



**UNIVERSITI TUN HUSSEIN ONN MALAYSIA**

**FINAL EXAMINATION  
SEMESTER II  
SESSION 2023/2024**

- COURSE NAME : INCIDENT INVESTIGATION AND CAPA
- COURSE CODE : BNS 20803
- PROGRAMME CODE : BNS
- EXAMINATION DATE : JULY 2024
- DURATION : 3 HOURS
- INSTRUCTIONS :
1. ANSWER ALL QUESTIONS
  2. THIS FINAL EXAMINATION IS CONDUCTED VIA
    - Open book
    - Closed book
  3. STUDENTS ARE **PROHIBITED** TO CONSULT THEIR OWN MATERIAL OR ANY EXTERNAL RESOURCES DURING THE EXAMINATION CONDUCTED VIA CLOSED BOOK

THIS QUESTION PAPER CONSISTS OF **THREE (3)** PAGES

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**Q1** Answer all questions.

- (a) Explain residual risk and give **ONE (1)** example  
(3 marks)
- (b) Explain **THREE (3)** points on why the distinction between hazards and risks is so important to accident investigation.  
(6 marks)
- (c) Discuss the difference between technical, procedural and behavioral controls and give **ONE (1)** example of each control.  
(9 marks)
- (d) Explain **THREE (3)** factors in the human factor theory of accident causation  
(7 marks)

**Q2** Answer all questions.

- (a) Define Lost Time Injuries (LTIs) and explain the importance of it.  
(3 marks)
- (b) Calculate the LTIs frequency rate for a company with the following data:  
Number of Lost Time Injuries: 8  
Total Hours Worked: 500000  
(10 marks)
- (c) Explain **THREE (3)** advantages to use the LTIs frequency rate in the industry  
(6 marks)
- (d) Discuss **THREE (3)** potential drawbacks and limitations of relying solely on the LTIs.  
(6 marks)

**Q3** Answer all questions.

- (a) Discuss **FIVE (5)** key steps involved in accident investigation and explain their importance. Provide examples for each step.  
(15 marks)
- (b) Identify and discuss **FIVE (5)** potential problems that may hinder the progress of an accident investigation.  
(10 marks)

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**Q4** Answer all questions

- (a) Differentiate Corrective and Preventive Action and then give **ONE (1)** example of each.  
(6 marks)
- (b) Discuss **THREE (3)** the importance of Corrective Action and **THREE (3)** the importance of Preventive Action  
(12 marks)
- (c) Outline **SEVEN (7)** points that organizations can undertake to ensure the effectiveness of developing corrective actions following workplace incidents.  
(7 marks)

**- END OF QUESTIONS -**

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