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The Impact of Employee Trust on the Perceptions of Organizational Safety and Quality

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Abstract

Human factors play an important, but often overlooked, role in the management of safety and quality in the work environment. One of these factors is the level of trust employees have in their supervisor and the management of the organization. Anecdotal evidence has linked a stronger safety climate with a more robust quality climate as both programs depend on teamoriented employees who can spot potential issues and correct them on the job. An increased understanding of factors influencing employee perceptions of the priority of safety and quality within the organization is an important consideration when planning safety and quality educational intervention.

Disciplines

Agriculture | Bioresource and Agricultural Engineering | Occupational Health and Industrial Hygiene | Systems Engineering

Comments

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Need: Human factors play an important, but often overlooked, role in the management of safety and quality in the work environment. One of these factors is the level of trust employees have in their supervisor and the management of the organization. Anecdotal evidence has linked a stronger safety climate with a more robust quality climate as both programs depend on team-oriented employees who can spot potential issues and correct them on the job. An increased understanding of factors influencing employee perceptions of the priority of safety and quality within the organization is an important consideration when planning safety and quality educational intervention.

Overview: This presentation will discuss the influence employee trust has on safety and quality climates as well as examine the relationship of organizational safety and quality. Data findings will be summarized on the effects of trust on employee perceptions of the priority given to organizational safety and quality within a high hazard work environment. Implications for managers, policy-makers and researchers will also be discussed as they relate to the success of occupational safety and quality programs.

Major Points:

- Previous research on employee trust
- Theoretical linkages between safety and quality
- Synopsis of data findings
- Implications and recommendations for safety and quality professionals

Summary: Data on the effects of employee trust on organizational safety and quality climates will be summarized and implications for safety and quality professionals will be shared. Information from this presentation may assist managers, supervisors, and researchers as they develop safety and quality programs for a high hazard workplace.