at Wolkite University, complies with the regulations of the university and meets the accepted standards with respect to originality and quality.

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Approval Sheet

As an examining member of the final research defense program I certify that I have read and evaluated the research prepared by **GETU NUGUS** entitled: “The role of work place hazard perception toward risk safety measures in case of Wolkite University, student cafeteria”, and recommended that it is accepted as fulfilling the research requirements for BA degree in Management.

Name of Examiner: TAGAY FIRDE_____

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Abstract

This study conducted in wolkite university students cafeteria workers . The main objective of this study is to assess the effect of employee's perception of hazard on the extent of risk safety measures. To study the researcher used simple random sampling technique. The data was analyzed and interpreted by using descriptive type of research design. The data collected from primary data through close ended questions. The main finding of the study is in most ergonomic and physical hazards employees have greater perception and they occur significantly. The student researcher recommends the university management should give training to employees to give employees good knowledge in responding to this workplace hazards and to do their job in a safe manner. Install advanced forklifts and take precautionary measures

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CHAPTER ONE

1.1 Back ground of the study

Work place or occupational hazards are situation things that have the potential to harm a worker. Work place hazards may include noise of machinery, chemicals, electric city, working at height and violence at the work place. (Harrington and niehas, 2003)

Occupational risks and hazards can be mitigated through proper occupational health and safety practices or adoption of precautionary measures and use of personal protective equipment's among worker (Ambaye TG, 2016)

The knowledge of work place or occupational hazard is both important for employee and employer. When we see from the perspective of employee if they know about occupational risks and hazards there was healthy employees that take responsibility result in positive work place culture, higher productivity and morale, and there was minimal turnover .and when we see it from perspective of employer it is important to provide high standard health and safety protection to all worker this in turn will help the employer to get the performance what he want from the employee. (Boholm, A, 1998)

Occupational risk and hazards occur in different industry such as in the service sector industry here works in service sector become more and more sedentary, so there is hazard and in the construction industry for example there are fatal occupational injuries, and in agriculture sector there is lung disease, skin disease. In mining industry there is high rate of exposure to blasting. In health care and social industry, they exposed too many hazards that can affect their health and wellbeing, occupation risk and hazards in different industry,(<https://en.m.wikipedia.org/.../> Jan 18, 2017)

Work place risks and hazards in Ethiopia are occurred in different areas but when we see it from our case in different service sector there is a physical and ergonomically hazard. Ergonomically hazards are physical factor within the environment that harms musculoskeletal system, (Rushmer, EL 2007). Physical hazards consist of those physical properties that increase the chance of loss from the various perils. (j. vaughan& m. vaughan, 2007)

The problem concerned with work place hazards on Wolkite university cafeteria workers still now is not solved by many researchers, especially how to improve work place hazard perception and the effect extent of risk safety measure on Wolkite university student cafeteria workers. So

to assess and address the problem and find a solution, the study is conducted on the effect of workplace hazard perception on the extent of risk safety measures in Wolkite university student cafeteria workers.

1.2 Statement of the problem

Manuele (2010:33) defines a workplace hazard as 'the potential for harm' and describes hazards as 'all aspects of technology and activity that produces risk'. Hazards contribute to workplace risk and include the actions of people and the characteristics of equipment, dust, and chemicals, for example. However, how risks are perceived affects how they are managed and the subsequent effect on organizational processes (Fung, Tam, Lo, & Lu, 2010; Hambach, Mairiaux, Francois, Braeckman, Balsat, Van Hal, et al., 2009). Herein lies the problem, different people judge the same risk situation in different ways (March & Shapira, 1987; Kahneman, Slovic & Tversky, 1982; Weyman & Clarke, 2003; Tolbert 2005; Binder, Scheufele, Brossard, & Gunther, 2010). Brewer, Chapman, Gibbons, Gerrard, McCaul and Weinstein (2007), note that workers generally have difficulty in determining the probability that risk will eventuate in to serious harm or injury with their perceptions often influenced by their own individual experience (Burke, Scheurer and Meredith, 2007)

Wolkite University is one of the higher educational institutions in the federal democratic republic of Ethiopia. It plays an important role in country development. It provides qualified personnel in different areas of the economy. Wolkite University in its pursuit of the mission and objective of providing qualified human resources for the country uses and mobilizes a different and large number of resources worth billions of birr.

Like all other kinds of organizations, Wolkite University faces uncertainty and risk which results in a negative consequence on its manpower and property.

Our case is concerned with Wolkite university student cafeteria workers who play an important role in fulfilling the organization's objective of making qualified students for the country. In the past, Wolkite university student cafeteria workers have faced up with physical and ergonomically workplace and occupational hazards. These hazards include slippery and uneven floors, dangerous equipment, heavy lifting, crowded workspaces, burns and machine operation, and electrical hazards. These hazards can be occurred on workers at different times on the workplace. So in this research we try to address the effect of workplace hazard perception on the extent of risk safety measures.

Studying work place risk and hazard are very important as they can help on formation of an integral part of good occupational health and safety management plan. They can also help to create awareness of occupational hazard and risk, it helps to identify who may be at risk, it also Determine safety measure and control injuries.

1.3 Research question

After performing this research paper, researcher tried to fill the gap by raising the following question-

- What is the employees' perception of hazards in their work place?
- How employees are aware of safety measures?
- What is the relationship between hazard perception and risk safety measure?

1.4 Objective of the study

1.4.1 General objective

The general objective of the study is to study about the effects of work place hazard perception on the extent of risk safety measures in Wolkite university student's cafeteria workers.

1.4.2 Specific objective

The study tried to address the following specific research objectives

- To assess the relationship between hazard perception and risk safety measures?
- To evaluate employee's awareness on safety measures?
- To ass's type of occupational risks and hazards faced by WKU student cafeteria worker?

1.5 Significance of the study

The result of the study was significant in various aspects. first it assess employees awareness on risk safety measures and answer the effect of employees perception on risk safety measures, second it is important for the Wolkite university because it clearly give insight about hazards faced by Wolkite university students cafeteria worker and their perception so it is easy for WKU officials to make a risk safety measures for their employees in order to make workers safe as they are integral part of universities objective of making of qualified personnel

1.6 Scope of the study

The scope of the study limited on Wolkite university student cafeteria workers on the effect of work place hazard perception on the extent of risk safety measures. It is limited also only on two types of work place hazards these are physical and ergonomic hazards.

1.7 Limitation of the study

While I was doing this research there is limitations. The first one is I faced unwillingness of respondent to give correct information regarding the study. The second one is there is also insufficient source of materials like related research paper and the sample of the study are selected from student's cafeteria workers of WKU. This has limits to the generalizations of the findings of the study for all Ethiopia university students' cafeteria workers. The third one is that the study has also limits that it only studies about physical and ergonomic hazards as there are other workplace hazards. Finally, I have faced shortage of time and money while doing the research.

CHAPTER TWO

Literature review

2.1 Introduction

In this part of the study that is literature review we describe about risk and risk management, risk perception, workplace or occupational hazard and workplace safety measures.

Risk is defined as a deviation from a desired outcome (j. Vaughan & m. vaughan,2007). Where as risk management is series of steps whose objective are to identify, address, and eliminate risk items before they become threats to major source of expensive rework(boehm,1989).

Risk perception is affected by satisfaction with company, safety training, safety procedure, previous accident, control and social support. (Rudmo,1994). Workplace or occupational hazards are situation things that have the potential to harm a worker. Workplace or occupational hazards can be divided into four this is physical, ergonomic, biological, chemical hazards. (Harington and niehas, 2003). Work place Safety measures are activities and precautions taken to improve safety, i.e. reduce risk related to human health. (Real, 2008)

2.2 risk and risk management

The term risk is variously defined as the chance of loss, the possibility of loss, uncertainty, the dispersion of actual from expected results, or the probability of any outcome different from the one expected. Risk is a condition in which there is a possibility of an adverse deviation from a desired outcome that is expected or hoped for. Risk is that in the given situation there is uncertainty about the outcome, and the possibility exists that the outcome will be unfavorable. (j. vaughan & m. vaughan, 2007)

Risk management is a scientific approach to the problem of risk that has as its objective the reduction and elimination of risks facing the business firm. Risk management can contribute directly to the success of the organization by controlling the cost of risk for the organization that is, by achieving the goal of economy. (j. Vaughan & m. vaughan, 2007). Risk management is a series of steps whose objectives are to identify, address and eliminate risk items before they become either threat to major source of expensive rework (Boehm, 1989). Risk management is a systematic process of identification and evaluation of pure loss exposure faced by an organization or individuals and the selection and implementation of the most appropriate techniques for testing exposure. (Teklegiorgis, 2004)

There are four steps in risk management process;

1. Risk identification

This is the first step that used to identify major and minor loss exposure. This step involves painstaking analysis of all potential losses. Risk managers have several source of information that he or she can use to identify the preceding loss exposure. They include the following: risk analysis questionnaire, physical inspection & historical loss data. (Teklegiorgis, 2004)

2. Risk evaluation

The risk manager obtains information that is helpful in determining the relative importance of identified risks and selecting particular techniques for managing those risks. As part of the overall risk evaluation, it may be possible to measure the degree of risk after risk are identified, they should evaluate regarding their expected frequency of occurrence the probable severity of the loss, the maximum probable and possible in meaningful way in some situation. (Teklegiorgis,2004)

3. Select appropriate risk management tool

After identifying various exposures to risk. Alternative consideration can be given to alternative method for managing loss exposure. The tools are included primary avoiding the risk, reducing the chance that the loss will occur or reducing its magnitude, retaining or bearing the risk internally in selecting proper tool, the risk manager must establish the cost and other consequences of using each or combination of tools. (Teklegiorgis,2004)

4. Implementing and review decision

Based on the decision about the optimal method of handling identified risk, the business or individual must implement the best technique selected. However, risk management should be an ongoing process in which preview decision and reviewed regularly, because sometimes new risk exposure may require in continual security of past analysis and delusion. (Teklegiorgis, 2004)

2.3 Work place or occupational hazards

Workplace or occupational hazards are situation things that have the potential to harm a worker. Workplace hazards may include noise of machinery, chemicals, electric city, working at height and violence at work place. (Harington and niehas, 2003)

Workplace or occupational hazards could be divided into four this is physical, ergonomic, biological, chemical hazards. (Harington and niehas, 2003)

A. physical hazards

Physical hazard are hazards that arise at work due to the influence of various form of energy. Physicals hazards are those substances which threaten your physical safety. this are fire, explosion, radiation: including ionizing (EMF`s, micro waves, radio waves, etc.), high exposure to sunlight/ultra violate rays, constant loud noise. (Andrew E. Collines, Jones Samantha, Bernard manyena, john f. shorder, janka jayawickrama, 2014)

Chemical hazards

Employee may be at risk of chemical hazards if their work includes exposure to chemical Substance that harm workers include gases, liquids, solids, dust, vapor, fumes and corrosives. Whether your employees are at risk of ingesting the substance, inhaling it or absorbing it through the skin, you have a responsibility to ensure the risk is minimized these type of hazards can be in any type of business you run from manufacturing to retail. chemical hazard occurs because of liquids like cleaning products, paints, acids, solvent-especially if chemicals are in an unlabeled container, vapors and fumes that come from welding or exposure to solvents, gases like acetylene, propane, carbon monoxide and helium, flammable materials like gasoline, solvents and explosive chemicals, pesticide. (Andrew E. Collines, Jones Samantha, Bernard manyena, john f. shorder, janka jayawickrama, 2014)

B. biological hazards

This hazard Associated with working with animals, peoples or infectious plant materials. Work in school day care facilities, colleges and universities, hospitals laboratories, emergency response, nursing homes, outdoor occupations, etc. may expose you to biological hazards. (Andrew E. Collines, Jones Samantha, Bernard manyena, john f. shorder, janka jayawickrama, 2014)

Types of things you may be exposed to include: blood and other body fluids, fungi/mold, bacteria & viruses, plants, insect bites, animal and bird dropping. (Andrew E. Collines, Jones Samantha, Bernard manyena, john f. shorder, janka jayawickrama, 2014)

D. ergonomic hazards

This type of hazard occurs when the type of work, body positions and working conditions put strain on your body. They are the hardest to spot since you don't always immediately notice the strain on your body or the harm that these hazards pose. Short term exposure may result in "sore muscles" the next day or in days following exposure, but long term exposure can result in serious long term illness. Ergonomic hazards include: frequent lifting, poor posture, awkward movement, especially if they are repetitive, repeating some movement over and over, having to use too much force, especially if you do it frequently. (Andrew E. Collines, Jones Samantha, Bernard manyena, john f. shorder, janka jayawickrama, 2014)

2.4 Risk perception

Risk perception was affected by satisfaction with company, safety training, safety procedure, previous accident, control and social support. Adequate safety training positively modifies the perception of work stress, physical condition of the work place, safety commitment, attitude towards safety, and presentation of the injuries. Poor safety culture discourages strict implementation of safety procedure. (Radom, 1994)

people were most likely to protect themselves when they anticipate negative consequences, has the desire to avoid them and feel that the ability to take preventive measures. (Becker and maiman, 1975). People weigh factors such as severity of treats, their personal vulnerability and the possible benefits of protective action before choosing whether or not to take risk. There are relationships between risk perception and injuries and incidents and that people take protective action when they are motivated and have the agency to do so. For example, sheeran et al (2013) found that enhancing elements risk appraisal (such as risk perception and perceived severity) has a combined effect on changing intention and behavior towards safety.

Deciding to take protective action in the work place is a process. Workers weigh their response efficacy and self-efficacy (i.e. sense of agency) against the possible cost incurred. Use of personal protective equipment and other protective action tend to increase as these behaviors become normalized and habituated, and also as workers realize that they can take action to put safety in their own hands(dejoy,1996).

Risk perception and used of personal protective equipment increase when workers has reason for concern often times due to a previous accident. Being motivated to protect oneself requires not only adequate risk perception, but also the tools and skills to take preventive action those who are more likely to take risks tend to be less risk aware and lack the self-efficacy or agency to protect themselves (geldon & walker,2013).

Engaging in high risk behavior many times without a negative outcome often decrease the perceived risk associated with this behavior. those who repeatedly perform a high risk action without an adverse consequence eventually become desensitized to the risk (kasperson et al., 1988; weyman & Kelly, 1999).in their study of attachment to cell phones, Weller et al., (2013) found that those who habitually used cell phones while driving had a lower risk perception than those who had a lower proportion of trips while using cell phone.

2.5 Work place risk safety measures

We all feel most comfortable in safe place, were it a safe and secure home, a safe country free from terrorism, or a work place that is safe and free from danger. It is a known fact that individual needs a safe, secure and comfortable atmosphere to perform his tasks well be it your home or your work place. The dynamic of the work place has transformed dynamically over the years. It is vital to ensure that employees are provided with a safe and conducive work atmosphere to facilitate and maintain employee productivity. (Ibuzzle .com, 2016, April 12, 6.00 o'clock)

In the field of occupational safety there is widely accepted hierarchy a safety control. (Writhe & Sigurdsson, 2008) This hierarchy defines a sequence of procedures in order of preference for dealing with hazards. The first preference is eliminating the hazard through an alternative design; unfortunately, it is not always technologically, economically, or to design out hazards in work place. The second preference is guard (e.g. collective or personal protective equipment), the third is precautionary measures. Understanding how workers perceive and they asses their knowledge about hazards is relevant to manage the consequence of these choices, and risk perception and self-efficacy beliefs are highly context-dependent. (Real, 2008)

Safety measures are activities and precautions taken to improve safety, i.e. reduce risk related to human health. Common risk safety measures are chemicals analysis, drug testing of employees,

examination of activity, instruction manuals, root cause analysis, physical examination, training visual examination for examination of dangerous situations, and use personal protective equipment. (Real, 2008)

2.6 Empirical review

The study made by other researcher empirically examined. Man welding image When workers are aware of the health and safety risks in their workplace, they can address health and safety concerns and follow safe work practices. Information about workers' current and changing awareness of health and safety hazards, risk perception and safe work practices can help to understand where to focus prevention strategies. In (2009-10), Safe Work Australia undertook research with four construction trades (painters, plumbers, electricians and carpenters) to understand asbestos exposure and compliance. This research examined the workers' awareness of asbestos risks, perception of the likelihood of asbestos exposure and health risks and their safe work practices. The research found the majority of trades persons: were aware of the potential health risks of asbestos understood that handling asbestos containing materials could lead to exposure believed that the potential for personal exposure to airborne asbestos fibers at work was low (low risk perception), and felt confident about working safely with asbestos-containing materials. Importantly, assessment of their safety practices revealed that many of this group did not follow safety procedures and were not aware of the full extent of safety measures required to prevent harmful exposure to asbestos.

In the industrialized world, the promotion of safety in the workplace strives to improve the quality of work life and prevent occupational injuries. Despite constant improvements in working conditions over recent decades, the number of accidents at work continues to be a major problem (Barling & Frone, 2004). Potential sources of noncompliance with safe working practices are employees' cognitive schemas for making sense of their work environment. Their judgments of potential risk may derive from an inaccurate evaluation of the prevalence and harmfulness of hazards in their environment. Factors that influence their judgment include the quality of safety training and the experience of an injury at work. This study considers an approach to assessing how employees' evaluations of workplace hazards combine in judgments of their inherent risks. Review of psychological literature shows a progressive shift of

perspective on occupational safety away from an individualistic conception, for which the injury causality resides in the individual (Greenwood & Woods, 1919; Tiffin & McCormick, 1980; Wallace & Vodanovich, 2003), to a psycho-social perspective, which integrates individual characteristics with influences associated with an employee's membership in one or more groups (A. Ho & Leung, 1998; Roethlisberger & Dickson, 1939; Watson, Scott, Bishop, & Turnbeaugh, 2005; Zohar, 2000). From the latter perspective, the safety problem is not only an individual human factor, but also a matter of organizational context (Mearns, Flin, Gordon, & Fleming, 2001; Mearns, et al., 2004). These studies described how an industrial injury can reflect a wide set of individual, social, professional, and organizational variables (Zohar, 1980; Zohar & Luria, 2005). Historically, beginning with early studies of occupational safety psychology, one of the interests of researchers has always been the study of "injury risk perception." Risk appraisal was first described by Slovic, Fischhoff, and Lichtenstein (1984) in terms of control, knowledge, and aversive outcomes.

CHAPTER Three

3. Research Methodology

3.1 Research design

The study were conducted through descriptive type of research. The reason why used this type of method is because it helps to describe the existing condition as it is and it is mostly preferable for studies conducted in the area of business and economics This research is designed to describe Wolkite university student's cafeteria workers perceived workplace hazard and describing its relationship with worker's extent of risk safety measures based on a sample of worker's survey.

3.2 Types of data

The types of data that used are both primary and secondary data.

3.3 Data collection procedure

Structured questionnaires have been used based on the literature review about employees perception of occupational risk and hazards do they are clear about rights and responsibility in relation to work place health and safety, do they know how to perform their work safely, do they are aware of safety hazard at work place, do they know precaution that should be taking while doing their job, do they have enough time to complete their task, do they report if they become aware of risk safety measures and if they notice work place hazard they point it out to management. So based on this questionnaire we tried to have knowhow about employee's perception of occupational risks and hazards then we would know the effect of employee's perception of hazard on the extent of risk safety measures.

3.3.1 Instruments

Workers perceived work place hazard are measured based on physical and ergonomic hazards by preparing questionnaires. And also there is prepared questionnaires about extent of risk safety measures. Employees Perceived workplace hazards are independent variable whereas extent of risk safety measures are dependent variables

3.4 Population of the study

WKU has one campus and there is about 648 student's cafeteria worker.

3.5 Sample size and sampling selection technique

The researcher used Simple Random Sampling: One of the best probability sampling techniques that helps in saving time and resources, is the Simple Random Sampling method. It is trustworthy method of obtaining information where every single member of a population is chosen randomly, merely by chance and each individual has the exact same probability of being chosen to be a part of a sample

It is necessary to select from the employees to make the research more manageable. The sample size determined by using formula. Within this formula, the researcher determined the sample size by assuming that 90% confidence level.

$$\begin{aligned}
 \text{Sample size } n &= 87 & n &= 1 + N(e^2) \\
 n &= \frac{N}{1 + N(e^2)} & N &= \text{population size (648)} \quad n = \text{sample size} \quad e = \text{error} \\
 n &= \frac{648}{1 + 648(0.1^2)} & & \\
 & = 87 & &
 \end{aligned}$$

The sample that taken based on the formula is 87.

3.6 Data presentation and analysis

After the data collected and organized, in this study quantitative data analysis used to make the data suitable for drawing conclusion. Among quantitative data analysis the researcher used descriptive analysis by using tabulation and percentage were used for data analysis.

Chapter four

4. Data analysis and interpretation

4.1 Introduction

As it was explained in the methodology section ,the information mentioned here was gathered by distributing 87 questionnaires to Wolkite university students cafeteria workers .among these questionnaires 25 were not returned from respondents and the remaining of 62 was used for analysis and interpretation of data here after. The analysis of the finding from the information was approached by summarizing the question respective responses. Tables were used to interpret data by using descriptive analysis method. Correlation is also used to depict the relationship.

4.2 Personal information of the respondent

The personal information includes sex, age, educational status and work experience of the respondents that were used to appropriately know the respondents characteristics and background before going to the basic part of the study.

Table 4.1 Respondent’s age, gender, and educational status and work experience

Item	Group	Number	Percentage
Age	20-30	48	77.4%
	30-45	12	19.3%
	40-50	2	3.22%
	Above 50	0	0%
Gender	Male	10	16%
	Female	52	84%
Educational status	Certificate	33	53.22%
	diploma	16	25.8%
	First degree	8	12.9%
	second degree	0	0%
	Different from this	5	8%

Working experience	0-5	41	66%
	6-10	20	32%
	11-15	1	2%
	Above 15	0	0%

Source from questionnaire (2020)

As presented in the above table 4.1, the age group of respondents out of total respondents, 48(77.4%) of them were found in the 20-30 age group, 12(19.3%) of them were found in the 30- 45 age group, 2(3.22%) were found in the age of 40-50. This implies that most workers are in the age of 20-30.

In the above table 4.1, from the total respondents 10(16%) were male and 52(84%) were female. This shows that there are more females than males.

In the table 4.1, out of total respondents 33(53.22%) have certificate, 16(25.8%) have diploma, 8(12.9%) have first degree, 0(0%) have second degree, 5(8%) have different from this.

In the above table 4.1, from the total respondents 41(66%) have 5 year and less than five year experience, 20(32%) have work experience between 6-10 years, 1(2%) have 11-15 year work experience.

4.2 Information related to the perception of employees on work place hazards.

Table 4.2 Response of respondents in the perception of employees on the lifting, carrying or push items is hazards.

1. Manually lift carry or push items heavier than 10 kg at list 5 times a day.

Alternative	Respondents in number	Percentage
Very high	45	73%
High	8	13%
Medium	4	6%
Low	5	8%

Never	0	0%
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Source from questionnaire (2020)

From table 4.2, it is shown that 73% of respondents perceive very high hazard in the working environment, 13% of respondents perceive high hazard of lifting carrying or push items. 6% perceive that these hazards are at medium level, 8% perceive that these hazards often happen low.

Table 4.3 repetitive movement perception

2. Do repetitive movement with your hands or wrists

Item	Number of respondents	Percentage
Very high	39	63%
High	15	24%
Medium	3	5%
Low	5	8%
Never	0	0%
Total	62	100%

Source from questionnaire (2020)

As shown in the above table 4.3, 39(63%) perceive that there is very high occurrence of doing repetitive movements, 15(24%) say that its high, 3(5%) perceive as medium, 5(8%) say it is low, there is no one who respond never.

Table 4.4 high noise in the work place

3. Is there high noise in the work place?

Item	Number	Percentage
Very high	22	35%
High	13	21%
Medium	19	31%
Low	5	8%

Never	3	5%
Total	62	100%

Source from questionnaire (2020)

In the above table 4.4, 22(35%) have very high perception of noise on work place, 13(21%) has responded that it is high, 19(31%) says it is medium, 5(8%) has low perception of noise on workplace hazard, 3(5%) responded never.

Table 4.5 working at a time that harm vision

4. Working at times of day that could affect vision.

Item	Number	Percentage
Very high	16	26%
High	7	11%
Medium	14	22.5%
Low	17	27.4%
Never	8	13%
Total	62	100%

Source from questionnaire (2020)

As presented in the above table 4.5, 16(26%) responds that they perceive that they are working at times of day that could affect vision is very high, 7(11%) responds high, 14(22.5%) respondents said that it is medium, 17(27.4) says it is low,8(13%) says never.

Table 4.6 employees burn from tea, sauce and so on

5 .Does employees burn from tea, sauce, and so on?

Item	Number	Percentage
Very high	30	48.3%
High	18	29%
Medium +	8	13%
Low	4	6.4%
Never	2	3.2%

Total	62	100%
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Source from questionnaire (2020)

From the above table 4.6, 30(48.3%) responds that there is very high hazard of burn from tea and sauce and so on, 18(29%) responds that it is high, 8(13%) responds it is medium, 4(6.4%) perceive there is low exposure, 2(3.2%) responds never.

Table 4.7 exposure to electric hazard

6. Does electric hazard occur significantly?

Item	Number	Exposure
Very high	19	31%
High	11	18%
Medium	17	27%
Low	12	19%
Never	3	5%
Total	62	100%

Source from questionnaire (2020)

As presented in the above table, 19(31%) have very high perception about electric hazard, 11(18%) responds they perceive as it is high, 17(27%) have medium perception about electric hazard, 12(19%) responds it is low, 3(5%) responds it is never.

Table 4.8 occurrence of falls and trips

7. Does slips and falls occur in work place?

Item	Number	Percentage
Very high	36	58%
High	10	16%
Medium	11	18%
Low	5	8%
Never	0	0%
Total	62	100%

Source from questionnaire (2020)

In the above table 4.8, out of the respondents 36(58%) says occurrence of falls and slips is very high, 11(18%) says it is high, 11(18%) says there is medium occurrence, 5(8%) says it is low 0% says it is never.

Table 4.9 work in hot place

8. In the workplace is it hot at times.

Item	Number	Percentage
Very high	21	34%
High	12	19%
Medium	27	43.5%
Low	2	3.2%
Never	0	0%
Total	62	100%

Source from questionnaire (2020)

In the above Table 4.9, 21(34%) responds that it is very hot in working place,12(19%) perceive that it is high,27(43.5) says the hot is medium,2(3.2) responds that it is low in work place, 0(0%)workers respond that there is not hot at times in workplace.

4.3 Information related to risk safety measures

Table 4.10 respondent’s response on their right and responsibility in relation to work place health and safety

1. I am clear about my rights and responsibilities in relation to work place health and safety

Items	Number	Percentage
Strongly agree	25	40%
Agree	29	47%
Disagree	4	6.45%
Strongly disagree	2	3.2%
Difficult to decide	2	3.2%

Total	62	100%
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Source from questionnaire (2020)

From table 4.10,25(40%) students cafeteria workers strongly agree with the idea that they know their right and responsibility,29(47) did agree with it,4(6.45) say they don't know about their right and responsibilities regarding to work place health and safety,2(3.2%) responded that it difficult to decide for them.

Table 4.11 Respondent's response on their employees right and responsibilities in relation to work place safety and health

2. I am clear about my employer's right and responsibilities in relation to workplace health and safety.

Items	Number	Percentage
Strongly agree	20	32%
Agree	28	45%
Disagree	7	11%
Strongly disagree	1	2%
Difficult to decide	6	10%
Total	62	100%

Source from questionnaire (2020)

In the above table 4.11,20(32%) strongly agree or they know well about their employers right and responsibilities,28(45%) agree with this, 7(11%) disagree or they don't know about their employers right and responsibilities,1(2%)strongly disagree,6(10%)respondents says it is difficult to decide for them.

Table 4.12 respondent's response on doing job in safe manner

3. I know how to perform my job in safe manner.

Items	Number	Percentage
Strongly agree	4	6%
Agree	24	39%

Disagree	29	47%
Strongly disagree	1	2%
Difficult to decide	4	6%
Total	62	100%

Source from questionnaire (2020)

As shown in the above table 4.12, 29(47%) respondents doesn't know well how to perform their job safely, 24(39%) respondents said that they agree, 4(6%) said that they agree or they know how to perform their job safely, for 4(6%) respondents it is difficult to decide.

Table 4.13 respondent's response on become aware of safety hazards and knows to whom they report

4. If I become aware of health and safety hazards at work place I know who I would report to

Items	Number	Percentage
Strongly agree	35	56%
Agree	23	37%
Disagree	3	5%
Strongly disagree	0	0%
Difficult to decide	1	2%
Total	62	100%

Source from questionnaire (2020)

As depicted in the above table 4.13, 35(56%) respondents said that they know well whom they report, 23(37%) said they agree, 3(5%) respondents disagree or they do not know whom they report to, 1(2%) said it is difficult to decide.

Table 4.14 has knowledge in avoiding health and safety concerns

5. I have the knowledge to assist in responding to any health and safety concerns at my workplace

Items	Number	Percentage
Strongly agree	6	10%

Agree	20	32%
Disagree	25	40%\
Strongly disagree	3	5%
Difficult to decide	8	13%
Total	62	100%

Source from questionnaire (2020)

As shown in the above table 4,14, 25(40%) have not good knowledge to assist in responding to any health and safety concerns,20(32%) respondents responds that they agree,6(10%) respondents said that they strongly agree or have knowledge to assist in responding to any health and safety concerns,3(5%) responds they strongly disagree, for 8(13%) it is difficult to decide whether they have knowledge to assist in responding to any health and safety measures or not.

Table 4.15 respondent’s response on taking necessary precaution

6. I know what is the necessary precaution that should be taken while doing my job.

Items	Number	Percentage
Strongly agree	22	35%
Agree	38	61%
Disagree	1	2%
Strongly disagree	0	0%
Difficult to decide	1	2%
Total	62	100%

Source from questionnaire (2020)

In table 4.15 38(61%) respondent strongly agree or they know well the necessary precautions to be taken while doing job, 22(35%) respondents said they agree, 1(2%) said that they disagree or did not know necessary precaution, 1(2%) said it difficult to decide whether they know necessary precaution or not.

Table 4.16 feels free to voice concerns

7. I feel free to voice my concerns or make suggestions about workplace health and safety at the job.

Items	Number	Percentage
Strongly agree	19	31%
Agree	5	8%
Disagree	25	40%
Strongly disagree	6	10%
Difficult to decide	7	11.6
Total	62	100%

Source from questionnaire (2020)

In the above table 4.16, 19(31%) respondents respond that that they strongly agree by the idea that they feel free to voice concerns, 5(8%) respondents agree with it, 25(40%) respondents respond they disagree or they don't feel free to voice concerns, 7(11.6) said its difficult to decide whether they feel free or don't feel free to voice concerns.

Table 4.17 notice work place hazards and point it out to management

8. If I notice workplace hazard, I would point it out to management

Items	Number	Percentage
Strongly agree	34	55%
Agree	22	35%
Disagree	5	8%
Strongly disagree	1	2%
Difficult to decide	0	0%
Total	62	100%

Source from questionnaire (2020)

As shown in the above table 4.17,34(55%) they strongly agree with the idea that if they notice work place hazard, they would point it out to the management,22(35%) respondents said they agree,5(8%) respondents disagree or they wouldn't point out to the management if they notice workplace hazards,1(2%) respondent said disagree with the idea.

Table 4.18 respondent's response on stopping of work if workplace is unsafe

9. I know I can stop work if I think something is unsafe and management will not give me a hard time

Items	Number	Percentage
Strongly agree	6	10%
Agree	8	13%
Disagree	27	43%
Strongly disagree	16	26
Difficult to decide	5	8%
Total	62	100%

Source from questionnaire (2020)

As depicted in the above table 4.18,6(10%) responds that they strongly agree with the idea that they can stop work if they think something unsafe and management will not give them hard time,8(13%) respondents said that they agree with this idea,27(43%) respondents say they will get hard time if they stop work regarding to their thinking that something is unsafe,16(26%) respondents said that they strongly disagree with the idea,5(8%) respondents said that it is difficult to decide whether they get hard time because of their stopping of work because they think working environment is unsafe or they will not get a hard time.

Table 4.19 respondent's response on having enough time to complete work task safely

10. I have enough to complete my work task safely.

Items	Number	Percentage
Strongly agree	42	67.8%
Agree	13	21%
Disagree	5	8%
Strongly disagree	1	1.6%
Difficult to decide	1	1.6%
Total	62	100%

Source from questionnaire (2020)

As shown in the above table 4.19, out of the respondents 42(67.8) said that they have enough time to complete task or strongly agree,13(21%) respondents agree they have enough time to complete task, 5(8%) respondents said that they disagree or have no enough time to complete their work task,1(1.6%) respondent said he/she strongly disagree with the idea that he/she have enough time to complete task,1(1.6%) respondents said that it is difficult to decide whether he/she had enough time to complete work task or not .

Table 4.20 respondents response on if their work place is unsafe expect management to make it right

11. If my work environment was unsafe I would not say anything and hope the situation eventually improves.

Items	Number	Percentage
Strongly agree	12	19.3 %
Agree	14	22.5%
Disagree	30	48%
Strongly disagree	3	5%
Difficult to decide	3	5%
Total	62	100%

Source from questionnaire (2020)

In the above table 4.20, out of the respondents 12(19.3%) strongly agree, 30(48%) respondents agree with the idea that they would not say anything regarding to unsafe working environment and hope it eventually improves, 14(22.5%) respondents said they disagree, 3(5%) respondents said they strongly disagree, 3(5%) said its difficult to decide either they agree or disagree.

4.4 Description of relationship of risk safety measures and perception of workplace hazard

In order to describe the relationship between risk safety measure and perception of work place hazard we will use the correlation of the two variables one is dependent variable and another is independent variable the independent variable is perception of employees on work place hazards and the dependent variable is extent of risk safety measures. So in order to depict the relationship we will use correlation. Here correlation helps us to measure the extent to which two or more

variables fluctuate together. Here by using correlation the student researcher are trying to describe the degree of relationship between two variables. The correlation coefficient is measured on scale that varies from +1 to -1.

4.6 Calculate the correlation coefficient

Construct table of dependent and independent variables that is employee's perception of hazard and risk safety measures. To construct the table we have to get each individual average answers result in both part two and part three questions that ask questions about risk safety measures and perception of employees on workplace hazards respectively.

In order to get the numbers first assign weight to each choosing items

For part 1 questionnaire

Table 4.21 the relationship between risk safety measures and perception of employees on work place hazard

Item	Weight
Strongly agree	4
Agree	3
Disagree	2
Strongly disagree	1
Difficult to decide	0

Source from questionnaire (2020)

For part 2 questionnaires

Table 4.22 measuring the response by weight

Item	Weight
Very high	4
High	3
Medium	2
Low	1

Never)	0
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Source from questionnaire (2020)

So by giving these weights we are going to calculate the average result of answers responded by 62 respondents to part 1 and part 2 questionnaires.

Table 4.23 relationship between risk safety measures and perception of employees on workplace hazards

	INDEPENDENT VARIABLE	DEPENDENT VARIABLE
	perception of physical and ergonomic hazards	extent of risk safety measures
RESPONDEN T	X	Y
1	2.4	2.9
2	2.3	3.8
3	1.7	3.3
4	3.2	3.1
5	2.8	3.6
6	2.4	3.6
7	2.2	4
8	3.1	2.9
9	3.7	2.8
10	3	3.6
11	1.7	3
12	2.6	2.5
13	3.1	3.2
14	2.8	3.1
15	3.6	3.4
16	2.5	3.4
17	3.3	2.5

18	3.4	3.2
19	3.1	3.4
20	2.3	3.6
21	4	3.4
22	3	2.8
23	2.9	3.3
24	3.1	2.9
25	2.7	1.6
26	2.4	3.5
27	2.7	2.4
28	3.5	2.9
29	2.4	2.8
30	4	3.2
31	2.9	2.7
32	2.4	2.6
33	3.3	3.8
34	3.3	3.7
35	3.3	3.1
36	3.1	3.3
37	3.8	3.7
38	3	3.4
39	2.6	2.4
40	3.4	2.8
41	2.6	2.5
42	3	2.6
43	3	2.9
44	1.9	2.9
45	2.1	3.4
46	1.9	3.3
47	2.6	2.4

48	1.9	3
49	2.4	2.9
50	2.7	2.4
51	3.7	2.8
52	3.1	3.6
53	3	2.6
54	3.2	3.4
55	2.5	3.1
56	2.4	3.4
57	2.7	2.1
58	2.1	2.5
59	3.3	3.2
60	2.7	2
61	3.1	3.4
62	2	3.6
standard deviation	0.532112629	0.488470995
Mean	2.784636708	3.010928111
Correlation	Correlation will be 0.049983108	

Source from questionnaire (2020)

Correlation formula is $r = \frac{N\sum xy - (\sum x)(\sum y)}{[\sum x^2 - (\sum x)^2][\sum y^2 - (\sum y)^2]}$

$$[\sum x^2 - (\sum x)^2][\sum y^2 - (\sum y)^2]$$

N=numbers of pairs scored $\sum y$ =sum of y scores

$\sum xy$ =sum of the paired scores $\sum x^2$ =sum of squared x scores

$\sum x$ =sum of x scores $\sum y^2$ =sum of y squared

The correlation coefficient is 0.0499_ and it is positive so there is extent that 4.9% variables that is workers perception of hazards and risk safety measures will increase or decrease in parallel.

Table 4.24 relationship between ergonomic hazards perception and risk safety measures

	Independent variable	Dependent variable
	ergonomic hazard perception	extent of risk safety measures
Respondent	X	Y
1	2.2	2.9
2	2	3.8
3	1.4	3.3
4	2.8	3.1
5	3.4	3.6
6	2.4	3.6
7	2.4	4
8	3.2	2.9
9	3.6	2.8
10	3.4	3.6
11	2.2	3
12	2.2	2.5
13	2.8	3.2
14	2.6	3.1
15	3.2	3.4
16	3	3.4
17	3.4	2.5
18	4	3.2
19	2.8	3.4
20	2.8	3.6
21	4	3.4
22	3.2	2.8
23	2.8	3.3
24	3.6	2.9
25	3.4	1.6

26	2.4	3.5
27	2.4	2.4
28	3.4	2.9
29	1.6	2.8
30	4	3.2
31	2.8	2.7
32	3.2	2.6
33	4	3.8
34	4	3.7
35	3.8	3.1
36	3	3.3
37	4	3.7
38	3.2	3.4
39	2.8	2.4
40	3.2	2.8
41	2.8	2.5
42	3	2.6
43	3.4	2.9
44	2.2	2.9
45	2.8	3.4
46	2	3.3
47	3	2.4
48	2.2	3
49	1.8	2.9
50	2.4	2.4
51	3.6	2.8
52	2.4	3.6
53	2.4	2.6
54	4	3.4
55	2	3.1

56	3.2	3.4
57	2.6	2.1
58	2.8	2.5
59	3.4	3.2
60	2.8	2
61	3.2	3.4
62	2.4	3.6
Mean	2.919354839	3.051612903
standard deviation	0.647273908	0.488470995
Correlation	0.106709299	

Source from questionnaire (2020)

Here there is positive relationship between two variables. The correlation coefficient is 0.106709299 means there is 10.7% will fluctuate together means if independent variable increase the dependent variable also increase and vice versa.

There is a direct relationship between independent and dependent variable so when the risk exposure increase the occurrence of risk in the work place also increase and vice versa.

Chapter five

5. Findings, conclusion and recommendation

5.1 finding of the study

In this part of the research paper, the major findings of the research are summarized, conclusions, are drawn and recommendation are forwarded for the problems.

- ❖ From total respondents, 77.4 percent were found between the age range of 20-30. these implies that most of workers are young.
- ❖ The level of education of most of employees of the organization was certificate as 53.22 percent of respondents said.
- ❖ From total respondents, 84 a percent females that work on these students cafeteria workers.
- ❖ Mostly the work experiences of employees were also below 5 year as 66 percent of the respondents said.
- ❖ Regarding to carrying, pushing, items heavier than 10kg at list 5 times a day, 73 percent respondents respond that they perceive that there is very high exposure to do this activity.
- ❖ Regarding doing repetitive movement with their hands and wrists (cleaning, packing, assembling, pulling, and pushing) for at least 3 hours 63 percent said have very high perception or they do this very highly.
- ❖ Most employees or respondents as 35 percent said they are exposed to high noise at work place.
- ❖ Out of the respondents 27.4 percent said that there perception about working at times of day that could affect vision is less.
- ❖ Regarding to employees burn from tea, sauce and so on there is very high exposure as 48.3 percent respondents said.
- ❖ In Wolkite university students cafeteria workers, 31 percent respondents said that occurrence of electric hazard is very high.
- ❖ 58 percent employees or respondents said that they perceive that the occurrence of slips and falls is very high.

- ❖ Most 43.5 percent employees or respondents said that the hotness of work place at work times is medium.
- ❖ Out of respondents 47 percent employees are clear about their rights and responsibilities in relation to workplace health and safety.
- ❖ Out of respondents 45 percent employees are clear about their employer's rights and responsibilities in relation to workplace health and safety.
- ❖ Most of the employees 29 percent do not know how to perform job in a safe manner.
- ❖ 56 percent know well to whom they should report if safety hazards occur.
- ❖ Out of the respondents 40 percent said they have not good knowledge to assist in responding to health and safety concerns.
- ❖ From all respondents 61 percent know necessary precaution to be taken while at work.
- ❖ Regarding to feel free to voice concerns or make suggestions about work place health and safety at the job, 40 percent workers doesn't agree or they don't feel free to voice concerns
- ❖ Out of the respondents 55 percent said that if they notice workplace hazards they would point it out to management.
- ❖ 43 percent respondents said that they cannot stop work if something is unsafe & if they stop work because of this management will give them hard time.
- ❖ Regarding to have enough time to complete work task 67.8 percent workers said they have enough time.
- ❖ 48 percent said that disagree with the idea that if their work environment was unsafe they would not say anything, and hope that the situation eventually improve.

5.2 Conclusion

The following conclusion about are drawn based on the finding of the research:-

- ✓ Employees perception about ergonomic hazards that come from manually carry or lift items heavier than 10 kg at least 5 times, there is very high exposure to do this activity, doing repetitive movement and loud noise in workplace it is very high or said there exposure is very high to this ergonomic hazards. Employees perception about physical hazards that come from burn from tea, sauce and so on, electric hazard and occurrence of

sleep and falls are very high or there is very high exposure. Employee perceives that hotness in work place is medium.

- ✓ According to the finding of the study, regarding to risk safety measures most employees are clear about there and their employer's right and responsibilities in relation to workplace health and safety. Most of employees don't know how to perform their job free from hazards and most of employees know well to whom they should report if safety hazard occur and most of employee they don't have adequate knowledge how to assist in responding to health and safety concerns. Most employees know necessary precautions.
- ✓ In students cafeteria most workers doesn't feel free to voice concerns about work place health and safety and most of employees said that if they notice workplace hazard they would point out to management and most workers said they can't stop work, if they notice work place hazards because of fear of management might give them hard time and workers have enough time to complete their job and finally most of workers disagree with idea that if their work environment was unsafe they would not say anything and hope that the situation eventually improve.

5.3 Recommendation

Based on the finding and conclusion of the research, the following recommendation is forwarded:-

- Wolkite University should give training to employees to perform their job in safe manner or free from hazards, and the training also should be to increase Wolkite university student's cafeteria workers knowledge in responding to health and safety concerns.
- The university cafeteria management should try preventing floors from getting wet or contaminated in the first place for both routine and responsive cleaning.
- The Wolkite university students cafeteria management should ease giving hard time to employees about their stoppage of work because of that they feel or see safety hazards occur in the work place
- The Wolkite university student's cafeteria management should also give freedom to employees to voice concerns or make suggestions about work place and safety hazards at work place.

- Employees said that there are high physical and ergonomic hazards at work place so The Wolkite university student's cafeteria management should install advanced forklifts, gloves, clothes and so on. The Wolkite university student's cafeteria management should do precautionary measures, protective equipments and if hazards occur take measures that protect workers health.

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APPENDIX
WOLKITE UNIVERSITY
COLLEGE OF BUSINESS AND ECONOMICS
DEPARTMENT OF MANAGEMENT

Questionnaire for the Respondents

The following questions are developed for data collection of method from the employees of the Wolkite university student cafeteria and for most I would like to thank you for your willingness to fill this questionnaire format. All piece of information will be used only for research purpose. This questionnaire is designed to gather information on the role of work place hazard perception towards risk safety measures for the research conducted in partial fulfillment of BA degree in management. Your cooperation is a valuable input for the research findings. Please provide your answer carefully and genuinely furthermore you do not have to write any names and your response will be treated confidentially. Please put a tick (x) mark corresponding to your response

PART I: BACKGROUND INFORMATION

Age: 20-30 30-40 40-50 Above 50

Gender: Male Female

Educational status: Certificate diploma First degree second degree Different from this

Work Experience: 0-5 6-10 11-15 Above 15

PART II: MAIN QUESTIONS

A. To asses type of occupational risks and hazards faced by WKU student cafeteria worker?

1. Manually lift carry or push items heavier than 10 kg at list 5 times a day.
 Very high High Medium Low Never
2. Do repetitive movement with your hands or wrists?
 Very high High Medium Low Never
3. is there high noise in the work place?

40

Very high High Medium Low Never

4. Working at times of day that could affect vision?

Very high High Medium Low Never

5. Do employees burn from tea, sauce, and so on?

Very high High Medium Low Never

6. Does electric hazard occur significantly?

Very high High Medium Low Never

7. Do slips and falls occur in work place?

Very high High Medium Low Never

8. In the workplace is it hot at time

Very high High Medium Low Never

B.To evaluate employees awareness on safety measures?

1. I am clear about my rights and responsibilities in relation to work place health and safety

Strongly Agree Agree Disagree Strongly Disagree
Difficult to decide

2. I am clear about my employees right and responsibilities in relation to workplace health and safety.

Strongly Agree Agree Disagree Strongly Disagree
Difficult to decide

3. I know how to perform my job in safe manner

Strongly Agree Agree Disagree Strongly Disagree
Difficult to decide

4. If I become aware of health and safety hazards at work place I know who I would report to

Strongly Agree Agree Disagree Strongly Disagree
Difficult to decide

5. I have the knowledge to assist in responding to any health and safety concerns at my workplace

Strongly Agree Agree Disagree Strongly Disagree Difficult to decide

6. I know what is the necessary precaution that should be taken while doing my job

Strongly Agree Agree Disagree Strongly Disagree

Difficult to decide

7. I feel free to voice my concerns or make suggestions about workplace health and safety at the job.

Strongly Agree Agree Disagree Strongly Disagree

Difficult to decide

8. If I notice workplace hazard, I would point it out to management

Strongly Agree Agree Disagree Strongly Disagree

Difficult to decide

9. I know I can stop work if I think something is unsafe and management will not give me a hard time

Strongly Agree Agree Disagree Strongly Disagree

Difficult to decide

10. I have enough to complete my work task safely.

Strongly Agree Agree Disagree Strongly Disagree

Difficult to decide

11. If my work environment was unsafe I would not say anything and hope the situation eventually improves.

Strongly Agree Agree Disagree Strongly Disagree

Difficult to decide

C.To assess the relationship between hazard perception and risk safety measures?

II. Interview question for manager

- What is the employees' perception of hazards in their work seating?
- How employees are aware of safety measures?
- What is the relationship between hazard perception and risk safety measure?

