

## **ABSTRACT**

The study assessed the determinants of operational risk management practices in petrol stations in Tanzania. Specifically, it aimed at examining the effect of regulatory framework, firm size and nature of the operation on operational risk management practices for petrol stations located in Dar es Salaam city. Also this study examines the moderation effect of perceived safety on the relationship between the determinants and operational risk management practices. Employing the stakeholder theory, the study collected data using questionnaires from 99 petrol stations. The data was quantified mostly in a five point Likert scale and then analyzed through multiple regression analysis. Findings, revealed that regulatory framework and firm size had negative and positive effect on operational risk management practices respectively at 5% of significance level. The nature of operation was insignificant at 5% level of significance. Further, the findings revealed that perceived safety has moderating effect between each of the determinants and operational risk management practices at significant level of 5%, as it turned the nature of operation into a significant positive effect on operational risk management practices. Therefore, study concludes that a moderator has a significant positive effect on the relationship between determinants and operational risk management practices. The study suggests that policy and practice should create positive safety perception to their staff and the stations environment because it does influence the operational risk management practices. Further studies can analyze the effect of determinants on operational risk management practices by including all petrol stations in Tanzania, using a qualitative study or a mixed approach.