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Challenges faced by Small and Medium motor vehicle repair companies in Bindura when complying with Occupational Health and Safety laws.



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**A DISSERTATION SUBMITTED IN PARTIAL FULFILMENT OF THE
REQUIREMENTS OF THE BACHELOR OF SAFETY HEALTH AND
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DECLARATION

I hereby declare that the research project titled “Challenges faced by small and medium motor vehicle repair companies in Bindura when complying with Occupational Health and Safety laws”, is my own work.

Signature.....S. Chenga

Date ...30/05/2023

DEDICATION

The research study is dedicated to my family and friends. They gave me some motivation to keep focused on achieving my goals. Thank you very much, God bless you.

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I want to give thanks to my supervisor Dr. V. Dudu for continuously assisting me in my research study and for her patience and motivation. I want to appreciate my family especially my father and mother for the support they gave me physically and spiritually throughout my life. Then also not forgetting the Higherlife Foundation scholarship, thank you very much for a great job of paying my tuition fees. I also want to appreciate my colleagues and friends whom we conducted productive group discussions and also motivating me to keep on pursuing my studies until completion.

I want to convey my sincere appreciation to God for granting me the capacity to pursue my degree program up to date. Without Him, this would not have been possible.

ABSTRACT

This study focusses on assessing some challenges that small and medium motor vehicle repair companies in Bindura encounter when complying with Occupational Health and Safety laws, then also come up with strategies that these companies can adopt to improve their compliance with the OHS laws. A total of three MVR companies in Chipadze industrial area, Bindura were chosen. Some questionnaires were given to the employers and employees of the three motor vehicle repair companies to complete this study. SPSS and thematic analysis were used to analyze collected data and it was presented using tables, graphs and also some pie charts. Results from research showed that most SMEs in motor vehicle repair companies are not implementing effective Occupational Safety and Health programs which shows that compliance to OSH laws and OSH policies are not being fully communicated at these companies. The survey indicated that a majority of the participants, specifically 85.3%, believed that the difficulties faced by MVR (Motor Vehicle Repair) companies in complying with OSH (Occupational Safety and Health) laws are primarily due to a lack of awareness about these laws. These companies were encouraged to conduct safety trainings in order to raise OSH awareness. According to the study, 33.3% of the participants agreed that top management commitment is necessary for companies to succeed. Some recommendations were made ensuring conformity of the Occupational Health and Safety (OHS) laws in these companies. In conclusion, lack of OSH law awareness contributed to a greater percentage in affecting compliance of OSH laws in MVR and also this will then cause a rise in number of occupational accidents in Small and Medium motor vehicle repair companies. There is need to lower occupational accidents at workplace in order to improve company productivity.

TABLE OF CONTENTS

DECLARATION	i
DEDICATION	ii
ACKNOWLEDGEMENTS	iii
ABSTRACT	iv
LIST OF TABLES	viii
LIST OF FIGURES	ix
DEFINITION OF TERMS	x
LIST OF ACRONYMS AND ABBREVIATIONS	xi
CHAPTER 1: INTRODUCTION AND BACKGROUND	1
1.1 INTRODUCTION	1
1.2 BACKGROUND	1
1.3: AIM AND OBJECTIVES	2
1.3.1: AIM	2
1.3.2: OBJECTIVES	3
1. 4: RESEARCH QUESTIONS.....	3
1.5: PROBLEM STATEMENT.....	3
1.6: JUSTIFICATION	4
CHAPTER 2: LITERATURE REVIEW	5
2.1 INTRODUCTION	5
2.2 CHARACTERISTICS OF SMES	5
2.2.1 GLOBALLY	5
2.2.2 ZIMBABWE	5
2.3 LAWS AND REGULATIONS RELATED TO SAFETY AND HEALTH IN THE WORKPLACE.	6
2.3.1 FACTORIES AND WORKS ACT [14.08].....	6
2.3.2 NATIONAL SOCIAL SECURITY AUTHORITY ACT	7
2.3.3 PNEUMOCONIOSIS ACT	7
2.4 THEORETICAL FRAMEWORK	7
2.4.1 REINFORCEMENT LEARNING THEORY.....	8
2.5 COMPLIANCE OF SMES TO OHS LAW.....	8
2.6 CHALLENGES FACED BY SMALL AND MEDIUM MOTOR VEHICLE REPAIR COMPANIES WHEN COMPLYING WITH OCCUPATIONAL HEALTH SAFETY LAWS.	9
2.7 STRATEGIES TO IMPROVE OSH LAW COMPLIANCE IN SMES.....	12

2.8 CONCEPTUAL FRAMEWORK.....	13
CHAPTER 3: RESEARCH METHODOLOGY	14
3.1 INTRODUCTION.....	14
3.2 STUDY AREA DESCRIPTION	14
3.3 RESEARCH DESIGN	15
3.4 TARGET POPULATION	15
3.5 SAMPLING METHOD	15
3.6 DATA COLLECTION TOOLS.....	15
3.6.1 RESEARCH QUESTIONNAIRE	16
3.6.2 INTERVIEWS	16
3.7 DATA ANALYSIS	17
3.8 ETHICAL CONSIDERATIONS	17
3.9 RELIABILITY AND VALIDITY OF DATA.....	17
CHAPTER 4: RESULTS.....	18
4.1 INTRODUCTION.....	18
4.2 RESPONSE RATE	18
4.3 DEMOGRAPHIC INFORMATION	18
4.3.1 AGE.....	18
4.3.2 GENDER.....	19
4.3.3 MARITAL STATUS	19
4.3.4 LEVEL OF EDUCATION	19
4.3.5 WORKING EXPERIENCE	20
4.4 OCCUPATIONAL HEALTH AND SAFETY AT WORKPLACE	21
4.5 CHALLENGES FACED BY SMALL AND MEDIUM MOTOR VEHICLE REPAIR COMPANIES IN COMPLYING WITH OHS LAW.	21
4.6 STRATEGIES TO IMPROVE OSH LAW COMPLIANCE IN SMALL AND MEDIUM MOTOR VEHICLE REPAIR COMPANIES.	22
CHAPTER 5: DISCUSSION.....	24
5.1 THE EXTENT TO WHICH SMALL AND MEDIUM-SIZED MOTOR VEHICLE REPAIR ENTERPRISES ADHERE TO OSH LAWS.....	24
5.2 CHALLENGES FACED BY SMALL AND MEDIUM MOTOR VEHICLE REPAIR COMPANIES IN COMPLYING WITH OHS LAW.	25
5.3 STRATEGIES THAT SHOULD BE INCORPORATED BY THE MOTOR VEHICLE REPAIR COMPANIES TO IMPROVE OSH COMPLIANCE.	25

CHAPTER 6: CONCLUSIONS AND RECOMMENDATIONS.....	27
6.1 SUMMARY	27
6.2 CONCLUSION.....	27
6.3 RECOMMENDATIONS.....	28
REFERENCES.....	29
APPENDIX 1: RESEARCH QUESTIONNAIRE	32
APPENDIX 2: INTERVIEW GUIDE (COMPANY EMPLOYERS)	355

LIST OF TABLES

Table 4. 1 Response rate	188
Table 4. 2 Level of education of respondents	20
Table 4. 3 Challenges faced in complying with OSH law.	22

LIST OF FIGURES

Figure 3. 1 Location of study area	144
Figure 4. 1 Age of respondents	19
Figure 4. 2 Working experience of respondents	20
Figure 4. 3 Strategies to improve OSH law compliance.....	23

DEFINITION OF TERMS

Small and medium enterprises

Several definitions of SMEs have been proposed by various writers, with the majority of them focusing on elements such as the employee number, employee turnover, overall net worth, and capitalization (Umadia & Kasztelnik, 2020). SMEs employ fewer than 250 people in the UK, whereas depending on the industry, that number may reach 3,000 in China or the US. According to ZIMRA, SMEs in Zimbabwe are defined as companies with 5 to 40 employees, with annual revenue of less than \$1 million, and assets between \$50,000 and \$2 million.

Occupational Safety and Health Law

A set of laws and regulations that mandate employers to adopt safety and health measures for the welfare of their employees. It also necessitates the creation of a healthy and secure working environment in the workplace with minimal risks to the staff.

Motor vehicle repair company or workshop

A structure or location used for bodywork, panel beating, or spray paint for repairing or installing accessories on agricultural equipment or vehicles.

LIST OF ACRONYMS AND ABBREVIATIONS

MVR -Motor Vehicle Repair

OSH – Occupational Safety and Health

SHE – Safety Health and Environmental

SME – Small and Medium Enterprises

ZIMRA- Zimbabwe Revenue Authority

GDP- Gross Domestic Product

CHAPTER 1: INTRODUCTION AND BACKGROUND

1.1 INTRODUCTION

Companies must comply with the Occupational Health and Safety regulations to decrease the incidence of work-related injuries and illnesses as well as to increase the productivity of the organization, raise employee morale and reduce employee turnover. It is important to analyze the difficulties encountered by Small and Medium Enterprises (SMEs) when complying with Occupational Health Safety laws and developing approaches to address and overcome these challenges. However, like any other organization, all Small and Medium Enterprises should comply with Occupational Health Safety laws or legal and other requirements. Occupational Health Safety laws in Zimbabwe include the Pneumoconiosis Act [15:08] of 1971, NSSA Act [17:04] pertains to the Accident Prevention and Workers' Compensation Scheme, while the Factories and Works Act [14:08] of 1976 comprises eight regulations. These regulations include Registration and Control (RGN 262), General Regulations (RGN 263), Building, Structural, and Excavation Work Regulations (RGN 264), Escalators and Excavation Regulations (RGN 278), Boiler Regulations (RGN 279), Machinery Regulations (RGN 302), Pressure Vessel Regulations (RGN 303), and Electrical Regulations (RGN 304). The Occupational Health Safety laws aim to protect workers from hazards and risks emanating from workplaces, improve the productivity and efficiency of a company and enhance the nation's Gross Domestic Product (GDP) and foster economic growth and development. These laws are very important in that they set standards and procedures which an individual or company should follow for example ISO 45001:2018, enable litigation and also improve Occupational Health Safety performance at the workplace thereby protecting the most valuable company resources.

1.2 BACKGROUND

Mazikana (2019) small and medium enterprise is a legal body, whether corporate or unincorporated, that is controlled by one person or jointly by two or more people, along with any of its branches or subsidiaries. The economy's expansion and development rely on the presence and growth of Small and Medium Enterprises (SMEs). Small and Medium Enterprises (SMEs) have emerged as significant players in the development of new goods and services in both

industrialized and developing nations. Small and medium-sized businesses generate many new jobs at a significantly lower cost of capital, which lowers the percentage of unemployment in a nation. According to the third-quarter labour force survey conducted by the Zimbabwe National Statistics Agency (ZimStat) in 2022 found that motor vehicle sales and repairs have become Zimbabwe's top source of employment. Small and Medium Enterprises (SMEs) are integral in sustaining Zimbabwe's economy and its population.

However, due to certain socioeconomic factors and a lack of awareness or adherence to occupational health and safety regulations, employees of small and medium enterprises were exposed to dangers to their safety and health. Gender, firm size, income level, managerial and employee attitudes, kind and nature of work activities, as well as workplace design, all have an impact on workplace safety and health. Small and medium-sized enterprises tend to rely more on the expertise of the business owner rather than written regulations, laws, and agreements. It is essential to adhere to occupational health and safety standards in order to prevent fatalities and monetary losses. However, due to low-income levels, small and medium-sized businesses often struggle to conform to Occupational Health and Safety regulations. Furthermore, the informal character of Small and Medium Enterprises (SMEs) means that most are established in areas beyond the reach of local government regulations. As a result of lower levels of automation, long working hours are common among employees of small and medium-sized enterprises. Insufficient dedication from top-level management to foster a positive safety and health culture in the workplace through documented systems like health and safety policies, instructions, training, and proper reporting of all incidents affects Small and Medium Enterprises' adherence to occupational health and safety regulations. Walker (2014) a business should regularly provide employees with ongoing safety training to reinforce their duties and obligations in enhancing workplace safety.

1.3: AIM AND OBJECTIVES

1.3.1: AIM

To assess challenges being faced by Small and Medium Enterprises (SMEs) engaged in the repair of motor vehicles in Bindura when complying with Occupational Health Safety laws.

1.3.2: OBJECTIVES

- To determine the extent to which small and medium-sized motor vehicle repair enterprises adhere to OSH laws.
- To establish challenges contributing to the lack of OSH compliance in the vehicle repair sector.
- To determine strategies that should be incorporated by the motor vehicle repair companies to improve OSH compliance.

1.4: RESEARCH QUESTIONS

- What is the extent to which small and medium-sized motor vehicle repair enterprises adhere to OSH laws?
- What are major difficulties and limitations that small and medium-sized motor vehicle repair companies are confronting that cause them to fail to comply with OSH laws?
- What strategies can small and medium motor vehicle repair companies adopt to improve their compliance with the OHS laws?

1.5: PROBLEM STATEMENT

Non-compliance with Occupational Safety and Health laws by SMEs lead to numerous issues for the local market which will reduce the country's GDP, high level of unemployment, and unprecedented poverty in the country. According to Zimstat (2022) about 16.4% workplace related illness or injuries occurred in the industry pertaining to the retailing, selling, and repairing of motor vehicles and motorcycles companies. However, actual occupational safety and health statistics can be higher than the ones provided by Zimstat because a considerable number of Small and Medium Enterprises operate outside the bounds of the legal structure and do not report all occupational injuries and diseases. As a result of a high proportion of occupational illnesses and injuries, there is a need to invest in matters related to occupational safety and health (OSH) and employers have to comply with OSH laws and regulations. Then also employees have to cooperate with employers in promoting the establishment of a secure and healthy work setting. Therefore, a serious examination of the factors that impact Small and Medium Enterprises' adherence to Occupational Health and Safety regulations is required. When small and medium motor vehicle repair companies comply with OSH laws, there will be reduction in occupational injuries and diseases rate and an increase in productivity of the company.

1.6: JUSTIFICATION

The study intends to evaluate the difficulties encountered by Small and Medium Enterprises (SMEs) that are into motor vehicle repairing in Bindura town with compliance to OSH regulations. The challenge for most small and medium enterprises is to adopt OHS management system with regard to safety and health at workplace. This study will educate the employers and the employees in motor vehicle repair companies on the need and importance of complying with OSH laws at their workplace. Consequently, this will enable the enterprise to create and execute measures to comply with OSH laws and regulations hence occupational injury or incidents will reduce at workplace. In addition, the study will raise awareness on the reasons and consequences of work-related injuries or illnesses, as well as measures to prevent and control them at workplace. The research will also give recommendations on how can the small and medium motor vehicle repair companies improve their compliance with the OSH laws. However, the study will help OHS regulatory authorities in Zimbabwe to increase employer or employee awareness to OHS laws. The material from this study will help other researchers as literature on the level of compliance with OHS laws by SMEs, their awareness of OHS laws and challenges they face when complying with the OHS legislations.

CHAPTER 2: LITERATURE REVIEW

2.1 INTRODUCTION

This chapter describes and analyses different studies conducted on Occupational Safety and Health. The literature explained challenges being faced by Small and Medium motor vehicle repair companies when complying with Occupational Health Safety laws. OSH laws in Zimbabwe in which every company has to comply with are also included in this chapter.

2.2 CHARACTERISTICS OF SMES

2.2.1 GLOBALLY

According to Inyang (2013) small and medium-scale enterprises operating in most economies worldwide they make up over 90% of all enterprises. Small and medium-sized enterprises (SMEs) are considered the foundation of an economy in every nation, in fact globally. Munanga (2013) states that the definition of SMEs could vary based on the country and be determined by factors such as the number of employees, sales volume, ownership structure, total asset value, and unique features that differentiate them from larger corporations. A study conducted by Rudzani and Manda (2016) surveyed 12 countries from various continents and found that turnover figures are a crucial determinant in SME definitions, although there are notable differences in the thresholds. SMEs have received more attention than other enterprise types globally, as they play a significant role in contributing to the economies of both developed and developing nations (Şener et al., 2014). SMEs are also potential sources of employment and income across the world.

2.2.2 ZIMBABWE

Small and Medium Enterprises (SMEs) are comprised of companies that operate in the manufacturing, mining, energy, transport and agriculture sectors. In Zimbabwe, SMEs play a crucial role by offering employment opportunities to over 50% of the working population and contributing approximately 60% of the country's Gross Domestic Product (GDP) (Chiwara, 2015). Hence, SMEs are a significant factor for economic development through a reduction in unemployment levels. This implies that increase in numbers of SMEs therefore many people in the country will get employed. Zivanai et al. (2016) state that the Zimbabwean economy relies

heavily on a high number of SMEs to reduce economic difficulties in the country. SMEs in Zimbabwe have become the major source of livelihood because they have got a significant role in addressing socio-economic challenges, such as unemployment and poverty, particularly in developing nations. Industrialization has become improved in Zimbabwe as a result of the SME sector development (Nyoni & Bonga, 2018).

2.3 LAWS AND REGULATIONS RELATED TO SAFETY AND HEALTH IN THE WORKPLACE.

The following are OSH laws in Zimbabwe whereby every company or business have to comply with. These laws are important in that there will be reduction in occupational injuries and diseases at workplace.

2.3.1 FACTORIES AND WORKS ACT [14.08]

A factory is any location where someone engages in any of the following operations, such as painting, spraying, building, reconstructing, assembling, repairing, or disassembling vehicles or components thereof. It is a legal requirement for all location of previously mentioned operations to be registered as factories. Without a valid factory registration certificate, it is illegal to conduct factory operations on such property. The Factory Inspector who works in the Occupational Safety and Health (OSH) division of the National Social Security Administration can provide clarification for any operator who is confused whether or not their facilities are covered by the Act.

According to the Act, the factory owner or occupier bears the responsibility of maintaining an accident register to document any accidents that occur within the factory premises. If an accident leads to fatalities, serious injuries, or employee absences of at least three days, it is mandatory to report it to the inspector. Failure to notify the inspector of a reportable accident is illegal. Adhering to the law or legislation is crucial rather than violating it.

Individuals who own or work in a place that meets the Act's criteria for a factory should be aware of the Factories and Works Act and its eight regulations. Everyone at the workplace is required under the Act to participate in OSH. Factories and Works (General) Regulations 263 of 1976

require employers to provide, at no cost, and keep in good working condition, appropriate protective gear and equipment, as determined by the inspector, such as headgear, hand wear, leg coverings, footwear, eye shields, and approved protective creams to any employee exposed to hazardous conditions such as wet or dusty environments, extreme temperatures, or poisonous substances. The Factories and Works Act aims to ensure the regulation of working conditions in factories, with the primary objective of fostering a secure and healthy work environment.

2.3.2 NATIONAL SOCIAL SECURITY AUTHORITY ACT

The NSSA system adheres to the provisions of Statutory Instrument 68 of 1990 as a statutory corporate organization charged by the Government of Zimbabwe with providing social security. Two of the primary initiatives under the NSSA are the Accident Prevention and Other Benefits Scheme and the Pension and Other Benefits Scheme. The National Social Security Authority (Accident Prevention and Workers Compensation System) Notice outlines comprehensive guidelines for preventing occupational injuries and illnesses, as well as compensating workers for work-related injuries and illnesses. Third Schedule of the National Social Security Authority (Accident Prevention and Workers' Compensation Scheme) Notice, 1990 (Statutory Instrument 68 of 1990), employers must provide written safety instructions in a language that a majority of their workers can comprehend. The notice also mandates that employees receive safety training, which must occur during working hours and be funded by the company. A worker must receive knowledge, training, and supervision from an employer in order to safeguard his or her health and safety. By statutory instrument 68 of 1990, the NSSA provides workers with injury benefits (Moyo et al, 2015).

2.3.3 PNEUMOCONIOSIS ACT

The Pneumoconiosis Act [15:08] of 1971 was created to manage, regulate and address concerns of people who work in dusty environments. Additionally, it forbids the hiring of pneumoconiosis sufferers for jobs that are dusty. It's an offense to hire someone in a dusty job or have reason to think is suffering from pneumoconiosis. Those who breach this law are either subject to a fine up to level 7, a term of imprisonment not to exceed one year, or both of those penalties.

2.4 THEORETICAL FRAMEWORK

This section shows theoretical framework which involves basis of this study. Imenda (2014) theoretical framework is a theory used by a researcher to give guidance during research progress.

2.4.1 REINFORCEMENT LEARNING THEORY

This theory involves the use of negative or positive reinforcement and punishment to improve employee's behaviour towards OSH law compliance. There is behavior-based model which helps in improving the behavior of an employee in order to have a safe and healthy workplace. Behavior-based models focus on identifying and changing behaviors that lead to accidents and injuries, such as unsafe acts and conditions. According to Hansen (2019) workplace inspections are used to improve the compliance to occupational health and safety regulations.

There is also compliance-based model which can also help in reinforcement theory whereby every company is expected to conform to OSH laws and regulations in avoidance of penalties or punishments and legal liabilities. This model also encourages that companies to implement and develop policies and procedures for them to meet OSH legal and other requirements and also standards for example ISO 45001:2018. Companies can receive some merits or rewards for complying with the OSH laws and those who fail to comply can be given penalties.

In order to avoid penalties, SMEs should implement and develop OSH policies, procedures, and practices to identify and control hazards and risks. There is also a need to conduct hazard identification and risk assessment (HIRA) by also following five levels known as the hierarchy of controls, which includes elimination, substitution, engineering controls, administrative controls, and personal protective equipment (PPE), along with incident reporting and investigation, training and communication, and continuous improvement through the Plan-Do-Check-Act (PDCA) cycle.

There is proactive and reactive approach when ensuring OSH law compliance in different organizations. A proactive approach can be adopted to ensure OSH law compliance before a company violate them through introduction of SHE officers accountable for ensuring safety and health concerns in the workplace.

Then reactive approach involves inspection of workplaces for example audits to identify the non-conformities of a company and make recommendations to improve them and follow the requirements of OSH legislation.

2.5 COMPLIANCE OF SMES TO OHS LAW

Compliance with Occupational Safety and Health (OSH) laws is crucial in upholding the safety and welfare of employees in Small and Medium-sized Enterprises (SMEs). Many SMEs

encounter a lot of challenges when complying with OSH laws which include limited resources for example finance and workforce (human) (Floyde et al., 2013). There is also lack of expertise (SHE Officers), lack OSH law awareness and poor top management commitment. Most SMEs do not conduct regular risk assessments and OSH related documentation for example risk register and training as required by OSH laws. According to Mojapelo and Kok (2017) Small and Medium-sized Enterprises (SMEs) also face various workplace accidents, leading to financial and non-financial challenges for both the employees and the businesses. Most company owners of SMEs lack proper knowledge and experience about OHS so they have to be educated. Esterhuyzen (2017) suggests that in addition to developing a positive attitude towards it, there must be a behavioral intention to conform to OHS laws.

However, SMEs should be aware of the OSH laws and this involve both employers and employees at a workplace. They should also develop OSH policies and conduct OSH trainings.

2.6 CHALLENGES FACED BY SMALL AND MEDIUM MOTOR VEHICLE REPAIR COMPANIES WHEN COMPLYING WITH OCCUPATIONAL HEALTH SAFETY LAWS.

Motor vehicle repair companies are frequently small and medium sized businesses. In MVR companies, most of the accidents and incidents usually arise from the entrapment under a vehicle that has been inadequately supported when raised or had one of its wheels removed. Concerns about tire explosions and the breakdown of multi-piece wheels can also occur when repairing vehicles. In order to reduce injuries and illnesses that occur in small and medium-sized motor vehicle repair companies, compliance with OSH legislation is crucial. This is due to the fact that OHS law is a crucial component of initiatives to reduce workplace injuries and fatalities (Ncube & Kanda, 2018).

SMEs experience more occupational health and safety injuries than large companies. Tremblay and Badri (2018) on the analysis of tools utilized for assessing the performance of occupational health and safety noted that SMEs have a 50% greater risk of nonfatal injuries and a roughly eight-fold greater risk of fatal accidents. Due to their limited workforce, SMEs are less inclined to have set up safety committees as directed by OSH laws. This poses a challenge for SMEs as they may struggle to identify experts or leaders (SHE officers) in promoting injury prevention measures. According to Cunningham and Sinclair (2015) businesses with a staff size of fewer

than 20 individuals often lack the necessary resources to implement effective occupational safety and health measures, and many require external assistance to establish safety and health programs. This shows that less workforce also affect compliance with OSH laws in SMEs.

Ahmad et al. (2017) conducted research on evaluating occupational health and safety conditions in motor vehicle repair (MVR) workshops in Jeddah, which revealed that workers in MVR firms are susceptible to various hazards, including physical, chemical, accidental, biological, and ergonomic risks. Additionally, employees in these workshops are exposed to toxic pollutants such as poly-aromatic hydrocarbons (PAHs), volatile organic compounds, heavy metals, particulate matter (PM), dust, exhaust, sulfur, and nitrogen oxides. Respiratory conditions, hearing loss, accidents, severe injuries, eye injuries, and musculoskeletal disorders are the most often reported occupational health problems among motor vehicle repairs (Ahmad et al., 2017). The physical work environment plays a key role in promoting employee health and safety and may have an impact on SMEs' ability to reduce occupational injuries. Employees at MVR companies operate in unclean settings, are frequently exposed to hazardous chemicals, are unaware of other risks, and fail to frequently wear personal protective equipment (PPE) that can mitigate the hazards to their occupational health (Kamal et al., 2016). Lack of company owners' commitment in promoting clean and safe working environment is also a challenge that affect compliance of OSH laws in MVR companies

Nowrouzi et al. (2016) in a Canadian study, discovered that Small and Medium-sized Enterprises (SMEs) encounter both supportive and obstructive factors in implementing occupational health and safety measures. The study also highlighted the value of routine safety inspections in promoting a safe workplace. Most SMEs are failing to conduct safety inspections which is a requirement to show compliance with OSH laws and they mainly focus on business production. Therefore, SME's that are into motor vehicle repairing should conduct workplace safety inspections to identify and mitigate potential dangers to minimize incidents within the workplace.

Small and medium-sized motor vehicle repair company owners frequently think that workers' clumsiness is to blame for many workplace injuries. This is due to the fact that the business owners and managers think it is a waste of time and money to comply with OSH laws. Most

company employers in SMEs are not fully equipped with the necessary skills to operate a business which is a challenge that also affect compliance of a company to OHS laws. Most of them do not take seriously the need for training on OSH matters or acquiring management skills to lead a business. Esterhuyzen (2017) suggests that employers must utilize their knowledge and expertise to promote positive Occupational Health and Safety (OHS) initiatives.

In a 2014 study, Cagno et al. developed a safety performance framework for Small and Medium-sized Enterprises (SMEs) and recognized eight factors that influence it. The eight components include labour force characteristics, firm and area characteristics, levers, employee behavior, workplace environment, company culture, and frequency of accidents. The size of SMEs may also affect injury rates; those with ten or less employees tend to have greater injury rates than those with between 10 and 50 and 5 to 250 workers. Therefore the SMEs should try by all means to reduce occupational injury rates and comply with OSH laws.

According to Nelson et al. (2015) Small and Medium-sized Enterprises (SMEs) do not have adequate resources to implement Occupational Safety and Health (OSH) law compliance or health promotion plans. Most of the SMEs lack finance which is an important element for them to survive in the industry and also help in improving their compliance with OSH laws. Lack of resources has a great impact on SMEs because it reduces the company's efficiency. To offer their employees services such as promoting a safety-focused work culture, small and medium motor vehicle repair businesses must have adequate resources especially finance (Schmidt et al., 2017).

In a nutshell, OSH compliance in small and medium sized motor vehicle repair companies has to improve. This is because some companies prioritize production at the expense of OHS related activities. Most small and medium motor vehicle repair companies lack of awareness of the OSH laws and regulations, lack of resources to implement safety measures, lack of training for workers, face some difficulties in keeping up with changing regulations and expensive cost of compliance to laws. Therefore, occupational Safety and Health law compliance should be prioritized first in order to avoid and/ or reduce workplace injuries or exposure to diesel or petrol engine emissions at the motor vehicle repair workshop.

2.7 STRATEGIES TO IMPROVE OSH LAW COMPLIANCE IN SMES

SME company owners should ensure that their employees become aware of OSH laws and regulations. This involves employee orientation or induction on safety and health issues at workplace. According to Arachchige (2014) induction process is considered the primary chance for the company to familiarize its work ethics and core values to the new employee.

Then also SMEs should provide regular training to all its employees on OSH issues. A business should regularly provide employees with ongoing safety training to remind them of their duties and responsibilities in enhancing safety in the workplace (Walker, 2014). The training should provide information on the hazards and risks at workplace and how to minimize them and emergency procedures understand how to work safely. Training should be conducted in a way that all employees can understand.

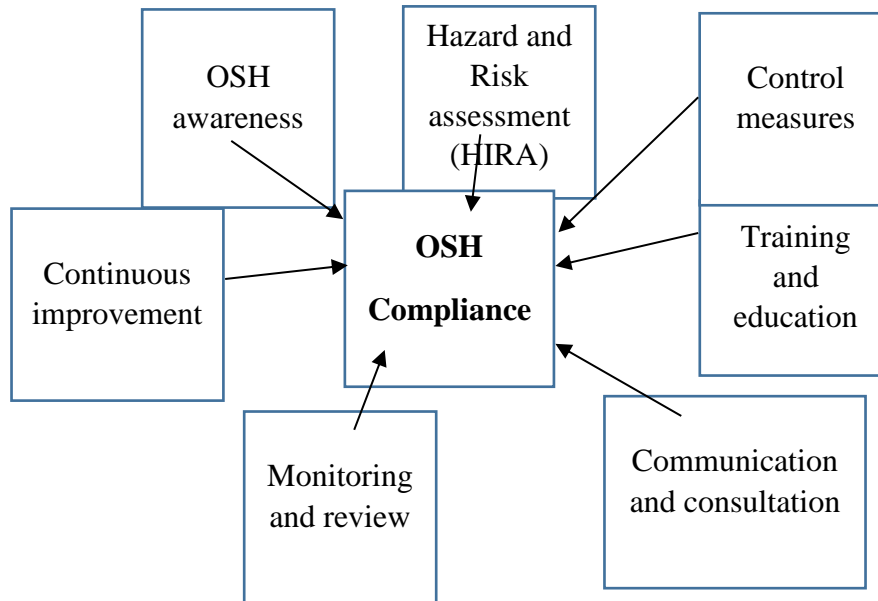
Company policies and procedures should be implemented and developed and this involves that SMEs should have written OSH policies and work procedures of the company. A written document issued by an employer, outlining the company's dedication to safeguarding the health and safety of its staff and the general public, is referred to as a health and safety policy (Oluoch, 2015). The OSH policies should be communicated to everyone at the company through posters, emails or notice board and provide opportunities for feedback and suggestions. The policy should be in a language that everyone should understand.

SMEs should establish OSH committees that include employee representatives to help identify OSH hazards and risks and develop strategies for addressing them. OSH committees include SHE rep, fire fighters and first aiders. In addition safety experts should be employed at the workplace for example SHE officer.

There is need to implement hierarchy of controls in order to eliminate or minimize workplace hazards and risks which cause high rate of occupational injuries at workplace. Employees who in work SMEs experience a lot of workplace accidents and these accidents should controlled as required by OSH laws. The measures consist of elimination, substitution, engineering, administrative controls, and personal protective equipment (PPE). Then also it is mandatory for employers to furnish their employees with appropriate PPE at no cost.

2.8 CONCEPTUAL FRAMEWORK

A conceptual framework is the outcome of combining various interconnected concepts to explain a research problem (Imenda, 2014). The framework below show what companies are expected to do to improve OSH law compliance?



OSH awareness involves that SMEs should know OSH laws that apply to them and be able to comply with them. Hazard identification and risk assessment should be done to identify all potential hazards and risks in the workplace. Then some mitigatory ways must be incorporated to minimize hazards and risks identified and risk assessment conducted. SMEs should provide regular training and education to their employees on OSH issues especially on current OSH laws and OSH policy. There is need to monitor and review OSH practices to ensure ongoing compliance with OSH laws and identify areas for improvement. SMEs should communicate with their employees about OSH issues and consult with them on matters that affect their OSH. There is need to continuously improve their OSH practices by incorporating feedback and making necessary changes to the OSH policy and work procedures or permit to work.

CHAPTER 3: RESEARCH METHODOLOGY

3.1 INTRODUCTION

This chapter centers on describing the techniques employed in conducting the research. It introduces and characterizes the study area's geographical location, research instruments used or data collection tools, data presentation and analysis. It also mentioned about the ethical considerations done when data collection was performed and the validity of the data.

3.2 STUDY AREA DESCRIPTION

The research was conducted in Bindura town, situated in the Mashonaland Central province of Zimbabwe. The town is situated in the Mazowe Valley, approximately 88 km to the northeast of Harare. Mean temperature is 23.92°C and the mean rainfall is 122.65 millimeters in Bindura town. There are some industrial areas in the town which encompass the Chipadze industrial area, which is in proximity to the Chipadze high-density suburb and other industrial area along Trojan Road. Many Small and Medium Enterprises are located in Chipadze area due to the availability of land. These SMEs are engaged in different activities which include carpentry, steelworks, motor vehicle repair and brickmaking.

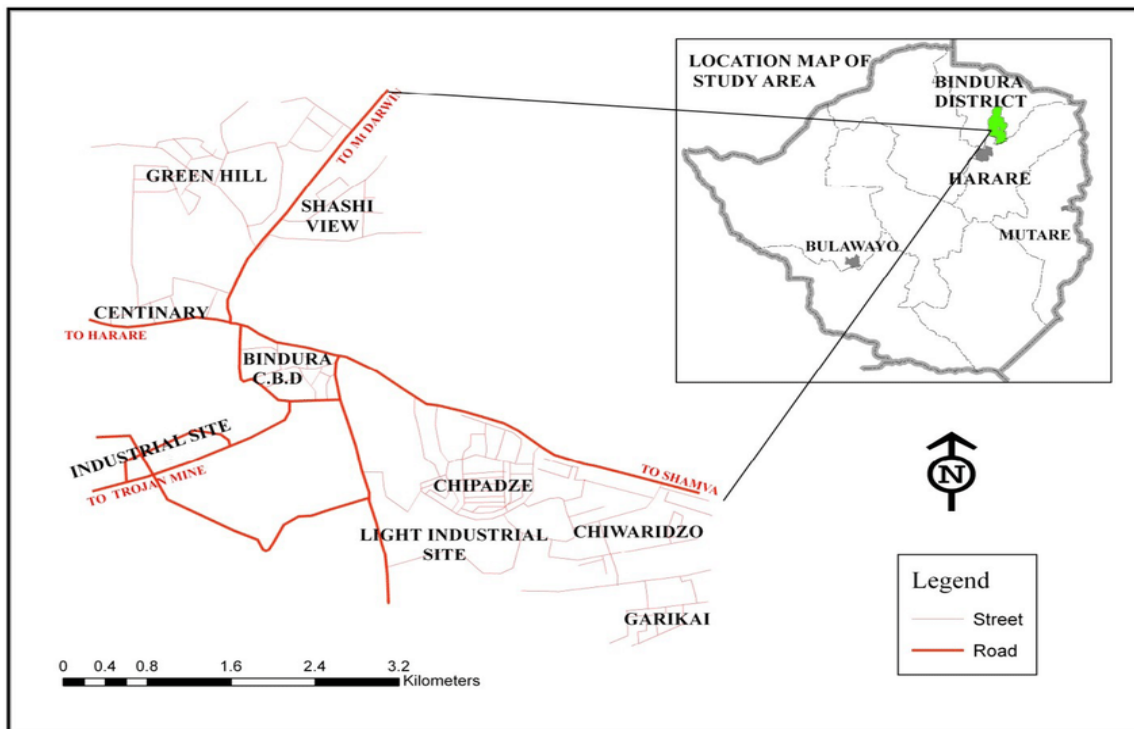


Figure 3. 1 Location of study area

3.3 RESEARCH DESIGN

The research involved use of a case study design, which entails focusing on a particular situation, group, organization, or individual of interest to the researcher. According to Dumez (2015) case studies are a popular research method in social sciences, such as education. In this instance, the case study approach was adopted because all the companies being studied were in the motor vehicle repair industry, making them unique subjects of analysis. The case study design enabled the gathering of both qualitative and quantitative data from Bindura town. This approach was selected due to its effectiveness in collecting and analyzing data, thereby providing a comprehensive understanding of the current state of a phenomenon through methods like interviews and questionnaires.

3.4 TARGET POPULATION

According to Levy and Lemeshow (2013) the population refers to the complete collection of items from which data is obtained for a statistical investigation. In the context of this study, the population comprised of small and medium motor vehicle repair companies from Bindura town in Chipadze industrial area. The target population involved the company owners or employers and the company employees in different motor vehicle repair companies. Eight MVR companies were targeted for this research.

3.5 SAMPLING METHOD

Stratified and simple random sampling methods were used to acquire sample size for the research. Three companies were chosen out of the eight MVR companies whereby eight tags, three with YES and five with NO were given at random to company owners in MVR companies. Only companies with a YES tag were chosen to conduct the research. An alphabetical letter was allocated to each chosen company for example A, B and C according to the company owner who first picked a YES tag. Stratified sampling was done and the respondents were divided into two strata that are company owners and employees.

3.6 DATA COLLECTION TOOLS

Questionnaires and interview guides were used to collect data and they were administered among different motor vehicle repair companies in town to obtain both qualitative and quantitative data.

The tools used to collect data were distributed to the three motor vehicle repair companies. Participants of study involved both female and male to avoid gender inequality.

3.6.1 RESEARCH QUESTIONNAIRE

The questionnaire (*see Appendix 1*) is a tool used to gather relevant information of the research (Taherdoost, 2016). The questionnaire was composed of both open-ended and closed-ended questions. Open-ended questions generated a larger volume of data, while closed-ended questions enabled respondents to choose from predefined answers, facilitating the acquisition of specific data that is easier to analyze. All questionnaires were personally distributed to the respondents to ensure a high response rate. This method required less time and effort to administer and offered anonymity since the names of the subjects were not required on the completed questionnaires. However, some respondents were illiterate and unable to comprehend the questionnaire on their own, necessitating the translation of the questions into Shona. The questionnaires were given separately to each respondent to avoid cross-information during the research process. A total of twelve questionnaires were administered.

3.6.2 INTERVIEWS

During the research process, self-introduction was done. Interviews are tools that researchers use to get information from study populations (Albuquerque et al., 2014). The decision to employ face-to-face interviews was based on the method's high response rate, as compared to other data collection techniques. Interview guides were administered to the company managers or employers because they are the top management of the company. Structured, open-ended questions were utilized in the interview guide to provide respondents with the opportunity to supply additional information beyond the scope of closed-ended questions. This approach facilitated a more profound comprehension of the challenges being faced by the respondents in complying with OSH laws. The respondents also gave information on the strategies to reduce occupational injuries and illnesses at workplace. A total of three interview guides were given to different company owners whereby each person was given a copy. A thirty minutes face to face interview was conducted at each company and the responses from the interviewees were written down. The interview guide can be seen on *appendix 2*.

3.7 DATA ANALYSIS

Descriptive statistics, such as frequencies and percentages, were utilized to analyze the data. The questionnaire responses were processed and analyzed using the Statistical Package for the Social Sciences (SPSS) version 20 for Windows software. The data was numerically coded and entered into an SPSS data editor. Furthermore, graphs, tables, and pie charts were used to visually present the data.

3.8 ETHICAL CONSIDERATIONS

According to Gajjar (2013), ethics refer to a set of principles or guidelines used to determine how to behave and analyze complicated problems and issues. The essential ethical codes include honesty, confidentiality, openness, and integrity. Participation in the study by the respondents was voluntary, and they had the right to end or withdraw from the interview at any time if they wished to do so. The collected data during the research was regarded to be kept private and confidential because it was only used for academic purposes.

3.9 RELIABILITY AND VALIDITY OF DATA

The pilot study was performed to assess the reliability and validity of the data collection instruments utilized in the research. Three copies of research tools were administered to a few entities that were not among the sample. The aim of the pilot study was to detect errors in the data collection instruments and subsequently rectify them before distributing them to the research's target population. This also helps in that the data obtained from research will be reliable.

CHAPTER 4: RESULTS

4.1 INTRODUCTION

This chapter presents the findings of the data gathered from the field, which was obtained through questionnaires and key informant interviews. The data was presented using a variety of ways which include bar graphs, tables and pie charts.

4.2 RESPONSE RATE

Table 4.1 shows distribution of respondents by response rate. Fifteen questionnaires were administered to both small and medium motor vehicle repair company owners and employees. The questionnaires were successfully completed and retrieved giving a 100% response rate. Interviews were conducted with three of small and medium motor vehicle repair company owners in Bindura. The face-to-face interviews were carried out effectively and achieved a response rate of 100%.

Table 4. 1 Response rate

Research Instrument	Number Administered	Number Returned	Response rate
Questionnaires	12	12	100%
Interviews	3	3	100%
Total	15	15	100%

4.3 DEMOGRAPHIC INFORMATION

This section displays the demographic details of the participants. It shows age, marital status, gender, educational level and working experience.

4.3.1 AGE

The graph below shows that the majority of people employed in MVR companies are in the age group of 21-40 years. This age group is economically active with individuals who have some family responsibilities that require them to work hard for a living.

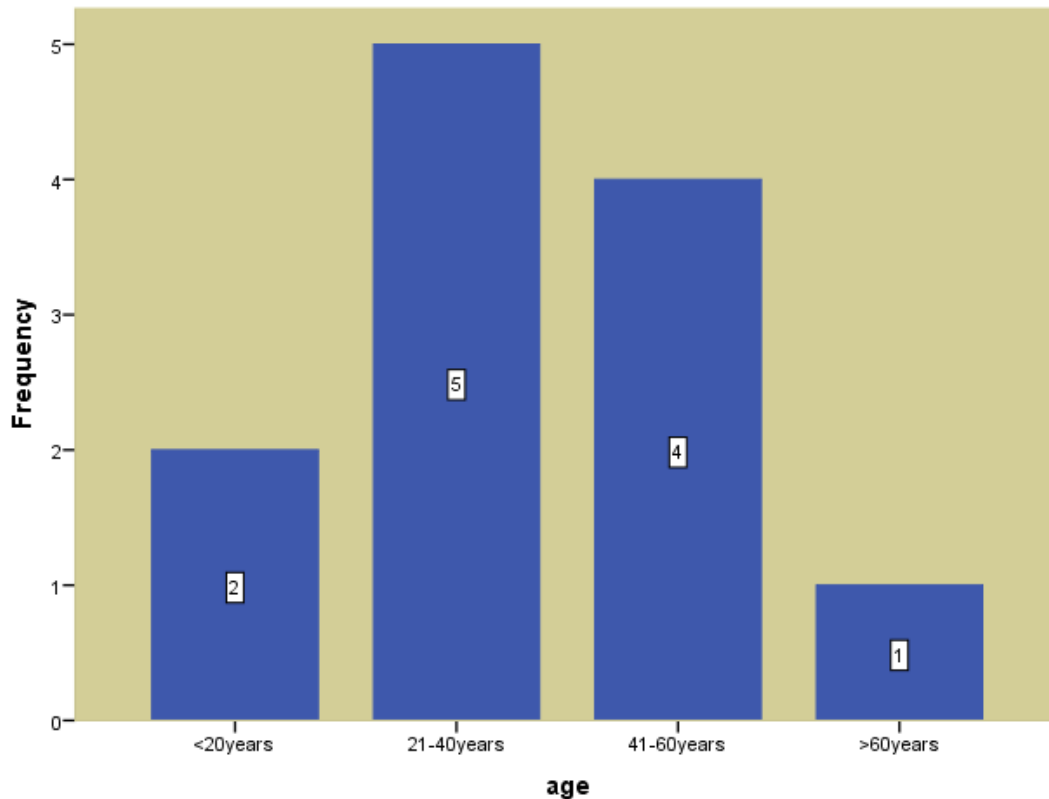


Figure 4.1 Age of respondents

4.3.2 GENDER

It involves some information on distribution of gender in response to the questionnaires that were administered to the respondents. The largest population in MVR companies are males comprising of 66.7% in total. Few females were observed in this research and it shows gender equality in these companies.

4.3.3 MARITAL STATUS

Many employees employed in MVR companies are married giving a total of 6. The married people have got a responsibility to look after their families. There were also 4 employees who were single and those divorced were only 2.

4.3.4 LEVEL OF EDUCATION

The largest percentage of participants attained ordinary level (41.7%), followed by those reached advanced level (33.3%). This shows that most employees in MVR companies are learned persons.

Table 4. 2 Level of education of respondents

Level of education	Frequency	Percent
Primary	1	8,3
Ordinary	5	41,7
Advanced	4	33,3
Tertiary	2	16,7
Total	12	100

4.3.5 WORKING EXPERIENCE

The graph below shows that the majority of the respondents had working experience between 1-5 years. There were also 3 respondents who had working experience between 6-10 years therefore it indicates that most employees in MVR companies are well versed in this type of job.

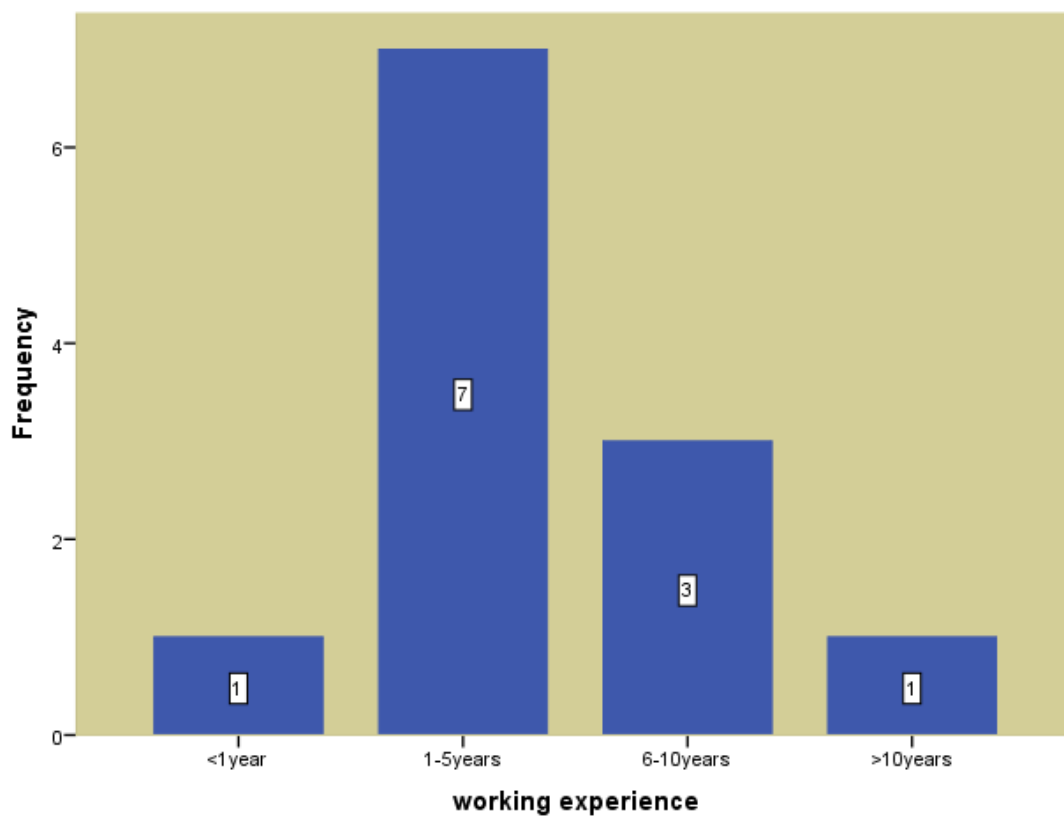


Figure 4. 2 Working experience of respondents

4.4 OCCUPATIONAL HEALTH AND SAFETY AT WORKPLACE

Thematic analysis was used which is a method for identifying, analyzing, and reporting themes within data (Clarke & Braun, 2013). The data collected from the research in MVR companies provides information on the responses of the participants regarding various occupational health and safety-related questions at workplace. The themes include education and training on OHS, availability and communication of OHS policies, conducting OHS meetings and awareness campaigns. The analysis reveals that a significant percentage of respondents have not received education or training on OHS, and their workplaces lack OHS policies or do not communicate them effectively. Additionally, a substantial proportion of respondents report inadequate provision of PPE free of charge, lack of consultation on SHE issues, and absence of OHS awareness campaigns in MVR companies. The most common injuries and illnesses reported include burns, cuts, strains and sprains, headache, slips, and falls. The causes of accidents or incidents identified include lack of training, inadequate PPE, negligence, awkward postures and repetitive motion, poor housekeeping, and lack of work shifts. A key respondent explained that:

“Most of accidents we encounter at workplace occur because we are not given sufficient protective clothing by our employers.”

The analysis also highlights the need for first aid equipment and assistance, the importance of maintaining an injury on duty register, and the scarcity of health and safety teams or committees in the workplace.

4.5 CHALLENGES FACED BY SMALL AND MEDIUM MOTOR VEHICLE REPAIR COMPANIES IN COMPLYING WITH OHS LAW.

According to Table 4.3, a large majority of SMEs lack awareness of OSH laws, as confirmed by 85.3% of the participants. A key respondent explained that:

“SMEs company employers and employees should get educated on OSH laws for them to know”.

Then also 75% agreed that the lack of SHE experts, for example, SHE officers is also a challenge when complying with OSH laws. There are some financial constraints as a result of economic instability in the country which causes a challenge to SMEs to comply with OSH laws. The lack of top management commitment (50%) to comply with OSH laws also shows some evidence that most SMEs are operating in poor working environments which is not required by law.

Table 4. 3 Challenges faced in complying with OSH law.

Challenge	Agree	Disagree
Financial constraints	7 (58.3%)	5 (41.7%)
Lack of OSH laws awareness	10 (85.3%)	2 (16.7%)
Lack of top management commitment	6 (50%)	6 (50%)
Lack of SHE experts	9 (75%)	3 (25%)
Poor working environment	5 (41.7%)	7 (58.3%)

4.6 STRATEGIES TO IMPROVE OSH LAW COMPLIANCE IN SMALL AND MEDIUM MOTOR VEHICLE REPAIR COMPANIES.

Fig 4.3 shows results of strategies proposed in motor vehicle repair companies in order to improve OHS laws compliance. The results indicated that 33.3% believed that employing top management commitment is the best strategy to improve OHS law compliance. This was followed by the presence of SHE officers as a strategy to improve OSH compliance. Availability of resources such as finance and conducting OSH trainings to educate employees on OSH law compliance constituted 8.3%. Then also about 8.3% suggested that OSH policy development and implementation of hierarchy of controls to reduce high rate of occupational injuries or illness at workplaces. Then also conducting safety inspections was suggested as a strategy to improve OSH law compliance. It was determined that the degree of commitment from top management was the most significant factor to improve OSH law compliance in the small and medium motor vehicle repair companies.

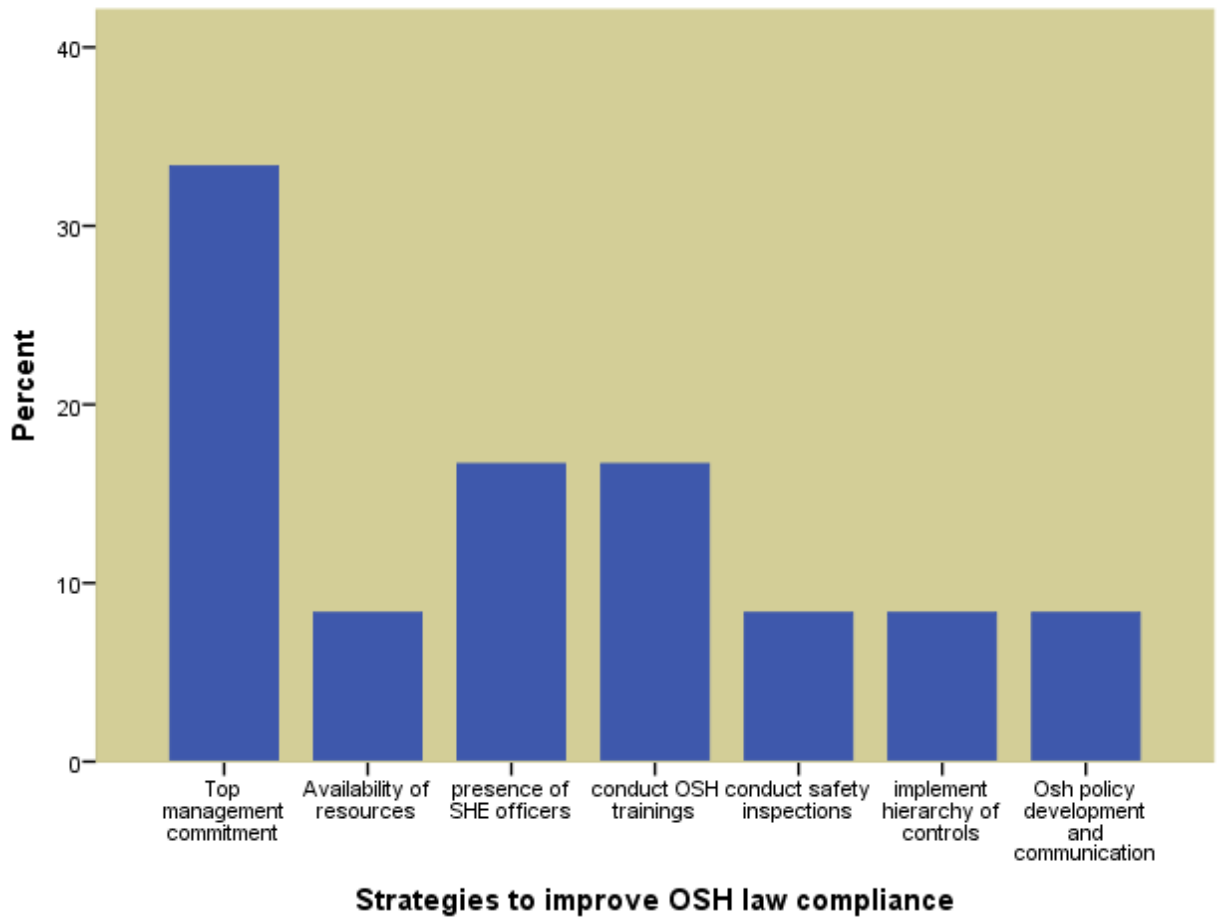


Figure 4. 3 Strategies to improve OSH law compliance

CHAPTER 5: DISCUSSION

5.1 THE EXTENT TO WHICH SMALL AND MEDIUM-SIZED MOTOR VEHICLE REPAIR ENTERPRISES ADHERE TO OSH LAWS.

The results indicate that most MVR companies do not have OSH policy which is a requirement for OSH law compliance. According to Esterhuyzen (2017) OHS policy serves as a legitimate foundation for ensuring OHS compliance and safeguarding the business. The policy is not documented and also not communicated to all employees as required by OSH laws and this shows a gap in regard to OSH law compliance.

SMEs in MVR are still lacking in conducting safety awareness campaigns to establish a culture of safety in the workplace and allow employees to get knowledge about OSH laws. A safety culture promotes workplace safety compliance (Mabika, 2018). Employees at workplace must be engaged in the entire OHS process to obtain their dedication to it. Then also in regard to the extent to which small and medium-sized motor vehicle repair enterprises adhere to OSH laws seem to be poor due to the fact that a large number of employees in Small and Medium Enterprises (SMEs) work without sufficient protective gear. It is mandatory for an employer to provide suitable protective clothing and equipment, as determined by the inspector, without charge and ensure that they remain in good working order. Most of the employees in MVR companies have been diagnosed with occupational illness or injuries and the injuries include burns or cuts and most workers do not have adequate PPE.

It is a mandate by OSH laws that a company should have an injury on duty (IOD) register. Tremblay and Badri (2018) conducted a study on the evaluation of tools used to assess occupational health and safety performance, which found that SMEs have a 50% greater risk of nonfatal injuries and a roughly eight-fold greater risk of fatal accidents. The results also show that small and medium motor vehicle repair companies in Bindura town encounter lot of occupational injuries. However, most of these MVR companies do not have the IOD register and it indicates a low level of compliance to OSH laws by SMEs in motor vehicle repair companies.

5.2 CHALLENGES FACED BY SMALL AND MEDIUM MOTOR VEHICLE REPAIR COMPANIES IN COMPLYING WITH OHS LAW.

Most of the small and medium motor vehicle repair companies in Bindura town are not aware of the OSH laws and it is a challenge in regard to OSH law compliance as concerned. According to Umeokafor et al, (2014) there is lack of awareness in most developing countries for OSH regulations and this is due to inadequate training required for OSH law compliance. Then also Esterhuyzen (2017) suggests that the level of awareness and competence of workers in handling safety risks is influenced by their knowledge and training on the tasks they undertake.

One of the challenges faced by the three small and medium-sized motor vehicle repair companies is the absence of top management commitment to comply with OSH laws. Most company owners in SMEs are mainly concerned with profits from high productivity of business at the expense of good OHS practices. The working environment of many SMEs in motor vehicle repair companies is very poor and there is lack of commitment of the employer. Ahmad et al. (2017) conducted a study to evaluate the state of occupational health and safety in MVR companies located in Jeddah also indicated that workers are exposed to toxic pollutants and this is due to lack of company owner commitment.

Most small and medium motor vehicle repair companies in Bindura town lack resources for example finance and this is due to economic instability in the country. There is also lack of resources in terms of human workforce whereby it becomes difficult for the companies to have SHE committees and also lack SHE officers to manage SHE issues at workplace. Nelson et al. (2015) conducted research that demonstrated how small and medium-sized enterprises (SMEs) lack the required resources to implement OSH compliance or health promotion plans effectively.

5.3 STRATEGIES THAT SHOULD BE INCORPORATED BY THE MOTOR VEHICLE REPAIR COMPANIES TO IMPROVE OSH COMPLIANCE.

Figure 4.3 show strategies to improve OHS law compliance by small and medium motor vehicle repair companies. The results show top management commitment is a good strategy to improve OHS law compliance in their companies. Top management should be committed to OSH law compliance though development of a documented OSH policy and have to be communicated to everyone at workplace. Oluoch (2015) defines a health and safety policy as a written statement issued by an employer outlining the company's dedication to safeguarding the health and safety

of its employees and the general public. It is the responsibility of the employer to establish and sustain a secure working environment for employees in order to reduce occupational injuries at workplace.

Availability of SHE experts like SHE officers was also suggested as a strategy that should be incorporated by the motor vehicle repair companies to improve OSH compliance. SHE officers have got different ways to OSH law compliance at a company and they can give merits to those workers who are committed to reduce injuries at workplace for example if they report near misses. Agyekum et al. (2018) postulates that employment of safety professionals is important in order for OHS programs to become successful.

The respondents also suggested that the availability of resources at the workplace is a strategy to improve OSH law compliance. The resources include finance to buy adequate PPE, funds for safety training and to buy first aid kits. Walker (2014) highlighted that a business should regularly provide employees with ongoing safety training to remind them of their responsibilities and roles in increasing workplace safety. In addition safety training will also promote a safety culture at workplace and therefore there will be reduction in occupational injuries or illnesses. The finance will also help a company pay an employed SHE officer. Then also MVR companies should have adequate labour force to establish OSH committees that include SHE representatives to help identify OSH hazards and risks and develop strategies for addressing them and also fire fighters and first aiders are required. This will also improve the emergency and preparedness response plan of a company.

Other strategies involve safety inspections and implementation of hierarchy of controls to reduce accidents at workplace and compliance to OSH laws. Safety inspections should be conducted and also implement hierarchy of controls in order to eliminate or minimize workplace hazards and risks which cause high rate of occupational injuries at workplace. The controls consist of various strategies such as eliminating, substituting, engineering, administrating, and utilizing personal protective equipment (PPE).

CHAPTER 6: CONCLUSIONS AND RECOMMENDATIONS

6.1 SUMMARY

Small and medium-sized motor vehicle repair companies face various challenges in complying with occupational health and safety (OHS) regulations. Some of these challenges include a lack of OSH law awareness and knowledge about OHS requirements, inadequate resources to implement OHS measures, informal nature of their operations, and long working hours. Additionally, the absence of commitment from top management to promote good safety culture in the workplace and the location of businesses in areas outside the reach of local government regulations also pose challenges. To overcome these challenges, companies need to improve their knowledge and awareness of OHS regulations, allocate adequate resources to implement OHS measures, and create a positive OHS culture in the workplace.

6.2 CONCLUSION

Results from the research indicated that the majority of small and medium motor vehicle repair companies have not adopted or implemented documented policies on occupational safety and health which shows a low level of compliance with OSH laws in MVR companies. This also shows that MVR companies are taking for granted the significance of occupational safety and health in mitigating occupational injuries or accidents at the workplace. There is also 50% on lack of top management commitment when it comes to occupational health and safety in MVR companies. Results from research also show that 85.3% of MVR companies are facing many challenges when it comes to complying with OSH laws because they lack OSH law awareness. There is a need for OSH training to be conducted in order for most MVR companies to know OSH laws and then also some SHE experts have to be employed in every company. Then also hierarchy of control should be implemented at every company in order to reduce occupational injuries for example cuts, burns, or strains from awkward postures at the workplace. The study revealed that top management commitment is the best strategy to improve compliance with OHS laws in MVR companies.

6.3 RECOMMENDATIONS

The study recommends that in order to comply with OSH laws, MVR company owners must receive training on occupational safety and health practices to acquire knowledge on how to establish and uphold a secure working environment at the workplace. There is a need for OSH law awareness campaigns by employers and inform their employees of the importance of practicing good safety and health practices to avoid or reduce occupational injuries. MVR companies should employ SHE officers to ensure compliance with OHS laws at workplace. Top management in small and medium motor vehicle repair companies should be committed to OHS law compliance. The company owners should provide adequate PPE free of charge to all employees for example work suits, safety shoes and hand gloves. Strict enforcement measures should put in place in regard to OHS law compliance in the small and medium motor vehicle repair companies.

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APPENDIX 1: RESEARCH QUESTIONNAIRE

My name is Salome G. Chengahomwe. I am a Student at Bindura University and am undertaking research entitled *“Challenges faced by small and medium motor vehicle repair companies in Bindura when complying with Occupational Health and Safety laws.”* I would like you to assist me with some information on this matter, provided you are willing to take part in the study. Participation in this study is entirely voluntary and I guarantee you that whatever information you are going to give me will be treated as classified and confidential. The study findings will aid in making recommendations on improving occupational health and safety in the motor vehicle repair companies.

Questionnaire No:

Date:

Section A: Socio-Demographic Information

You are kindly requested to answer the following questions either by filling the blank or by ticking in the appropriate bracket for each question. Please answer every question.

(Fill in the blanks below and tick accordingly).

1. Age: <20 years 21-40 years 41-60 years >60 years
2. Gender: Male Female
3. Marital Status: Single Married Divorced
4. Educational level: Primary Ordinary Advanced Tertiary
5. Working experience: < 1year 1-5 years 6-10 years >10 years

Section B: Occupational Health and Safety at Workplace

1. Have you been educated /trained on Occupational Health and Safety? Yes No
2. If yes, when was that? <6 months 6-12 months >12 months
3. Does your workplace have a copy of the OHS policy? Yes No

4. How was the OHS policy communicated to you? SHE rep ; notice board ; email other please specify.....
5. Do you conduct OHS meetings or toolbox talks at workplace? Yes No . If yes, how often? Daily weekly monthly
6. Do you conduct OSH awareness campaigns at workplace? Yes No . If yes, how often? weekly monthly yearly
7. Is adequate PPE provided free of charge? Yes No
8. Are you consulted on SHE issues by your management? Yes No
9. How are you consulted? Through human resources task supervisors notice board other, please specify.....
10. Have you ever been diagnosed with any work related illness or injured at workplace? Yes No If Yes please specify

11. What are the most common injuries and illnesses at your workplace?

12. What are the causes of accidents or incidents at your workplace?

13. Is First Aid equipment and assistance available? Yes No Don't know
14. Do you have an injury on duty (IOD) register at your workplace? Yes No
15. Are there health and safety teams or committee? SHE Reps Fire Fighters First Aiders Other please specify

Section C: Challenges faced by small and medium motor vehicle repair companies in complying with OHS law.

16. What are the challenges that your company is facing in ensuring OSH law compliance?

17. What are causes of the challenges mentioned on number 16?

.....
.....

Section D: Strategies to improve OSH law compliance in small and medium motor vehicle repair companies.

18. What do you suggest should be implemented to improve OSH law compliance at your workplace?

.....
.....
.....

19. Does compliance with OHS laws help in injury and fatality reduction at workplaces? Yes No Fair . If not or fairly what do you think is missing?

.....
.....

20. What do you think an employee should do to avoid occupational injuries?

.....
.....

21. What do you think employers should do to avoid or reduce accidents at work place?

.....
.....

22. Any comments relating to this research and/or other issues which you find relevant to this research

.....
.....

END OF QUESTIONNAIRE THANK YOU!!!



APPENDIX 2: INTERVIEW GUIDE (COMPANY EMPLOYERS)

ASSESSING THE CHALLENGES FACED BY SMALL AND MEDIUM MOTOR VEHICLE REPAIR COMPANIES IN BINDURA WHEN COMPLYING WITH OCCUPATIONAL HEALTH AND SAFETY LAWS

I am a Student at Bindura University of Science Education conducting a research on the above subject matter. Kindly answer these questions freely in this interview. The information you are going to provide will be purely for academic purposes and will be used as such. This implies that confidentiality shall be exercised seriously.

1. Explain briefly your company profile

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2. How many employees are there at your company?

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3. What is your comment on occupational injuries and illness at your company?

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4. What are the common occupational injuries at your company?

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5. What are the causes of occupational injuries and illness at your company?

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6. What do you do when an occupational accident or injury occur at your company?

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7. Who gives notice of occupational accidents or injuries at your company and how is it done
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8. Do you know the current OSH laws in Zimbabwe, If Yes state them
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9. Is your company complying with these OSH laws? Yes No , If No state the major challenges and constraints being faced by your company in complying with OSH laws?
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10. What strategies do you think will help to improve your compliance with the OHS laws?
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11. To what extent do you think the OHS laws protect workers at workplace?
 Yes, to a greater extent No, to a lesser extent. Please explain briefly
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12. As an employer, what more do you think you should do to effectively influence a safer work environment at your company?
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Thank you very much for your participation in this research.