

**THE IMPACT OF RISK PERCEPTION AND WORK
ENVIRONMENT SATISFACTION ON EMPLOYEES'
PERFORMANCE IN SIKKDA OIL REFINERY OF ALGERIA**

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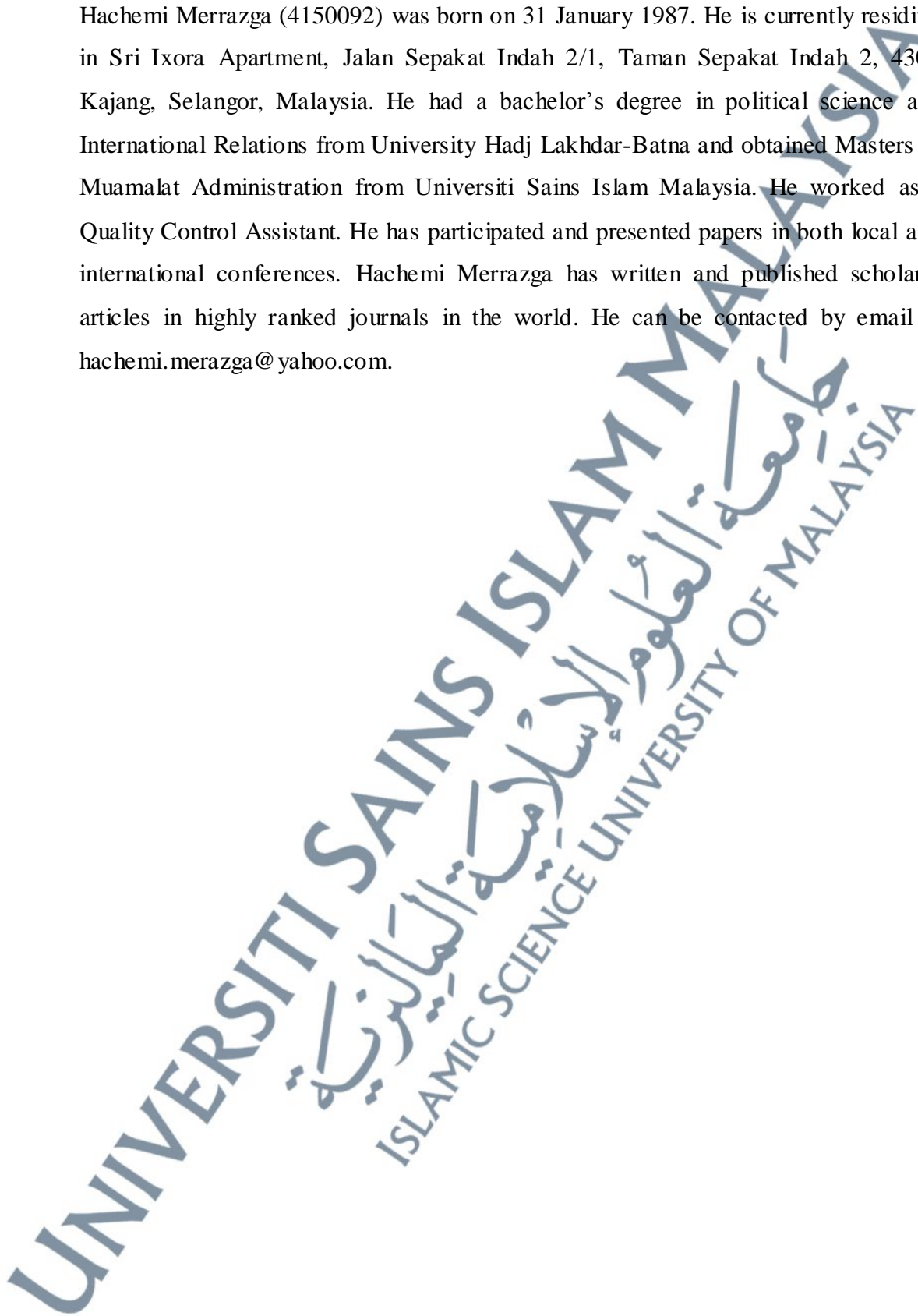
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ABSTRAK

Kajian ini bertujuan menyelidiki faktor-faktor kepuasan persekitaran kerja yang diwakili oleh waktu bekerja, tahap keselamatan dan perhubungan interpersonal (pembolehubah bebas) terhadap kepuasan pekerja yang dinilai melalui prestasi kerja, prestasi dari segi konteks dan prestasi dari segi kebolehsuaian (pembolehubah bersandar). Kajian ini juga menganalisis kesan faktor persepsi risiko (persekitaran, psikologi dan kognitif) sebagai pembolehubah pengantara (mediator) terhadap prestasi kepuasan pekerja. Data-data diperolehi menggunakan soal selidik. Tiga ratus tujuh puluh enam (376) responden yang merupakan pekerja dari pelbagai jabatan di syarikat minyak Skikda di Algeria telah dipilih. Kajian deduktif hipotetikal ini menggunakan Teori Motivasi Perlindungan dan Teori Pertukaran Sosial sebagai teori sokongan. Kajian ini menganalisis data melalui analisis deskriptif menggunakan perisian statistik SPSS 24.0. Kaedah Penganggar Kemungkinan Maksimum (MLE) melalui Pemodelan Persamaan Struktur (SEM) menggunakan perisian AMOS 24.0 telah digunakan untuk ujian hipotesis. Hasil kajian mendapati bahawa kepuasan persekitaran kerja mempengaruhi kepuasan pekerja secara signifikan. Tetapi ia menunjukkan kesan negatif. Ini menunjukkan bahawa ketidakpuasan hati terhadap persekitaran kerja boleh mengganggu prestasi pekerja. Kesan yang sama juga berlaku apabila pekerja sangat berhati-hati dengan kemungkinan risiko. Walau bagaimanapun, kesan negatif ini dapat dikurangkan, dan prestasi pekerja meningkat apabila faktor pengurusan risiko diambil kira. Oleh itu, pihak pengurusan hendaklah sentiasa mengutamakan faktor keselamatan pekerja bagi mewujudkan persekitaran kerja yang kondusif dan selamat. Pada masa yang sama, ia akan meningkatkan kepuasan kerja dan produktiviti pekerja. Kajian ini juga mencadangkan agar kajian masa depan menggabungkan pendekatan kualitatif dalam mengkaji keseluruhan populasi syarikat minyak di Algeria untuk mendapatkan pandangan yang lebih baik.

ABSTRACT

The study aims to investigate the determinant factors of employees' performance in Skikda Oil refinery of Algeria and establish the extent to which risk perception mediates the relationship between work environment satisfaction and the employees' performance. The behavioral theories such as Protection Motivation Theory and Social Exchange Theory were used as the underpinning theories. This study employed hypothetical deductive approach through Structural Equation Model (SEM) as a tool of analysis. The Work environment satisfaction was regressed as determinant of employees' performance while risk perception was tested as a mediating variable. Cross sectional data gathered from employees of Skikda oil refinery, across all departments (n=376) were used and analyzed. The finding revealed that negative and significant relationship existed between the work environment satisfaction and employee's performance. The findings also revealed that there was negative and significant relationship between the risk perception and employees' performance, and positive and significant relationship existed between the risk perception and the work environment satisfaction. Nevertheless, the risk perception partially mediated the relationship between the work environment satisfaction and employees' performance. Inclusion of the risk perception, as a mediator, played important roles on employees' performance, as supported by Protection Motivation Theory on oil and gas industries. The study implication serves as policy guideline on safety measures and satisfactory work environment in Skikda Oil and Gas Refinery in putting proactive measures in place to boost productivity. If satisfactory working conditions are provided to the employees, then they can spur the emergence of a sense of satisfaction in the employees and can ultimately give a positive influence on the performance of the employees.

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AL-MULAKHKHAS

الملخص

تهدف هذه الدراسة إلى التعرف على العوامل المحددة لأداء العاملين في مصفاة سكيكدة للنفط في الجزائر وتحديد ما إذا كان تصور المخاطر يتوسط هذه العوامل. وقد إستخدمت النظريات السلوكية مثل نظرية دافع الحماية ونظرية التبادل الاجتماعي كنظريات أساسية. و استخدمت هذه الدراسة النهج الإستنتاجي الإفتراضي من خلال نموذج المعادلة الهيكلية (SEM) كأداة للتحليل. يعتبر الرضا عن بيئة العمل كمحدد لأداء الموظفين بينما يتم اختبار إدراك المخاطر كمتغير وسيط. يتم استخدام وتحليل البيانات المقطعية التي تم جمعها من موظفي مصافي سكيكدة للنفط من جميع الإدارات (العدد = 376). وقد أظهرت النتائج وجود علاقة سلبية وهامة بين رضا بيئة العمل وأداء الموظفين. كما كشفت النتائج كذلك عن وجود علاقة سلبية وهامة بين إدراك المخاطر ومستوى أداء الموظف المدرك ، ووجود علاقة إيجابية وهامة بين إدراك المخاطر ورضا بيئة العمل. ومع ذلك ، فإن إدراك المخاطر يتوسط جزئياً في العلاقة بين رضا بيئة العمل وأداء الموظفين. يلعب تضمين تصور المخاطر كوسيط أدواراً مهمة في أداء الموظفين ، ويدعم ويساهم في نظرية دافع الحماية في صناعات النفط والغاز. تعتبر نتائج الدراسة بمثابة مرجع للسياسة الشركة بشأن تدابير السلامة وبيئة العمل الجيدة في مصفاة سكيكدة للنفط والغاز في وضع تدابير استباقية من أجل تعزيز الإنتاجية. إذا تم توفير ظروف عمل جيدة للموظفين ، فيمكن أن يؤدي ذلك إلى ظهور شعور بالرضا لدى الموظف ويمكن أن يعطي في النهاية تأثيراً إيجابياً على أداء الموظف.

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ABBREVIATIONS

ALARP	As Low as Reasonably Achievable
GECF	Gas Exporting Countries Forum
HRM	Human Resource Management
IEA	International Energy Agency
LFPR	Labor Force Participation Rate
LNG	Liquefied Natural Gas
LPG	Labor Productivity Growth
MBLA	Million Barrels A Day
MLE	Maximum Likelihood Estimator
PMT	Protection Motivation Theory
PPP	Purchasing Power Parity
SCES	Safety Critical Elements
SEM	Structural Equation Modeling
SET	Social Exchange Theory
SPC	Sonatrach Petroleum Corporation