



**ADDIS ABABA UNIVERSITY
COLLEGE OF SOCIAL SCIENCE
DEPARTMENT OF SOCIAL WORK**

**THE EXPERIENCE OF SOCIAL WORKERS IN HUMANITARIAN SERVICE
ORGANIZATIONS, SPECIFICALLY SOS CHILDREN'S VILLAGE AND SELAM CHILDREN'S
VILLAGE IN ADDIS ABABA, ETHIOPIA.**

**A THESIS SUBMITTED TO THE SCHOOL OF SOCIAL SCIENCE
OF ADDIS ABABA UNIVERSITY IN PARTIAL FULFILLMENT OF THE REQUIREMENT FOR
THE AWARD OF MASTER OF ARTS DEGREE IN SOCIAL WORK**

**BY
MERON TADESSE BEKELE
ID NO. GSE/4549/14**

**ADVISOR:
Wassie Kebede (PHD)**

**NOVEMBER, 2025
ADDIS ABABA, ETHIOPIA**

Declaration

I, the undersigned, hereby certify that the thesis entitled “THE EXPERIENCE OF SOCIAL WORKERS IN HUMANITARIAN SERVICE ORGANIZATIONS, SPECIFICALLY SOS CHILDREN’S VILLAGE AND SELAM CHILDREN’S VILLAGE IN ADDIS ABABA, and ETHIOPIA.” is prepared under the supervision of Wassie Kebede (PhD). All Sources were noted, referenced, and included in the list of references. I declare that this thesis is my original work and was not submitted in part or in whole to any other higher-learning institution for earning a degree.

MERON TADESSE: Signature: _____ Date: _____

Addis Ababa University College of Social Work

This is to certify that the thesis entitled “THE EXPERIENCE OF SOCIAL WORKERS IN HUMANITARIAN SERVICE ORGANIZATIONS, SPECIFICALLY SOS CHILDREN’S VILLAGE AND SELAM CHILDREN’S VILLAGE IN ADDIS ABABA, ETHIOPIA.” carried out by **Meron Tadesse**, was submitted in partial fulfillment of the requirements for the Degree of Master. It complies with the university's regulations and meets the accepted standards concerning originality and quality.

Approval of Board of Examiners

Advisor: **Wassie Kebede** (PhD)

Signature: _____ Date: _____

Internal Examiner:

Signature: _____ Date: _____

External Examiner:

Signature: _____ Date: _____

Acknowledgment

My sincere gratitude goes to Dr. Wassie Kebede, my thesis advisor. I truly appreciate his close supervision, leadership, and helpful criticism during the project. His perseverance and hard work are what allowed this study to be completed successfully. In addition, I would like to say thank you to my family for their understanding during my absence, their support throughout my university education, and the time I spent completing this study. The assistance in helping me complete my studies successfully is greatly treasured and appreciated.

Table of Contents

Declaration.....	I
Approval of Board of Examiners	II
Acknowledgment	III
List of Figures	VI
List of Tables	VII
<i>Abstract</i>	VIII
CHAPTER ONE:	1
1. INTRODUCTION	1
1.1. Background of the study	1
1.2. Statement of the problem	3
1.3. Research Questions	5
1.4. Objective of the study	5
1.4.1. General Objective of the study	5
1.4.2. Specific Objectives	5
1.5. Scope of the study	6
1.6. Significance of the study	6
1.7. Limitations of the study	7
CHAPTER TWO	8
2. REVIEW OF LITERATURE	8
2.1. Introduction	8
2.2. Theoretical literature review	8
2.2.1. Systems Theory:	8
2.2.2. Organizational Culture	10
2.2.3. Job Satisfaction	12
2.3. Empirical Literature	14
2.1. Overview of the Concept of social work in humanitarian service	17
2.1.1. Historical Context:	17
2.1.2. Socio-economic Context:	18
2.1.3. Challenges and Opportunities:	19
2.2.3.1. Research on the experiences of social workers	19
2.2. Conceptual Framework	21
2.3. Hypotheses	24

CHAPTER THREE	25
3.1 RESEARCH METHODOLOGY	25
3.2 Description of the Study Area	25
3.3. Research Design	27
3.4. Research Approach	27
3.5. Sources of Data and Data Gathering Instruments	28
3.6. Procedures of Data Collection	28
3.7. Sampling Technique and Sample Size	28
3.7.1. Sampling Technique	28
3.7.2. Population	29
3.8. Data gathering tools	29
3.8.1. Questionnaire	29
3.8.2. The Procedure of Data Collection	30
3.9. Method of Data Analysis	30
3.10. Model Specification	30
3.11. Validity and Reliability of Research Instrument	31
3.11.1. Instrument Validity	31
3.11.2. Instrument Reliability	31
3.11.1. Pilot Study/Pre-test	33
3.12. Ethical Considerations	33
Chapter Four: Data Analysis and Interpretation of Data	34
4.1. Introduction	34
4.2. The Experience of Social Workers in Humanitarian Service Organizations,	36
4.3. Inferential Statistics Analysis	47
4.3.1. Correlation Coefficient	48
CHAPTER FIVE	55
5. Summary, Conclusions and Recommendations	55
5.1. Introduction	55
5.2. Summary of the Major Findings	55
5.3. Conclusions	57
Recommendations	58
References	63

List of Figures

Figure 1: Conceptual Framework for the experience of social workers in humanitarian service organizations.	21
---	----

List of Tables

Table 1: Data of the participant	29
Table 2: Rule of Thumb of Cronbach's Alpha	32
Table 3: reliability statistics result of the study	33
Table 4: Frequency and percentage distribution of respondents	42
Table 5: Gender of the respondents	45
Table 6: Age of respondents	46
Table 7: Qualification of the respondents	47
Table 8: Work Experience of Respondents	
Table 9: Social worker's experience	36
Table 10: The primary challenges experienced by social workers in humanitarian service organizations that affect the job experience and well-being of social workers	38
Table 11: Workload and Caseload, Supervisory Support, Resource Constraints, Client Characteristics, Work-Life Balance, Professional Development Opportunities	40
Table 12: The most effective strategies for supporting the work of social workers.	44
Table 13: The results of Pearson's correlation Coefficient	48
Table 19: Coefficients of regression analysis	51

Abstract

This study investigates the enduring experiences of social workers at SOS Children's Village and Selam Children's Village in Addis Ababa, Ethiopia, both of which are support organizations. This study investigates the experiences of social workers inside two prominent humanitarian organizations in Addis Ababa, Ethiopia: SOS Children's Village and Selam Children's Village. The research study investigates the unique problems and benefits associated with the profession of humanitarian workers, including the emotional impact of their duties, the nature of the crises they face, and the resources available to them. The study investigates the strategies employed by social workers to uphold professional boundaries while engaging with at-risk persons, as well as to address ethical difficulties, stress, and fatigue. The study examines the methodologies employed to evaluate the experiences of social workers in humanitarian aid organizations through quantitative data analysis. The main results showed that social workers were under a lot of stress since they had too many cases, not enough resources, and worked with clients who were very dangerous. It makes them satisfied due to their success. Often they have a duty for deciding the priors to set. Upon fulfilling their duties in humanitarian aids, social workers need assistance & resources in order to provide their services & protect themselves. This study has the potential to enhance collaboration among social workers from different professions. This will make the organization's training, support systems, and policies better, which will make the care for families and children at risk better.

CHAPTER ONE:

1. INTRODUCTION

The study aims in identifying the experience of social workers in humanitarian service organizations, specifically SOS Children's Village and Selam Children's Village in Addis Ababa, Ethiopia. This chapter will include the background of the study, statement of the problem, objectives of the study, significance of the study, scope of the study, definition of terms, and organization of the study.

1.1. Background of the study

In the past, Ethiopia's main sources of financial assistance have been traditional social support structures such extended families and community networks. But as cities grow, the world becomes more connected, and society changes, these old structures are less able to accommodate the demands of individuals and families. Because of this, there is a much higher need for professional social work services. (kebebe, 2020)

Ethiopia has a long history of people helping each other. For instance, the oldest social work activities are played by the Ethiopian Orthodox Tewahido Church. The church has over 50 million people who follow it. It has many priests, churches, and monasteries. For a very long time, this church has helped people in need, like orphans, people with disabilities, and the elderly. The churches and monasteries often help people during difficult times. This is supported by the Fetha Nagast, an old religious law that has been around for almost 2,000 years. (Gobena, 2018)

The Ethiopian tradition traces Fesha Nagast's origin back as far as the 318 sages of the Council of Nicea, during the reign of Christian Roman Emperor Constantine. Chapter 18, section 2 of the Fetha Negest was dedicated to "charitable legacies. The second secular part (chapters 23-51) deals with food, clothing, habitations, and trades proper for Christians. This law was in use until the 1950s during which it was replaced by other secular laws in the country. (Wassie, January 2019)

Just like the Orthodox Tewahido Church in Ethiopia, the Muslim religion has helped a lot in providing social assistance when there weren't strong government programs to do so. Zakat, which is a 2.5% tax on income, is a mandatory charity that Muslims give to help those who are

less fortunate. This practice is very common among Ethiopian Muslims as well. In Islam and Christianity in Ethiopia, helping others is not just something nice to do; it's something people are expected to do. This means giving money to those in need or helping people who are struggling is not a choice, but something that people believe they must do, just like praying, fasting during Ramadan, or going on a pilgrimage to Mecca. Both religions have tightened relationship that bonded their beliefs.

Other than churches & mosques, there was a prolonged customs helping each other's to live together. Upon them were idir, iqqub, jige, mahiber & affini which are associating the peoples of different religions and beliefs for supporting each other for subsidizing money & other social support due to accidents and social events. This old way of assisting each other is still the most significant way for the government and the community to support each other. Iddir now helps with development projects in addition to supporting people in need. Iqqub is more about money; it brings individuals together to make more money and live better. Iddir and Iqqub are two examples of historical gatherings that are similar but have different purposes. (Dejene , 2019)

Even today, individuals in Ethiopia regularly turn to religious leaders and traditional healers for support when they are having a hard time. This is more prevalent than getting help from trained social workers. This isn't only something that happens in Ethiopia. Long before there were social workers or government programs, traditional and religious institutions helped individuals in need all around the world.

In England, for example, people began to help those in need with charitable activities as early as 1200. This was the first kind of social work. Christian teachings prompted these acts of generosity, and the Elizabethan Poor Law of 1601 made them official. People have been assisting those in need for a very long time, even before social work became a real job. Both Christians and Muslims believed that these beneficial deeds were important. (Mwansa, 2010)

Social work in Ethiopia began in the early 1900s, and the first school for social work opened in the 1960s. The Derg regimes in 1974- 1991 abolished the activities rendered within this profession, as a result the social work educations wither away with its programs throughout the country. EPRDF (Ethiopian people revolutionary democratic front) after coming on the footsteps of the DERG administration assisted the social work education to be part of the course rendered in early 2000s, and the field has been growing steadily since then. (Wassie, January

2019)

In Ethiopia, social workers are very important to humanitarian aid groups because they help people, families, and communities. They work in a lot of different places, like schools, hospitals, community centers, government agencies, and non-governmental organizations (UNHCR, 2021). The goal of social work is to improve the lives of individuals, families, and communities by advocating for social justice and humanitarian welfare. It is very significant for solving problems in society. Social workers in humanitarian relief groups are in the forefront of this effort by providing important services to the weak. Social workers figure out what their clients need, make detailed strategies for every situation, and assist them in getting the services and resources they need. Such work entails putting customers in touch with important support networks, such as housing, medical care, financial help, and more.

1.2. Statement of the problem

In Ethiopia social workers significant jobs entitled with those families under great suffrage like poverty as well as housing problems. The field also gives great contribution for sustainable development to the country. It gives contribution in mental problems where needed. Sometimes the occupation requires patience while enormous cases faces, the social workers to dislike the jobs. The work also entertains the worker to learn new things in growing his mental capabilities. A social worker who exposed with the problems in Ethiopia strives hard to achieve the necessary result. The lives of social workers working in humanitarian aids groups entitled with suffrages. The social workers in helping the society have extensive problems such as burden of works, multi-dimensional cases, emotional demands & own stress. To minimize the tackles of social workers problem, & assure quality service needs a very systematic way for the reforms. The characters of the problem impose the complex challenges faced by these professions, leading to take necessity actions after studying the aggregate problems.

Organizational Culture and Work Environment

Workers at social work agency accustomed with its culture they belongs. They become happier while working in favorable situations with teamwork, open communication, and a shared commitment to clients. In contrary with inconvenient workplace having enormous cases, and

running with bottle neck management results mental health problems for a social worker's and lags the work done.

Workload and Caseload Complexity

Complicated situations with various cases of the society face social workers in day to day activities. This problem makes the professionals under stress & tired. While the demand for the services not coincides with the lack of immediate actions for the raised problems, results lower performance. Handling too many cases for the social workers outcomes the services worse. Immediate decisions are taken in keeping detailed records and special care of themselves.

Emotional Demands and Vicarious Trauma

Social workers assigned on treatments of badly affected persons, most of the time hear about bad things that occurred due to abuse and neglect. These facts refrains the social workers to give appropriate services on his duties. Sometimes

.Professional Development and Supervision

To obtain good results from social workers, consecutive trainings are supplemented in line with the supervision on their work done, guidance, and deal with concerns. To get efficient staffs with minimum salaries and benefits were impossible.

Advocacy and Social Justice

Social worker teaches the right to their clients. Being advised for the reform of the used cults within the society, making peoples living together eradicating differences within same areas, are crucial parts even if the carrier passes the hard risk.

Limited resources

Social workers may target for various incidents while carrying his duties. Such of them are lack of money, insufficient staffs along with severe problems with accommodation of housing and health care.

Carrying out with various problems a social worker might not fulfill the task with better discipline for the outcome of better lives of the clients. To see good results from the service rendered requires the availability of a pertinent working environment with adequate resources.

Those social workers confronting the societal problems in humanitarian assistance organizations confront the quality of their services along with social and health affairs.

Avoiding the mentioned problems lays grounds for people's and families' living peacefully with the avoidance of social injustice, and constructing a strong social fabric among the societies.

This research examines a particular experience of social workers within humanitarian aid organizations in Ethiopia in a particular area, focusing problems while carrying their duties, the strategies implemented, and the outcomes of job satisfaction. By comprehending these experiences, the study aims to pinpoint areas for enhancement in the working conditions of social workers and to aid in the formulation of evidence-based initiatives to increase their overall well-being and efficacy.

1.3. Research Questions

1. What are social worker's experiences that need specific skills and competencies required for effective social work practice in humanitarian contexts?
2. What are the primary challenges experienced by social workers in humanitarian service organizations that impact the job experience and well-being of social workers?
3. What are the most effective strategies for supporting the work of social workers in humanitarian service organizations?

1.4. Objective of the study

1.4.1. General Objective of the study

The overall objective of the research is to assess the experience of social workers in humanitarian service organizations, such as SOS Children's Village and Selam Children's Village, to provide practical facts about the influences and implications to researchers and readers.

1.4.2. Specific Objectives

- To identify social worker's experience that needs specific skills and competencies required for effective social work practice in humanitarian contexts

- Assess the primary challenges experienced by social workers in humanitarian service organizations that impact the job experience and well-being of social workers.
- To evaluate the most effective strategies for supporting the work of social workers in humanitarian service organizations.

1.5. Scope of the study

This study of social workers in humanitarian service organizations in SOS Children's Village and Selam Children's Village. Explains the exposure of diverse range among humanitarian service organizations. This study delimited to social workers employed in these organizations located in Addis Ababa. Apprehending the scope of limited areas may induce timing and resource constraints, for appropriate examinations of social workers' experiences.

The study takes six months to collect, analyze, and organize the data. To elaborate the study within the time frame requires was adequate. But it never encompasses the entire range of events, especially those extending over prolonged durations.

This study paves insight to the awareness of the obstacles and equipped to improve opportunities encountered by social workers in SOS Children's Village and Selam Children's Village in Addis Ababa. The results of this study may influence organizational strategies and professional development efforts designed to enhance the working conditions and efficacy of social workers in Ethiopia.

1.6. Significance of the study

The study on "The Experience of Social Workers in Humanitarian Service Organizations" is essential.

Among the importance of the study of several reasons are understanding the experiences of social workers in improving the quality of social work in the country. It also contributes an idea how social work is done in underdeveloped countries. The study indicates the influence of organizational policies and practices in humanitarian aid organizations simultaneously help allocating social justice and humanitarian developments.

The research encompasses the overall solutions in humanitarian developments among social workers .While fulfilling their duties. Among them are providing sufficient resources, avoiding excessive workloads by recruiting additional staffs, hand over consecutive trainings for the staffs

& rewarding active staffs with acknowledgment,.

The above stated information in the researches are vital for the future in policy making, educational programs in the field of social work stream with in the countries and other nations. These results a better work condition with available staffs in the field of studies. Attention to the social work staffs to upgrade their knowledge in giving trainings for the meaningful progress of the program. They play an important role in solving the social problems to bring changes in the societies that give power to the people and groups.

The study indicates the importance of their work and alarms for more support and recognition for the field of social work. This study in social work traces the affections of clients and communities. Also useful in effective social work services meanwhile solving social problems and improving people's health by looking at the results of social work practice.

1.7. Limitations of the study

There are a number of limitations to this study on The Experience of Social Workers in Humanitarian Service Organizations that should be kept in mind when looking at the results. First, the study only looks at a small number of humanitarian service organizations, which could make it hard to apply the conclusions to the larger field of social work in the country.

Second, using self-reported data from social workers could lead to biases because of things like social desirability or recollection bias. Furthermore, the study's cross-sectional design constrains the capacity to derive causal inferences regarding the elements affecting social workers' experiences.

Moreover, the study's sample size may be inadequate to capture the varied experiences of social workers across various organizations and geographies. Lastly, the study's results are affected by the research questions and theoretical framework that were used. Different outcomes may have come from using different methods or techniques. We should remember that this study is only a snapshot in time and that the experiences of social workers may alter over time because of changes in the political and social landscape and improvements in social work education and practice.

CHAPTER TWO

2. REVIEW OF LITERATURE

2.1. Introduction

This chapter discusses relevant literature, ideas, and empirical investigations to enhance the understanding of the experiences of social workers in humanitarian aid organizations. The researcher employs a conceptual framework to attain a comprehensive comprehension of the concepts to be included in the study.

2.2. Theoretical literature review

As a career, social work is very important for solving problems in society and fighting for social justice. Humanitarian service groups are increasingly depending on social workers to deliver vital services to at-risk communities. Nevertheless, the experiences of social workers within these groups are still insufficiently examined. This literature study seeks to examine the theoretical foundations of social work practice, organizational culture, and job satisfaction to establish a framework for comprehending the experiences of social workers in Ethiopian humanitarian service organizations. (Dennis, November 9, 2023)

2.2.1. Systems Theory:

This theory asserts that individuals exist inside interrelated systems, encompassing families, communities, and organizations. Social workers can utilize systems theory to understand the complex interplay of factors influencing clients' lives and to develop interventions that address multiple levels of the system. Systems theory asserts that behavior is shaped by a multitude of interrelated components that constitute a system. These can include a person's family and friends, where they live, how much money they have, or who they are attracted to. Social workers can use systems theory to find out how such influences, either alone or together, affect how individuals think and act. Social workers can make those systems better based on each person's unique situation by watching and studying the systems that affect a patient's behavior and well-being. (2U, 2023).

Interconnectedness is the most important idea in systems theory. It looks at how all the parts of a system are connected and how they affect each other. Changes in one element of the system can affect other portions in a big way. The other is Boundaries, which are the lines that systems can't cross and how they interact with other systems.

Boundaries restrict changes information and resources move. The Homeostasis systems balance stays at its balance but when a system is thrown off, gets back to a stable state. Entropy (Over time systems) become disordered and breaks down. Under Equifinality there are several methods to the same result.

How the social workers applying different approaches lead to the same results, shows the social workers to be flexible and creative in their work.

Applications of Systems Theory in Social Work

Holistic Assessment: Systems theory enunciates social workers seeing at the bigger picture of a client's condition.

Intervention Planning: entertaining Social workers to create interventions that influence and promote systemic change.

Empowerment: Systems theory entails power to the clients saying yes in their lives since they are a part of a work.

Collaboration: Systems theory associates professionals and organizations to work together for tackling difficulties.

Limitations of Systems Theory

The Complexity Systems theory was hard to understand and applying in real life, when there are other systems correlated with each other. Too Much Focus on the Environment Systems theory indicates the importance of the environment, but depends on the person's ability to make choices and change things. In general, Systems Theory is a guide for social workers facing complicated ways that people act in humanitarian situations and select efficient way to help people and society.

Ecological Perspective:

Social workers utilize the mentioned theory to evaluate the social, economic, and cultural factors that hinders the well-being of the societies in order to transform systemic change. Environment has a significant role in changing humanitarian development & behaviors which a Social workers uses the theory to evaluate the influence. Fundamentally the Ecological Perspective based on systems theory, aligns the families and societies with interacted systems.

The Person-in-Environment concept evaluates individuals with their physical, social, and cultural contexts. The strengths-based approach emphasizes the identification and enhancement of the strengths and resources of individuals and families, rather than concentrating exclusively on their problems or deficits. Empowerment involves collaborating with individuals and families to improve their sense of control and agency, thereby enabling self-advocacy and informed decision-making.

How Social Workers Apply the Ecological Perspective

To evaluate clients, the Social workers apply ecological perspective that targets individual needs with the coincidence of environmental factors that results difficulties. Doctors, teachers, and community leaders, are part of the intervention to address appropriate systemic measures. It is a great roll for Social workers to foster policy changes in social justice and equitable environments for all individuals.

2.2.2. Organizational Culture

Organizational Culture Theory:

This theory concentrates on the collective values, beliefs, and behaviors of members in an organization. The organization has its own cultures which guides the work situation, job procedures, and treatment of social workers. The key prerequisites for social workers are values and beliefs, which enables them to take proper decision alongside with taking actions at the same time. The other norms that are behaviors and attitudes of a social workers, besides enables interacting & collaborating with the assigned colleagues that changes communication skills. The impact of Organizational Cultural Theory enhances the shared information which launches

management efficiencies and scale up the growth of the organization. Due to changes done in an organizational atmosphere, meanwhile endeavors attractive physical layout and convenient workplace which enhances productivity of social workers.

The significance of organizational culture for social workers

Convenient organizational culture ensures the well-being of the staffs that avoids stress and jargons of works; in contrary add job satisfaction with the improvement of quality of services rendered to their clients. Ethical practices runs in collaboration with professional standards that strives effectiveness in his mission aligned with positive beliefs.

Methods for social workers to engage with organizational culture:

A social worker relays his investigating on self-reliance and awareness, of one's values, beliefs, and behaviors to get pertinent evidence of clear communication with honesty & openness within the staffs, supervisors, and clients in good manners. A social worker has a great roll in the organization to enhance ethical practices with the support of advocacy that cultivates teamwork and shared ideas among the organization.

Organizational Climate:

Enumerates the general views of staff composition characterized by its communication styles, and its endeavors towards to the productivity along with management trend. Agregation of devoted social workers with affirmative organizational climate transformed organizational growth parallel to increases job satisfaction of social workers.

Organizational Climate in Social Work

Organizational Climate in the Social Work performance has tremendous difficulties on the access of favorable resources and demographics of the clients. It influences on the duties of social workers' and productivity services. Therefore convenient climate produces attentive work staffs with better outcomes.

Organizational climate for social workers agglomerates availability of resources, support and acknowledgement from the management, smooth work lines with group work of the staffs, and favorable ethical climates. Therefore relevant management creates positive climates within the

organization for clear communication, active supervision with support and stimulates a timely decision making response. A failure to inadequate resources and minimum staffs results empty outputs of the social workers' on its job satisfaction. Supportive and recognition-oriented climate, serves professionals to utilize their maximum effort to endure with morals and motivation due on process.

The study responds an ethical climate with fair decision-making pillared the integrity of social workers with the harmony of accountability and transparency.

The Impact of Organizational Climate on Social Workers

The health and active performance of a social worker relies on conducive work surroundings. These realities up brings strong tight at work and consecutive productivity against the clients, meanwhile success the aim of the mission stated with ethical behaviors.

For better and conducting work environment, the organization has to invest spending on hiring competent professionals, equipped with adequate staffs, adhere a strong management system, offering training and symposiums for the colleagues and clients of the organization, collecting feedbacks to identify the best performer to reward and give acknowledgement, strengths the shared culture of group work and communication trends within them.

2.2.3. Job Satisfaction

Job Satisfaction Theory:

Job satisfaction concept bases on the responses of staffs with the fair payment with accommodations granted as well as promotion opportunities to the coming levels that assists the living standard.

Generally organization under good performance accustomed privileges of the employee's retention and fringe benefits in accordance with their productivity that creates deep interest on their jobs.

Herzberg's Two-Factor Theory:

The theory mentions motivators and hygienic considerations are vital for conducting for a good work environments. In contrary achievement and responsibility for some ideal motivates are the only ways that makes people happier. To make the society happier, the hygienic constraints like a favorable work situation with adequate incomes be fulfilled.

For the social workers, differences in the lives of their clients' are a great deal on how happy they are with their jobs. (J. michael , 1999)

Equity Theory:

The equity theory justifies the comparison of one's inputs with its outputs. Evaluates his skills and efforts with the gains of his salary and recommendation. Therefore comparing the burden of work he faced with his earnings to the other coworker, makes him ignore his duty because he Thinks things aren't fair, it could make him less happy at work. (Alamanos, 2024)

Expectancy Theory:

The expectancy theory clarifies efforts done to perform specific performances be evaluated according to its end result for the recommendation of its reward. Social workers assumes the organization takes into consideration the efforts granted to their clients be recognized by their bosses, or lead to new job chances. (Hui Yang, 2024)

Job Characteristics Model:

Within this concept, skill variety, task identity, task relevance, autonomy, and feedback were the most crucial pillars that threaten the quality of jobs. Social workers facing with different projects control their work, and get feedback on how well they're doing. (Dr. Annette Towler, 2020)

Maslow's Hierarchy of Needs:

Hierarchy of needs states anyone extends its fundamental physiological requirements to self-actualization. To have a better job satisfaction, a Social workers needs safety, support own needs recognition and challenging tasks for his own professional advancement. (Voss, 2021)

2.3. Empirical Literature

Large volumes of study on social workers based on organizational cultures and job outlooks gives great messages. But the study of social workers within Ethiopia on the title of humanitarian service organizations was little due to their scopes.

Social Work Practice in Developing Countries:

Social Workers in Developing Countries often lack resources, absent of trainings, and complex of works faces. Whereas research in developing countries on the social workers traces on various aspects covering each problems on social justice, healthcare, shelters, poverty, violence and others. This study shows social workers who attend his duty under risk areas with little resources utilize own endeavors and innovation to accomplish his duty.

Missions of the social workers to the communities based on their social needs brings available resources, confronting against own problems and alarming policy reformation , gathering the whole communities for advancing workshops to be herd by the rest of the society. Therefore it is a duty for the social workers to build a healthy community development aside with counseling individuals and family.

People and families confronted with complex problems like exposed to violence, abnormalities of health, abuse of drugs and alcoholic addictions were often exposed to social workers for their maximum effort to challenge the problems.

Generally Social workers in underdeveloped countries come up with disaster relief and humanitarian aids such as providing foods, housing, health treatment, support tools to resist their life and other contributions such as advocacy, investigation and policy transformations are part of them. Whereas social work in developing states wrangles with difficulties that tests his wisdom to solve the problems and strong commitments under inconvenient situations to settle the social problems.

Organizational Culture and Job Satisfaction:

A convenient organizational culture with job satisfaction attracts professionals to run their duties without challenges and gives opportunity to learn from the tasks. For social workers to be happy at work, they need supportive supervision, clear expectations, and chances to improve their skills. (Newcomb, May 2021)

Organizational Culture

The common views, attitudes, and behaviors that make up a social work agency are what make up its organizational culture. It includes everything from the agency's goals and plans to its physical space and way of talking to people. A good corporate culture makes employees feel like they belong, have a purpose, and work together, which is necessary for giving clients good service.. (Gelfand, 2018)

Job Satisfaction

Job satisfaction is how happy social workers are with their jobs. There are several things that can affect it, including as the amount of work, pay, chances for professional growth, and the quality of supervision. When social workers are happy with their jobs, they are more motivated, productive, and likely to stay with the agency, which is good for both the agency and the clients they serve. Employment satisfaction refers how the staffs gains benefits from the running project feels mental pleasure.

Then after, job satisfaction For social workers exposed with burden of works, lack of professional promotion and negligibility of organizational support are causes that affects others. (McNeely, 2017)

Organizational Culture and Job Satisfaction

A good Organizational Culture and Job Satisfaction make social workers joyful on their works. It also gives them improvement on their duty and provide guaranty for their work place. On the contrary, organizations with bad culture makes people fill in stress, sorrow with their jobs, and scarce resources.

Research on Organizational Culture and Job Satisfaction

Some researches forward ideas that organizational cultures have an impact towards social workers. With good organizational cultures, satisfaction of staffs from their jobs enhances their strengths in line with better performance on their jobs.

So, a vital measurement has to be applied to formulate positive corporate culture that recruit sufficient staffs with protecting withdrawals of skilled social workers which provide active services to its clients.

Challenges and Opportunities for Social Workers in Ethiopia:

Challenges:

Problems are facing the Social workers here in our country Ethiopia, with various aspects while running a daily practices. Among them are absences of knowledge that a society interprets the action taken by social workers in a wrong dimension. The lack of resources and financing for social work programs also makes it hard for social workers to offer a full range of services.

Additionally, the worst situations on social, political, and economic situations of the country Ethiopia, which embraces poverty, conflict, and displacement, worsens even for social workers and their clients. (Feleke, 2018)

Opportunities:

Social work in Ethiopia offers numerous opportunities, regardless of the limitations. There is an increasing need for social work services because more people are realizing how important mental health and psychosocial assistance are. Because more people need social workers, there may be more job openings and chances for social workers to move up in their careers.

When non-governmental organizations (NGOs) and international organizations flourish in Ethiopia, creates great job opportunities for social workers in line with introducing new versions That leads the demand for educational growth in the field of social work which yields diversity of professionals and skilled professionals. (Fufa, 2023)

Investigations along with problems and opportunities that endure social workers and the culture of the organization, leadership and working environment be practiced.

Moreover, research should investigate the efficacy of various interventions designed to enhance the well-being and professional advancement of social workers in Ethiopia.

2.1. Overview of the Concept of social work in humanitarian service

The experiences of social workers in humanitarian service organizations in Ethiopia are sophisticated and diverse, influenced by a range of circumstances, including historical, cultural, and socio-economic situations.

2.1.1. Historical Context:

The history of social work in Ethiopia is strongly linked to the country's political and social transformations. Families, communities, and religious groups were the main providers of social services in the early 1900s. But in the 1920s, organized welfare programs started to show up, and the government got increasingly involved. (Tesfaye, 1987)

The University College of Addis Ababa started teaching social work in 1959, during the monarchy.

Social work education withers away after 1974 following the revolution for 30 years. At the time social work practitioners dropped their work to be hired in adjacent professions. (Wassie, January 2019)

In 2004, the revival of social work in Ethiopia associated with social work education restarted at the master's level that promotes for the growth of social work programs makes the field known and contributing much for delivering humanitarian services. (AAU, 2024)

Social workers in Ethiopia plays an important rolls towards the social problems on HIV/AIDS, violence against women, poverty, mental health and others to resolve the problems under government agencies, non-profits, and community-based groups.

Cultural Context:

Ethiopian culture agglomerates tradition and community values, that a social workers faces variety of cultural origins, which the client brings own beliefs, customs, rituals, and behaviors. To adapt with these cultural variations, a social work activities be stronger in the country. In the country like Ethiopia, social workers in humanitarian aid organizations strives hard to analyze and sort complicated problems of cultural variables with in the vast societies.

The mission of social workers also associated with rich culture, traditions, and values of Ethiopia, which exerts efforts social change and improve people's lives. (Bizuwerk, 17 July 2024) .

Social workers should be aware of different cultures specially when they deals with mental health problems, apply culturally methods which the community accepts the technics to protect their trust and beliefs.

2.1.2. Socio-economic Context:

The main targets of social workers in Ethiopia is to resolve the problems of the victims and managing their cases, those who are poor peoples, homeless, exposed to domestic violence, and having mental health problems and assist the clients what they need, and struggle for their rights.

Ethiopia, stands with a lower economy has variety of problems with poverty, inequality, and not accommodates basic services. Therefore, social workers often confront with poverty, unemployment, and other social hazards.

2.1.3. Challenges and Opportunities:

Social worker struggles and gain opportunities in the following ways, such as:

Limited resources: most humanitarian assistance organization in Ethiopia lacks sufficient money that refrains social workers to give help for their clients.

Heavy workloads: Social workers in Ethiopia accustomed with a lot of work, not respond immediate workloads when faced.

Not getting enough recognition and support: social workers not always get recognition and support from their organizations or the community they served.

Ethical dilemmas: Social workers that deals with moral issues, meets the demand of clients while coinciding the target of the organizations.

Therefore when the needs for social work increases in Ethiopia, probability of social and economic problems decreased where the social worker gains chances for social changes

2.2.3.1. Research on the experiences of social workers

Research on the experiences of social workers in Ethiopia wrote roughly excluding the main findings & challenges. (Kebede ,2024) the paper stated that the past, present, and future of social work education in Ethiopia degrades the inadequacy of well trained professionals, inappropriate regulation of the state, and undermining of the curriculum are some of them.

This paper examines & take emphasizes on social work education in Ethiopia which enhance educational quality, the promotion of research, and the advocacy that improved working conditions. (Kebede W., 2014)

Role Ambiguity and Overburden:

The consequences of Social workers often deterred due to burden of work that results occupational stress. Social workers in the world often tightened with burden of work. Since the research of this topic targeted Ethiopian context, experiences of social workers cancelled due the above prerequisite. .

Limited Resources and Infrastructure:

Efficiency of social work always hindered by insufficient resources and inappropriate infrastructure designed for rendering quality services. Inadequate Resources refers to Limited fund that doesn't covers important resources like office space, transportation, and technology. As per these problems social workers have not the duty to visit homes, work with other groups, and take proper records.

Infrastructure deficiencies clarifies the problem of reaching the clients where by living in a rural areas, as well as inadequate transport facilities with abnormal communication networks are factors of inactive services. Staff shortages define lack of experienced social workers. Since an organization confronted with inappropriate staffs, the subsequent outcomes be workload with worst services.

Limited Supervision and Training paraphrases restriction of supervision and trainings towards the social workers. Lack of training or supervision suspended professional upgrading that results complicated cases. (Hailu, October 2014)

Lack of Recognition and Professional Development:

In Ethiopia, social work is not often seen as a good job, and there aren't many chances for professional growth. The lack of recognition and chances for professional growth has a big effect on the quality of social work in Ethiopia. Social workers may face burnout, job discontent, and challenges in delivering good services to clients. These problems can also slow down the growth of the social work profession in the country as a whole. (Ratcliff, 2024 Mar 29)

2.2. Conceptual Framework

This framework explores “the experience of social workers in humanitarian service organizations,” and it help to structure the research by defining key variables, outlining their relationships.

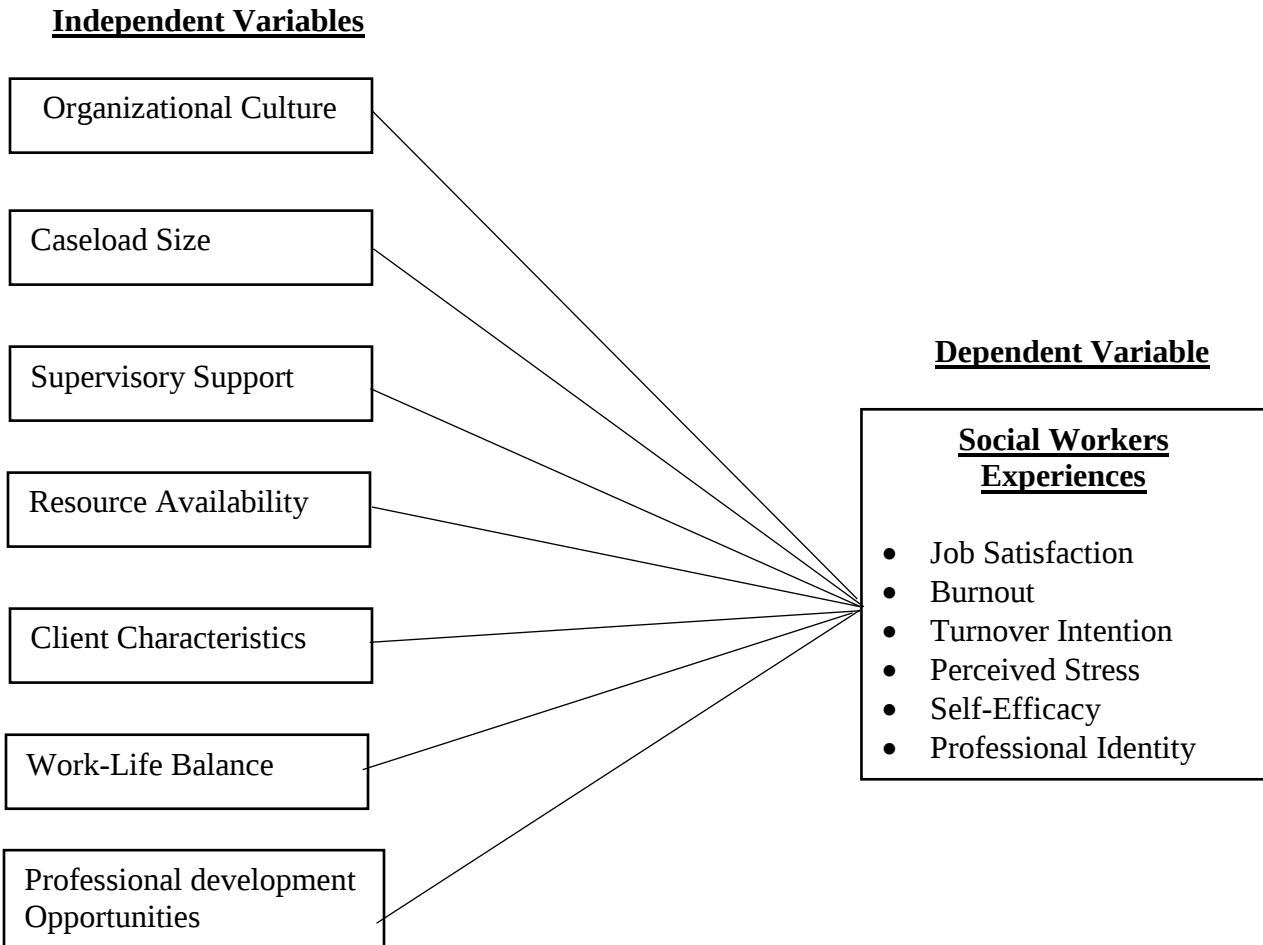


Figure 1: Conceptual Framework for the experience of social workers in humanitarian service organizations.

Key Variables:

Independent Variables:

Organizational Culture: Refers to the values, attitudes, and behaviors that everyone in the agency has in common. Research shows that the culture of an organization has a big effect on how social workers feel about their jobs in humanitarian assistance organizations. Research indicates that a constructive and encouraging company culture can elevate job satisfaction, mitigate burnout, and boost the quality of services rendered to clients. On the other hand, a

negative and bureaucratic culture can lower morale, raise attrition, and hurt customer outcomes. (Koskiniemi, 01 Oct 2023)

Caseload Size depends upon the number of clients that a social worker handles. Professionals under social work in humanitarian aid organizations that holds enormous cases may face difficulties, those results stressed to social workers & unhappy with their jobs.

Supervisory Support refers to qualified help rendered in amount & quality by the concerned supervisors. These are the essential part for the social workers to run their jobs. Studies show that good supervision can make workers happier, less likely to burn out, and give better services to clients. On the other hand, not enough supervision can make people feel alone, stressed, and less able to do their jobs well. Social workers who get regular, helpful supervision are more likely to feel valued, get feedback on time, and have chances to grow professionally.. (Michelle Newcomb, May 2021)

Resource Availability: The accessibility of resources (e.g., funding, technology, and training) needed to effectively perform the job.

Client Characteristics: The complex nature and requirements of the customers attended to by the social worker. Social workers in humanitarian aid organizations frequently engage with individuals exhibiting varied traits that profoundly influence the intervention process. Age, gender, social level, cultural background, and presenting difficulties are some of the traits that affect the kinds of services needed, the methods employed, and how well interventions work overall. For instance, clients who have substance misuse problems and mental health problems may need more specialized and intense therapy than clients who have less serious problems. Cultural influences can affect how customers think about mental health, how they look for help, and what kinds of treatment they choose. Social workers shall identify the characters of their clients to fulfill their needs and retain possible results. (Smith J, 2023)

Work-Life Balance justifies balancing professional duties with social workers life. Therefore Social workers in humanitarian organizations struggles for the success of work-life balance within a burden of works which restricts the demands of their roles (Akinbode S O & Ayodeji I A, 2016). This can cause fatigue, lower job satisfaction, and hurt their personal lives (Shobitha & Sudarsan, 2014).

Professional Development Opportunities: The chance to learn new things and improve your skills through training and education. Social workers who work for humanitarian aid groups generally want more chances to improve their skills. These chances can help them learn more and get better at their jobs, which will help their clients and make them happier at work. But there are a number of things that can make it hard to get to these kinds of chances, such as not having enough money, not having enough time, or not knowing about the resources that are out there. (Social Work Test Prep, 2024)

Dependent Variables:

Job Satisfaction: overall satisfaction and happiness with the job. Affective job satisfaction refers to emotional reactions to work, including feelings of happiness and enthusiasm. Cognitive job satisfaction entails logical assessments of work elements, such as perceived equity and prospects for advancement. Behavioral job satisfaction is shown via behaviors relating to work, like showing up on time, being committed, and going above and beyond. This study seeks to improve the well-being and efficacy of social workers in humanitarian assistance organizations by analyzing the determinants of job satisfaction. (Aiden A P Simard, 2022 Feb 22;)

Burnout: Emotional fatigue, depersonalization, and diminished personal achievement. Which is a psychological syndrome marked by emotional fatigue, depersonalization, and diminished personal achievement. This multidimensional concept has been extensively utilized to evaluate the effects of workplace stress and strain on social workers.. (Maslach, 1981)

Turnover Intention: How likely it is that you will leave your current employment. This refers to the tendency of social workers to quit their jobs in humanitarian assistance organizations. Organizations are very worried about turnover intention because it can raise expenses, lower productivity, and cause problems with service delivery. To make sure that humanitarian assistance organizations stay around, it's important to know what makes social workers want to leave their jobs.. (Hameed, January 2009)

Perceived Stress The amount of stress the social worker is feeling. This is a subjective perception of stress that shows how a person thinks about stressful circumstances and how well they can handle them. It is a multifaceted construct that includes psychological, physiological, and behavioral components of stress.. (Achsa Dorsey, 2022)

Self-Efficacy states the capability of one's to accomplish a given job perfectly. This study exerts social workers' experiences brought by their self-efficacy.

Professional Identity justifies a social worker's self-esteem and engagement in specified activity. It is a binding for a social worker to a field.

2.3. Hypotheses

In this research, the experiences of social workers in humanitarian service organizations, hypotheses can function as guiding frameworks for data collection and analysis, aiding in the concentration of the research and the identification of major themes. Employing a grounded theory methodology, the researcher subsequently gathered data via both open and closed-ended questionnaires to evaluate and enhance the initial hypothesis, ultimately cultivating a more sophisticated comprehension of the experiences of social workers.

Hypothesis (H1): A healthy organizational culture correlates with increased job satisfaction and less burnout among social workers.

Hypothesis (H1): Sufficient resource availability correlates with increased job satisfaction and less burnout.

Hypothesis (H2): Robust supervisory support correlates with diminished perceived stress and elevated self-efficacy.

Hypothesis (H3): Higher caseload size is associated with increased burnout and turnover intention.

Hypothesis (H4): Engaging with complex customers correlates with elevated perceived stress and diminished self-efficacy.

Hypothesis (H5): An inadequate work-life balance correlates with heightened burnout and turnover intention.

Hypothesis (H6): Insufficient professional development opportunities correlate with diminished job satisfaction and self-efficacy.

This conceptual framework establishes a basis for learning about all the factors that affect social workers' experiences within humanitarian service organizations.

Researcher grasps a knowledge from the action of social workers the way doing their jobs better and prevent their health in line with these variables..

CHAPTER THREE

3.1 RESEARCH METHODOLOGY

This chapter reports on the research method that was used to systematically accomplish the research objectives and solve the research problems. The chapter was structured as follows: the first section explained the description of the study and research approach, the second section elaborated on the research design, the third section represented the sampling design, the fourth section of this chapter was about research data collection tools and instruments, the fifth section was about the method of data analysis, and the final section was about ethical considerations.

3.2 Description of the Study Area

SOS Children's Villages gives aids to children and youngsters not having families exposed to haphazard without care more than 130 countries. The children lives in the worst conditions where they demand food, shelter, health and education for the necessary life as well needs to run own culture and religion. In the year 1973, SOS Children's Villages in Ethiopia was founded in the case of famine to support children's whom missed their families.

It has since given childcare, protection, family strengthening, health, and education services to these children. It has given life-saving help to people devastated by conflict and drought, notably women and children. SOS Children's Villages works in seven regional states: Tigray, Addis Ababa, Amhara, Harari, Oromia, SNNP, and Somali.

Since its establishment in 1974, SOS Children's Villages in Ethiopia has been at the forefront of transforming the lives of countless children, families, and communities who have faced adversities. Through its unique family-based care model, the organization has provided a nurturing environment where children can flourish, grow, and realize their full potential. The family and community development program has enabled many families in the communities to become sustainable and provide the necessary care for their children. Its humanitarian action program has supported millions of community members to pull through humanitarian-made and natural disasters. Working closely in different communities has also enabled different community systems and structures to be strengthened. (SOS Children's Villages, n.d.)

The SOS Children's Village Addis Ababa was opened in 1981 in a residential district in the south west of Addis Ababa, the capital of Ethiopia. It is the third SOS Children's Village in Ethiopia. It comprises 15 family houses, a Village Director's house, accommodation for the SOS aunts (SOS aunts take care of the children when SOS mothers are on leave), a guest house, a bakery, a small shop, and an administrative and service block. About 120 children are taken care of on a daily basis at the SOS Kindergarten, a part of the SOS Children's Village comprising five classes. As soon as youths reach the age of about 16, they move to one of the three SOS Youth Facilities, where they are taken care of by a youth leader. Being admitted to an SOS Youth Facility means taking responsibility for themselves and is synonymous with making a big step towards independence. In SOS Children's Village there are 56 social workers. (SOS Children's Village Addis Abeba, n.d.)

Salam Children's Village was established by Ms. Tsehay Roschli, who is a visionary and mother of many. It was founded 37 years ago in 1986. In 1987, the village was inaugurated in the presence of high government officials who appreciated this good start and gave wide support. In 1987 as the number of his children grew, Selam Primary School 1 was embellished. The school provided education to children under SCV and the surrounding community. Selam Children's Village expanded its activities to include development through a strategic focus on education and numerous other projects. In addition to the school, in 1988 with the fund secured from Embassy of Switzerland, the village had established Selam Clinic, where the needy children and community members received the required health services as per their needs.

When the number of the children is increasing and it is believed that it is important to establish an institution to lead the future life of the growing children, a movement was started to establish a training institution. Impressed with the work being done, the government gave another place to the organization and in 1989, Selam Technical and Vocational College was established. The following year, in 1990, Selam Primary Schools (Grade 7 & 8) established and started providing education service. In 1994, Selam High School inaugurated. Salam started to produce milk, eggs, vegetables, etc. in the compound to meet the needs of the children so as not to depend only on foreign support. SCV continued to expand the humanitarian work with the income generated through selling of the leftovers and feeding the children from the agricultural work this helped to establish in 2003 the second children village at Kotebe near Hana Maria church. In the

year 2014, Selam Children's Village established a Daycare Center was started providing services for poor mothers by keeping their children at the center as they are not able to work in various labor jobs to earn their daily allowance due to the fact that they are not able to take care of their children, it is putting them in a worse situation. Currently there are 65 social worker employees in Selam Children's Village. (Selam Children's Village, 2023.)

3.3. Research Design

The research design helps the researcher obtain relevant data to fulfill the objective of the study (Gilbert A. Churchill & Dawn Iacobucci, 2006). According to (Kothari, 2004) research design is a conceptual structure within which research is conducted: it contributes to the blueprint for the collection, measurement, and analysis of data.

The main purpose of the research is to explain the social workers' experiences in humanitarian service organizations. Therefore, the researcher adopts a descriptive research design method to collect detailed and factual information. Additionally, explanatory research was adopted to identify any causal links between variables that pertain to the research problem. Based on the research objective and basic research questions both descriptive and explanatory research designs were used to assess social workers' experiences in humanitarian service organizations in Addis Ababa specifically SOS Children's Village and Selam Children's Village.

3.4. Research Approach

To answer the study close ended questions were used. The mixed research approach helps researchers to test relationships between variables. The researcher has chosen a mixed approach to present data quantitatively and numerical data was collected and analyzed quantitatively using statistical tools. Quantitative data was collected through the distribution of questionnaires, believed to address the issue raised in the research question and the objective of the study. A quantitative approach is also one that investigators primarily use for developing knowledge, i.e. cause and effect relationship between the dependent and independent variables (Creswell., 2012). As such this research employs such a method.

3.5. Sources of Data and Data Gathering Instruments

In this research, the researcher used both primary and secondary sources of data collection to generate valuable and relevant data. Primary data are collected through the use of a well-structured questionnaire. The questionnaire is developed based on specific objectives and basic research questions. The researcher used the English version of the questionnaire. The secondary data was collected from the data that had been prepared, collected, and analyzed by others which included other relevant research, from journals and other source documents related to the study.

3.6. Procedures of Data Collection

To collect the necessary data, the following procedure is applied; first, the developed items are validated by an expert who examines the questionnaire if it is compatible with the respondents. Additionally, reliability is examined through a pilot test and for this purpose, 10 employees are taken from the sample to check for three aspects namely; to check any grammar error or spelling errors, to ensure that all questions are well understood and based on feedback modification and improvement on the instrument ranking order. Then Cronbach's alpha is calculated to estimate the reliability of the survey. Following the pilot test, the questionnaire is administered and distributed to respondents for the study by the researcher. In the questionnaire, the respondents choose one of the alternatives as a possible answer. The Likert scale had five scales ranging from 1 which represents “strongly disagree”, 2 refers to “disagree”, 3 “neutral”, 4 represents “agree” and 5 represents “strongly agree”. During the distribution, orientation is given to all sample respondents on how to fill out the questionnaire on the situation of the respondents. Thus the filled questionnaires are collected from each respondent according to the timeline provided for data collection and ready for analysis.

3.7. Sampling Technique and Sample Size

3.7.1. Sampling Technique

Two humanitarian service organizations are selected for the study namely, SOS Children's Village and Selam Children's Village to provide practical fact to researchers and readers about the experience of social workers. So, the purposive method is employed for distribution of questioner for all the employees.

Census data offers a wealth of information for researchers. It acts as a comprehensive snapshot

of a population within a defined area, providing valuable insights for various research endeavors. It is a cornerstone of social science research, offering a wealth of information for researchers. Census data provide images of a population with some areas in specific time, sprovinding ins information for research. Its strengths include accessibility (often free or low-cost), detailed demographics (age, education, income), and the ability to track trends over time. Researchers leverage this data to understand population characteristics, design studies with representative samples, and contextualize other research findings.

3.7.2. Population

In research, the population refers to the complete set of individuals, objects, or events that share characteristics relevant to the research question (Polit, D. F., & Beck, C. T. , 2017). This encompasses all elements that could potentially be studied to answer the research question (Polit, D. F., & Beck, C. T. , 2017). In research, the population refers to the entire collection of individuals, items, or events that you ideally want to study in order to answer your research question. (Devault, J. S. 2022)

Table 1: Data of the participant

Category	SOS Children’s Village		Selam Children’s Village		Total Population		
	M	F	M	F	M	F	Total
Employee	22	34	23	42	45	76	<u>121</u>

3.8. Data gathering tools

The main data-gathering instrument is a questionnaire and an assessment of documents is used to gather data.

3.8.1. Questionnaire

Closed-ended and open-ended questionnaires are used to collect data from Employees. This means questionnaires were prepared based on a review of related literature and the researcher's past experiences concerning the effect of freight forwarding on international trade.

3.8.2. The Procedure of Data Collection

After having adequate reading on available literature on the experience of social work in humanitarian organization, the tools for data collection developed. The researcher establishes the basic questions of the study with the design adaptation and developments of the questionnaire. The questionnaires are prepared in English for respondents. Participants' consent was given priority and they were informed about the purpose of the study and the consequences of their honest responses for the reliability of findings, then the researchers distributed and collected by making themselves available to clarify unclear questions and the return is 98.68% as the researcher himself want around to collect them.

3.9. Method of Data Analysis

The collected data are coded and entered into computer software called Statistical Package for the Social Sciences (SPSS) version 23.0 for analysis. Both descriptive statistics and inferential statistics were used in the analysis. Hence, descriptive analysis tools, including frequency, and percentage, are used to measure the experience of Social workers in humanitarian organization. Pearson's correlation coefficient is used to analyze the experience of Social workers in humanitarian organization. And multiple linear regressions were employed to identify the most prevalent independent variables that influence social workers.

3.10. Model Specification

It could be inferred from the works reviewed in the previous sections that social workers are determined by some of their experience. Thus, concerning the hypotheses stated above, the main issue is an investigation of the experience of Social workers in humanitarian organization and each of the explanatory variables that have been identified through literature and theories. Other factors that are not explicitly included in the model were captured by the error term in the model. Therefore, the general model that incorporates all of the variables to test the hypotheses of the study was:

$$\text{SWE} = \beta_0 + \beta_1(\text{OC}) + \beta_2(\text{CS}) + \beta_3(\text{SS}) + \beta_4(\text{RA}) + \beta_5(\text{CC}) + \beta_5(\text{WLB}) + \beta_5(\text{PDO}) + \varepsilon$$

Where;- SWE = Social Workers Experience (Dependent Variable), β_0 = constant term, OC = Organizational Culture, CS = Caseload Size, SS = Supervisory Support, RA = Resource Availability, CC = Client Characteristics, WLB = Work-life Balance, PDO = Professional

development opportunities, ε = error term.

β : Coefficients associated with each independent variable which measures the change in value of SWE, per unit change in their respective independent variables.

3.11. Validity and Reliability of Research Instrument

The data collection was done through questionnaire administration. This calls for validity and reliability tests.

3.11.1. Instrument Validity

Validity is the degree to which a test measures what it purports to measure (Creswell, 1999). Validity is defined as the accuracy and meaningfulness of the inferences that are based on the research results. It is the degree to which the results obtained from the analysis of the data represent the phenomena under study. He contends that the validity of the questionnaire data depends crucially on the ability and willingness of the respondents to provide the information requested. A pilot study was conducted to refine the methodology and test instruments, such as a questionnaire, before administering the final stage. Questionnaires were distributed and filled out by potential respondents to make the data collection instruments objective, relevant, suitable to the problem, and reliable as recommendations. Issues raised by respondents accordingly in the questionnaires were corrected and adjusted. Besides, proper detection by an advisor was also taken to ensure the validity of the instruments. Finally, the questionnaires were printed out, duplicated, and dispatched to the respondents.

3.11.2. Instrument Reliability

Reliability refers to the degree to which measures are free from random error and therefore yield consistent results (Zikmund, W, 1997). It measures the level of variance of actual results from expected results from the research tool that has been adopted. The tendency towards consistency found in repeated measurements is referred to as reliability. One method of testing for reliability is the internal consistency method. Internal consistency involves correlating the responses to questions in the questionnaire with each other (Saunders et al., 2015), to check the reliability of the instrument Cronbach's coefficient alpha was calculated the result should be above 0.7. According to (Bryman and Bell, 2007), Cronbach's alpha result of 0.7 and above implies an

acceptable level of internal reliability. So, the instrument can be considered a reliable instrument.

Cronbach's alpha is a coefficient of reliability. It is commonly used as a measure of the internal consistency or reliability of a psychometric test score for a sample of examinees. Cronbach's alpha reliability coefficient normally ranges between 0 and 1.

Table 2: Rule of Thumb of Cronbach's Alpha

Cronbach's Alpha	Description
≥ 0.9	Excellent
≥ 0.8 but < 0.9	Good
≥ 0.7 but < 0.8	Acceptable
≥ 0.6 but < 0.7	Questionable
≥ 0.5 but < 0.6	Poor
≤ 0.5	Unacceptable

Source: (Zikmund. W, 1997).

Based on this to ensure reliability this study used a self-administered questionnaire. Then the questionnaires are pre-tested based on a pilot study, to assurance a common understating of questions among respondents. The alpha results for the items of the questionnaire and their alpha values have met an acceptable figure (which is ≥ 0.70) concerning the above-mentioned requirement ranges.

The researcher validity test was applied according to the SPSS result shown below in Table 3, the Cronbach Alpha is:

Table 3: reliability statistics result of the study

Variables	Cronbach's Alpha	No. of Items
Social workers experience	.912	14
Organizational Culture and	.924	4
Workload and Caseload:	.831	3
Supervisory Support:	.892	3
Resource Constraints:	.914	3
Client Characteristics	.854	3
Work-Life Balance	.866	3
Professional Development	.923	3
Strategies for supporting	.814	12
Cronbach's Alpha	.9015	
N	48	
%	100.0	
N of Items	48	

- a. List-wise deletion based on all variables in the procedure.

Source; survey (2022) SPSS output

Accordingly, the reliability test for the overall questioners is 0.9015, which is regarded as very high (Excellent) (George D. & Mallery P., 2003)

3.11.1.Pilot Study/Pre-test

Even after the researcher has proceeded along the lines suggested, the draft questionnaire is a product changed by one or two attentions only, and with respondents, it is impossible to say whether it is going to achieve the desired results. For this reason, the researcher distributed 10% of the total sample size of 121 ($0.1 * 121$) = 10 respondents) questionnaires to pre-test the questionnaire before it was used in a full-scale survey to identify any mistakes that need correcting. After the pre-test, the researcher used the SPSS test.

3.12. Ethical Considerations

In conducting the study, the researcher was considering the next ethical approaches:

- The researcher involved respondents in the research who chose to participate freely, without coercion.
- The researcher ensured that there was no exploitation for the personal gain of the research population.
- The researcher didn't influence respondents or others to participate in the research.

- The researcher took cultural, religious, gender, and other significant differences into account within the research population.
- The researcher ensured the privacy of participants by keeping their identities confidential and not collecting any data that could identify them.
- The researcher used the data only for the intended purpose, which was the academic purpose. To sum up, this chapter deals with the overall research design of the study, which gives a clear pathway about what kind of data is required and from whom, how to gather those data, and how to analyze and present those data in an orderly manner.

Chapter Four: Data Analysis and Interpretation of Data

4.1. Introduction

The objective of this study is to identify the experience of social workers in humanitarian service organizations, specifically SOS Children's Village and Selam Children's Village in Addis Ababa, Ethiopia. This chapter, therefore, will present the results and interpret them to answer the above-mentioned questions. The results were based on the data collected using quantitative measures (closed ended questionnaires). In the first section of this chapter, the socio-demographic data will be presented. The next section presents the experiences of social work in the humanitarian service organizations which are presented in quantitative results. The quantitative results are computed based on correlation and regression analysis.

Table 1: Demographic Characteristics of Respondents (n=119)

Variables	Categories	Respondents	
		Frequency	Percent
Gender	Male	48	40.3
	Female	71	59.7
	Total	119	100
Age	20-30	9	7.6
	31-40	48	40.3
	41-50	41	34.5
	Over 51	21	17.6
	Total	119	100
Qualification	College Diploma	4	3.4
	First Degree	102	85.7
	Masters and above	13	10.9

	Total	119	100
	Below 1 year	5	4.2
Work	1-5	21	17.6
Experience	6-10	28	23.5
	11-15	65	54.6
	Total	119	100

As indicated in Table 1 above, this study included 119 social workers employed in humanitarian service organizations. Percent of males was 40.3% and females 59.7%. And this was a good proportionality of gender to generalize the study to other populations.

The age distribution of social workers participated in this study reveals a predominantly young to middle-aged workforce. A significant proportion (40.3%) falls within the 31-40 age groups, suggesting a substantial presence of experienced professionals in their early work career. The 41-50 age groups (34.5%) constitute a considerable segment, indicating a strong representation of mid-career social workers. The presence of respondents over 51 years old (17.6%) highlights the valuable contributions of seasoned professionals with extensive experience within humanitarian service organizations.

The majority respondents (85.7%) hold first degree that states taken data had formal education. this implies more of the social workers in the collected data were having B.A. degree which is a prerequisite to be assigned in the field of social work. The rest of 13 respondents (10.9%) gains master's degree or above shows few numbers of specialized staffs were in this field. These staffs with specific knowledge and talents are useful for the social work in humanitarian aids.

Few percentages of responders (3.4%) with a college graduation indicate that this educational attainment may be inadequate for numerous positions within humanitarian aid groups. The study of qualification status indicates there are few social workers having lot of experience in the humanitarian assistance organizations were questionable.

The majority of the people that responds (54.6%) worked from 11 to 15 years, indicates the group had few experience and knowledge about the organization. these workers have long experience and know more about the problems in the field. The rest of 4.2% of respondents had

less than a year of experience, suggests new recruits demand strong mentoring programs.

The fact that 23.5% of social workers have 6 to 10 years of experience shows that the workforce is well-established and experienced.

4.2. The Experience of Social Workers in Humanitarian Service Organizations,

Social workers working in humanitarian settings face a different number of issues that necessitate specialized skills and competences. They see a lot of pain, trauma, and displacement, which means they need to be very emotionally strong and able to deal with vicarious trauma. Cultural sensitivity and adaptation are very important since they need to be able to understand and respect different cultural norms and beliefs while still giving help that is appropriate for each culture. To create trust with vulnerable groups, get along with coworkers from different backgrounds, and effectively advocate for the needs of affected communities, you need to be able to communicate well and get along with others. Also, critical thinking, problem-solving, and decision-making skills are very important for dealing with complicated and quickly changing situations, figuring out what people need, and coming up with and putting into action effective solutions in places where resources are limited. Finally, a dedication to ethical conduct, human rights, and social justice is essential for guaranteeing that all individuals receive fair and respectful assistance. Table 2 below shows a summary of the social workers' experiences, specialized abilities, and competences that are useful for working in humanitarian settings.

Table 2: Social worker's experiences that need specific skills and competencies required for effective social work practice in humanitarian contexts

Descriptive Statistics	Measurements						Mean		Std. Deviation
	N	SD	D	N	A	SA			
I have strong communication skills for building rapport with clients and colleagues.	119	1 (.8%)	19 (16%)	21 (17.6%)	48 (40.3%)	30 (30%)	3.73		1.039
I have knowledge of international humanitarian law and human rights for ethical practice.	119	6 (5%)	40 (33.6%)	27 (22.7%)	34 (28.6%)	12 (10.1%)	3.05		1.111
I can work effectively in interdisciplinary teams for collaborative problem-solving.	119	0 (0%)	14 (11.8%)	24 (20.2%)	63 (52.9%)	18 (15.1%)	3.71		.865
I have strong time management skills that are necessary for efficient	119	6 (5%)	63 (52.9%)	22 (18.5%)	20 (16.8%)	8 (6.7%)	2.67		1.034

work in challenging conditions.								
I have the ability to provide psychosocial support for addressing emotional and psychological needs.	119	21 (17.6%)	46 (38.7%)	21 (17.6%)	30 (25.2%)	1 (0.8%)	2.53	1.080
I have the ability to facilitate group work and community engagement in beneficial for collective problem-solving.	119	0 (0%)	22 (18.5%)	20 (16.8%)	60 (50.4%)	17 (14.3%)	3.61	.950
I have the ability to work with diverse populations, including refugees, internally displaced persons, and host communities.	119	50 (42%)	37 (31.1%)	11 (9.2%)	13 (10.9%)	8 (6.7%)	2.09	1.249
I have the ability to conduct needs assessments and program evaluations that is important for evidence-based practice.	119	18 (15.1%)	24 (20.2%)	28 (23.5%)	37 (31.1%)	12 (10.1%)	3.01	1.238
I have the ability to work independently and take initiative in challenging circumstances.	119	3 (2.5%)	12 (10.1%)	6 (5%)	43 (36.1%)	55 (46.2%)	4.13	1.065
I can manage stress and uncertainty for effective work in humanitarian contexts.	119	0 (0%)	19 (16%)	36 (30.3%)	25 (21%)	39 (32.8%)	3.71	1.092
I can collaborate with local organizations and communities for sustainable impact.	119	11 (9.2%)	21 (17.6%)	39 (32.8%)	31 (26.1%)	17 (14.3%)	3.18	1.164
I can document and report on activities and outcomes for accountability and learning.	119	6 (5%)	14 (11.8%)	33 (27.7%)	47 (39.5%)	19 (16%)	3.50	1.057
I have sufficient resources and support to carry out my duties effectively.	119	26 (21.8%)	36 (30.3%)	12 (10.1%)	36 (30.3%)	9 (7.6%)	2.71	1.309
I am confident in building strong relationships with clients from diverse cultural backgrounds.	119	3 (2.5%)	12 (10.1%)	6 (5%)	43 (36.1%)	55 (46.2%)	4.13	1.065
Valid N (listwise)	119							

Source: Primary Data (2023)

Note: *N*= number of respondents; *M*=Mean, *SD*=Standard Deviation. The value of the mean is interpreted as follows: 1.0–1.79 strongly disagrees, 1.80–2.59 disagrees, 2.60–3.39 is undecided /not sure, 3.40–4.19 is agreed; and, finally, 4.20–5.00 is strongly agreed. In general, less than 2.60 is considered as low agreement, *M* 2.60-3.39 is considered as undecided /not sure, and 3.40 and above is considered as high agreement.

In table 2, respondents accepted their competence in various areas. Due to their communication and talent covers any area assigned (*M*=3.73) of the respondents commented their ability and skills to interact with clients and colleagues whereas (*M*=4.13) replies their ability to correlate with clients in contrary cultures. It is an indication for the assimilation and cooperation with the clients in team-works. 68% of the respondents forward their idea (*M* =3.71) as that they are under favorable work situation to do the jobs efficiently and (*M* =3.18) replied they were

convenient working together with the local organization. The rest ($M = 4.13$) of respondents replied that they were extremely working with conducive environments without any interference under the risk, since they are talented for their self-responsibility and prompt.

($M = 3.71$) of the respondents said they were very confident in their ability to manage stress and uncertainty effectively in humanitarian contexts, which is important for resilience and well-being in demanding environments.

As indicated in Table 2, the areas requiring further attention and development were identified in humanitarian principles and ethics: While acknowledging the importance of international humanitarian law and human rights ($M = 3.05$), respondents indicated a need to further strengthen their knowledge in this area to ensure ethical and principled practice, Psychosocial Support: The ability to provide psychosocial support for addressing emotional and psychological needs ($M = 2.53$) was perceived as a relatively weaker area, suggesting a need for further training and capacity building in this critical domain, Working with Diverse Populations: While acknowledging the importance of working with diverse populations ($M = 2.09$), respondents indicated a need to further enhance their skills and experience in this area, particularly in understanding and addressing the specific needs and vulnerabilities of refugees, internally displaced persons, and host communities, and Resource Management and Support: Respondents expressed moderate confidence in having sufficient resources and support to carry out their duties effectively ($M = 2.71$), suggesting a need for improved access to resources and a more supportive working environment. Generally, the final response indicates peoples shared their ideas on the survey are skilled and have good potentials. However, focused interventions ideas are important to tress the gaps seen in knowledge, ability, and resources in the domains.

Organizational Culture and Support:

The culture of an organization has a forceful consequence on the feeling of social workers, and their activities on humanitarian deals. A fair Organizational Culture give support to its employees like encourages bilateral relation, gives attention for their health, provides the necessary training , opportunity of professional promotion as well treated the staffs equitably. On the other hand, a negative or toxic culture marked by burnout, lack of support, and inadequate resources can have a big effect on social workers' mental health, job satisfaction, and, in the end, their ability to help vulnerable groups. This study investigated the influence of organizational

culture, encompassing elements of support and resources, on the experiences of social workers within humanitarian aid organizations.

Table 3: The primary challenges experienced by social workers in humanitarian service organizations that affect the job experience and well-being of social workers.

Descriptive Statistics		Measurements						
Organizational Culture and Support:	N	SD	D	N	A	SA	Mean	Std. Deviation
The organizational culture is supportive and fosters a positive work environment.	119	3 (2.5%)	23 (19.3%)	5 (4.2%)	39 (32.8%)	49 (41.2%)	3.91	1.207
The organization provides opportunities for professional development and growth.	119	61 (51.3%)	46 (38.7%)	7 (5.9%)	3 (2.5%)	2 (1.7%)	1.65	.840
There is a lack of effective communication within the organization.	119	18 (15.1%)	60 (50.4%)	14 (11.8%)	16 (13.4%)	11 (9.2%)	2.51	1.178
The organization provides adequate security measures for staff.	119	61 (51.3%)	46 (38.7%)	7 (5.9%)	3 (2.5%)	2 (1.7%)	1.65	.840
Valid N (listwise)	119							

Source: Primary Data (2023)

Note: *N*= number of respondents; *M*=Mean, *SD*=Standard Deviation. The value of the mean is interpreted as follows: 1.0–1.79 strongly disagrees, 1.80–2.59 disagrees, 2.60–3.39 is undecided /not sure, 3.40–4.19 is agreed; and, finally, 4.20–5.00 is strongly agreed. In general, less than 2.60 are considered as low agreement, *M* 2.60-3.39 is considered as undecided /not sure, and 3.40 and above is considered as high agreement.

The study of respondent input, as shown in Table 3, shows that the organizational environment is not clear-cut Respondents are joyful with organizational culture for its work environment. (*M*=3.91) screens the sever based with conducive relation with the employees and favorable work place .on the other way the firm has giant problems in the areas of security and professional progress. (*M*=1.65) shows the needs be changed. This shows employment expectation versus resource accommodates. These area states shortages of communication which makes the preceding. (*M*=2.51) the outcomes justifies the importance to improve.

Workload and Caseload, Supervisory Support, Resource Constraints, Client Characteristics, Work-Life Balance, Professional Development Opportunities

Social professionals in humanitarian service organizations often solve problems, burden of jobs and duties. The action hinders people to do their activities in a smooth way. It should be assisted through supervision unless makes the staff under difficulty.

Limited budget, staffing, and access to important resources like technology and transportation make it much harder to provide good service and make people feel frustrated and inadequate. The mental well-being of social workers can be greatly affected by the characteristics of their clients, especially those who have been through extreme trauma, have complicated requirements, and don't have easy access to basic needs. (Kopasza, 2024)

It can be hard to keep a good work-life balance in high-pressure humanitarian contexts, which can put stress on you and your family. Lastly, social workers need to be able to take part in professional development opportunities, such as training in trauma-informed care, cultural competency, and self-care practices, in order to stay well and flourish in their careers. But these chances could not be as good because of a lack of resources and the needs of the humanitarian situation. (JRS, 2024)

Table 4: Workload and Caseload, Supervisory Support, Resource Constraints, Client Characteristics, Work-Life Balance, Professional Development Opportunities.

Descriptive Statistics		Measurements						
	N	SD	D	N	A	SA	Mean	Std. Deviation
I frequently feel overwhelmed by the volume of cases assigned to me.	119	3 (2.5%)	12 (10.1%)	6 (5%)	43 (36.1%)	55 (46.2%)	4.13	1.065
The current workload negatively impacts my ability to provide quality services.	119	9 (7.6%)	19 (16%)	25 (21%)	39 (32.8%)	27 (22.7%)	3.47	1.220
I often work long hours to meet the demands of my job.	119	7 (5.9%)	19 (16%)	32 (26.9%)	44 (37%)	17 (14.3%)	3.38	1.097
My supervisor is readily available to address my concerns and questions.	119	47 (39.5%)	60 (50.4%)	6 (5%)	6 (5%)	0 (0%)	1.99	.711
My supervisor provides constructive and helpful feedback on my work.	119	4 (3.4%)	28 (23.5%)	25 (21%)	39 (32.8%)	23 (19.3%)	3.41	1.145
I receive adequate supervision and support from my colleagues and supervisors.	119	17 (14.3%)	14 (11.8%)	19 (16%)	48 (40.3%)	21 (17.6%)	3.35	1.299
Limited resources delay my ability to effectively address clients' needs.	119	9 (7.6%)	19 (16%)	25 (21%)	39 (32.8%)	27 (22.7%)	3.47	1.220
Inadequate funding impacts the quality of services provided.	119	0 (0%)	15 (12.6%)	25 (21%)	48 (40.3%)	31 (26.1%)	3.80	.971
There is a shortage of essential supplies and equipment.	119	2 (0.16%)	32 (26.9%)	64 (53.7%)	21 (17.6%)	0 (0%)	3.29	.714
The complexity of clients' needs negatively impacts my job satisfaction.	119	10 (8.4%)	49 (41.1%)	37 (31.1%)	11 (17.6%)	2 (1.7%)	2.96	.768
The lack of adequate resources to address clients' complex needs is a significant stressor.	119	9 (7.6%)	19 (16%)	25 (21%)	39 (32.8%)	27 (22.7%)	3.47	1.220
The high caseload and frequent turnover of clients make it difficult to build meaningful relationships.	119	9 (8%)	60 (50.4%)	43 (36.1%)	6 (5%)	1 (0.8%)	2.78	.576
I have adequate opportunities to take breaks and rest during work hours.	119	14 (11.8%)	33 (27.8%)	16 (13.4%)	41 (34.5%)	15 (12.6%)	3.10	1.253
I feel supported by my organization in maintaining a healthy work-life balance.	119	21 (17.6%)	38 (30.2%)	19 (15.9%)	28 (23.5%)	15 (12.6%)	2.98	1.192
The organization provides flexible work arrangements to accommodate personal commitments.	119	6 (5%)	28 (23.5%)	55 (46.1%)	28 (23.5%)	2 (1.7%)	3.22	1.000

I receive adequate training and supervision to effectively perform my job.	119	14 (11.8%)	33 (27.8%)	16 (13.4%)	41 (34.5%)	15 (12.6%)	3.10	1.253
The organization provides opportunities for professional development and career advancement.	119	14 (11.8%)	28 (23.5%)	55 (46.1%)	28 (23.5%)	2 (1.7%)	3.10	1.253
I feel valued and recognized for my contributions to the organization.	119	18 (15.1%)	33 (27.7%)	16 (13.4%)	38 (31.9%)	14 (11.8%)	3.00	1.285
Valid N (listwise)	119							

Table 4 shows most of the people respond the overall workload and its impact on quality of services. (M=4.13) agreed binded with enormous cases given, that results emotional strain. Burden of work loses the activity of one's respond poor services. Other (M=3.47) respondents agree on the immediate services rendered. (51.3%) of them regularly spends more time on work to accomplish the job. Respondents rely the support of coworkers, upon it scarce resource make the service forceful that limits to provide for customers demand (M=3.38) and insufficient money act upon service result ((M=1.99). The outcomes of the research degrade the intention or actions on workload administration, assistance during supervision, and design utilization of resources for the protection of consistency in providing the services.

The result of the study, an important supplies and equipment's shows gaps, was ((M=3.41) says medium concentration for the respondents. Meaning a big numbers of participants relay not having sufficient resources to carry their duties properly. When we see the shortage in various angles, lack of office supplies, and not equipped with necessary technologies that are (computers, software, and internet access.), lack of sufficient money shortage of office equipment, to provide the services.

The study on the findings justifies variety of thoughts on the customer angle with enormous impact on job satisfaction. (M=2.63) commented enormous needs of the clients make feel dissatisfied on their jobs. On the contrary (M=4.13) of the majorities highly aside with the idea. Forming engagement with the clients in enormous feelings results an intentional with the burden of psychology.

Lack of trainings and assistance to the professionals reduce to solve the customer needs that results hopeless and inconvenient.

Customer demands should not be covered with limited resources that makes people angry and create the worst condition.

Emotional toll define Professionals undergoing works with those who have a problems may feel discomfort may show loss of strength due to hard work.

(M=2.78) of the people replied contrary with those clients of with having a problem is hard to form relationship.

The research clarifies variation in the creation of strong relieve pain conditions on a client increases the burden of work frequently. The reasons that make it worse be time bound.

Building and maintaining meaningful relationships with clients is crucial for effective service delivery and satisfactory outcomes for clients. One way to deal with this problem is to lower the number of cases: Implementing techniques for each professional might provide them more time to interact with clients and build relationships. Keeping clients: Using tactics to keep clients can make it less likely that clients will go to another business and make it easier to build long-term connections.

The most effective strategies for supporting the work of social workers in humanitarian service organizations

To help social workers in humanitarian assistance organizations, you need to use a variety of methods that take into account the specific problems that come with this difficult sector. Putting mental health and well-being first is very important, and having easy access to tools like counseling services, peer support groups, and mindfulness practices is very important for preventing burnout and vicarious trauma. Strong supervision systems, like regular one-on-one and group meetings with trained clinicians, give important direction, help, and a secure place to think about and work through difficult issues. Also, it's important to promote a culture of self-care at the workplace by allowing flexible work hours, enough time off, and chances to relax and recharge.

Investment upon increasing professionals is a crucial part that consecutive training should offer to the staffs on culture, communication and others.

Lastly, making sure that workers get fair pay, good benefits, and clear career paths will make them happier at work and keep them there longer. This will ultimately make the social work workforce in humanitarian aid organizations stronger.

Table 5: The most effective strategies for supporting the work of social workers in humanitarian service organizations.

Descriptive Statistics		Measurements						
	N	SD	D	N	A	SA	Mean	Std. Deviation
Opportunities for professional development, such as training and workshops, are available.	119	27 (22.7%)	35 (29.4%)	14 (11.8%)	34 (28.6%)	9 (7.6%)	2.72	1.296
The organization implements caseload limits and clear guidelines and provides sufficient staffing to manage the workload.	119	14 (11.8%)	29 (27.8%)	16 (13.4%)	41 (34.5%)	15 (12.6%)	3.10	1.253
Regular supervision and mentorship are offered to social workers and provide regular, constructive feedback.	119	0 (0%)	0 (0%)	4 (3.3%)	41 (34.5%)	15 (12.6%)	4.63	.509
The organization uses technology to streamline administrative tasks.	119	14 (11.8%)	29 (27.8%)	20 (16.8%)	41 (34.5%)	15 (12.6%)	3.10	1.253
The organization offers competitive salaries and benefits packages.	119	56 (47.1%)	18 (15.1%)	18 (15.1%)	15 (12.6%)	12 (10%)	2.20	1.385
The organization's management recognizes and rewards outstanding performance.	119	62 (52.1%)	25 (21.0%)	24 (20.2%)	3 (2.5%)	5 (4.2%)	1.80	1.024
Effective systems are in place to manage administrative tasks and paperwork.	119	46 (38.7%)	19 (16.0%)	37 (31.3%)	8 (6.7%)	9 (7.5%)	2.18	1.183
The organization provides opportunities for career advancement.	119	50 (42.0%)	37 (31.1%)	11 (9.2%)	13 (10.9%)	8 (6.7%)	2.09	1.249
We have stress management programs and techniques.	119	55 (46.2%)	25 (21.0%)	20 (16.8%)	6 (5.0%)	13 (10.9%)	2.10	1.324
Flexible work arrangements are offered to maintain work-life	119	56 (47.1%)	26 (21.8%)	11 (9.2%)	15 (12.6%)	11 (9.2%)	2.20	1.385

balance.								
Leadership demonstrates genuine care and support for social workers.	119	32 (26.9%)	41 (34.4%)	23 (19.3%)	11 (9.2%)	12 (10.1%)	2.54	1.194
Adequate funding is allocated to support social worker activities.	119	31 (26.1%)	35 (29.4%)	19 (15.9%)	15 (12.8%)	19 (16.0%)	2.72	1.390
Valid N (listwise)	119							

Table 5 shows that (M=2.72) of the 119 respondents were unhappy with the availability of professional development opportunities like training and workshops. This means that more than half of the participants think that there aren't enough professional development opportunities available. Only (M=3.10) think that there are enough of these kinds of chances. This means that even when there are some chances, they may not always be there, be regular enough, or meet the specific needs and skill shortages of social workers.

(M=4.63) of those who answered responded that the organization gives them enough case limits, clear rules, and enough staff to handle their work. This means that a lot of employees think the company is helpful when it comes to managing their workload. However, (M=3.10) said they were unhappy, which shows that the strategies for managing workloads aren't good enough. Shows that some steps are being taken to make sure that social workers have manageable caseloads and get the help they need, but these steps may not always be followed or operate well in all departments or for all social workers.

(M=2.20) respondents relies on continuous follow-up and advisory guides be granted. This way the organization assists the social workers through ongoing work and advice frequently. (M=1.80) believe that the business successfully employs technology to simplify administrative activities. This shows that most people agree that the organization uses technology to make administrative tasks easier.

(M=2.18) think that technology isn't doing a good job of making administrative tasks easier. This means that even though certain technical tools are already in place to make things easier and less of a hassle for workers, more advancements may be needed to completely use technology to help social work practice. (M=2.10) employees think their pay and benefits aren't competitive. This means that even while some benefits are offered, they might not be seen as competitive with those offered by other social work employers or might not be enough to pay social workers for the work they do.

(M=1.04) of those who responded do not think that management sees and rewards good work. Only (M=2.20) of those who answered feel recognized or appreciated. This means that even if there may be some efforts to recognize people, they may not be done consistently, may not be seen as fair or meaningful, or may not be enough to encourage good performance.

(M=3.62) of those who responded said that administrative systems don't work. (M=0.13) of a small number of workers think that the systems we have now work well. This means that the people who answered the survey think that the current processes for handling paperwork and administrative activities are fairly effective, but they could be better. This conclusion suggests that social workers may have difficulties in managing administrative tasks, such as: Respondents may spend too much time on paperwork, have to deal with old or complicated rules, or have to use several systems that don't operate well together.

Frustration and inefficiency occurred when entered the data manually, time wastage in processing, and inadequate technological application. Due to shortage of trainings to the Social workers, not apply the administration smoothly, as a result errors, delays, will occurs that requires efforts. The reasons were due to insufficient staffs and technologies that creates the overload of the paper works.

(M=3.54) of employees strongly disagree that there are good programs for managing stress. Indicates that respondents believe that stress management programs and approaches are not very accessible or useful. This research underscores the imperative for enhanced assistance for the mental and emotional well-being of social workers. Some things that could have caused this are: Stress management programs cannot be easy for all social workers to get to, or they could not be offered at all because of money or logistical issues. Current programs might not help social workers deal with the unique stressors they confront, like vicarious trauma, moral difficulties, and heavy workloads. Programs may not be easy to get to because of rigid schedules, a lack of

resources, or social workers not knowing about them. Social workers may not know about the programs that are available, may not have the time or desire to take part, or may not think the programs work.

Most of the people who answered (M=2.20) think that there are no flexible employment options available. Indicates that respondents believe that flexible work alternatives are neither widely available nor beneficial for maintaining a healthy work-life balance. This discovery is troubling because social work is hard work and it's important to keep a good work-life balance. Some things that could make flexible work arrangements harder to get are: Many social workers may not have access to flexible work options like remote work, flextime, or shortened workweeks.

Managers may not want flexible work arrangements because they are worried about productivity, supervision, and team cooperation. Poor technology and infrastructure may make it hard to put remote work or other flexible work arrangements into place.

(M=2.56) of those who answered said that they think leaders give them modest amounts of caring and assistance. The suggestion relies leadership should have a direct contact with welfare of social workers, to increase their strength for the end result in this domain.

Leaders are not obliged to assist the social workers or may not ask information from personnel.

(M=2.34) of the respondent's states there is a shortage of funds which cannot run the operation, therefore, sufficient funds be allocated to support social worker operations.

This research shows that there may be some money available, but it may not be enough to meet the needs of social workers and their clients. Clients may not be able to get the help they need if they don't have enough money, like therapy sessions, transportation, and housing support. Limited funds may make it harder to get professional development opportunities including training, conferences, and supervision. Not enough money may make it hard to get the technology and equipment you need, like computers, phones, and software. It may be hard to get more money for particular projects or initiatives because there aren't many financing sources and there is more competition.

4.3. Inferential Statistics Analysis

In this section, the result of inferential statistics employed in the study supported on Pearson correlation coefficient, and multiple regressions were elaborated.

4.3.1. Correlation Coefficient

As the questionnaire was designed on the Likert scale (strongly disagree to strongly agree) mainly it is considered a partial interval scale, so the suitable correlation matrix for this scale is Pearson's correlations coefficient matrix. The person's correlation results between all the independent variables and dependent variables are precisely depicted in Table 6.

Table 6: The results of Pearson's correlation Coefficient

Correlations									
		Organizational Culture and Support:	Workload and Caseload	Supervisory Support:	Resource Constraints:	Client Characteristics	Work-Life Balance	Professional Development Opportunities	experience of social workers
Organizational Culture and Support:	Pearson Correlation	1							
	Sig. (2-tailed)								
	N	119							
Workload and Caseload:	Pearson Correlation	.078	1						
	Sig. (2-tailed)	.397							
	N	119	119						
Supervisory Support:	Pearson Correlation	.088	.078	1					
	Sig. (2-tailed)	.933	.831						
	N	119	119	119					
Resource Constraints:	Pearson Correlation	.663	.762**	.715	1				
	Sig. (2-tailed)	.494	.000	.870					
	N	119	119	119	119				
Client Characteristics	Pearson Correlation	.705	.669**	.893*	.657**	1			
	Sig. (2-tailed)	.257	.000	.035	.000				
	N	119	119	119	119	119			
Work-Life Balance	Pearson Correlation	.706	.818	.791*	.802	.702	1		
	Sig. (2-tailed)	.946	.200	.037	.984	.271			
	N	119	119	119	119	119	119		
Professional Development Opportunities	Pearson Correlation	.754	.897*	.607	.667	.829	.628**	1	
	Sig. (2-tailed)	.095	.031	.938	.468	.755	.000		
	N	119	119	119	119	119	119	119	
experience of social workers	Pearson Correlation	.820	.992	.878	.864	.8720	.902	.742	1

	Sig. (2-tailed)	.095	.031	.938	.468	.755	.000	.095	
	N	119	119	119	119	119	119	119	
**. Correlation is significant at the 0.01 level (2-tailed).									
*. Correlation is significant at the 0.05 level (2-tailed).									

Source, field data (2023) Spss output

As per (Marczyk G. DeMatteo D. & Festinger D, 2005) general guidelines, correlations of 0.00 to 0.30 are considered negligible correlation, correlations of 0.31 to 0.50 are considered low correlation, correlations of 0.51 to 0.70 are considered moderate correlation, correlations of 0.71 to 0.90 are considered as high correlation, and correlations of 0.91 to 1.00 are considered as very high correlation

As depicted in Table 6, stated that humanitarian services would be positively significant and correlated with the experience of social workers and all independent variables of this study were statistically significant.

The correlation result shows that Pearson's correlation coefficient (r) is a statistical tool that measures the linear relationship between the experience of social workers and the variables Organizational Culture and Support. The result $r(119) = .820$, $p < .01$ shows that these two variables are very strongly related to each other.

This implies actual value in relation to coefficient. Values closer to 1 or -1 show wider relation. The results of this study justifies strong in form and statistically binded with Organizational Culture and Support with experiences of social workers, as evidenced by the correlation coefficient $r(119) = .820$, $p < .01$. Social workers must be joyful in their jobs, and more feel completing their work when the working area is conducive with a strong and attractive culture. This research views the impact of organizational culture on the experiences of social workers.

Person's Correlation Coefficient (r) shows the close relation of two variables d in a straight line. the r -value of .992 is relevant to the relation between Workload, and Caseload, with experience of social workers. In simple terms, social workers with greater experience usually have more work to do and more cases to handle.

The correlation coefficient of $r(119) = .878$, $p < .01$, shows a strong relationship between Supervisory Support and the experience of social workers. The correlation coefficient, $r(119) = .878$, with a p -value less than .01, indicates a strong and statistically significant positive linear association between supervisory support and social workers' experiences. This suggests that

when there is more support from supervisors, social workers are more likely to have positive experiences at the same time. This conclusion is important to show how a good supervision is mandatory for social workers to have great work experiences.

The result shows that $r(150) = .864$, $p < .01$, means there is a substantial positive relationship between Resource Constraints and the experience of social workers. The correlation coefficient, $r(150) = .864$, $p < .01$, indicates a statistically significant and robust positive association between Resource Constraints and the experiences of social workers.. The correlation coefficient, $r(150) = .864$, with a significance level of $p < .01$, indicates a strong and statistically significant positive linear association between Client Characteristics and the experience of social workers. The correlation coefficient of $r(119) = .902$, $p < .01$ shows that there is a strong positive relationship between Work-Life Balance and the experience of social workers. The correlation coefficient, $r(119) = .902$, with a p-value less than .01, shows that there is a strong and statistically significant positive linear link between Work-Life Balance and the experience of social workers. The correlation coefficient, $r(119) = .742$, $p < .01$, shows that there is a strong positive relationship between Professional Development Opportunities and the experience of social workers. The correlation coefficient, $r(119) = .742$, $p < .01$, indicates a statistically significant and robust positive link between Professional Development Opportunities and the experience of social workers. This research indicates that an increase in the quantity and quality of professional development opportunities correlates with a rise in the experience acquired by social workers.

Interpretation of Regression Result

Regression analysis helps the researcher to understand how changes in one variable (independent) affect another (dependent). The best result obtained on the research question. In general, the ideal outcome involves coefficients for independent variables that should be statistically significant, indicating a true relationship with the dependent variable; a high R-squared value signifies the model explains a significant portion of the dependent variable's variation. By testing these aspects, the researcher will gain valuable insights into the data and make informed decisions based on reliable evidence

Table 7: Coefficients of regression analysis

Coefficients ^a									
Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.	95.0% Confidence Interval for B		Collinearity Statistics	
	B	Std. Error	Beta			Lower Bound	Upper Bound	Tolerance	VIF
(Constant)	.497	.056		8.940	.000	.386	.607		
1 SPE.OBJE.2.Organizati onljstice	.103	.011	.177	9.525	.000	.082	.125	.942	1.061
SPE.OBJE.2.workloada ndcaseload	.117	.011	.227	10.528	.000	.095	.139	.704	1.420
SPE.OBJE.2.suppor.su pport	.124	.010	.245	12.776	.000	.105	.143	.884	1.131
SPE.OBJE.2.resourceco nst	.114	.013	.228	9.031	.000	.089	.139	.511	1.958
SPE.OBJE.2.clientchar acter	.113	.016	.179	6.915	.000	.081	.146	.485	2.064
SPE.OBJE.2.worklifeba lance	.126	.012	.265	10.826	.000	.103	.149	.545	1.835
SPE.OBJE.2.prof.devel opment	.128	.006	.489	19.798	.000	.115	.141	.535	1.868

a. Dependent Variable: Experience of social workers

As illustrated in table 7 the coefficient of regression analysis indicates the variable with the highest beta value contributes the most to explaining the dependent variable's variance, which is controlled by all other variables in the model, as shown in the Beta column beneath standardized coefficients. Professional development Opportunities (0.489) followed by Work-Life Balance(0.265), followed by Supervisory Support (0.245), followed by Resource Availability (0.228), followed by Caseload Size (0.227) have the most significant factor in the standardized beta coefficients for the experience of social workers and Client Characteristics and Organizational Culture contributes the least with a beta coefficient (0.179) and (0.177) respectively.

Hypothesis: 1

(H₁): A positive organizational culture is associated with higher job satisfaction and lower burnout among social workers.

Hypothesis

(H₀): A positive organizational culture is not associated with higher job satisfaction and lower burnout among social workers

Discussion of Results: The findings of this study demonstrate a statistically significant, if modest, positive correlation between a positive corporate culture and the experiences of social workers ($\beta = 0.103$, $p < .000$). This research indicates that social workers employed in organizations with a positive culture report more advantageous experiences. The beta value of 0.103 shows that the effect size is not very large, but it is important to note that the association is statistically significant ($p < .000$), which means that it is not likely to be a fluke. This indication certifies with minimum increment in company culture can adverse the experiences of social workers. Additional research could examine the particular elements of a positive organizational culture that significantly impact these experiences, as well as identify potential mediating or moderating variables that may enhance this association. It is also important to think about what this discovery means in the real world, such as how firms may create a better culture to make their social work personnel happier and healthier.

Hypothesis: 2

(H₁): Adequate resource availability is associated with higher job satisfaction and lower burnout.

(H₀): Adequate resource availability is not associated with higher job satisfaction and lower burnout.

Result Discussion The findings of this study demonstrate a statistically significant positive correlation between sufficient resource availability and the experience of social workers ($\beta = 0.114$, $p < .000$). The beta value of 0.114 indicates that, all else being equal, the experience of social workers is predicted to rise by 0.114 units for every one-unit increase in resource availability.

The p-value less than .000 mean the link is very important, didn't happen by chance.

Hypothesis: 3

(H₁): Strong assistance of supervision in relation with lower mental disorder and higher self-efficacy.

(H₀): Strong assistance of supervision not related with lower mental disorder and higher self-efficacy.

Result Discussion: The findings of this study elaborate sufficient supervisory assistance when put in use statistically important to enhance the experiences of social workers. The beta value of 0.124 indicates that for each one-unit rise in supervisory support, the social worker's experience is anticipated to augment by 0.124 units.

Hypothesis: 4

(H₁): Higher caseload size is associated with increased burnout and turnover intention.

(H₀): Higher caseload size is not associated with increased burnout and turnover intention.

Result Discussion: The regression analysis results show that the quantity of a social worker's caseload has a substantial and favorable effect on their experience ($\beta = 0.117$, $p < .05$). This indicates that an increase in caseload size may enhance the experiences of social workers. More research is needed to find out exactly how this link works and to look into possible ways to lessen the effects of high caseloads on the well-being of social workers.

Hypothesis: 5

(H₄): Working with complex clients is associated with higher perceived stress and lower self-efficacy.

(H₀): Working with complex clients is not associated with higher perceived stress and lower self-efficacy.

Result Discussion The findings of this study demonstrate a statistically significant positive correlation between the complexity of clients and the experience level of social workers ($\beta = 0.113$, $p < .000$). The positive beta value indicates that social workers engaged with complex clients generally experience more favorable outcomes in their roles. The p-value of less than .05 also shows that this outcome is not likely to be random, which makes the case stronger that working with complex clients has a big positive effect on social workers' experiences. This research indicates that engaging with complicated clients may pose challenges, however it can also facilitate professional development and yield pleasant experiences for social workers.

Hypothesis: 6

(H₁): Poor work-life balance is associated with increased burnout and turnover intention.

(H₀): Poor work-life balance is not associated with increased burnout and turnover intention.

Result Discussion: This study's results show that having a bad work-life balance has a minor but statistically significant positive effect on the experiences of social workers. The beta value of 0.126 indicates that a one-unit rise in poor work-life balance correlates with a 0.126-unit rise in adverse experiences for social workers. Even though this effect size is minor, the very significant p-value (.000, $p < .05$) shows that this association is probably not due to chance.

Hypothesis: 6

(H₁): Limited professional development opportunities are associated with lower job satisfaction and self-efficacy.

(H₀): Limited professional development opportunities are associated with lower job satisfaction and self-efficacy.

Result Discussion: This findings with in the study elaborate restricted professional development possibilities put in use conducting and strong impact on the experiences of social workers ($\beta = 0.128$, $p < .000$). This finding indicates that social workers with restricted access to professional development options often enjoy more favorable outcomes in their professions.

CHAPTER FIVE

5. Summary, Conclusions and Recommendations

5.1. Introduction

The objective of the study exercised on the experience of social workers in humanitarian service organizations, specifically SOS Children's Village and Selam Children's Village in Addis Ababa, Ethiopia. Taking the experiments & observations, descriptive survey was assigned with explanatory research

In the empirical investigation, descriptive survey research design and explanatory research design were used. Data was collected from a total of 119 respondents drawn from 2 sample humanitarian organizations. The Data was collected by a means of questionnaire and document analysis. The data from the quantitative method was analyzed using SPSS version 23. This chapter, therefore, summarizes the major findings along with the objectives of the study, conclusions drawn from the analysis and interpretation of data, and recommendations for the enhancement of humanitarian organizations.

5.2. Summary of the Major Findings

The study, "The Experience of Social Workers in Humanitarian Service Organizations" seeks to delineate the precise skills and abilities necessary for proficient social work practice within humanitarian settings. While the study is still continuing on, early results show that social workers in these groups encounter unique problems that call for a specific set of skills. Some of the main things to pay attention to are:

- Social workers in humanitarian contexts regularly work with people from different backgrounds who have been affected by crises. They need to be aware of and ready to adapt to the demands of different populations.
- People and communities can experience trauma during humanitarian disasters. To give good assistance and avoid re-traumatizing people, social workers need to learn about trauma-informed care.
- Social workers may have to deal with complicated situations that involve fighting and moving. To keep the people who are affected safe and healthy, it is important to know how to resolve conflicts and negotiate.

- Humanitarian situations often have few resources. To make sure that people and communities can get the services they need, social workers need to be good at getting resources and speaking up for them.
- Social workers in humanitarian organizations are part of a team with people from different fields. To provide good service, you need to be able to work well with others and collaborate.
- Social workers in humanitarian aid groups typically have a lot of work to do and not enough resources. This can make you tired and lose your compassion.
- Social workers in humanitarian aid organizations may not be able to get the help they need from their own organization or from other social workers. This can make it hard to deal with the problems that come up at work.
- Social workers in humanitarian assistance organizations may encounter ethical dilemmas, particularly when requested to deliver services they perceive as contrary to the best interests of their clients.
- The research examines the effects of various interventions on social workers' well-being, job satisfaction, and ability to deliver effective services, taking into account the influence of different aspects on the system.

5.3. Conclusions

This study shows the big problems that social workers in humanitarian aid organizations have to deal with. The results show that many of these professionals are dealing with secondary traumatic stress, burnout, and emotional tiredness, which is worrying. The report also points out the systemic problems that lead to these bad experiences, such as not having enough resources, having too much work, and not getting enough help from the organization. These findings underscore the critical necessity for interventions and organizational modifications to alleviate the detrimental effects on social workers' well-being and guarantee the sustainability of humanitarian services.

- Provide frequent assistance and supervision for staff: This includes giving them access to mental health professionals, peer support groups, and regular supervision sessions to help them deal with work-related stress and trauma.
- Teach people how to take care of themselves and deal with stress: Give social workers tools to deal with stress, avoid burnout, and put their own health first.
- Make sure there are enough staff members: To cut down on workload and stop personnel from getting too busy, deal with problems with not enough staff.

Recommendations

For the major findings of a study on the experience of social workers in humanitarian service organizations, specifically SOS Children's Village and Selam Children's Village in Addis Ababa, Ethiopia, the following recommendations were made:

- Offer brief guidance on stress management and self-care and also give social workers the tools they need to prioritize their own well-being, avoid burnout, and manage stress.
- Encourage social workers to continue their education, go to conferences, and take part in workshops in order to improve their abilities and expertise.
- Offer continuous education on pertinent subjects, such as case management, trauma-informed care, child protection, and ethical issues in humanitarian work.
- To resolve issues and encourage cooperation, encourage open lines of communication between employees, managers, and supervisors.
- Encourage a culture of respect, acknowledgment, and gratitude for the contributions made by social workers in order to cultivate a positive work environment.
- To improve service delivery and meet the complex needs of vulnerable children and families, work with government agencies, non-governmental organizations, and community-based groups.
- Work closely with legislators or other community members to enhance the law that can protect children and families.
- To serve children and families, we should enhance the social welfare to focus on exploration to address practice and policy and inform the right people. By doing this, we can create a very encouraging and empowered environment for social workers.

Part II:

Instructions: Please rate your level of agreement ✓ with the following statements regarding the experience of social workers in humanitarian service organizations, Use the following scale:

1= strongly disagree, 2 = Disagree, 3= neutral 4 = Agree, 5= strongly agree

1. What are social worker's experiences that need specific skills and competencies required for effective social work practice in humanitarian contexts?						
S/N		5	4	3	2	1
1.1.	I have strong communication skills for building rapport with clients and colleagues.					
1.2.	I have knowledge of international humanitarian law and human rights for ethical practice.					
1.3.	I can work effectively in interdisciplinary teams for collaborative problem-solving.					
1.4.	I have strong time management skills that are necessary for efficient work in challenging conditions.					
1.5.	I can provide psychosocial support for addressing emotional and psychological needs.					
1.6.	I have the ability to facilitate group work and community engagement in beneficial for collective problem-solving.					
1.7.	I have the ability to work with diverse populations, including refugees, internally displaced persons, and host communities.					
1.8.	I can conduct needs assessments and program evaluations that is important for evidence-based practice.					
1.9.	I have the ability to work independently and take initiative in challenging circumstances.					
1.10.	I can manage stress and uncertainty for effective work in humanitarian contexts.					
1.11.	I can collaborate with local organizations and communities for sustainable impact.					
1.12.	I can document and report on activities and outcomes for accountability and learning.					
1.13.	I have sufficient resources and support to carry out my duties effectively.					
1.14.	I am confident in building strong relationships with clients from diverse cultural backgrounds.					
2. What are the primary challenges experienced by social workers in humanitarian service organizations that impact the job experience and well-being of social workers?						
S/N	Organizational Culture and Support:	5	4	3	2	1
2.1.	The organizational culture is supportive and fosters a positive work environment.					
2.2.	The organization provides opportunities for professional development and growth.					
2.3.	There is a lack of effective communication within the organization.					

2.4.	The organization provides adequate security measures for staff.					
S/N	Workload and Caseload:	5	4	3	2	1
2.5.	I frequently feel overwhelmed by the volume of cases assigned to me.					
2.6.	The current workload negatively affects my ability to provide quality services.					
2.7.	I often work long hours to meet the demands of my job.					
S/N	Supervisory Support:	5	4	3	2	1
2.8.	My supervisor is readily available to address my concerns and questions.					
2.9.	My supervisor provides constructive and helpful feedback on my work.					
2.10.	I receive adequate supervision and support from my colleagues and supervisors.					
S/N	Resource Constraints:	5	4	3	2	1
2.11.	Limited resources delay my ability to effectively address clients' needs.					
2.12.	Inadequate funding impacts the quality of services provided.					
2.13.	There is a shortage of essential supplies and equipment.					
S/N	Client Characteristics	5	4	3	2	1
2.14.	The complexity of clients' needs negatively affects my job satisfaction.					
2.15.	The lack of adequate resources to address clients' complex needs is a significant stressor.					
2.16.	The high caseload and frequent turnover of clients make it difficult to build meaningful relationships.					
S/N	Work-Life Balance	5	4	3	2	1
2.17.	I have adequate opportunities to take breaks and rest during work hours.					
2.18.	I feel supported by my organization in maintaining a healthy work-life balance.					
2.19.	The organization provides flexible work arrangements to accommodate personal commitments.					
S/N	Professional Development Opportunities	5	4	3	2	1
2.20.	I receive adequate training and supervision to effectively perform my job.					
2.21.	The organization provides opportunities for professional development and career advancement.					
2.22.	I feel valued and recognized for my contributions to the organization.					
3. What are the most effective strategies for supporting the work of social workers in humanitarian service organizations?						
S/N		5	4	3	2	1
3.1.	Opportunities for professional development, such as training and workshops, are available.					

3.2.	The organization implements caseload limits and clear guidelines, and provides sufficient staffing to manage the workload.					
3.3.	Regular supervision and mentorship are offered to social workers, and provide regular, constructive feedback.					
3.4.	The organization uses technology to streamline administrative tasks.					
3.5.	The organization offers competitive salaries and benefits packages.					
3.6.	The organization's management recognizes and rewards outstanding performance.					
3.7.	Effective systems are in place to manage administrative tasks and paperwork.					
3.8.	The organization provides opportunities for career advancement.					
3.9.	We have stress management programs and techniques.					
3.10.	Flexible work arrangements are offered to maintain work-life balance.					
3.11.	Leadership demonstrates genuine care and support for social workers.					
3.12.	Adequate funding is allocated to support social worker activities.					

References

- 2U, I. (2023, November). *Theoretical approaches in social work: Systems theory*. Retrieved from Social Work License Map: <https://socialworklicensemap.com/social-work-resources/theories-and-practice-models/systems-theory/>
- AAU. (2024). *Addis Ababa university college of Social Science*. Retrieved from Overview of the department of social work: <https://www.aau.edu.et/css/academics/social-work/overview-in-social-work/#:~:text=Social%20work%20Education%20in%20Ethiopia,Level%2C%20in%20September%20of%202004.>
- Achsah Dorsey, E. M. (2022). *Measurement of Human Stress: A Multidimensional Approach. OUCI*.
- Ahmed A Ahad, M. S.-G. (May 26; 2023). *Understanding and Addressing Mental Health Stigma Across Cultures for Improving Psychiatric Care. National Library of Medicine*, 15(5):e39549. doi: 10.7759/cureus.39549.
- Aiden A P Simard. (2022 Feb 22;). *Job Satisfaction and Psychological Distress among Help-Seeking Men: Does Meaning in Life Play a Role? PubMed Central*, 12(3):58.
- Akinbode S O & Ayodeji I A. (2016). *Work-life balance among social workers in some selected welfare homes and rehab centres in Lagos state. . Nigerian Journal of Psychiatry Research*, , 14(2), 23-30.
- Alamanos, D. D. (2024). *Theory Hub. Reviews of academic theories*.
- Alemayehu Gebru, H. D. (2021). *Exploring the challenges of social work education from field education perspective in Ethiopia: The case of four public Universities. Ethiopian Journal of Social Sciences and Languages Studies*., 8(1), 79-89. .
- Bandura A. (1977). *Self-efficacy: Toward a unifying theory of behavioral change. . Psychological Review*., 84(2), 191-215.
- Bizuwerk, D. (17 July 2024). *Being a social worker is the best thing that happened to me. Unicef Ethiopia*.

- Bryman and Bell. (2007). Cronbach's Alpha value to assess the reliability of the questionnaire.
- Creswell. (1999). qualitative research and internal validity in quantitative research.
- Creswell., J. W. (2012). Research design: Qualitative, quantitative, and mixed. . 167.
- Dennis, D. (November 9, 2023). Addressing the world's challenges: Social work's role in creating a better future. *ohio.edu*.
- Devault, J. S. 2022. (n.d.). Secondary data analysis: An alternative for nonprofit and public service researchers. SAGE Publications Limited. (p. 62).
- Dr. Annette Towler. (2020, 05 30). *The Job Characteristics Model: What it is and why it matters more than ever*. Retrieved from All Management Learning Resources:
<https://www.ckju.net/en/dossier/job-characteristics-model-what-it-is-and-why-it-matters-more-ever>
- Factor, L. (2024, October 16). *The Importance of Organizational Culture in Enterprise Organizations*. Retrieved from Leader Factor:
<https://www.leaderfactor.com/learn/importance-of-organizational-culture#:~:text=By%20fostering%20a%20positive%20culture,enhance%20their%20performance%20and%20achieve>
- FELEKE, E. K. (2018). CHALLENGES AND OPPORTUNITIES OF SOCIAL WORKERS IN PUBLIC HOSPITALS:.
- Fufa, A. N. (2023). Roles, Opportunities, and Challenges of Social Workers in Three Selected Correction Settings of Oromia Regional State, Ethiopia . *East African Journal of Social Sciences and Humanities* , Volume 8(2) 33-50.
- Gelfand, M. J. (2018). Culture and Organizational Behavior. . *Annual Review of Organizational Psychology and Organizational Behavior* , , 5, 133-162.
- George D. & Mallery P. (2003). SPSS for Windows step by step: . *A simple guide and reference*. 11.0.
- Gilbert A. Churchill & Dawn Iacobucci. (2006). Marketing Research: Methodological Foundations.

- Gobena, G. A. (2018). Family Socio-economic Status Effect on Students' Academic Achievement at College of Education and Behavioral Sciences, Haramaya University, Eastern Ethiopia. *Journal of Teacher Education and Educators*, 207 - 222.
- Hailu, D. (October 2014). The development and management of social workers in Ethiopia: A situational analysis. *International Journal of Social Welfare* , 23(4).
- Hameed, M. A. (January 2009). Factors Affecting Employee Turnover Intentions. *The International Journal of Knowledge Culture and Change Management Annual Review* , 9(8):55-66.
- Harry Bark, J. D. (2023 May 25). The Professional Identity of Social Workers in Mental Health Services: A Scoping Review. *Int J Environ Res Public Health.*, 20(11):5947. doi: 10.3390/ijerph20115947.
- Hui Yang, Z. L. (2024, Jul 01). *Asia Pacific Journal of Social Work and Development* . Retrieved from Considerations beyond salary: study of job satisfaction among Chinese social work practitioners in different positions: <https://doi.org/10.1080/29949769.2024.2374295>
- J. MICHAEL SYPTAK, M. D. (1999). Job Satisfaction: Putting Theory Into Practice. *Fam Pract Manag*, 6(9):26-30.
- JRS. (2024). Taking care of staff's mental health in humanitarian settings. *ReliefWeb*.
- Karandikar, P. R. (2023). Practice-based knowledge perspectives of cultural competence in social work. *Journal of Ethnic & Cultural Diversity in Social Work*.
- Kebede W. (2014). Social work education in Ethiopia: Celebrating the rebirth of the profession. *ResearchGate*.
- Kebede, W. (2024). Social Work Education in Ethiopia: Past, Present and Future. . *African Social Work* , , 1(1).
- Kopasza, M. (2024). Does attending to extremely poor clients increase the burnout of social workers? *European Journal of Social Work* .

- Koskiniemi, S. (01 Oct 2023). How Work Culture Contributes to Client Harm in Social Care: An Analysis of Reports from the Client Safety Reporting System in Finland. Pages 123-135.
- Kothari, C. (2004). Research Methodology: Methods and Techniques. 2nd Edition, New Age International Publishers, New Delhi.
- Mahon, D. (2022). Implementing Trauma Informed Care in Human Services: An Ecological Scoping Review. *the National Institutes of Health.*, 12(11):431. doi: 10.3390/bs12110431.
- Marczyk G. DeMatteo D. & Festinger D. (2005). Essentials of research design and methodology. . *American Psychological Association PsycNet*.
- Maslach, C. &. (1981). Maslach Burnout Inventory. . *Consulting Psychologists Press*.
- McNeely, J. &. (2017). Social Work Practice: A Generalist Approach (11th ed.). . *Pearson*.
- Meagher, P. T. (July 2009). Working in Human Services: How Do Experiences and Working Conditions in Child Welfare Social Work Compare? *British Journal of Social Work*, 39(5).
- Michelle Newcomb. (May 2021). Supportive Social Work Supervision as an Act of Care: A Conceptual Model. *British Journal of Social Work*, 52(3).
- Mwansa, L.-K. J. (2010). Challenges facing social work education in Africa. *International Social Work*, 53(1):129-136.
- Newcomb, M. (May 2021). Supportive Social Work Supervision as an Act of Care: A Conceptual Model. *British Journal of Social Work* , 52(3).
- Organisational culture and context*. (n.d.). Retrieved from <https://www.socialcareframework.com/organisational-culture-context>
- Polit, D. F., & Beck, C. T. . (2017). Polit, D. F., & Beck, C. T. (2017). Nursing research: Principles and methods (10th ed.). Philadelphia, PA: Wolters Kluwer. In D. F. Polit, *Nursing research: Principles and methods*. Philadelphia, PA: Wolters Kluwer.
- Ratcliff, M. (2024 Mar 29;). Social Workers, Burnout, and Self-Care:. *A Public Health Issue*, 10(1):26–29.

Saunders et al. (2015). Research Methods for Business Students.

Selam Children's Village. (2023.). Retrieved from FB Computing PLC.:

<https://www.selamchildrenvillage.org/our-history/>

Smith J. (2023). The impact of client characteristics on social work interventions in human service agencies. *Journal of Social Work Practice*,, 37(2), 150-165.

Social Work Test Prep, L. (2024, July 17). *Professional development activities to improve practice and maintain current professional knowledge*. Retrieved from Social work test prep: <https://socialworktestprep.com/blog/2024/july/17/professional-development-activities-to-improve-practice-and-maintain-current-professional-knowledge/#:~:text=By%20engaging%20in%20these%20professional,with%20the%20la test%20developments%20in>

SOS Children's Villages. (n.d.). Retrieved from <https://www.sos-ethiopia.org/>

SOS Children's Village Addis Abeba. (n.d.). Retrieved from

<https://www.soschildrensvillages.ca/ethiopia/sos-childrens-village-addis-abeba>

Tesfaye, A. (1987). Social welfare programmes and social work education in Ethiopia. *Indian Journal of Social Work*, , Vol. 47, No. 4, 363-377 ref. 19.

UNHCR. (2021, November 17). *news/stories/social-workers-rally-support-displaced-people-northern-ethiopia*. Retrieved from <https://www.unhcr.org>.

Voss, C. (2021, Jun 7). *A Guide to the 5 Levels of Maslow's Hierarchy of Needs*. Retrieved from Master Class: <https://www.masterclass.com/articles/a-guide-to-the-5-levels-of-maslows-hierarchy-of-needs>

Wassie, K. (January 2019). Social Work Education in Ethiopia: Past, Present and Future. *International Journal of Social Work*, 6(1):1.

Zikmund. W. (1997). Reliability and validity.

Zlotnik, J. L. (January 2010). High Caseloads: How do they Impact Delivery of Health and Human Services? *Social work policy institution*.