

Improving safety management performance by conceiving employee' s satisfactions input based on two-dimensional quality model

李友錚, Hsiao-Lin Teng

Industrial Engineering and System Management

Management

ycl@chu.edu.tw

Abstract

In the past era, most enterprises emphasized on investing productive assets and took labor for granted as a production element. Besides, they would regard safety-health facilities as costly and none-productive systems. Nowadays, occupational safety and health management is a significant part for enterprises to make a great impact on working environments and public environments quality control. The employers and the employees should participate in the enhancement and implement of safety and health in workplace, such as employees' involvements, exchange of standpoints, collecting the feedback from employees. Kano has brought up two-dimension quality model (KANO' s Model) to improve the quality recognition, that is, to analyze the effects on the satisfaction and dissatisfaction respectively. Hence, he divided the key elements into five categories, such as attractive quality, one-dimensional quality, must-be quality, indifferent quality and reverse quality. Most researchers conduct KANO' s model to analyze the products or services as consulting reference for policy making. This study focuses on conducting KANO' s model and discloses to conceive the relations between inner safety service qualities and employees' satisfactions on safety. The identifications of inner safety qualities are categorized by safety climate and safety performance. It would expect further researches can provide administrators of enterprises to reallocate resources and improve whole-aspect safety quality based on this study.

Keyword : Safety climate, safety performance, KANO two-dimension model.