

# SAFETY TRAINING EVALUATION AT CULTURALLY DIVERSE WORKPLACES

Dr Sami Sadi - Israel institute for Occupational Safety and Hygiene

## Preface

There has been much research which documented a wide range of factors that can influence training effectiveness; these factors are: the organisation, the individual, and factors relating to training design and delivery. These factors have been shown to influence the effectiveness of both the process and the outcomes of training.

## Conceptual framework



## Objective

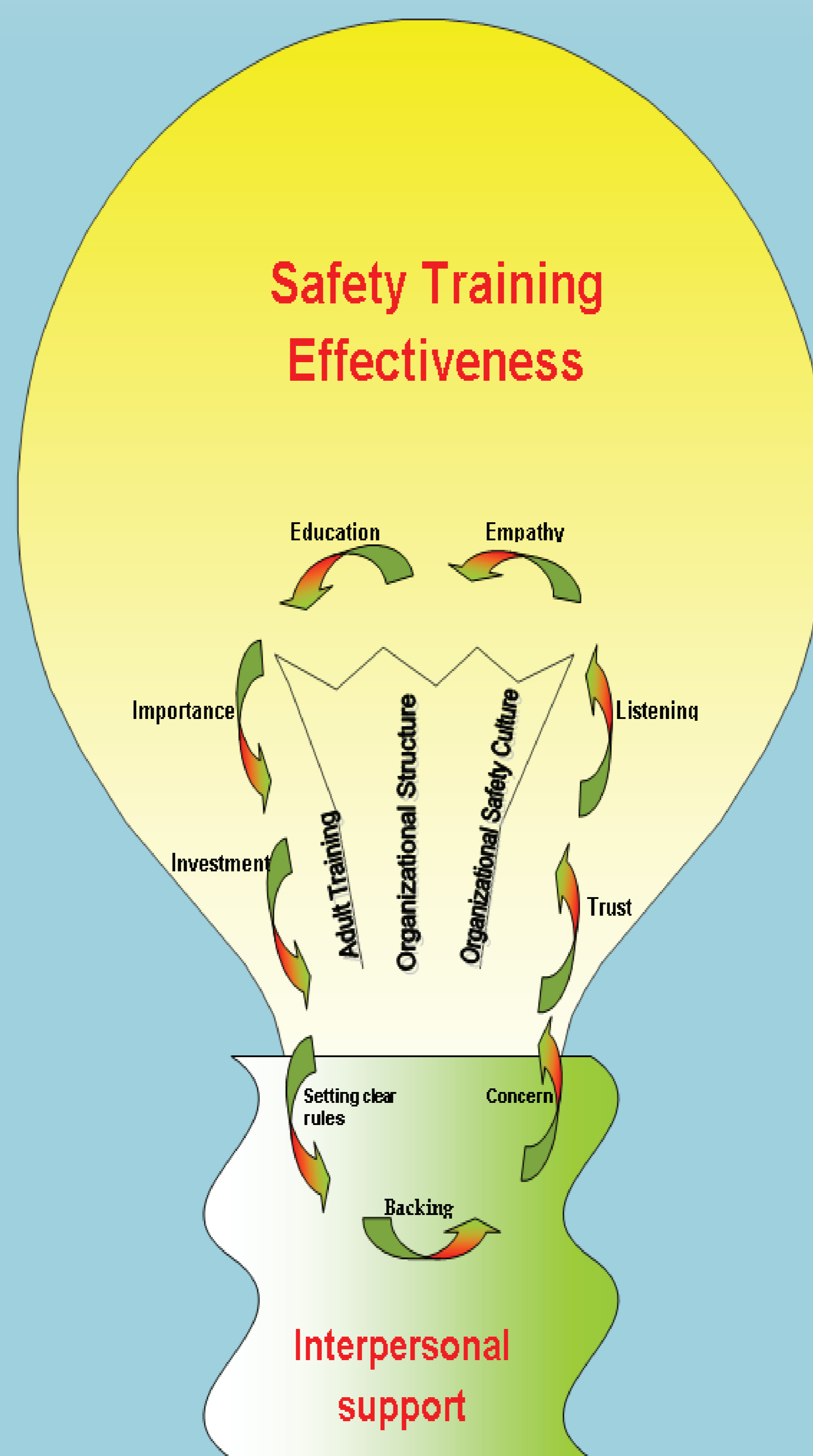
The objective of this study was to review the traditional training evaluation methods, such as the Kirkpatrick Model and investigate the need for developing a new model of safety training evaluation that would address new parameters having significant effect on the safety performance in emerging culturally diverse workplaces.

## Methods

The research presented was inductive, and used qualitative research methods. Different training evaluation methods were analyzed, and semi-structured interviews were conducted in eleven culturally diverse organizations in order to establish new insights on safety training evaluation, and to determine a possible need for new ones, more suitable for safety training evaluation at culturally diverse workplaces.

## Results

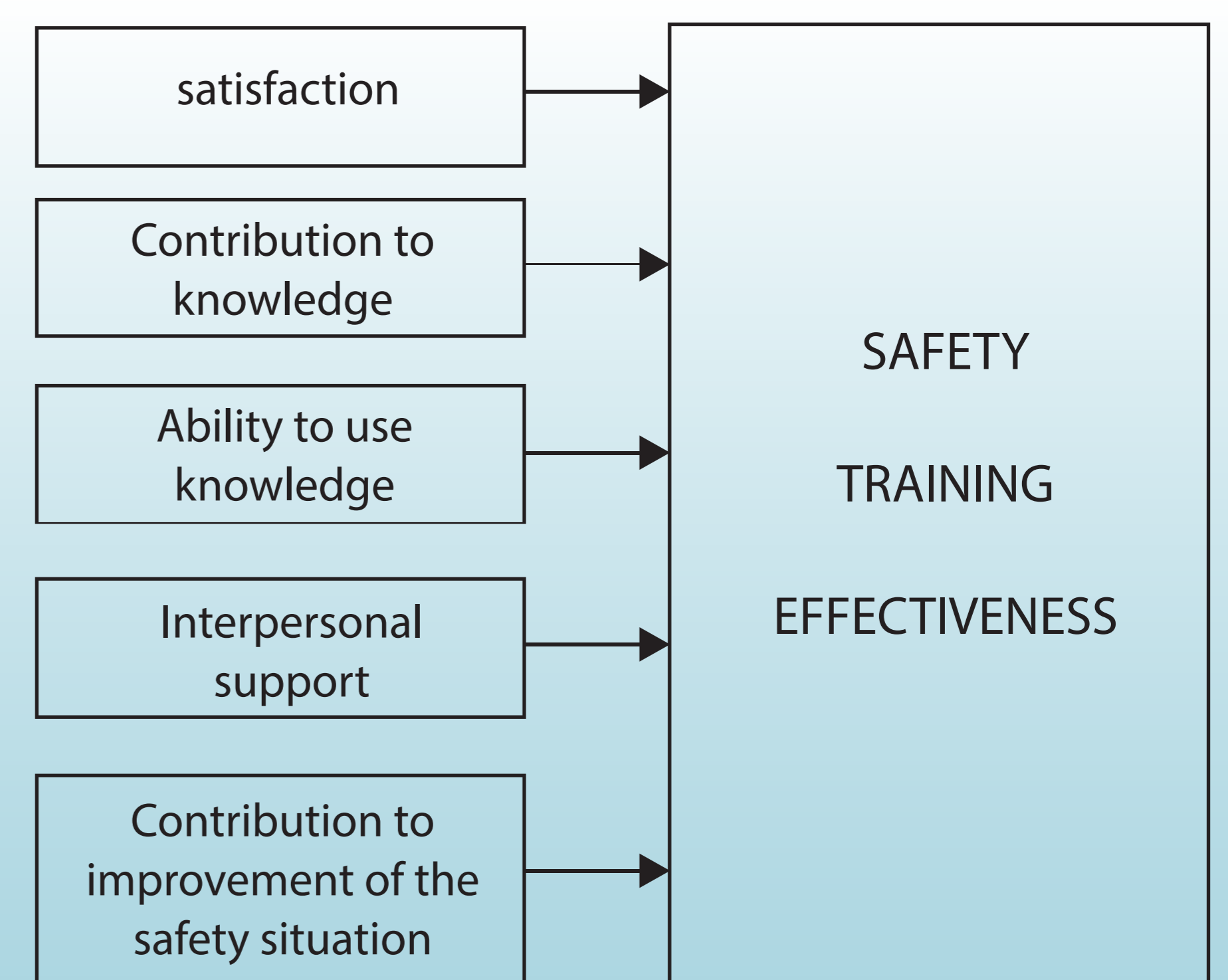
The evidence gathered shows that the delivery of effective safety training is significantly influenced by interpersonal support, although this research did not quantify the extent of this effect. This evidence further suggested the existence of nine factors which create the interpersonal support that enhances the effectiveness of safety training, thus contributing to increased effectiveness of safety performance (Figure 1).



The Results suggest the benefit of an improved model for evaluating safety training effectiveness. This new model is composed of five levels of evaluation, four of which are significantly similar to those in existing models, and one new, additional level, that of interpersonal support. The levels are: Satisfaction, Contribution to knowledge, Ability to use knowledge, Interpersonal support and Contribution to improvement of the safety situation (Figure 2).

## Conclusion

The research provides new understanding as to the importance of improving interpersonal support among members of culturally diverse organizations. Such a new safety training evaluation method could provide added value compared to existing models, when used at culturally diverse workplaces or on a national level.



The new theory developed in this research establishes the effectiveness of safety training at work as an independent area of knowledge, and exemplifies the ways in which interpersonal support facilitates safety training effectiveness. This indicates the need for further research, which will enrich the knowledge concerning the effectiveness of culturally diverse workplace safety training, and the need for the development of theories relating to interpersonal support in the field of safety at work.

