

**A  
PROJECT REPORT  
ON  
“A STUDY ON THE ROLE OF OFFICE  
ADMINISTRATION IN WORKPLACE SAFETY  
AT THE ABC COMPANY”**

**SUBMITTED TO**



**BY  
FARSANA**

**UNDER GUIDANCE OF  
AFRA**

# **DECLARATION**

I, FARSANA (OA 0167) hereby declare that the project report entitled “A STUDY ON THE ROLE OF OFFICE ADMINISTRATION IN WORKPLACE SAFETY AT THE ABC COMPANY” submitted to IQJITA innovative llp for the award of OFFICE ADMINISTRATION.

I also declare that the report contains no material which has been accepted for the award of any other degree or diploma of any university or institution and the best of knowledge and belief, it contains no material previously published by any other person except where due reference are made in the report.

Place: KOTTAKKAL

Name: FARSANA

Register number: OA 0167

Date: 26.09.2025

# ACKNOWLEDGEMENTS

I would like to express my sincere gratitude to all who supported me in completing this project.

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I'm grateful to my friends for their help and support, and to my family for their constant motivation. Finally, I thank Almighty God for His blessings that enabled me to complete this project.

Date: 26.09.2025

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# **CHAPTER 1**

## **INTRODUCTION**

## **1.1. Introduction**

Workplace safety is a critical aspect of any organization, ensuring the well-being and health of employees while they perform their duties. A safe working environment not only protects employees from injuries and illnesses but also boosts productivity, morale, and job satisfaction. Office administration plays a vital role in maintaining workplace safety, as administrative staff are often the first point of contact for employees and visitors, and are responsible for implementing and enforcing safety policies and procedures. The importance of workplace safety cannot be overstated. According to the International Labour Organization, Approximately 2.78 million workers die each year due to occupational accidents or work-related diseases. Furthermore, workplace accidents and illnesses result in significant economic losses, with estimated annual costs running into trillions of dollars. In addition to the financial burden, workplace accidents can also have a profound impact on employees' physical and mental health, leading to absenteeism, presenteeism, and turnover. Office administration staff are uniquely positioned to contribute to workplace safety. As the backbone of any organization, administrative staff are responsible for managing day to day operations, coordinating employee activities, and ensuring compliance with organizational policies and procedures. By understanding the role of office administration in workplace safety, organizations can better leverage their administrative staff to prevent accidents, respond to emergencies, and promote a culture of safety. This project aims to explore the role of office administration in workplace safety, highlighting the ways in which administrative staff can contribute to a safe working environment.

## **1.2. Statement of the Problem**

1. Despite increased awareness, many organizations still face workplace safety challenges.
2. Common issues include:
  - Occupational hazards
  - Lack of training
  - Poor enforcement of safety measures
  - Limited employee awareness

3. The role of office administration in workplace safety is often undervalued or not clearly defined.
4. This results in gaps in safety management.
5. The study aims to examine how office administration contributes to workplace safety.
6. It also seeks to identify areas where improvements can be made.

### **1.3. Significance of the Study**

- Provides insights into how office administrators influence workplace safety.
- Helps organizations identify gaps in their safety management systems.
- Assists policymakers in developing better safety guidelines.
- Contributes to academic research on organizational safety and management practices.
- Ensures employee well-being, reduces workplace accidents, and increases productivity.

### **1.4. Objectives of the Study**

1. To examine the role of office administration in workplace safety.
2. To identify safety policies and procedures implemented by the office administration.
3. To assess the effectiveness of safety training and awareness programs.
4. To analyze challenges faced by office administrators in ensuring workplace safety.
5. To recommend strategies for improving workplace safety through effective office administration.

### **1.5. Scope of the Study**

The study is limited to analyzing the role of office administration in workplace safety within the ABC Company kottakkal. The sample of 10-15 employees. It focuses on administrative functions such as planning, organizing, training, policy enforcement, and monitoring related to workplace safety. It does not cover technical or engineering safety measures beyond administrative control.

### **1.6. Research Methodology**

- Research Design: Descriptive and analytical.
- Approach: Qualitative and quantitative (mixed method).
- Data Type: Primary and secondary data.
- Data Analysis: Statistical tools such as percentage analysis, charts, and thematic analysis.

### **1.7. Area of Study**

The study is conducted at ABC Company, Kerala, India, focusing on its Administrators workplace safety.

### **1.8. Sample Size**

A sample of 10-15 employees, including administrative staff, supervisors, and general employees, will be selected using stratified random sampling to ensure representation.

### **1.9. Source of Data**

- **Primary Data:** Surveys, interviews, and questionnaires from employees and administrative officers.
- **Secondary Data:** Company safety manuals, HR policies, government regulations, journals, and research articles.

### **1.10 Period of Study**

The period covering for the completion of this study is 21 days.

### **1.11 Tools for Data Collection**

- Structured questionnaire.



### **1.12. Limitations of the Study**

- Time constraints limit the depth of data collection.
- Reluctance of employees to provide honest responses.
- Restricted access to confidential safety records.
- Focused only on one company, so findings may not be generalized to all industries.

## **CHAPTER 2**

# **REVIEW OF LITERATURE**

**Zohar (1980)**

Zohar introduced the concept of safety climate, explaining how employees' perception of management commitment to safety influences workplace behavior. His study emphasized that administrative policies and visible support from office administration can significantly reduce workplace risks.

**Griffin and Neal (2000)**

They developed a model linking safety climate, safety knowledge, and safety motivation to employee safety behavior. Their work highlights the role of training and communication functions often managed by office administration in ensuring compliance with safety rules.

**Reason (1997)**

Reason explained how accidents occur due to multiple system failures. Office administration plays a key role in closing these gaps by maintaining records, enforcing policies, and monitoring safety procedures to prevent incidents.

**International Labour Organization (2001)**

The ILO guidelines stress that effective occupational safety management requires clear policies, training, and documentation. These functions are typically overseen by office administration, demonstrating their central role in workplace safety.

**Campbell Institute (2016)**

The institute reported that safety leadership and administrative support are crucial in achieving zero workplace injuries. Their findings show that when administrators ensure proper training, audits, and safety communication, overall safety performance improves.

# **CHAPTER 3**

## **THEORETICAL FRAMEWORK**

### **3.1 Importance of Workplace Safety**

Workplace safety is one of the most important aspects of organizational success, as it ensures the protection of employees, minimizes risks, and enhances productivity. A safe workplace reduces absenteeism, prevents accidents, and promotes employee satisfaction. Unsafe practices, on the other hand, lead to injuries, loss of productivity, and reputational damage. The theoretical foundation of this study rests on the principle that safety is not only the responsibility of management and regulatory bodies but also heavily dependent on the functions of office administration.

### **3.2 Role of Office Administration in Workplace Safety**

Office administration acts as the coordinating force that translates management policies into practical procedures, supervises compliance, and ensures that employees follow safety rules.

Key functions of office administration include:

- Creating and enforcing safety policies
- Maintaining compliance records and documentation
- Scheduling safety training programs
- Coordinating communication between management, employees, and regulators

This positions office administration not as a passive record-keeping unit, but as an active agent in ensuring workplace safety.

### **3.3 Theoretical Foundations**

#### **a. Safety Climate Theory (Zohar, 1980)**

- Suggests that employees' perceptions of management's commitment to safety influence their behaviors.
- Office administration reinforces this by enforcing rules, coordinating communication, and ensuring consistency in safety practices.

#### **b. Swiss Cheese Model (Reason, 1997)**

- Explains how accidents occur due to multiple system weaknesses aligning.
- Administrative gaps (e.g., poor record-keeping, lack of training, weak communication) can act as "holes" that allow hazards to become accidents.

- Office administrators prevent this by closing gaps through monitoring, documentation, and corrective action.

c. Hierarchy of Controls (NIOSH/OSHA)

- Identifies risk control measures ranked from most effective (elimination) to least effective (PPE).
- Administrative controls (policies, training, supervision) fall in the middle and are largely managed by office administration.
- This highlights the central role of administrative measures in day-to-day risk management.

### **3.4 Parties Involved in Workplace Safety**

Workplace safety is a shared responsibility involving multiple stakeholders:

- Management: Provides resources, designs safety policies, sets expectations.
- Employees: Follow safety rules, report hazards, and participate in training.
- Regulatory Authorities: Provide standards, guidelines, and conduct inspections.
- Office Administration: Acts as the link between all parties, implementing policies, ensuring compliance, and facilitating communication.

Without effective administrative coordination, even strong policies may fail in practice.

### **3.5 Types of Safety Measures Coordinated by Office Administration**

**a. Preventive Measures**

- Organizing safety training and awareness campaigns
- Conducting emergency drills
- Posting safety signage
- Identifying and addressing risks before accidents occur

**b. Corrective Measures**

- Maintaining incident reporting systems
- Conducting accident investigations
- Developing and enforcing corrective action plans

### **c. Supportive Measures**

- Ensuring compliance with laws and regulations
- Keeping accurate records of inspections and audits
- Monitoring safety performance indicators By integrating these three categories, office administration builds a sustainable safety culture.

### **3.6 Conceptual Assumption of the Study**

This study is guided by the assumption that effective office administration leads to improved workplace safety outcomes.

- Strong administration ensures planning, organizing, supervising, documenting, and communicating safety effectively.
- Weak administration results in poor enforcement, communication gaps, and unsafe workplaces.

### **3.7 Integrated Theoretical Perspective**

The framework integrates multiple theories and practices:

- Safety Climate Theory → Highlights perceptions shaped by administrative action.
- Swiss Cheese Model → Shows how accidents result from administrative failures.
- Hierarchy of Controls → Emphasizes the central role of administrative measures in managing risks. Office administration is positioned as a critical factor in achieving workplace safety, ensuring alignment between management intentions, employee behaviors, and regulatory requirements.

# **CHAPTER 4**

## **DATA ANALYSIS AND INTERPRETATION**

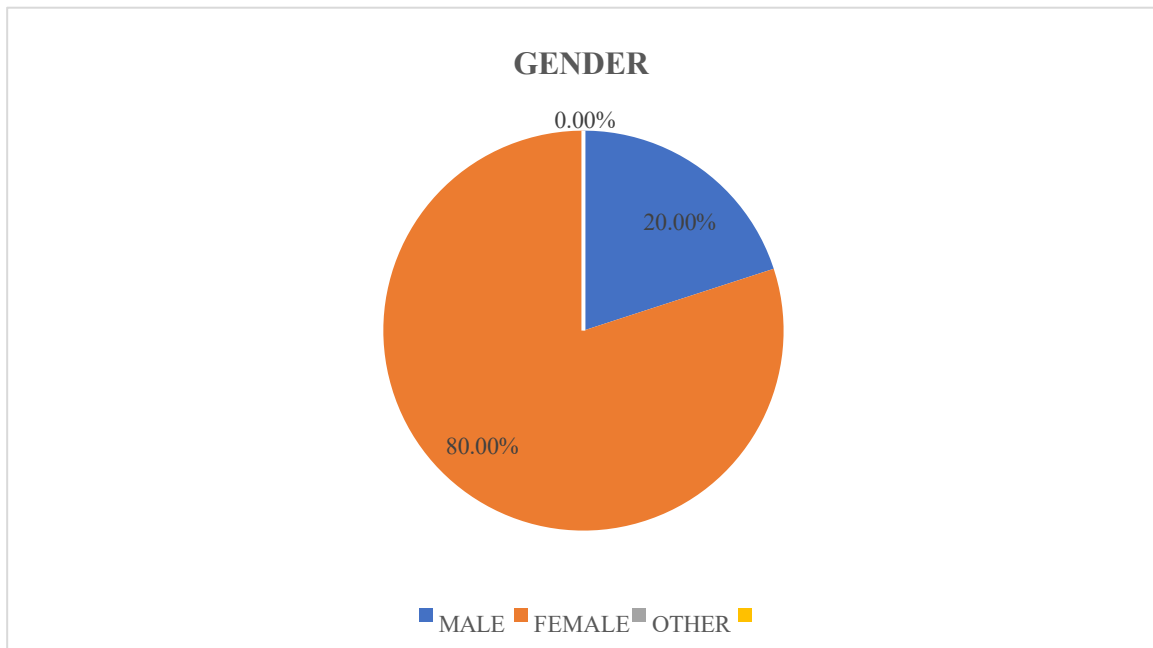


**TABLE 4.1**

**TABLE SHOWING GENDER BASED CLASSIFICATION OF RESPONDENTS**

OPTIONS	RESPONDENTS	PERCENTAGE
MALE	4	20
FEMALE	16	80
OTHER	0	0
TOTAL	20	100

**CHART – 4.1 GENDER BASED CLASSIFICATION OF RESPONDENTS**



### **INTERPERTATION**

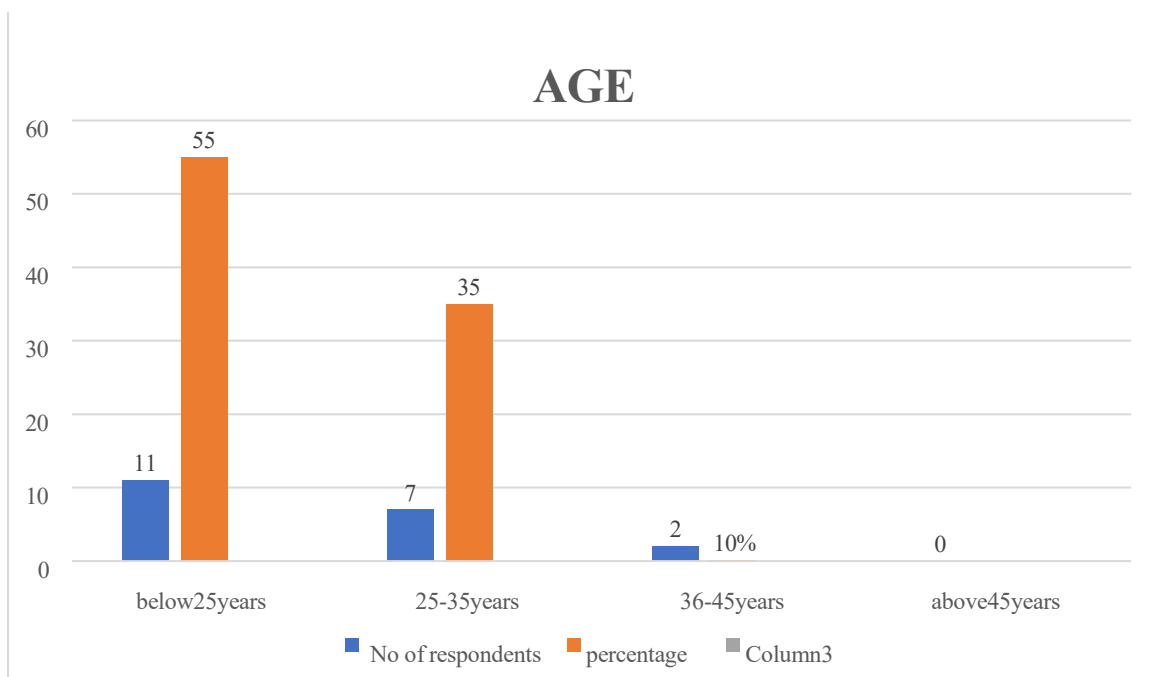
The above table and chart show 20% are male customres and 80% are female customers.

**TABLE 4.2**

**TABLE SHOWING AGE BASED CLASSIFICATION**

OPTIONS	RESPONDENTS	PERCENTAGE
Below 25 years	11	55
25-35 years	7	35
36-45 years	2	10
Above 45 years	0	0
TOTAL	20	100

**CHART 4.2 – AGE BASED CLASSIFICATION OF RESPONDENTS**



### **INTERPRETATION**

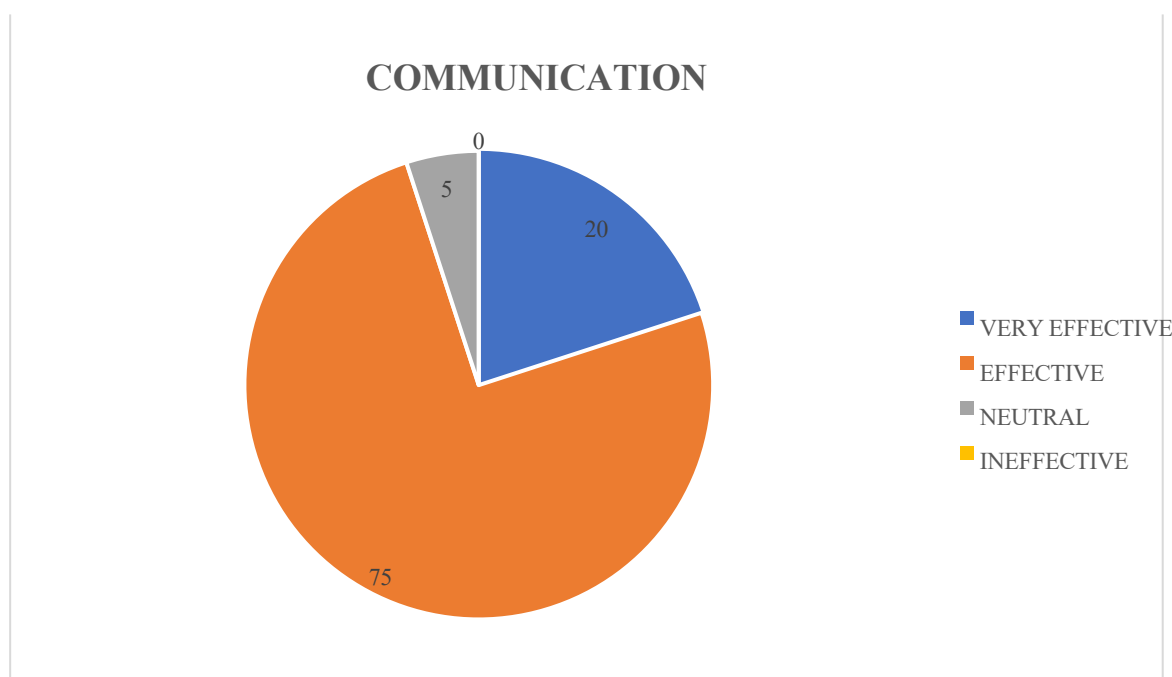
The above table and diagram show that the most customres in ABC COMPANY are agreed between below 25 years.

**TABLE 4.3**

**TABLE SHOWING OFFICE ADMINISTRATIONS  
COMMUNICATION IN WORKPLACE**

OPTIONS	RESPONDENTS	PERCENTAGE
VERY EFFECTIVE	4	20
EFFECTIVE	15	75
NEUTRAL	1	5
INEFFECTIVE	0	0
TOTAL	20	100

**CHART 4.3 - OFFICE ADMINISTRATIONS COMMUNICATION IN  
WORKPLACE**



#### **INTERPRETATION**

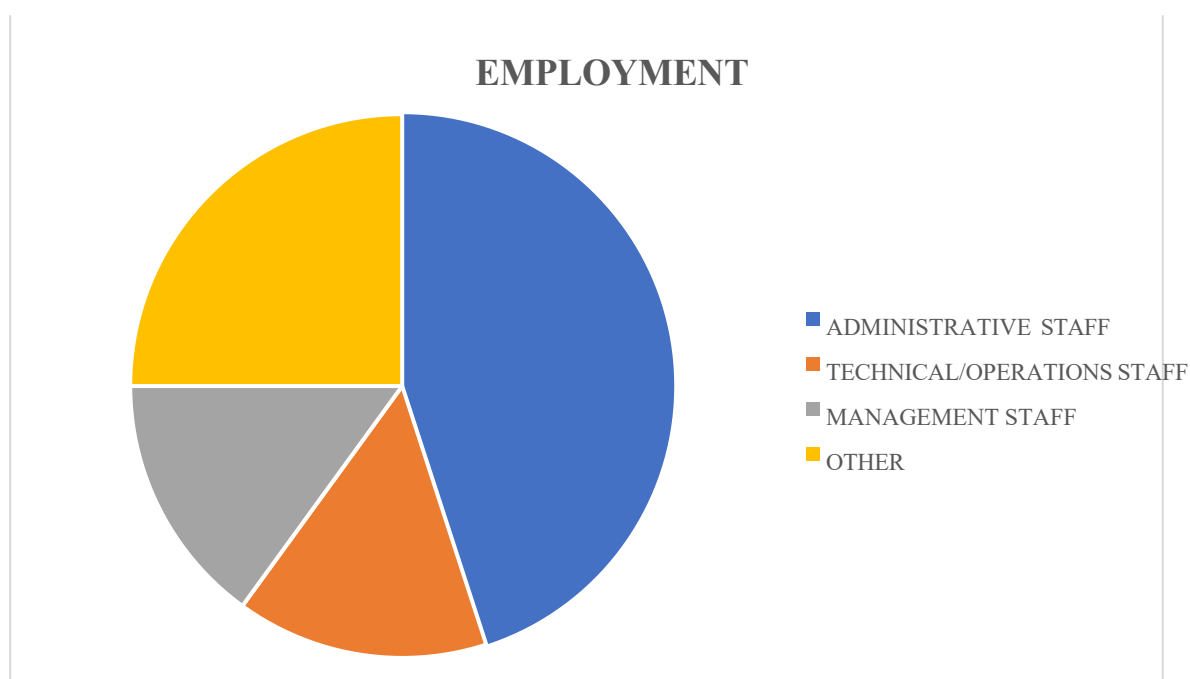
The above table and chart show the workplace communication is effective and very effective 75%.

**TABLE 4.4**

**TABLE SHOWING EMPLOYMENT CATEGORY CLASSIFICATION**

OPTIONS	RESPONDENTS	PERCENTAGE
Administrative staff	9	45
Technical/Operations staff	3	15
Management staff	3	15
Other	5	25
TOTAL	20	100

**CHART 4.4 – EMPLOYMENT CATEGORY CLASSIFICATION**



**INTERPRETATION**

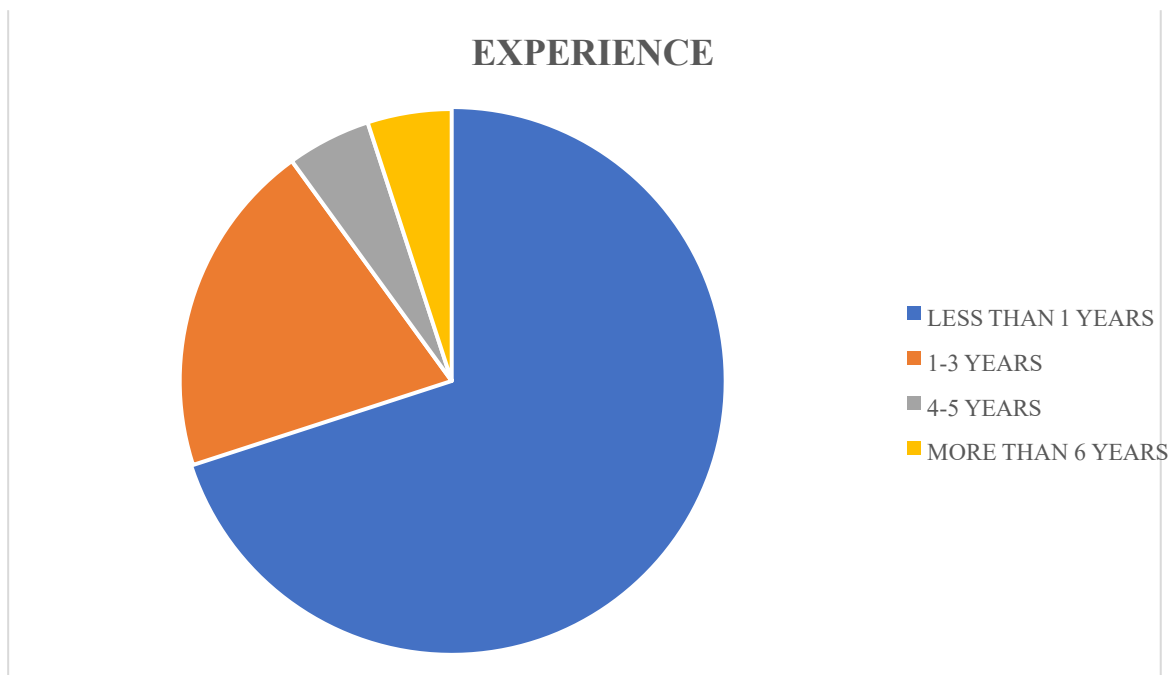
The above table and chart show 45% Respondents are come Administrative staff and 15% Respondents are come Technical/Operations staff and 15% Respondents are come Management staff Then 25% in Other.

**TABLE 4.5**

**TABLE SHOWING WORK EXPERIENCE IN COMPANY**

OPTIONS	RESPONDENTS	PERCENTAGE
Less than 1 year	14	70
1-3 years	4	20
4-6 years	1	5
More than 6 years	1	5
TOTAL	20	100

**CHART – 4.5 WORK EXPERIENCE IN COMPANY**



#### **INTERPERATION**

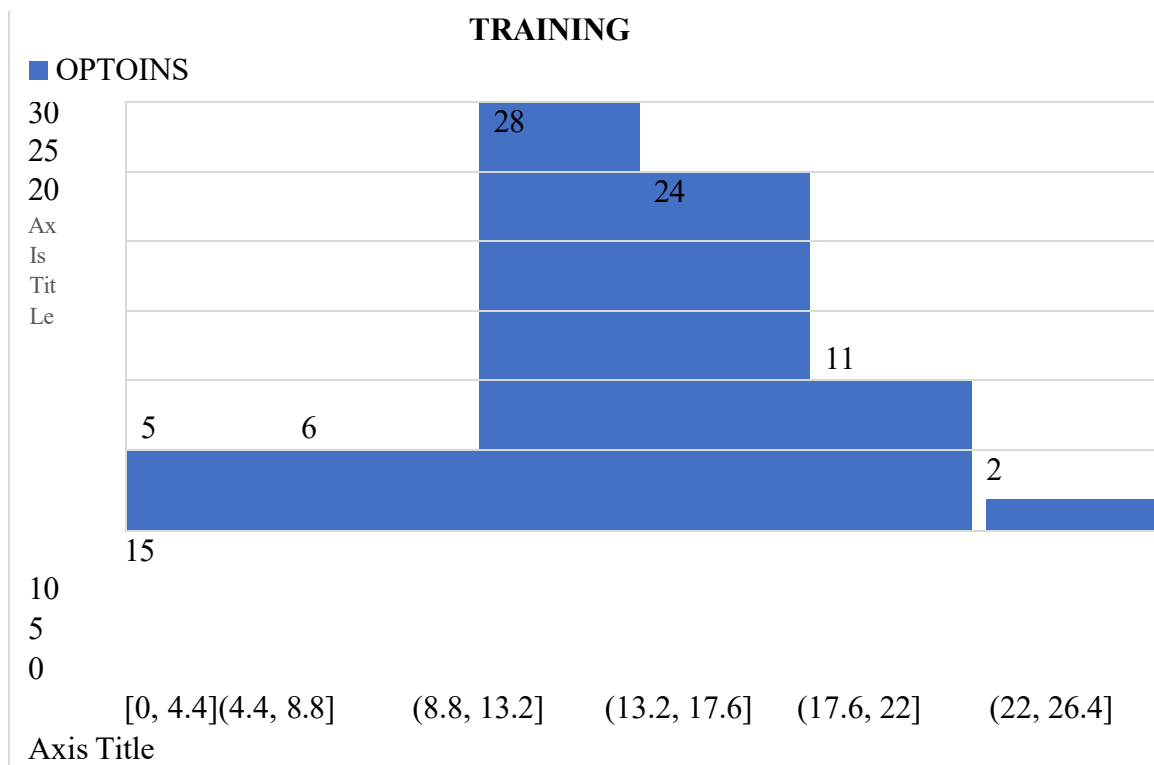
The above table and chart show 70% Respondents are come less than 1 years, 20% Respondents are 1-3 years , 5% Respondents are 4-5 years, and 5% Respondents are more than 6 years.

**TABLE 4.6**

**TABLE SHOWING OFFICE ADMINISTRATORS PROVIDE SAFETY TRAINING**

OPTIONS	RESPONDENTS	PERCENTAGE
Strongly agree	5	25
Agree	10	50
Neutral	3	15
Disagree	1	5
Strongly disagree	1	5
TOTAL	20	100

**CHART – 4.6 OFFICE ADMINISTRATORS PROVIDE SAFETY TRAINING**



### INTERPRETATION

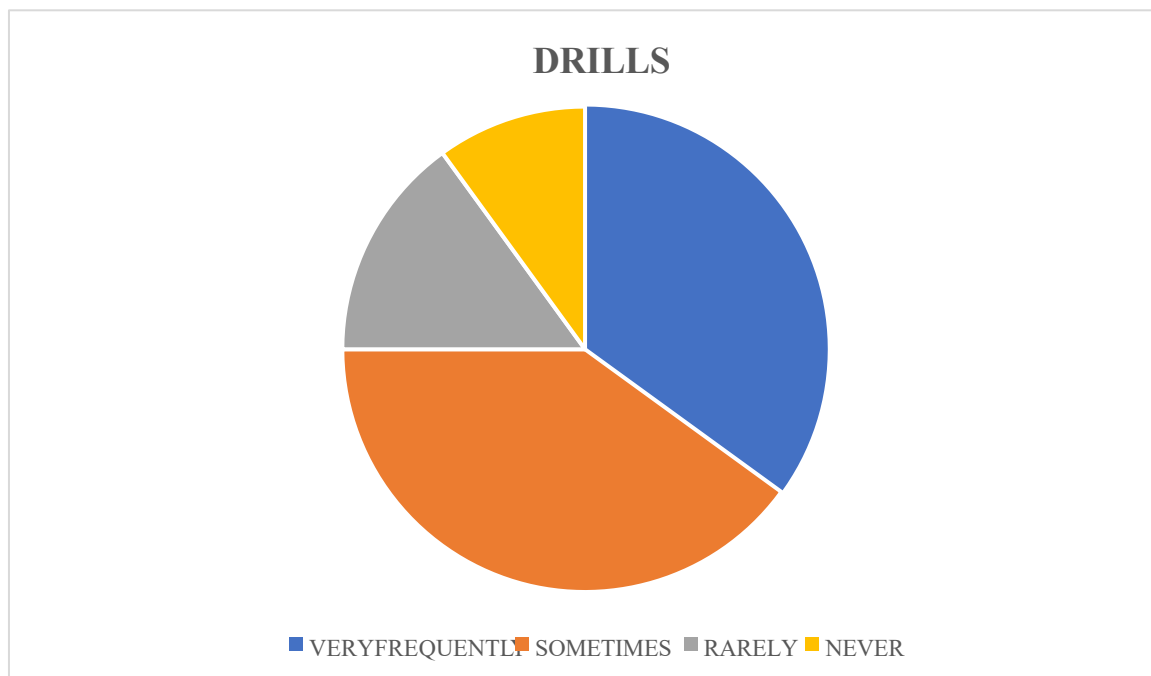
The above table and chart show 25% Respondents are come Strongly agree, 50% Respondents are come Agree, 15% Respondents are come Neutral, 5% Respondents are come Disagree, 5% Respondents are come in Strongly disagree.

**TABLE 4.7**

**TABLE SHOWING SAFETY DRILLS CONDUCTED IN COMPANY**

OPTIONS	RESPONDENTS	PERCENTAGE
Very frequently	7	35
Sometimes	8	40
Rarely	3	15
Never	2	10
TOTAL	20	100

**CHART – 4.7 SAFETY DRILLS CONDUCTED IN COMPANY**



### **INTERPERTATION**

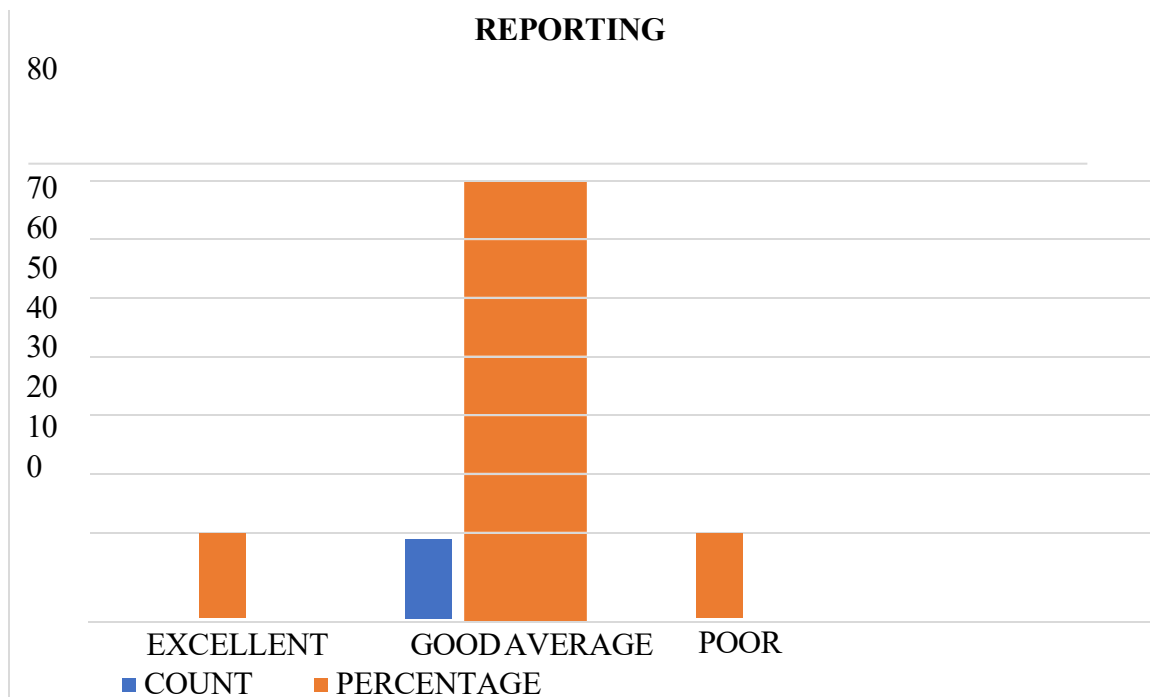
The above table and chart show 35% Respondents are come very frequently 40% Respondents are come Sometimes and 15% Respondents are come Rarely and 10% Respondents are come Never.

**TABLE 4.8**

**TABLE SHOWING OFFICE ADMINISTRATION MANAGE ACCIDENT REPORTING**

OPTIONS	RESPONDENTS	PERCENTAGE
Excellent	3	15
Good	14	70
Average	3	15
Poor	0	0
TOTAL	20	100

**CHART – 4.8 OFFICE ADMINISTRATION MANAGE ACCIDENT REPOTING**



### INTERPRETATION

The above table and chart show 15% Respondents are come Excellent. 70% Respondents are come Good. 15% Respondents are come in Average.

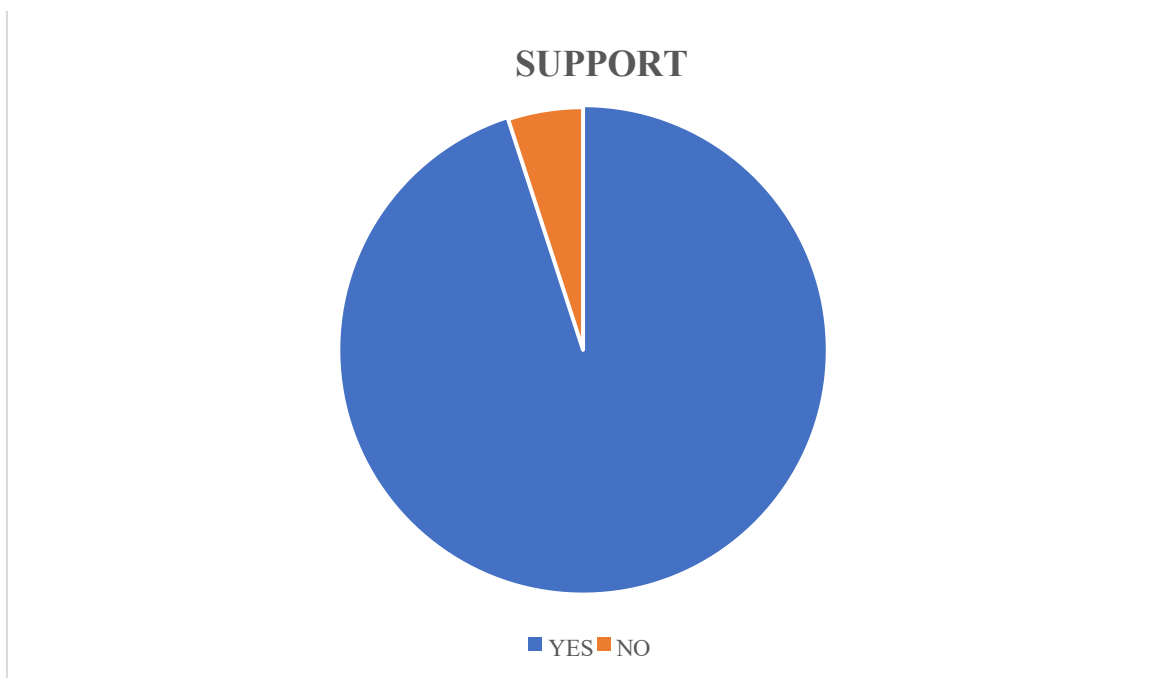


**TABLE 4.9**

**TABLE SHOWING OFFICE ADMINISTRATION SUPPORT SAFETY**

OPTIONS	RESPONDENTS	PERCENTAGE
YES	19	95
NO	1	5
TOTAL	20	100

**CHART – 4.9 OFFICE ADMINISTRATION SUPPORT SAFETY**



#### **INTERPRETATION**

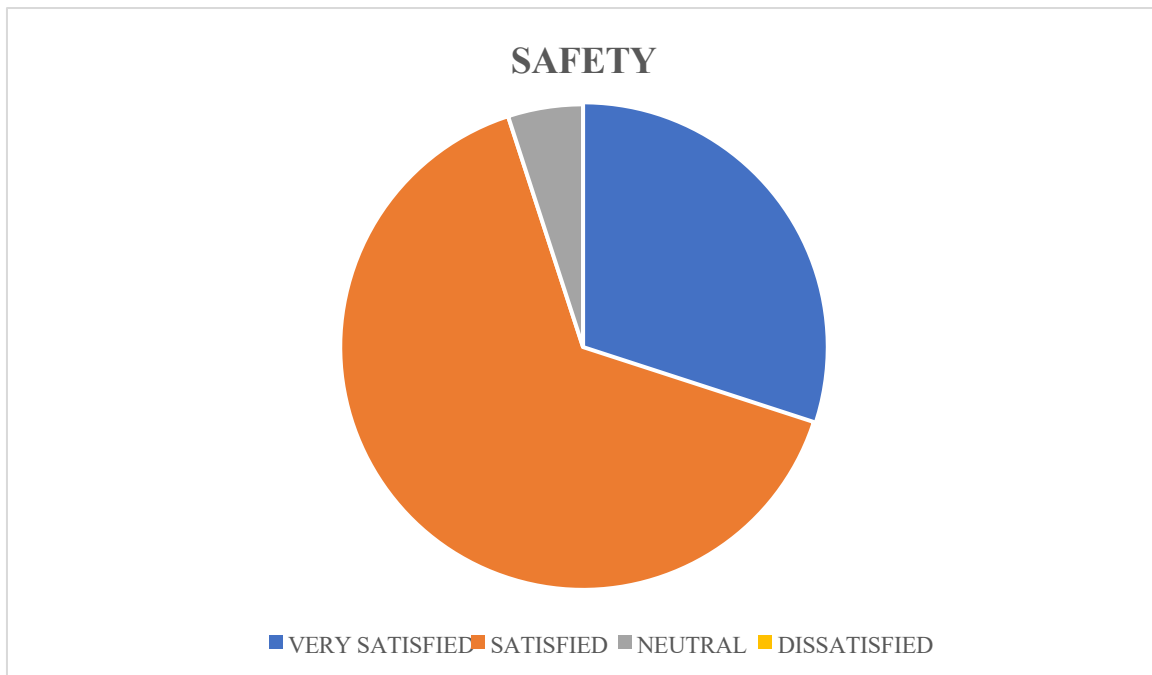
The above table and chart show 95% Respondents are Yes and 5% Respondents are in NO.

**TABLE 4.10**

**TABLE SHOWING SATISFIED WITH SAFETY FACILITIES**

OPTIONS	RESPONDENTS	PERCENTAGE
Very Satisfied	6	30
Satisfied	13	65
Neutral	1	5
Dissatisfied	0	0
TOTAL	20	100

**CHART – 4.10 SATISFIED WITH SAFETY FACILITIES**



#### **INTERPRETATION**

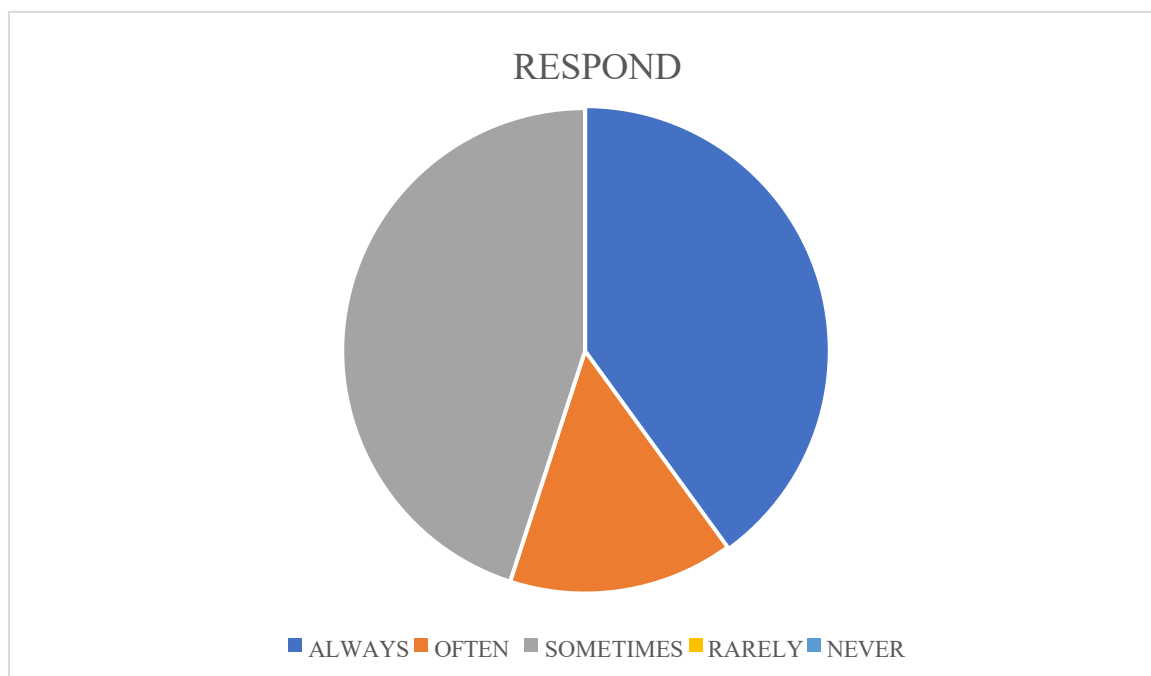
The above table and chart show 30% Respondents are come Very satisfied and 65% Respondents are come Satisfied. 5% Respondents are come Neutral.

**TABLE 4.11**

**TABLE SHOWING OFFICE ADMINISTRATION RESPOND TO SAFETY ISSUES**

OPTIONS	RESPONDENTS	PERCENTAGE
Always	8	40
Often	3	15
Sometimes	9	45
Rarely	0	0
Never	0	0
TOTAL	20	100

**CHART – 4.11 OFFICE ADMINISTRATION RESPOND TO SAFETY ISSUES**



### **INTERPRETATION**

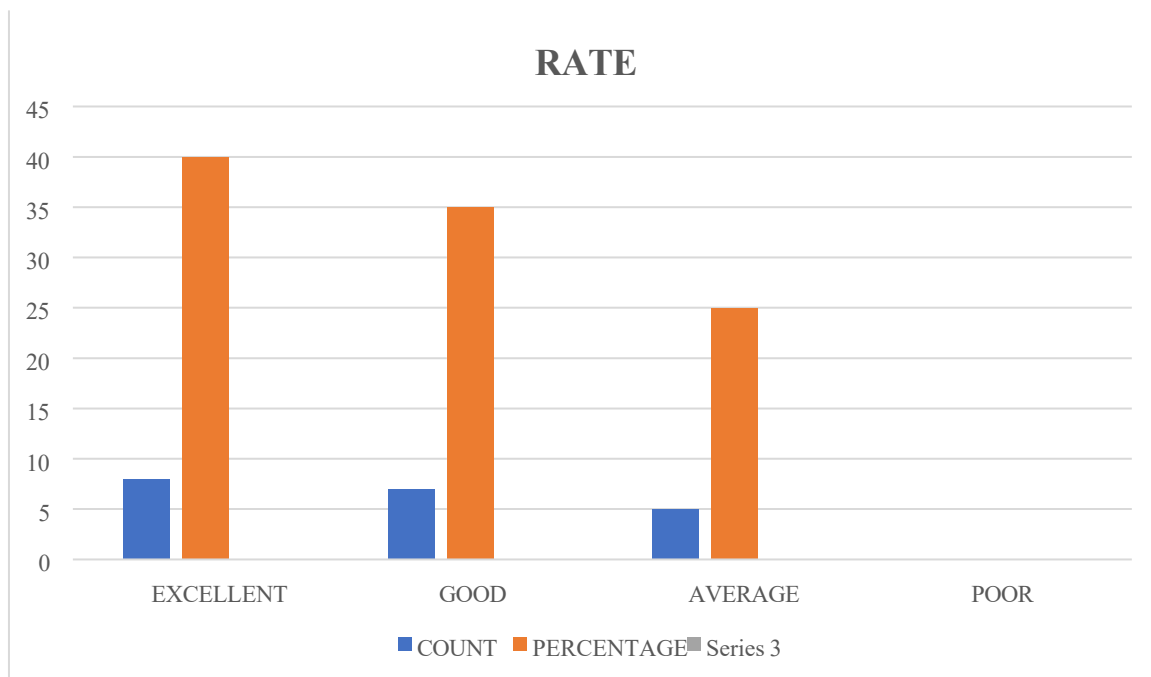
The above table and chart show 40% Respondents are come in Always and 15% Respondents are come from the Often. 45% Respondents are come in Sometimes.

**TABLE 4.12**

**TABLE SHOWING RATE OFFICE ADMINISTRATIONS ROLE IN SAFETY**

OPTIONS	RESPONDENTS	PERCENTAGE
Excellent	8	40
Good	7	35
Average	5	25
Poor	0	0
TOTAL	20	100

**CHART – 4.12 RATE OFFICE ADMINISTRATIONS ROLE IN SAFETY**



### **INTERPRETATION**

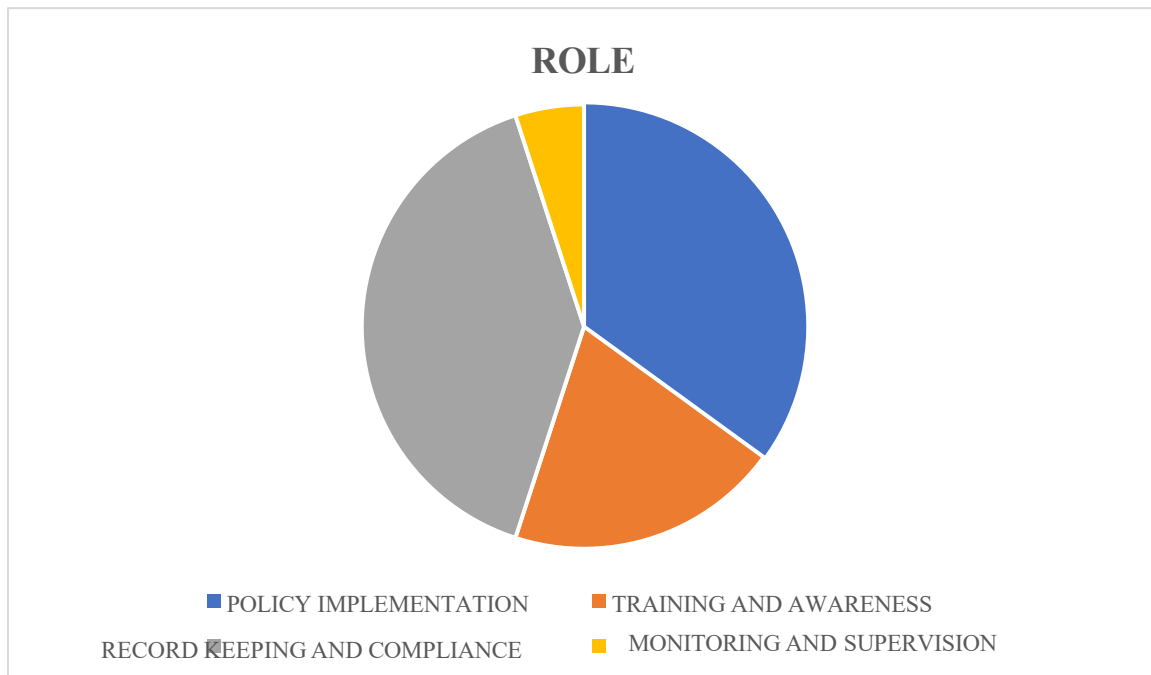
The above table and chart show 40% Respondents are come Excellent. 35% Respondents are come Good. And 25% Respondents are come in Average.

**TABLE 4.13**

**TABLE SHOWING OFFICE ADMINISTRATIONS MAIN SAFETY ROLE**

OPTIONS	RESPONDENTS	PERCENTAGE
Policy implementation	7	35
Training and Awareness	4	20
Record keeping and compliance	8	40
Monitoring and supervision	1	5
TOTAL	20	100

**CHART – 4.13 OFFICE ADMINISTRATIONS MAIN SAFETY ROLE**



### **INTERPRETATION**

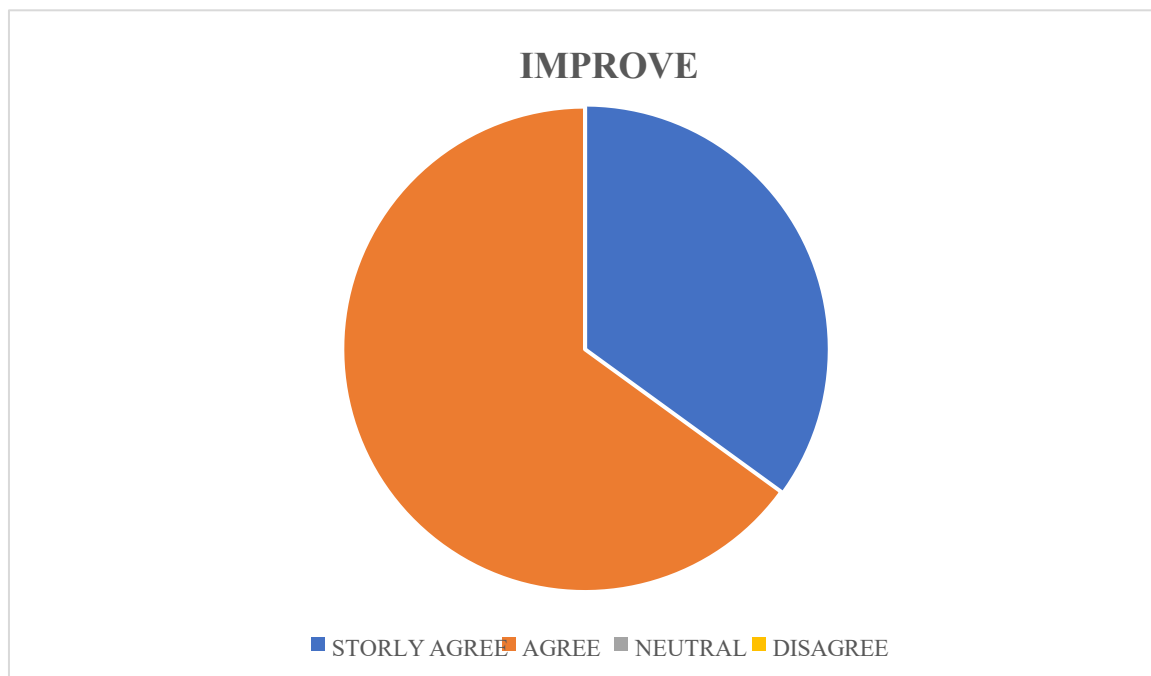
The above table and chart show 35% Respondents are in Policy implementation. 20% Respondents are in Training and Awareness. 40% Respondents are in Record keeping and compliance. 5% Respondents are Monitoring and supervision

**TABLE 4.14**

**TABLE SHOWING OFFICE ADMINISTRATION IMPROVE SAFETY**

OPTIONS	RESPONDENTS	PERCENTAGE
Strongly agree	7	35
Agree	13	65
Neutral	0	0
Disagree	0	0
TOTAL	20	100

**CHART – 4.14 OFFICE ADMINISTRATION IMPROVE SAFETY**



### **INTERPRETATION**

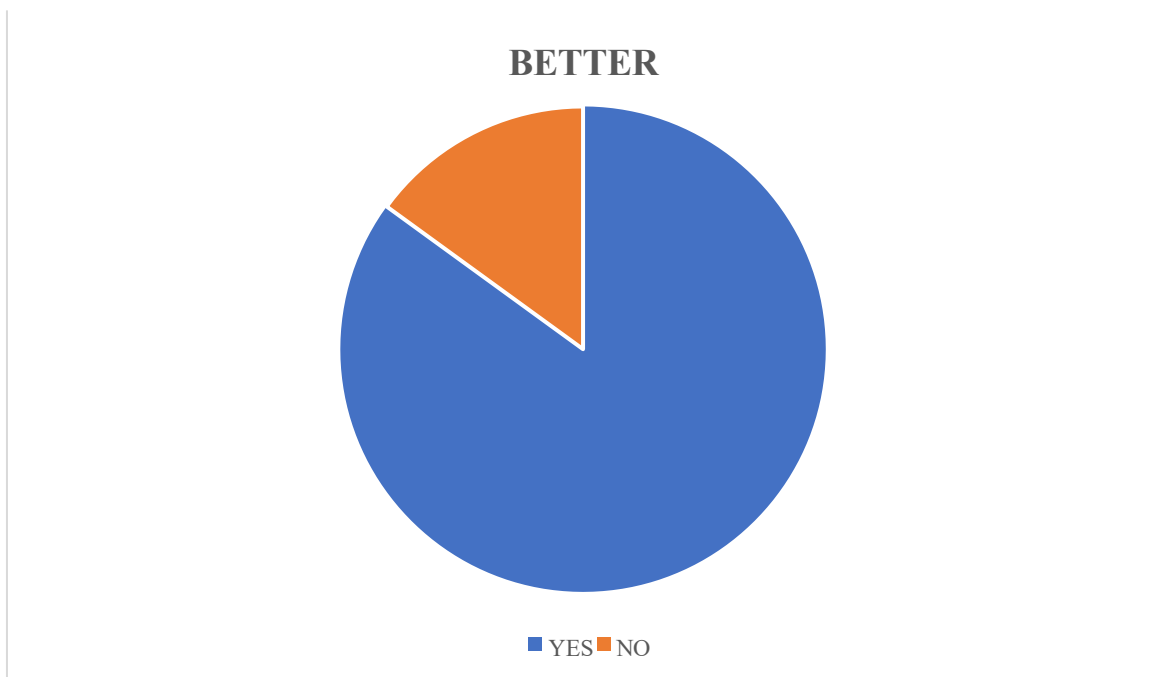
The above table and chart show 35% Respondents are come Strongly agree. 65% Respondents are come Agree.

**TABLE 4.15**

**TABLE SHOWING WORKPLACE NEED BETTER SAFETY**

OPTIONS	RESPONDENTS	PERCENTAGE
Yes	17	85
No	3	15
TOTAL	20	100

**CHART – 4.15 WORKPLACE NEED BETTER SAFETY**



**INTERPRETATION**

The above table and chart show 85% Respondents are Yes. 15% Respondents are No.

**CHAPTER 5**

**FINDINGS, SUGGESTIONS,  
CONCLUSION, AND  
QUESTIONNAIRE**



## **FINDINGS**

- 80% of the customers are female, and 20% are male.
- Most customers are below 25 years of age.
- 75% of respondents find workplace communication effective or very effective.
- 45% of respondents are from Administrative staff, and 25% are from Other departments.
- 70% of respondents have worked for less than 1 year.
- 75% of respondents agree or strongly agree with the given statement.
- 40% of respondents participate sometimes, and 35% very frequently.
- 70% of respondents rated performance as Good.
- 95% of respondents answered Yes.
- 65% of respondents are satisfied, and 30% are very satisfied.
- 45% of respondents act sometimes, 40% always.
- 40% rated overall quality as Excellent.
- 40% focus on record keeping and compliance.
- 65% of respondents agree, and 35% strongly agree.
- 85% of respondents gave a Yes response.

## SUGGESTIONS

- Increase engagement with male customers by tailoring specific marketing strategies or services that appeal to them.
- Develop youth-centric offerings such as internships, student discounts, or social media campaigns to attract and retain younger customers.
- Maintain and enhance communication practices by conducting regular feedback sessions and team meetings.
- Provide balanced training opportunities for all staff categories to ensure equal growth and contribution.
- Introduce onboarding and retention programs for new employees to improve long-term engagement.
- Strengthen areas of agreement by addressing the few concerns raised in neutral or disagreeing responses.
- Encourage more consistent participation by identifying barriers faced by those who rarely or never engage.
- Aim to shift performance ratings from Good to Excellent through continuous training and motivation.
- Celebrate the high approval (Yes) rate and investigate what contributes to this success to replicate it in other areas.

## CONCLUSION

Workplace safety is a fundamental requirement for organizational growth, employee well-being, and long-term sustainability. The study at ABC Company highlights that while safety challenges such as occupational hazards, inadequate training, and poor enforcement of policies continue to exist, the role of office administration is central in addressing these issues. Administrative staff are not merely support units but act as coordinators, enforcers, and communicators of safety measures within the workplace. The findings show that effective office administration contributes significantly to safety by planning, organizing, training, monitoring, and enforcing compliance. The integration of theories such as the Safety Climate Theory, Swiss Cheese Model, and Hierarchy of Controls further emphasizes that administrative actions such as proper record-keeping, training programs, communication, and corrective measures are vital in preventing accidents and building a strong safety culture. Survey results also indicate that employees recognize the importance of administrative involvement, with the majority agreeing that communication, training, and monitoring provided by administrators positively influence workplace safety. However, gaps such as limited awareness, reluctance to participate in safety initiatives, and the undervaluing of administrative contributions still remain. The role of office administration in workplace safety cannot be overlooked. Strengthening administrative involvement in safety management not only reduces risks and accidents but also fosters employee confidence, productivity, and organizational efficiency. For ABC Company, empowering office administrators with resources, authority, and continuous training will be crucial in ensuring a safer workplace. The study provides valuable insights for policymakers and researchers, reinforcing that administrative systems are a cornerstone of effective workplace safety.

# Questionnaire

1. What is your gender?

Male

Female

Other

2. What is your age group?

Below 25 years

25-35 years

36-45 years

Above 45 years

3. What is your employment category?

Administrative staff

Technical/Operations staff

Management staff

Other

4. How many years of work experience do you have in this company?

Less than 1 year

1-3 years

4-6 years

More than 6 years

5. How effectively do the office administrators communicate workplace safety policies? Very

Effective

Effective

Neutral

Ineffective

6. Do office administrators provide adequate safety training and awareness programs?
- Strongly agree
  - Agree
  - Neutral
  - Disagree
  - Strongly disagree
7. How often are safety drills (fire, evacuation, emergency) organized in your company?
- Very frequently
  - Sometimes
  - Rarely
  - Never
8. How well does the office administration handle accident reporting and documentation?
- Excellent
  - Good
  - Average
  - Poor
9. Do you believe workplace safety in your company needs further improvement?
- Yes
  - No
10. How satisfied are you with the safety equipment and facilities provided by the office administration?
- Very satisfied
  - Satisfied
  - Neutral
  - Dissatisfied

11. Does office administration respond quickly to safety-related complaints or concerns?

Always

Often

Sometimes

Rarely

Never

12. How would you rate the role of office administration in maintaining workplace safety culture?

Excellent

Good

Average

Poor

13. What do you consider the most important contribution of office administration to workplace safety?

Policy implementation

Training and awareness

Record keeping and compliance

Monitoring and supervision

14. Do you believe that strengthening the role of office administration can improve workplace safety in your company?

Strongly agree

Agree

Neutral

Disagree

15. Does the office administration provide adequate support for workplace safety?

Yes

No