

Implementation Status of Commuting Safety Management System (CSMS) in Johor, Malaysia

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ABSTRACT

Objective: The aim of this study is to analyse the status of implementation of Commuting Safety Management System (CSMS) in Johor. In this study, the critical factors for successful implementation of CSMS are determined besides the challenges for implementation and recommendation to implement CSMS. **Method:** A qualitative approach was chosen as the methodology because this approach reinforces the understanding and interpretation of participants toward the research question. Data was collected among the selected participants group who met the research criteria i.e. those who are working in the human resource department, safety and health officer as well as operational manager. MS ISO 39001 was used to construct the questionnaire to obtain the data regarding the respondent's perception of the commuting safety. The collected data was analysed using the Statistical Package of Social Sciences (SPSS). **Findings:** Analysis of the results show that the basic understanding of CSMS in Johor is still unsatisfactory and need to be improved. Large majority (80%) of the respondents still did not implement CSMS at their workplace. Only 20% of the respondents declared that their workplace has implemented the CSMS to control the commuting accidents among their employees. On the critical factor aspect, the respondents listed several factors to be considered by the management to reduce the commuting accident rate such as trainings, safety procedure, and support programs to implement CSMS at workplace. The survey showed that majority of workplaces have not received adequate training regarding CSMS. The CSMS procedure in their workplace is currently at the very early stage of development and implementation. Additionally, support programs from local authorities and Non-Government Organizations (NGOs) have not yet reached these workplaces to enhance their knowledge. When it comes to recommendations, the respondents outlined several crucial factors that must be considered to establish a successful CSMS. These include providing proper resources, conducting adequate training, and defining clear procedures for implementation. It is essential to educate all levels of management within the company on the importance of CSMS. To ensure maximum effectiveness, each organization must develop its own comprehensive procedure to govern their CSMS. Finally, allocating sufficient financial resources in the company's yearly plan is crucial for the successful implementation and maintenance of the CSMS. **Conclusion:** As CSMS is still new in the country, it is important to increase awareness through engagement and seminars involving the government, NGOs, associations, and communities. Short-term and long-term action plans have been suggested to promote the adoption of CSMS and reduce commuting-related accidents.

Keywords: Commuting safety; CSMS; Implementation Status; SOCSO; OSH
