

Journal of Medicine, Nursing & Public Health

ISSN Online 2706 - 6606



Stratford

Peer Reviewed Journals & books

Maintenance of Health and Safety in Work Places and Their Challenges in American Retail Stores

Jefferson Owen & Clarence Harrison

ISSN NO: 2706 - 6606

Maintenance of Health and Safety in Work Places and Their Challenges in American Retail Stores

Jefferson Owen, University of Kansas

Clarence Harrison, University of Kansas

*E-mail of corresponding author: jeffersonsowen12@gmail.com

How to cite this article: Owen J., Harrisin C. (2020): Maintenance of Health and Safety in Work Places and Their Challenges in American Retail Stores, *Journal of Medicine, Nursing & Public Health*. Vol 2(2) pp. 16-23.

Abstract

Workplace Health and Safety is the discipline concerned with protecting the health and safety of all stakeholders in the workplace from exposure to hazards and risks resulting from work activities. It further entails protecting the wellbeing of employers, visitors and customers. The aim of maintaining health and safety in work places is having a sensible and balanced approach, which reduces risks and protect staff and visitors from harm. Accidents will still occur but in fact, most ‘accidents’ are the result of ill-considered actions or working practices. In United States of America, The OSH Act, additionally became referred to as Public Law 91-596 covers employers and also workers in the economic sector in all states and also regions. Various areas of employment are covered by OSHA, consisting of charity, disaster alleviation, medication, regulation, longshoring, farming, construction, and also production. Spiritual organizations are additionally covered if they worker people for social functions, such as day care, maintenance or cleaning. It offers the health and wellness, safety and also well-being of individuals, and all individuals legally existing at offices as well as relevant issues. However, there have been challenges encountered by organizations as they strive to maintain health and safety in work places as will be discussed. The study highlighted the theoretical foundation; reviewed literature in this case is on health and safety in work places, the programs on occupational health and safety, as well as the challenges of the programs on organizational performance.

Keywords: *Health and Safety, OSH Act, Retail Stores & United States of America.*

1.1 Introduction

Workplace Health and Safety is the discipline concerned with protecting the health and safety of all stakeholders in the workplace from exposure to hazards and risks resulting from work activities. It further entails protecting the wellbeing of employers, visitors and customers. Health refers to our general wellbeing where stakeholders enjoy freedom from disease or infirmity and a have a sense of mental, physical and social wellbeing. Safety is a feeling of security where one can work without fear of danger or injury. The aim of maintaining health and safety in work places is having a sensible and balanced approach, which reduces risks and protect staff and visitors from harm (Herriman, Fletcher, Tchaconas, Adesman, & Milanaik, (2017). Accidents will still occur but in fact, most ‘accidents’ are the result of ill-considered actions or working practices. In United States of America, The OSH Act, additionally became referred to as Public Law 91-596 covers employers and also workers in the economic sector in all states and also regions (Pandee & Jiamjarasrangsri, 2020).

Various areas of employment are covered by OSHA, consisting of charity, disaster alleviation, medication, regulation, longshoring, farming, construction, and also production. Spiritual organizations are additionally covered if they worker people for social functions, such as day care, maintenance or cleaning. It offers the health and wellness, safety and also well-being of individuals, and all individuals legally existing at offices as well as relevant issues. However, there have been challenges encountered by organizations as they strive to maintain health and safety in work places as will be discussed. The study highlights the theoretical foundation; reviewed literature in this case is on health and safety in work places, the programs on occupational health and safety, as well as the challenges of the programs on organizational performance.

2.1 Theoretical Foundation

The paper is informed by Heinrich’s theory and Ferrell’s Human Factor Model.

2.1.1 Heinrich’s Domino Theory

Herbert William Heinrich recommended the concept in his publication labelled "Industrial Accident Avoidance: A Scientific Approach (1931). According to Heinrich (1931), who established the supposed domino theory, 88% of all mishaps are caused by hazardous acts of people, 10% by unsafe actions and 2% by "disasters". He suggested a "five-factor accident series" in which each factor would activate the next step in the manner of toppling dominoes lined up in a row. The sequence of mishap variables is ancestry and social atmosphere, employee mistake, dangerous act together with mechanical as well as physical threat, accident and damages or injury.

In the same way that the removal of a solitary domino in the row would certainly disrupt the series of toppling, Heinrich suggested that elimination of one of the elements would certainly stop the crash and resultant injury; with the key domino to be gotten rid of from the sequence being number 3. Although Heinrich provided no data for his theory, it nonetheless represents a useful indicate begin discussion and a structure for future research. Risky act or mechanical or physical threat associate Heinrich's 3rd, as well as probably most questionable, axiom: The unsafe acts of individuals are in charge of most of crashes. According to Heinrich, 88 percent of crashes are caused by risky acts of persons as well as 10 percent by dangerous makers (with 2 percent being unavoidable).

Nevertheless, the concept has actually been criticized, as it only offered was a conclusion as well as he primarily depend on the subjective observations of other and that he was probably properly reporting bad information. Even more, it has actually been slammed that Heinrich's job motivates individuals to look strictly at procedures and training as opposed to reassessing system layout and also the design might urge hazardous acts, such as if an employee has to beat an interlock system to enter as well as get rid of a maker. Last but not least, the concept fundamentally served at the time, but with time has actually shed legitimacy. Heinrich's job is relevant as it forms the basis for behavior-based safety, a method that concentrates on recognizing and also transforming unsafe worker behaviors.

2.1.2 Ferrell’s Human Factor Model

Unlike Heinrich, who explained crashes as a single-chain response in vague terms, Ferrell's (1980) version incorporates several reasons and is extremely particular about these reasons. Additionally, Ferrell specifies mishaps in regards to being the outcome of a mistake by a person. Because of this, he explained his theory utilizing the presumption that mishaps are triggered by someone. Ferrell determined 3 basic reasons for mishaps: overload, incompatibility, and also incorrect activity. These are wide categories which contain numerous a lot more particular causes. Inappropriate task is possibly the simplest of the principles, as it includes two straight → onward sources of crashes. First, it is possible that the liable person just did not know any kind of much better. Alternatively, he or she may have recognized that a mishap may result from an activity, but purposely chose to take that danger. The incompatibility reason is a little extra complex than inappropriate tasks. It incorporates both an incorrect response to a scenario by a specific, along with refined environmental characteristics, such as a work station that is inaccurately sized.

The continuing to be reason, overload, is one of the most intricate of Ferrell's causes. It can additionally be broken down into 3 subcategories. First, the mood of the individual accounts for part of an overload. These states include conditions such as indifferent as well as perturbed. Second, the capability refers to the individual's physical and academic background. Physical fitness, training, and even genetics play a part of this. Situational factors, such as exposure to medicines and also toxins, as well as occupational stressors and also stress, likewise influence one's capability. Ultimately, the load of the person can additionally add to an overload. This consists of the difficulty of the job, the unfavorable or positive results of the atmosphere (noise, interruptions), and even the danger degree of the job. Separate from each other, overload, conflict, and incorrect activities can all trigger a human error to occur, which can result in a crash

2.1.2 Literature Review

Health and safety at work is amongst some of the most valuable assets of companies, individuals, communities, and countries. Workplace Safety and Health programs are therefore, key strategies within organizations in ensuring that the health and the safety of employees are observed, thus contributing positively to the productivity of an organization (Kiefer, *et al*, 2016).

According to Reilly (2017), workplace Safety and Health (OSH) remains a broad aspect in the workplace given that it mainly includes the emotional and physical well-being of employees within the workplace, posing its importance. To effectively manage workplace health and safety, it establishes the need for the reduction of the numbers of job related injuries and accidents. Health and safety remains a positive element that takes cognizance of the social as well as personal resources of an organization besides the physical capabilities.

Raphael, Brown, Renwick and Rootman (2014) expounds that it has been conceptualized that OHS is a conceptualized ability to ensure that the goals of an organization are established and met through the address of personal needs of the employees in everyday life.

According to Workers' Safety and Compensation Commission (2017), OHS practices are needed for employers with twenty or more employees. An Occupational Health and Safety (OHS) practice encompasses policies as well as procedures that are created, implemented, as well as documented to manage OHS in the organization. In order to manage OHS effectively a number of practices ought to be undertaken. They include: occupational health and safety surveillance, safety committees, employee assistance programs, employee wellness programs, health and safety policy, health inspections, training employees on OHS and lastly health and safety audit.

Schenker (2019) in his study conducted in Malaysia sought to examine the safety and health practices that are applicable to manufacturing industry and evaluated the importance of Occupational Safety and Health Practices. The study similarly identified sorts of hazards, injury as well as accidents that occur in the workplace. Primary data was obtained by way of interview. The study's findings revealed that the industry undertook the Safety and Health Practices to lower the occurrences of the accidents in workplace. The study hence recommended that the knowledge regarding the Safety and Health Practices to the employees ought to be enhanced so as to lower accidents occurrences in the workplace.

Stave and Wald (2016) carried out a study that sought to explore the degree of compliance with the health and safety regulations by manufacturing firms in Kansa City. His study used a population that constituted 29 manufacturing firms in the City. His research employed survey design. Primary data was gathered by use of questionnaires. Both descriptive and factor analysis techniques were employed for data analysis. The findings showed that 100% of the respondents were largely cognizant of the presence of the OSHA. More than 69.9 percent of the respondents agreed that there was effectiveness in administration as well as implementation of the OSHA.

Reilly (2017) similarly conducted a study in New York City that sought to establish the impact of selected OHS management practices on employees' job satisfaction in university campuses at New York City. Their study population consisted of 258 samples of non-teaching staff among all University Campuses located in New York City. The study used census design. Data was obtained by way of questionnaires; Data analysis was carried out by use of multiple regression analysis. Findings of the research indicated that the practice of OHS management practices result in enhanced job satisfaction among the workers.

Moyce and Schenker (2018) assessed the factors that influence work security as well as wellness techniques at the private hospital in Mexico and established that besides the excellent atmosphere and comfort designs in those hospitals, there were no appropriate health and wellness programs in position. The hospitals do not have a clear strategy and also dedication to health and safety. It was also established that the health centers do not keep documents of crashes and no examination on root causes of crashes were maintained if any kind of occurred. In addition, it was learnt that a lot of the staff members are literate as well as thus could check out as well as comprehend security rules and also policies, but bulk have not undergone any training.

3.1 Health and Safety in Work Places

The Occupational Health and Safety Act (OSHA) (2007) stipulates the health and safety measures in the workplace as where the employer and the employees have duties, rights & responsibilities.

3.1.1 Employers’ Duties

Employers have legal responsibilities to guarantee a secure as well as healthy and balanced workplace for their workers in the initial circumstances as well as for anyone else who may go to the work environment such as clients, contractors and members of the public. the companies obligation consist of style, supply and also keep offices which are secure and without risk to health and wellness; recognize any type of dangers (real or potential) and take measures to manage the threats, ideally by eliminating them however if that is not feasible, by decreasing them regarding feasible. They company better must ensure that safe working techniques are created and also executed, implement steps to minimize the threat of bullying as well as harassment; supply adequate first aid centers and supply workers with information, instructions, and also training set up backup strategies to deal with mishaps and also emergencies (including the evacuation of the office). The companies ought to make certain that air flow, temperature, lights, toilet, cleaning and remainder facilities satisfy the requirement of health and wellness, safety as well as well-being looked for by the legal bodies; make certain that proper job devices is offered and also is properly used as well as consistently kept; take required safety measures against the risks caused by flammable or eruptive hazards, electrical equipment, sound, dirt and radiation. therefore, they must take affordable actions to avoid possibly harmful job involving hands-on handling as well as supply hands-on handling training where needed; supply health and wellness guidance, as required; offer protective clothing, where called for and also proper warning signs; report specific crashes, injuries, illness and unsafe events to the suitable authorities; and also maintain records of crashes and injuries as suitable.

3.1.2 Employees’ Rights & Responsibilities

There are significant legal rights for workers in addition to obligations to co-operate in proper actions to shield their own well-being. The right of employees to work in a secure and healthy setting is preserved in legislation. Therefore, it can not be withdrawn or thinned down by the company. One of the most essential rights as well as obligations are set out listed below.

Employees Rights

The staff members' legal rights consist of having any kind of threats to your health and safety effectively managed, as far as possible, being supplied, absolutely free, with any individual safety and security tools. The staff member has the right to stop work as well as leave the workspace, if you have sensible concerns concerning your security, without being disciplined as well as tell your employer concerning any issues about your health and wellness at the office. further, they can contact the appropriate authority, without being disciplined, if your company refuses to deal with to your issues; and also be consulted by your company regarding safety and security, health as well as welfare at the office and to be provided with particular information on these issues; as well as to pick safety agents, as part of this assessment with your employer.

The duty of the workers consist of taking sensible care of your health and safety and also to take reasonable treatment not to put other people at risk. The employee ought to join ideal training as well as to stick to the company's health and safety policies, make appropriate use of any kind of personal protective equipment, report any injuries, pressures or illnesses you may have experienced as a result of your job. The worker needs to inform the company of any type of health-related problem that might affect your work efficiency (as an example, becoming pregnant, taking

proposed medication or experiencing an injury) so that the employer can make suitable adjustments in your functioning setups.

4.1 Challenges in Maintaining Health and Safety in Work Places

There are various challenges that are faced in the efforts to maintaining health and safety in work places. This is especially in the emerging economies where there is still a lot to be done in ensuring there is health and safety in work places.

Financial restraints is a significant challenge in preserve health and safety in the work environments. Funding frictions negatively influence financial investment in workplace safety and security, with ramifications for worker welfare and also firm value. The injury rates boost with leverage and also negative cash flow shocks, as well as lower with positive capital shocks. Firm value lowers significantly with injury prices.

Management Frame Of Mind and Business Commitment is additionally a significant difficulty in preserving health and wellness in the workplace. In emerging economies, there is little convergence of OHS with business. Business goals are mostly lined up with productivity and also increased revenues. Many organizations fail to identify OH as a critical enabler of continual economic development. Additionally organisation efficiency is not measured relative to OHS. As a result, there is no motivation for stakeholders to improve on the OHS performance. Several organizations also see investing in OHS as a deluxe or among those points that are required for conformity. Certain markets likewise view OHS campaigns to be at cross-purposes with performance as well as revenue improvement. What these sectors lose out is that a secure workplace would actually go a long way to increasing the efficiency of their workers and subsequently that of the business. Likewise business fall short to recognize a great OHS record can not just be a calculated differentiator however additionally a source of competitive advantage. Poor quality of possessions is another problem. The majority of the assets are out-dated as well as are not furnished to address the ergonomic needs of OH. Also several assets are made to 'sweat' beyond their capability and cause boosted probability of OH injuries. For many companies an annual medical examination is thought about as the 'Be all' and 'Finish all' of all OHS. Buddies, commitment to the OHS initiative has to start from the top. Up until the top administration does not invest time and sources to OHS, no OHS effort can be effective.

Awareness, education as well as training is likewise a major obstacle in preserving health and wellness in the workplace. The greatest concern for arising economic climates is a significant working populace with low proficiency prices as well as an abysmal understanding of work-related carcinogen. To compound this issue is an attitude of acceptance of injuries as well as mishaps as a part of life. This can be also seen on a day-to-day basis when individuals carelessly go across hectic roads paying little regard to website traffic rules. There is likewise short a term concentrate on earning the daily bread which takes precedence over a safe workplace. The requirement of the hour is to spread the understanding of work dangers to the big job population. They require to be animated to the long-lasting damaging impacts of the atmosphere that they operate in and what precautions can be required to mitigate these effects. This exposes the degree of commitment in the established world where also an outsider is warned of the threats. This level of awareness is sorely missing out on even in the staff members of companies in the arising economic situations.

Governing structure as well as conformity is additionally a difficulty in preserving health and wellness in the office. In arising economies as contrasted to the creating nations, the existing

regulatory and also compliance, mechanisms are not so rigid. In lots of creating nations there are several authorities taking care of OHS. There is no solitary authority to attend to the OHS demands of the various sectors. There is no device for making sure coverage of cases and therefore, official stats compare favorably with the OHS efficiency of developed nations. There is no charge for non-compliance and commonly, legal treatments are such that there are much more fines for disclosure than for non-reporting. Likewise laws in many markets is not progressed, not described out and not followed via audits, checking systems etc. The plan makers too are driven mostly by the need to address 'much more pressing' social and also wellness concerns that are politically less challenging and also extra salable to the general public. The need is for that reason to have a solitary factor obligation with sufficient authority to make sure conformity and additionally to disseminate OHS information to the industry. This will additionally make sure catching of all OHS data to comprehend establishing fads in work illness and thus apply steps to stop recurrence.

Minimal working room is a significant challenge in maintaining health and wellness in work locations. Every space where individuals work must have sufficient floor area, elevation as well as empty room for purposes of wellness, safety and security and also welfare. While extra lodging may be necessary if there is a requirement for wheelchair accessibility, typically in workplaces 4.65 square meters is the minimum quantity of flooring area required for every individual working in a space. Numerous working areas have small functioning rooms and with these little spaces, it comes to be challenging to keep health and wellness in the office. Occupational Anxiety as a health and safety obstacle occurs when the needs of the work and/or the working environment goes beyond a worker's ability to satisfy them. The signs and symptoms of tension may be physical, mental and/or behavior. As even more staff members are given up and retrenched, this decreases the labor force as well as work gathers thereby elevating occupational tension.

Conclusion

The study finds that various challenges that are faced in the efforts to maintaining health and safety in work places. This is especially in the emerging economies where there is still a lot to be done in ensuring there is health and safety in work places. Financial restraints is a significant challenge in preserve health and safety in the work environments. Management Frame Of Mind and Business Commitment is additionally a significant difficulty in preserving health and wellness in the workplace. Awareness, education as well as training is likewise a major obstacle in preserving health and wellness in the workplace. Minimal working room is a significant challenge in maintaining health and wellness in work locations.

References

Heinrich, H. W. (1931). Industrial Accident Prevention. A Scientific Approach. *Industrial Accident Prevention. A Scientific Approach*. (Second Edition).

Heinrich, H. W., Petersen, D., & Roos, N. (1980). Industrial Accident Prevention (Fifth Edit.).

Herriman, M., Fletcher, L., Tchaconas, A., Adesman, A., & Milanaik, R. (2017). Dietary supplements and young teens: misinformation and access provided by retailers. *Pediatrics*, 139(2), e20161257.

Kiefer, M., Rodríguez-Guzmán, J., Watson, J., van Wendel de Joode, B., Mergler, D., & da Silva, A. S. (2016). Worker health and safety and climate change in the Americas: issues and research needs. *Revista Panamericana de Salud Pública*, 40, 192-197.

Moyce, S. C., & Schenker, M. (2018). Migrant workers and their occupational health and safety. *Annual review of public health*, 39, 351-365.

Pandee, P., & Jiamjarasrangsri, W. (2020). Workplace violence in convenience stores. *Chulalongkorn Medical Journal*, 64(1), 79-84.

Reese, C. D. (2018). *Handbook of Safety and Health for the Service Industry-4 Volume Set*. CRC Press.

Reilly, M. J. (2017). Impact of Health Department Worker Safety Training on Health Outcomes after Hurricane Sandy in New York City. *Prehospital and Disaster Medicine*, 32(S1), S201-S202.

Schenker, M. B. (2019). The evolution of agricultural health and safety in the United States.

Stave, G. M., & Wald, P. H. (Eds.). (2016). *Physical and biological hazards of the workplace*. John Wiley & Sons.