Introduction: Good communication between managers and employees and an open approach to mistakes are an essential basis for a culture of prevention. It is also characterized by the fact that near misses as well as minor accidents are not simply attributed to individual misconduct, but the question is always asked about the conditions that made this behavior possible. A corporate culture that places the blame first and foremost on the employees encourages silence about near misses and minor accidents and makes it more difficult for both the company and the employees to learn from them. How can we create an atmosphere in which mistakes can be discussed and solutions found for avoiding possible accidents in the future? How can information be communicated transparently? How can the perception of risks in the company be trained?

Material and Methods: Both a literature review and interviews commissioned by BG ETEM and conducted by the Center for Responsible Research and Innovation (CeRRI) of Fraunhofer IAO on occupational health and safety showed the importance of near misses and minor accidents in everyday work. To support the communication of risks in companies, action aids were developed for practical use

Results and Conclusions: The action aids give companies concrete advice on how to communicate them and how to develop an open error culture to avoid near misses and minor accidents in future.

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The Effect of Service Climate, Service Behavior and Service Quality on Customer Satisfaction in Muslim-Friendly Hotels

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Customers' satisfaction is a critical component in providing a competitive advantage for Islamic tourism and consequently, sustain the industry. In many articles, customers are always be given special treatment in consideration that they are the primary source of most organization's revenue. However, the employees' view about offering a high level of services is also important. This study aims to examine the effect of service climate, service behavior, and service quality on customer satisfaction in Muslim-friendly hotels. Particularly, contemplate social interaction which occurs between employees and customers. The social exchange theory (SET) and an extended SERVPERF model guided this study, and a 55-item instrument was adopted. As this study involves the employee-customer relationship, two sets of instruments were developed: (1) information about the service climate and employees' service behavior were obtained from employees who are involved with service delivery at the MFHs, while (2) information about service quality and customer satisfaction were evaluated by customers. Based on 120 employees working at MFHs and 120 customers who visited at MFHs at least once, usable data was gathered at 24 MFHs, and the data were analyzed using multilevel analysis. It was found that service climate significantly influenced employee service behavior. In addition, service quality significantly influenced customer satisfaction. These findings offer a better understanding of social interaction within Malaysian MFHs in the pursuit of customers' satisfaction.

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Association Between Effort Related to Psychosocial Factors at Work and Visual Function

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Several studies showed that ocular and vision problems are some among the most significant problems reported by individuals who use computers at work, which have high global prevalence and currently increasing within some professions. The aim of the present study was to investigate the association between psychosocial factors at work and visual function among employees who use computers at work. In the present cross-sectional, observational and analytic study conducted in 2014-2015, the participants responded a structured questionnaire, Visual Functioning Questionnaire (VFQ-25). Statistical treatment was based on descriptive analysis of quantitative and qualitative variables, and a linear multiple regression model was fit with the ones significant at $p<0.20$ by means of the forward stepwise technique. The VFQ-25 items with the poorest scores were: "accomplishing tasks despite the vision problem" (mean=45.5%), "worry about eyesight" (mean=55.0%), "pain or discomfort in or around the eyes" (mean=56.8%) and "difficulty to go down stairs in dim light" (mean=57.3%). Association analysis showed that visual function declined with increasing age ($p<0.001$) and effort at work ($0<0.001$). The results point to the relevance of assessing the organization of and psychosocial factors at work relative to abnormalities of the visual function of employees who work with computers. We suggest measures to improve the conditions of the work environment, as well as periodic ophthalmologic examination for this category of workers.

35. WORK DISABILITY PREVENTION AND INTEGRATION

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Development and Validation of a Prediction Model for Unemployment and Disability Benefits: Results from the Longitudinal Population-Based Lifelines Cohort Study and Biobank

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Background: This study aimed to develop prediction models for unemployment (UN) and disability benefits (DB) and to examine if predictors and discriminative ability of the models differ between five common chronic diseases.

Material and Methods: Data from the Lifelines Cohort Study (n=55,950) were enriched with information on employment status from Statistics Netherlands. Predictors included sociodemographic