

ADDIS ABABA UNIVERSITY

COLLEGE OF EDUCATION & BEHAVIORAL STUDIES

SCHOOL OF PSYCHOLOGY



**The Relationship among Psychosocial risk, Motivation and Job Satisfaction: The
Case of House-to-House Solid Waste Collectors in Gulele Sub city**

By

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Addis Ababa

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Satisfaction: The Case of House-to-House Solid Waste Collectors in
Gulele Sub city**

A Thesis Submitted to the School of Psychology in Partial Fulfillment of the
Requirements for the Degree of Masters of Arts in Social psychology

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DECLARATION

I, the undersigned, declare that this thesis is my original work and has not been presented for a degree in any university and that all sources of materials (published and unpublished) used for the thesis have been dually acknowledged in the text as well as references lists.

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List of Abbreviations

AA	Addis Ababa
DWCs	Domestic Waste Collectors
EJSSQ	Employee Job Satisfaction Survey Questionnaires
FDEP	Florida Department of Environmental Protection
GC	Gregorian calendar
Ghc	Ghanaian Cedi
HRM	Human Resources Management
MSWM	Municipal Solid Waste Management
MUDHCo	Minster of Urban Development and Housing Construction
NGO	Non-Governmental Organization
OCB	Organizational Commitment Behavior
PPE	Personal Protective Equipment
SDT	Self Determination Theory
SWMBs	Solid Waste Management Behaviors
URTI	Upper Respiratory Tract Infection
USD	United state of America Dollar
WEIMS	Work Extrinsic and Intrinsic Motivation Scale

ABSTRACT

The major purpose of the present study was to investigate the relationship among psychosocial risk, motivation and job satisfaction of house-to-house solid waste collectors in Gulele sub city. It specifically examines the relationships among psychosocial risk, worker motivation and job satisfaction. The study employed a quantitative research approach and Correlational research design. The questionnaires were composed of three scales that distributed to 250 random samples of house-to-house solid waste collectors in Gulele sub city, 229 participants filled the questionnaire appropriately. The collected data was analyzed using descriptive statistics such as frequency, mean and standard deviation, Pearson product momentum correlation, multivariate analysis of variance and standard multiple regression. For data analysis, statistical package for social science (SPSS Version 20) was used. The result indicated that first, job satisfaction and psychosocial risk had strong positive relationship. Second, job satisfaction and worker motivation had strong positive relationship and lastly worker motivation and psychosocial risk factors had weak positive relationship. Likewise, job satisfaction was found to be predicted significantly by psychosocial risk and worker motivation, which accounted for 41.2% and 51.9% of variance respectively. The study revealed that most solid waste collectors are vulnerable to work related hazards and they did not followed risk prevention techniques because they did not have enough knowledge how to intervene the problem. The study recommends that Gulele sub city solid waste management office and Addis Ababa city Administration environmental protection office should be identified the risk factors and design an intervention model for prevention of targeted study population from work related hazards.

CHAPTER ONE

INTRODUCTION

1.1 Background of the Study

The need to protect our surroundings and the environment has become more important than anything else has (Michael, 2014). Solid waste management is a challenging task not only in developing countries but also in developed countries. Municipal solid waste (MSW) is one of the most important contemporary environmental problems in urban areas (Pattnaik & Reddy, 2010). Solid waste is any discarded material that was generated from households, industrial and commercial solid waste (shops, hotels, and hospitals), construction (demolition waste) and marine wastes that generated from coastal zone (Jin, Wang, & Ran, 2006). However, solid waste management is enormous task and its main responsibilities of the local authority and it needs governmental capacity and collaboration between the private and public sector (Michael, 2014).

In 1996, 55% of all municipal solid waste in Florida was, generated by the commercial sector, FDEP (Florida department of environmental protection, 1998). Municipal solid waste management refers to the control of generation, storage, collection, transportation, processing and disposal of municipal solid waste. The activity to be maintained, help the society health and sanitary condition in urban area Rwegasira et.al (1996) waste generated within the human living space had to be removed immediately in order to prevent risks to human health, property and natural environment arising from uncollected polluting waste (Magale, 1996).

The gap between urban waste management system and risk prevention for solid waste collectors practices was wide because of knowledge gap and financial constraints for using advanced technologies in organized solid waste management system. For resolving the knowledge gap of solid waste collectors did different capacity building activities like on job training and motivate through providing personal protective equipment (PPE) and on the other constraints was advanced solid waste collecting machine, for resolving those problem both the government and other stakeholders support by finance through providing advanced solid waste collecting machines. Otherwise, the health hazards and negative impact of solid waste arise in the city of Addis Ababa, Gulele sub city to be continued.

Job satisfaction of solid waste collectors is necessary for the community as well as for building a green, safe and well conducive living environment in the city. This was supported by (Hadebe, 2001) ideas on the nature of the situations directly influenced to a person's emotional state and behavior. A scholar raises the idea that employees develop positive attitude towards their job even under the presence of increasing psychosocial risk. Recently organizational psychology researches mainly focused the impact of negative psychological states on the performance and satisfactions of employees on their job (Bakker & Demerouti, 2014, Schaufeli's, Leiter & Jaris, 2018).

The psychological risk and job satisfaction of employees are negatively related, therefore the psychosocial risk of solid waste collector reduced by providing advanced solid waste collecting machine, PPE and give on job training. This helps us improve the satisfaction level of solid waste collectors. Hebron & Bethlehem (2004) studied on solid waste collectors on how they used PPE 98.6 % house to house solid waste collectors they don't used PPE. The study indicated that solid waste collectors are highly vulnerable to work related hazards and similarly Bogale(2012) over 43.6% of solid waste collectors used PPE all the time and traditional working tools that leads dissatisfaction for their job. Hired as DWCs offered some level of income but they hindered social stigmatization, taboos and the community does not give respect, furthermore they had poor awareness on personal and environmental hygiene, any way solid waste collectors begin generating income a source of motivating factors. Solid waste collectors doesn't give emphasis for their facing the psychosocial risk ' the attitudes of house to house solid waste collectors had improve toward the good practices of handling waste, they also proud and love their job. In fact domestic waste collectors have passion for their job, even if their salary was not coming on their work'.

Scholars had frequently argued that the most reliable predictor of work place condition was job satisfaction (Linley et.al, 2009). The psychosocial risk and worker motivation had negative association to one the other but there was no such enough research on the area of the relationship between psychosocial risk and job satisfaction. Lastly, the association between worker motivation and job satisfaction in the work place specifically important in the work situation serve as influential motivators to employee performance (Herzberg, 1966) and employee performance inextricably linked to the success or failure of the organization.

The agreements on several major research findings debated on the existence between worker motivation and job satisfaction. This was close fitting to the accessibility of concrete empirical research evidence on organization was performed. Chaudhary et.al (2011) studied job satisfaction and organizational climate among executives and supervisors reported a significant positive relationship between the overall climate and job satisfaction. Job satisfaction related to various individual dimensions of organizational climate such as leadership, communication, interaction and influence in decision making goal setting and control. Finally, job satisfaction and motivation had positively related for the success of an organization. There are many researches on solid waste collection and physical injuries of domestic solid waste collectors in many developing countries including Ethiopian cities like client satisfaction towards municipal solid waste management services in Jimma city, by Yohannies Fente but not the satisfaction level of house-to-house solid waste collectors. The research shown that door-to-door solid waste collectors, do not satisfy the communities. The other study, on solid waste management practice and the level of satisfaction from related services among commercials and institutions in Jijiga city, of Ethiopia by Tewdros Manyazewal and Tesfaye Walelgn . Finally, all the research did on the community satisfaction on the service of house-to-house solid waste collection but there was no such enough research on psychosocial risk, motivation and job satisfaction of house-to-house solid waste collectors. This study to fulfill the gap, and then find the right intervention methods for psychosocial risk of house-to-house solid waste collectors

The theory of instrumentality on job satisfaction was high, the person to be instrumented to get his values on his job, that indicated to the theory a person's attitude or perception towards an event to maximize their function to be rewarded for get satisfaction on their job. This equated with Vroom's (1964) VIE theory, which embraces that rewards lead to certain behaviors, when these behaviors believed to be instrumental in providing the desired outcome. Because of that, solid waste collectors had a great role in keeping and practicing proper solid waste collection channels. However, job satisfactions had a significant influence on job performance, absenteeism, turnover and psychological distress. This implies that employee who is satisfied to perform in a better way, unless otherwise dissatisfied and distressed on their job (Andrisani, 1978; Davis, 1992). If an employee is dissatisfied, they may engage in counterproductive behaviours such as staying out of work or sabotaging equipment (Spector, 1997). Turnover, absenteeism and counterproductive behaviour results in financial costs for an organization. It also found that dissatisfied employees report physical symptoms such as tension, anxiety and depression (Frese, 1985; O'Brien, Dowling & Kabanoff, 1978; Spector, 1997).

Many research studies have undertaken to determine influential factors affecting waste management systems in cities in developing countries. The examination of publications from 2005 to 2011, from two of the major scientific journals, related to waste management, Waste management journal and waste management research, shown that information related to factors affecting the system of solid waste management system. However, surprisingly waste mgt from the two scientific journals related to waste management, waste management journal and research, a few of them gave quantitative information on developing countries solid waste collectors socio economic status such like low educational status, they live in poor housing conditions and nutrition. Furthermore, this group of workers exposed directly without adequate personal protection to MSWM, which includes hazardous substances. Municipal solid waste management fall under local government responsibility, increasing population levels, booming economy, and rapid urbanization and rise public living standards had significantly enhanced the municipal solid waste generation rate in developing countries (Minghua et al., 2009).

Urbanization rate in Ethiopia is expected to increase with the rapid of population growth and fast expansion of urban settlement. The urban population share expected to reach 25% by 2020 with growth rate of 4.1 percent (MUDHCo, 2014), so this was reached now. The fast growing urbanization observed in the country is demanding a well-organized scientific solid waste management system and demanding to reducing their vulnerability of DWCs from psychosocial risks in their working enviroment. Environmental issue, sanitation and hygiene had to get emphasis on the next ten (10) year growth and transformation plan (GTP). In addition to that, the Ethiopian cities prosperity initiative: building green, resilient and well-governed cities, 2013/14-2025 (2014), includes 'solid waste management' as an important program in one of its pillars. Integrated urban sanitation and hygiene strategy formulated, to need coordination every sectors, ministries and development partners. Therefore, the municipal solid waste management system must be need a satisfied, motivated house to house solid waste collectors this helps us to achieve article 42/1992 every citizen to be live in a clean and environment.

1.2 Statement of the problem

Domestic waste collectors in Gulele sub city are dissatisfied with their job because of various reasons. This may be debilitated their motivation of house-to-house solid waste collectors. According to Gulele, sub city solid waste management office solid waste collectors told that they dissatisfied with their job because of not getting the necessary incentives personal hygiene keeping materials and PPE. In addition to that the active stakeholder's involvements are very low in working on various environmental programmers and encouragement was needed (Kumar, 1999). DWCs (Domestic waste collectors) are also dissatisfied because of not getting enough, adequate on job training, free routine medical checkup services and they face different psychosocial risks related to their job like high work load and the waste had an offensive odor that leads URTI (Upper respiratory tract infection). Therefore, the waste collectors are dissatisfied because job had repetitive motion, awkward working positions forceful hand exertion and frequent manual handling and they cannot change the work habit and still they used traditional working tools.

Many researchers have argued that the waste problem is caused by human behavior and the solution lies in changed that behavior (Milea, 2009). Public awareness and attitudes about waste can affect the whole SWMS (Zhu et al., 2008). The public poor awareness towards solid waste collectors leads to dissatisfaction and diminish the motivation levels of solid waste collectors in solid waste management system. Generally, human activities create waste, and the ways that waste handle, stored, collected, and disposed of can pose risks to the environment and to public health. Solid Waste Management (SWM) includes all activities that seek to minimize health, environmental, and aesthetic impacts of solid waste. Absence of a proper management of solid waste produced in the course of human activities is likely to have serious public health consequences and harmful effects both the community as well as solid waste collectors.

Waste generation increases with population expansion and economic development. Improperly managed solid waste poses a risk to human health and the environment. Uncontrolled dumping and improper waste handling causes a variety of problems, including contaminating water, attracting insects and rodents, and increasing flooding due to blocked drainage canals or gullies. In addition, the improper handling and disposal of hazardous waste may result in safety hazards from fires or explosions. Improper waste management also increases Green House Gas (GHG) emissions, which contribute to climate change.

Planning for and implementing a comprehensive program for waste collection, transport, and disposal along with activities to prevent or recycle waste can eliminate these problems, and simultaneously deliver economic, social and environmental dividends. Environment and human health can be affected by poor solid waste management. With rising people, wealth and urbanization, it is a chief challenge for many nations to manage increasing quantity of solid waste. It must be further highlighted that reduction in Green House Gas (GHG), improved public health, safety and environmental benefits ensure from good waste management practices. From economic point of view, solid waste management has the potential to sustain food security by absorbing a huge number of labor forces in the activities of waste management chain.

Waste is typically disposed without consideration for environmental and human health impacts. The result is often garbage and litter in the streets, and open dumps near households and in water bodies threaten public health and pose related environmental problems. Similarly, rapid urbanization made waste management a serious problem today in Ethiopia. As a result, the waste management is a growing public concern. The average collection rate of cities and towns is below the average and wastes are dumped over unauthorized areas like rivers, ditches, roadsides, and other open spaces. The problems of solid waste collection in Addis Ababa city are maximize, from time to time and changed because of rapid the population growth. House-to-house solid waste collectors are boring, not enjoyable to their work because of the community attitude such like taboos. Furthermore, the government and private company not supported in a sufficient way for capacity building; mobilization and providing an advanced solid waste collect machines.

The house-to-house solid waste collectors play critical roles to waste management value chain, particularly in developing countries where the collection, sorting and disposal of solid waste practice are manually this kind of practice trigger to facing house-to-house solid waste collectors for different psychosocial risks and health problems. In general solid waste management is a critical problem of Addis Ababa city administration as well as Gulele sub city, so the problems need collaboration with different stakeholders and the job satisfaction level of house to house solid waste collectors must be improved. Then after that can easily change the community attitude towards proper solid waste collection and develop positive attitude for domestic waste collectors.

The House-to-House solid wastes collector currently don't get neither pre-employment nor periodical medical checkups and also they don't get personal hygiene keeping materials as incentive these leads dissatisfaction and demotivated on their job. Consequently, the person engaged in solid waste collection often people are low socioeconomic status so they do not gave credit for their own health and safety at the work place. This kind of work habit of lastly leads to dissatisfaction on their job. Finally, this study investigates the relationship among psychosocial risk, worker motivation and job satisfaction house-to-house solid waste collectors in Gulele sub city, Addis Ababa.

1.3 Research Questions

1. What are the levels of psychosocial risk, motivation and job satisfaction of solid waste collectors?
2. Are there statistically significant relationships among psychosocial risk, motivation and job satisfaction?
3. What proportion of the variance of job satisfaction to what extend do psychosocial risk and motivation contribute to job satisfaction separately and jointly.
4. Are there statistically significant differences in psychosocial risk, motivation and job satisfaction with respect to demographic variables (i.e., gender, work experience, income, level of education and position?

1.4 Objectives of the Study

The major objective of this study is to investigate the relationship among psychosocial risk, motivation and job satisfaction of house-to-house solid waste collectors.

The specific objective of this study will be able to -:

- Identify the levels of psychosocial risk, motivation and job satisfactions of house-to-house solid waste collectors.
- Analyze the relationship among psychosocial risk, motivation and job satisfaction of house-to-house solid waste collectors.
- Examine the difference between psychosocial risk, motivation and job satisfaction of house-to-house solid waste collectors.

1.5 Significance of the Study

The findings of the study had significance for house-to-house solid waste collectors they work in Gulele sub city, Addis Ababa. The findings of the study gives an emphasis for reducing their psychosocial risks through providing on job training with the collaboration of NGO in addition to that increased work motivation as well as job satisfaction for creating conducive work environment.

First, the study findings will important to be house to house, solid waste collectors had to get personal protective equipment and personal hygiene keeping materials that leads to reducing the psychosocial risks and improve their job satisfaction.

Second from the study findings house-to-house solid waste collectors to get emphasis and on job training on infective preventive modalities, in addition the study result initiated to the government and NGO because the study will clearly articulate the psychosocial challenges, job satisfaction and motivational level of solid waste collectors.

Third, the study will indicate the proper intervention model to reduce the workload, work related stress, interpersonal conflict, fulfilling personal and environmental sanitation materials for house-to-house solid waste collectors (e.g. providing public bathroom) by providing advanced solid waste collecting machine. Lastly, the study finding will be initiate new scholars or researchers and urban development policy makers' for further study serve as a reference document on the area of investigation.

1.6 Scope of the study

Through the study area, there are many solid waste collectors such as roadside solid waste collectors, solid waste segregators and house-to-house solid waste collectors; the present study variable was psychosocial risk, motivation and job satisfaction of house-to-house solid waste collectors.

The study investigates the relationship among psychosocial risk, work motivation and job satisfaction of house-to-house solid waste collectors in Gulele sub city, Addis Ababa. The study proceeds in Addis Ababa city administration at Gulele sub city, the sub city live on the high altitude (above 2800 km) above sea level, relatively higher than the other sub city.

Lastly, there are a number of demographic and socio economic variables such as age, sex, level of education, work experience, marital status and average monthly income. The study particularly focuses on psychosocial risk, job satisfaction and motivational factors related to effective solid waste collection strategy.

1.7 Operational Definitions

- Solid waste is any discarded material that generated from households, industry, commercial center and construction sites
- House to house solid waste collectors -: they are permanently collect solid waste from house to house in every three days at Gulele sub city, Addis Ababa.
- Psychosocial risks -: are risks, which measure through six dimensions, such as work condition, work organization, leadership, career development, interpersonal relationship and emotional-feelings
- Hazardous waste-: is a type of waste that is generate in home level and potentially threaten such like a sharp, rusted metal and home care medical solid waste.
- Job satisfaction-: is a cluster or a sub set of an evaluative feeling through nine dimensions or sub scales of job satisfaction such as pay, promotion, supervision, benefits, contingent rewards, operating rewards, coworker, nature of work & communication
- Extrinsic Motivation-: is a tangible reward of employees through increasing salary and fringe benefits, incentives, giving job security and promotion as well as creating a conducive work environment in their work place
- Intrinsic Motivation-: is a psychological drive inherently reward through the opportunity to be used one's ability, a sense of challenge and achievement, receiving appreciation, positive recognition and being treated in caring and considering as a psychological reward.

REVIEW OF RELATED LITERATURE

In this chapter, descriptions on worker motivation and job satisfaction of house-to-house solid waste collectors in different municipalities will discuss. The psychosocial risk of house-to-house solid waste collectors also discussed through associating the community attitude towards house-to-house solid waste collectors. Discussions on theoretical framework and relevant theoretical perspectives on psychosocial risk, motivation and job satisfaction of house-to-house solid waste collectors the implications of the review of related literature to the present study and the conceptual framework of the current study will be present.

2.1 Job Satisfaction-: Basic Concepts, Assessment and Theories

2.1.1 Basic Concepts of Job satisfaction

The basic concept of job satisfaction enjoy rising attention from organization now a days, since its importance and pervasiveness in terms of organizational effectiveness has firmly established quite some time ago. Managers now feel ethically responsible for maintaining high level of job satisfaction among their staff, primarily for its impact on productivity, non-attendance and staff turnover, as well as on union activity (Arnold & Feldman, 1986). The significance attached to job satisfaction was already significant during the first part of the 20th century, and Locke (1976) reported that over 3000 related studies were published between 1935 and 1976 and average of one publication every five days. Schultz (1998) emphasized that people spend one third to one half of their working hours at work, for a period of 40 to 45 years, and that is a very long time to be upset, dissatisfied and unhappy, especially since these feelings carried over to their family and social life, that affect physical and emotional health. A concept with such tremendous effect on personal and organizational life clearly deserves a corresponding amount of attention.

Employee satisfaction is not only working related variable such like turnover and performance but also personal and non-work related variable like health and satisfaction of life. Some of the potential effects of job satisfaction are job satisfaction with performance, job satisfaction with organizational commitment and job satisfaction with employee behavior (turnover, absenteeism). According to Vroom's theory of expectancy, deals with motivation and management.

Vroom additionally realized employee's performance based on individual factors such as character, skill, knowledge and experience. Nowadays organizational psychologists have acknowledged that satisfaction and performance are not closely linked (March & Simon (1958) as cited in Porter et al.). According to Armstrong (1996), there is to be strong correlation between job satisfaction and organizational commitment. Higher commitment, facilitate higher productivity and closely linked to the concept of organizational commitment is called organizational citizenship behaviour (OCB). Robbins (2005) also states that job satisfaction was a major determinant of OCB that satisfied employees. On the other hand, the opposite of OCB that is counterproductive behavior, include aggression against co-workers, aggression against the employer, sabotage in the work place that are closely link to frustration and dissatisfaction on the work (Spector, 1997).

2.1.2 Assessing worker Job Satisfaction

Most of the studies in employee job satisfaction used survey techniques (i.e. questionnaire and interview as data collection tools). Job satisfaction and organizational commitment (Bodla& Naeem, 2004); degrees of job satisfaction (Shah & Jalees, 2004); demographic impacts on organizational motivation and support (Qammar et.al, 2006). However, the practice of public management characterize by the prescribed constraints as well as casual opportunities. Administrators ensure limited tools to inspire and sustain their employees, for civil service guidelines limit the capacity to recognize and reward through payment, or other incentives. To the point that personal qualities influence work motivation, institution can alter these qualities most efficiently through employing, appointing, and upgrading the required people (Moynihan & Pandey, 2007).

However, job satisfaction is concerned with how well the employees expectations at work in tune with outcomes (Khan, 2006). More perfectly, it is an agreeable emotional state result from the assessment, emotional feedback and attitudes towards one's job (Wikipedia, 2009). The development of the JSS is predicting on the theoretical position job satisfaction represents an affective or attitudinal reaction to job. Many studies on job satisfaction typically referred to an emotional affective response to job or specific aspects of job (Locke, 1976, Smith et.al., 1969). Smith et.al, theory on satisfaction with various aspects is drive from cognitive process of comparing the existing job aspects with an individual's frame of reference. Locke (1976) differentiates three major approaches on the cause of job attitudes.

The one they can derive from discrepancies between what the job offers and what the person expects, second which individual values (desire or wants) are fulfilled and thirdly the exact causal mechanism, job attitudes arise from an interaction between certain aspects of jobs should lead to satisfaction with pay of job scope relate to satisfaction with their job. The attitudinal nature of job satisfaction indicated that an individual would tend to approach (or stay with) a satisfying job and avoid (quit) dissatisfaction. In general, attitudinal literature, attitudes have shown to relate to behavior, although correlations are typically modest. In the current research, job satisfaction assumed to represent a cluster of evaluative feelings about the job and the JSS designed to measure them individually. It also designed to give an overall attitude score as combination of individual facets. Currently the instrument was the most reliable and valid to assess the job satisfaction of employees; its coefficient alpha was accounted 0.50 by Nunnally (1967). The entire scale coefficient alpha is .70, so it is an acceptable instrument to assess job satisfaction of employees.

The current instrument to assess job satisfaction of employees was developed in 1997 by Paul E. Spector. This tool assesses employees' attitude about their job and aspects of the job (Prando, 2006). The instrument had 36 items with nine sub scales, which collectively assess the attitude of the employee and the aspects of employees' job. These facets include pay, promotion, benefits, supervision, contingent rewards, working environment, co-workers, nature of work, and communication (Worrell, 2004). Each of the sub scale had four items and the total score calculated from all 36 items. Responses of each question ranged from strongly disagree to, strongly-agree and the questions are prepared in both directions. The current research to investigate the relationship among job satisfaction level and psychosocial risk of house-to-house solid waste collectors.

2.1.3 Theories or Model of Job satisfaction

According to Beck (1983), theories on job satisfaction involved motivational, emotional and attitudinal components, as did other attitude theories like comparison process, theory was individual said to have some reference standard counter to judge on their job (Walker, 1980). Similarly, the person internal motivating drive determines the reference points. Comparison processes theory related to needs theories of motivation to some extent, equally the satisfaction dimension standards applied originally from a person's intrinsic motives or needs. From an instrumentality theory perspective, job satisfaction said to be high if the person's job perceived to be instrumental in getting him what he values or wants from his job.

This equated with Vroom's (1964) theory, which holds that reward lead to certain behaviors, when these behaviors believed to be instrumental in providing the desired outcome. Social influence theory embraces that people inspiration by how satisfied and they believed other workers in the same job (Van Vuuren, 1990). New employees, for example, changed their initial misgivings about their job when they discover that others performing the same responsibilities are satisfied with their work-in this sense, social influence theory may shared certain common features with equity theory. Equity theory stipulated that people generally want to receive what they considered a fair or reasonable return for their efforts at work. Better satisfaction experienced if they accepted the return or reward received in reasonable way. This insight based on previous experience, or on people's annotations to other employees, for example (Van Vuuren, 1990). Job satisfaction in this regard related to the motivation to achieve a condition of reasonable or fairness in peoples dealing with others, as postulated by Adams (1965).

Two-factor theory on job satisfaction and motivation theory was providing an employee with satisfaction at work was not the same to those bring dissatisfaction. According to Herzberg's theory of satisfiers and dissatisfiers, frustration on job does not lead job satisfaction, but prevent dissatisfaction and properly managed through the acceptable service was deliver. On the other hand, job satisfiers' touch directly on job satisfaction, for positive promotional aspects job satisfaction (Gouws, 1995). Literature indicates that there is no general agreement on the definition or the determinant of job satisfaction (Manisera, Dusseldorp& van der Kooij, 2005).

An employee performance determined based on the individual personality, skills, knowledge, experience and abilities. The theory said that individual's do not have the same sets of goals could be motivated through by certain expectations. These expectations are valence, expectancy and instrumentality. Valence refers to the emotional directions, which people hold with respect to consequences. The complexity of what the employee wants in terms of extrinsic motivation (money, promotion, benefits) or intrinsic (satisfaction) rewards. The second one is expectancy employees have different expectations and levels of confidence about what they are capable of doing. Organization needs to look at resources; training and the type of controlling and directing employees need to manage appropriately.

The last one is instrumentality employees' insight of whether they determine what receive they desire, even if a manager give guaranteed on it. The manger must ensure that promises of Vroom suggested that these three beliefs interact psychologically. In this way, motivational force creates the employee will act in the way that brings pleasure and avoids pain.

2.2.1 Basic Concepts of Motivation

Employee motivation is a force that pushed people to make a particular job choice, remain at the job, and put in effort (Simons & Enz, 1995). Motivational need theorists originate that need-can evolve from physiological or psychological insufficiencies that provoke behavior (Ramlall, 2004). According to Ramlall (2004) employee motivation need, theories defined as “internal factors that energize behavior.” Robbins (1993) (as cited in Ramlall, 2004) defines another definition of employee motivation as, “the willingness to exert extraordinary level of effort toward organizational goals, trained by the effort’s ability to satisfy some individual need.”

Consequently, to engage in the practice of inspiring employees must understand the dissatisfy needs of the employee groups. Unsatisfied needs can define as “tension that stimulates drives within the individual,” (Ramlall, 2004). In this context, this type of pressure presents a goal for the worker because the worker carried out ‘search’ behavior to satisfy the insufficiency need, thereby decreasing the perceived tension (Ramlall, 2004). Prior work conducted study by Steers and Porter (as cited by Ramlall, 2004) stated that administrators had the responsibility to create proper work conditions that employees may develop to their full potential.

This requirement for self-actualization could possibly achieve in a ‘healthy’ work environment (Schrage, 2000). However, Maslow stated that the workplace might offer opportunities to become self-actualized; many humans do not (Schrage, 2000). Employee motivation need theories indicate that humans had an intrinsic need to, “grow or evolve on personal level (Tesone, 2005). There is a premise that employees are better off would be more productive. In the same thought, there is a debate on all-happy employees are not productive (Saari & Judge, 2004).

2.2 .2 Assessing Worker Motivation

According to McClelland’s (1961) in “the Achieving Society,” noted that Sigmund Freud initiated the notion that one need may satisfy supplementary motives McClelland defined needs into three categories that are the need for achievement, the need for affiliation and the need for power. (McClelland, 1961).The achievement need is describe a desire for achievement, combined with other influences such as social approval, and ability. The affiliation need is, described as the concern for establishing, maintaining, or rebuilding progressive relationships. People with affiliation needs are seeking endorsement (McClelland, 1961).

The need for power is describe as a superior person that can control or influence their subordinate, McClelland describe that needs can influence their management style. The high affiliation people had a tendency to perform, as managers for their need to maintain positive social relationships. People with high authority needs and low relationship tend to be successful leaders, while people with high achievement needs tend to perform well as businesspersons (McClelland, 1961; Ramlall, 2004.) Ross (1992) describes to exploring McClelland, need theory into four models such as achievement, affiliation, dominance and autonomy. Ross also explored that, the needs spending a test validated by Steers and Braunstein (as cited by Ross, 1992) evaluating these four dimensions in the workplace is Manifest Needs Questionnaire.

Vroom (1964) developed expectancy theory; a theory of work motivation. Expectancy theory describe in to three components of theory, which are valence, instrumentality, and expectancy. Positively, valent outcomes was an outcomes which the individual would prefer reaching the outcome but not achieving the outcome was a negatively valent outcomes (Vroom, 1964). Efficiency may be improving to the status of the community or the work promotion (Vroom, 1964). Instrumentality is the second postulate of the theory, which explained as a “probability belief linked to one outcome to another outcome,” (Ramlall, 2004). An outcome would be positively valent if the individual believed that outcome contains high instrumentality for the accomplishment of positively valent outcomes and avoidance of negatively valent outcomes (Ramlall, 2004). Vroom’s Expectancy model, the individual would feel motivate when three conditions are perceived that are personal expenditure of effort would lead to a good enough level of performance, (expectancy), the performance would lead to an outcome instead of the individual, (instrumentality) and the outcome has value for the individual, (valence), (Isaac, Zerbe, & Pitt, 2001).

Motivation can explain in the following formula: $M=E \times I \times V$, this explained as M represents motivation, E represents expectancy, and V represents valence (Isaac, Zerbe, & Pitt, 2001). According to Isaac, Zerbe, & Pitt, (2001), any softness within the E-P, P-O connections, or value of rewards affects the individual’s state of motivation. The other study at 2017, was shown on high performance work practices in Albania, investigative to what extent Albanian organizations apply elements of the AMO model (Abilities, Motivation and Opportunities) in their strategic HRM (Nientied and Shutina, 2017).The study revealed that human resource management was often limited to basic personnel administration that in many organizations. Human resource management was view, as a cost item was not investing on people to enhance productivity. Human resource management was task-oriented while not people-oriented.

Mullins (2010) made a three-fold arrangement for the study of motivation to work. He differentiates from an instrumental orientation viewing at economic rewards second private orientation observing at the intrinsic satisfaction resulting from the work itself and personal development, and lastly interactive orientation, with a focus on social relations. They all help to try to clarify the behaviour of certain people at certain times. Mullins (2010) enhances that age plays vital role: younger people in their initial work had different desires than people at mid-career or late career positions who had limited opportunities for further advancement. However, Kooij (et al., 2011) found that an age-related difference in work motivation is a quite complex question.

Self-determination theory (SDT) focuses on 'why of behaviour' (Deci and Ryan, 2000). SDT maintains that all human beings have three basic psychological needs must be fulfilled for employees to function optimally. They are the needs for competence or effectance, relatedness or belongingness, and autonomy or self-determination, which are essential for psychological health and well-being and facilitate effective functioning in social setting (Deci, Olafsen& Ryan, 2017). The basic-need proposition was not formulating from clinical observations or philosophical assumptions, but was formulating empirically the study on the conditions under the people tend to thrive (Deci and Ryan, 2012). The basic premise of SDT was that people are intrinsically willing to integrate themselves in the environment and to grow. The (social) environments influence a person tendency on personal growth and integration. Evidence shown that to explain Pink (2011), for mechanical jobs, extrinsic motivation (e.g. more pay for more work), that for work with a cognitive element and intrinsic motivation was required. Extrinsic rewards for most intrinsically motivated people in jobs even had an adverse effect the basic labor conditions are not an issue any more (e.g. salaries are in accordance with market levels). Extrinsic motivation contrasts with intrinsic motivation, which stated that doing an activity modestly for the pleasure of the activity itself, rather than instrumental value. SDT proposed that extrinsic motivation can vary greatly in the degree to which it is autonomous (Ryan and Deci, 2000). Externally regulated behaviors are performed to satisfy an external demand or obtain an externally imposed reward. When a person has identified with their personal importance of behavior accepted. Its regulation as his or her own (e.g. behavior compliant with safety regulations, because a person acknowledged that the right way of working) Ryan and Deci (2000) pose that intrinsic motivation leads to optimal functioning if personal motivation and the job are aligned.

External regulation leads to negative outcomes (unless workers have no free will) and SDT was not a developmental scale or ladder in the sense that individuals progress along in specific stages. New behavior may be internalizing at any point depending on factors such as organizational context and an individual's prior experience changed the circumstances of employee personal life, either lose or gain on work motivation.

Regarding SDT, the scale developed by Tremblay (et al. 2009) was selecting the covering factors from a-motivation at one end of the scale and the intrinsic motivation at the other end of the scale. The instrument of WEIMS had 18-items that measured the work motivation and suitably applied in different work environments. Interestingly to add Deci (et al., 2001) compared to motivational processes in American and Bulgarian organizations and found that their SDT model was applicable across cultures. Gagné (et al., 2014) found evidence that the SDT functions well in seven languages. The starting question of WEIMS is 'why do you do your work'. The questions had 18-item list presented and comparing with the original (Tremblay et al., 2009, 226), slight adaptations to the Albanian context found to be enhanced user validity. The internal consistency of the survey data was testing using Cronbach's alpha. The test was applied for each set of variables explained in six(6) types of regulation or dimensions of the WEIMS and the internal consistency is good levels (>0.7) but integrated, introjected regulation and a-motivation are close to a lower acceptable level. The study followed the self-determination theory because for measuring the motivation of solid waste collectors in Gulele sub city, Addis Ababa.

2.2.3 Theories of Work Motivation

The higher perception of harshness and susceptibility is likely to enrich individual motivation to perform risk preventative behavior, while higher perception of rewards from current practices would inhibit risk preventative behaviors. Moreover, to threat appraisal, coping appraisal, which stated that, estimation of an individual's capacity to perform risk preventative behaviors and that influence the protection of motivation. Kim et al. McClelland's Theory most people work to make money, of course, psychologists refer to money and other incentives as extrinsic motivation, as they come from external triggering factor to the person. In general, extrinsic motivation involves an external stimulus that is good to an organism action. For worker, rewards are one of the most powerful extrinsic motivators and people had intrinsic motive for work that arise from within the person. You are intrinsically motivated when you enjoy meeting a new challenge on the job.

Furthermore intrinsic motivation involves attractive in an activity to do work or play for its own sake, nevertheless of an external reward. You just do it because it meets a psychological need. In short, an inherently motivated work habit was a personal reward. Around a half-century ago, Abraham Maslow proposed one of the most prominent ideas ever to come out of psychology that different motive has different priorities, based on a hierarchy of needs.

Motivational theories, categorized into two groups; such as content theory and process theory. The content theories described as peoples motivated by arousing through desirable behavior. Some of the most famous content theory of Abraham Maslow's hierarchy needs Herzberg's two-factor theory and McClelland's three-factor theory. On the process, theories describe why people are encouraged on a specific, motivation process. Vroom's expectancy theory, Adam's equity theory, four driver theory and skinner's reinforcement theory , Alderfer ERG theory, Self Determination theory (SDT), are some of the famous process theories (Iguisi, 2009,Maslow, 2016).

2.3 Psychosocial Risk -: Basic Concepts, Assessment and Theories

2.3.1 Basic Concepts of psychosocial Risk of House-to-House solid waste Collectors

psychosocial risk are a relatively recent concept and refers to the present solid waste collection work situations, work organization, work environment and work tools, which impaired the work activity, as well as the quality of life and the health of the workers. Conversely, when unfavorable work environment become a source of solid waste collectors work related stress with potential cause of psychological, physical, or social harm to individuals. Solid waste collector's occupational risks occur at every stage (collection, segregation, transport, and disposal) in the waste management process.

The original aim of regulating waste disposal was to reduce the release of polluting substances into the atmosphere subsequently protection of the environment, human health and solid waste collectors are a major challenge facing now days at every cities of Ethiopia. In every home level, activities generate large quantities of waste. Solid waste collectors are potentially vulnerable for different work related hazards both physically and psychologically like accidental work related injuries, fracture, stress and interpersonal conflict respectively. In some developed countries give more attention towards on their policies and legislation to be minimize the generation of waste and to secure its beneficial reutilization as well as the solid waste collectors work in integrated way.

However, in Addis Ababa city now days try to begin recycling, reuse by solid waste collectors but not sufficient and they do not protect themselves. In addition, they are highly vulnerable to work related hazards and they do not use PPE and also they do not used appropriate advanced technological machineries and they face interpersonal conflict in the work area. The factor associated with occupational risks of waste collection through not practiced solid waste collection protocols, the use of safety equipment, and waste collection vehicle design in the work environment. Due to such factors, solid waste collectors are feeling to dissatisfied, due to the fear of the above threats in the work place. Hence, besides the direct influences of exposure to noise and air pollution, the nuisance, disturbance and unpleasantness (Guskiet al, 1999) associated with these agents or conditions are important in understanding their consequences (Evans and Cohen, 1987). Risk perception leads to expected to distress in the work place, hazardous waste constitutes a vague but constant threat to their health and quality life of domestic solid waste collectors.

The property of solid waste that have been using to assess whether the waste is hazardous or not are related to questions of safety (corrosiveness, explosiveness, flammability, ignitability and reactivity) and health (carcinogenicity, infectivity, irritability, mutagenicity, toxicity, radioactivity and teratogenicity). There had been growing concern over the disposal of solid waste, which may contain small amounts of hazardous waste, which may lead to psychological burden as well as physical injuries. The activities to produce high quantities of waste which could be detrimental to the health of solid waste collectors and environment by contributing to air, water and land pollution as well as pollution of the visual environment. Hence, a number of safety and health risks of solid waste collectors were not properly manage and they face many work related safety and health risks of waste generation, collection, segregation, transport and disposal on waste management hierarchy. Most of the solid waste collectors as well as the enterprise operators had been affect by cuts and skin rashes that were causing by substances and insects associated with the disposed solid waste. The open wound susceptible to different blood borne diseases like Bleck and Wettberg observed that hepatitis B infections could occur when the cuts are cause by razor blades or syringes, which are disposed of in the ordinary waste stream. This leads psychological stress in the working environment.

2.3.2 Assessing Psychosocial risks on House-to-House solid waste collectors

Psychosocial risks can be caused by a diversified factors; such factors may lead to psychosocial risks related to the work condition, work organization, the work environment and working tools, culture and the community attitude, interpersonal relationships at work, development of career, and worker home interaction.

The work conditions of solid waste collection are unpleasant, suffocative and have an offensive odor. Solid waste collection needs much more energy than is human because they do manually without the help of appropriate technological machineries. The PPE in solid waste collection area is low access, adequacy and maintenance of the working tools before they are used. The consequence of low availability of working tools leads to stresses because that creates fear and frustration in solid waste collection. There are different types of waste that exist in solid waste collection area like hazardous waste (sharp materials, home level medical equipment waste, rusted metallic materials) and these things hinder the worker's motivation. Culture and organizational function related to the level of support and encouragement for problem-solving and personal development are positive support or feedback (from colleagues, from leaders, social support, or direct support for the profession) helped people overcome difficulties and lead to job satisfaction.

Solid waste collection as a job undermines the communities and they do not give emphasis in Ethiopia as a whole, so the community hinders as they call trash collectors. Therefore, it needs good communication between the community and solid waste collectors, clearly defined organizational objectives, hierarchical structure, supervisors followed a democratic leadership style, give recognition for their work and freedom for solid waste collectors.

Interpersonal relationships in the workplace related to differences of opinion in their work must be entertained. The work relationship can cause stress when people suffer by discrimination, if they have poor relationships with supervisors, colleagues, and lack of social support. In addition, to that inadequate, incomprehensible, or unbearable supervision should be included in this item. Another factor that cannot be overlooked the cause of stress is bullying/ mobbing, bullying may involve violence (physical, verbal, or psychological), intimidation, excessive supervision, unfounded criticism and persecution at work. Career development of Solid waste collectors may face stress due to career stagnation, under-promotion, over promotion, low compensation, or low commission. Career development encompasses issues linked to career uncertainty and low social value.

The other is worker-home interaction related to conflict between coworker and family demands, which can lead to conflicts of time, commitment, and support. In addition, to that encompassed the stress that raised because of low home support and dual-career problems as well as the amount of income generation not enough for fulfilling all the demands of the family because of low payment.

Now a day there are many recent studies related to psychosocial risk analysis in the organization is common in different work environment. Fernandes et.al(2002) developed a multivariate logistic regression model that include baseline functional performance probability, facility, perceived workload, intermediate distance of exertions above threshold limited values, job tenure manual material handling, and age are combined together. The model sensitivity and specificity was of 68.5% and 71.9%, respectively.

The validation of the instrument followed practices of Bell; the updated version was Applying individually to the entire sample, in person, by the researcher. The return rate was 90.9% (200 inquiries received in 220 delivered) and their reliability coefficient alphas of the six dimensions are good the range from 0.48 to 0.85, Because of that, this study adapted the instrument from that previous study.

2.3.3 Theories or Model of psychosocial risk

There were several theories and models from more than few experts, which try to clarify how the psychosocial aspect manifested into psychosocial hazards, which will have direct and indirect impacts on accidents in workplace. Kompier (2002) has identified seven main theoretical approaches to psychosocial risk and work stress such as Chern's (1976) Sociotechnical Approach; Hackman and Oldham's (1980) job characteristics model; Kahn et al. (1964) and French, Caplan & Van Harrison's (1982) person environment fit model. Hackers' (1964) action theory; Karasek& Theorell's (1990) job demand control support model; Warr's (1994) vitamin model and Siegrist's (1998) effort reward imbalance model; and Demerouti, Bakker, Nachreiner& Schaufeli's (2001), job demands resources model. The overall approaches point out that work plan and management is the aspects the occurrence of risk in the work place.

Cox & Mackay (1981) had presented three approaches in the psychosocial aspect; the first two approaches are the engineering approach and physiological approach. The most fundamental difference between these two approaches are physiological approach considered psychosocial risk to be what take place surrounded by the individual while the engineering approach considered what causes of psychosocial risks to be outside the individual (Cox & Griffiths, 2010).

The third approach is the psychological approach that complements the gap between the two previous approaches. Psychosocial risk defined as a dynamic interaction between individuals and their environment and often influenced by the contemporary issues regarding individual suitability to the environment as well as emotional responses and their interactions (Cox et al., 2000). The P-E Fit theory of psychosocial risk rise from a mismatch between people and the environment. P-E Fit is a theory that explains the framework for assessing and predicting how the combination of characteristics of employees and the work environment determined the welfare of the workers themselves. The P-E Fit theory looked at the perspective of the employee's needs as well as environment's demands.

2.4 Empirical studies on the Relationship among psychosocial risk, Motivation and Job Satisfaction

2.4.1 Relationship between psychosocial risk and Job satisfaction

Job satisfaction was an element that regulates human health and full development. When employees are capable of directing their practice with pleasure, living with emotional state of recognition and gratitude for their good activities, their work situation become a place for personal development and comprehension.

A question rise for what factors may be plays a buffering role in the relationship so scholars can keep a positive attitude towards their job under the presence of psychosocial risk. Endeavors to address the mechanism that characterized much more of the organizational psychology literatures for over decades, reflecting the scholar and managerial concerns and awareness that derived the financial and moral need to reduce strain in the work place (Judge, Weiss, Kammeyer-Mueller & Hulin, 2017) . In this regard, the recent organization psychology research had traditionally more focused on the study of negative psychological states such as anxiety and exhaustion (Bakker &Demerouti, 2014, Bakker, Schaufeli's, Leiter &Taris, 2018).

House to house, solid waste collectors expressed displeasure that, despite their dedication to improving environmental safety and hygiene in the municipality and the psychosocial well-being often ignored by their employers and the communities. The health requirements of employees were health insurance and medical bills was not paid by their employers, so domestic waste collectors had to pay out-of-pocket from their monthly wages of Ghc100 (20 USD) to meet their medical bills or pay a fee of Ghc25 for health assurance in order to empower them to access health care. Even when they experienced job-related coincidence, domestic waste collectors elucidated that there is no warranty for any medical refunds.

Domestic solid waste collectors were work in team and cooperation between them and the management is required to manage waste effectively. Working along a straight chain of command are reported by DWCs as important in reducing any repetitive job duties and work burnout, as expressed by one domestic waste collector focus group discussion. Some domestic waste collectors avowed that poor interpersonal relationships were common between them and their managers and explained that such a negative work culture driven by the company is working conditions and other work-related structures. On this, area there was no such enough researches in Ethiopian context on the relationship between psychosocial risk and job satisfaction to house-to-house solid waste collectors.

2.4.2 Relationship between psychosocial risks and worker Motivation

DWCs (domestic waste collectors) explained that the lack of employment opportunities is the main reason they optioned to work as solid waste collection. Hired as house-to-house solid waste collectors offered some level of income but they hindered social stigmatization, taboos and the community does not give respect and have poor awareness on their personal and environmental hygiene. Any way they begin to generating income as a source of motivating factors but do not give emphasis on their facing psychosocial risks, while some domestic waste collectors expressed dislike for their current job and the others reported positive perceptions about their work and also they believe to their ability to contribute to waste management in the city. “The attitudes of domestic waste collectors are improved toward the good practices of handling waste and they are proud, and also love their job. In fact, DWCs have passion for the job, even if their salary is not coming they work.” Scholars have frequently argued that the most reliable predictor of work place condition is job satisfaction (Linley et.al, 2009). According to Jung (2017), job satisfaction was single summary construct to capture employee’s perception on how they are treating by the organization. It has linked to various behavioral (mental & physical health) and organizational outcomes over all worker motivation (Ellickson & Logsdon, 2001, Tomazevic, *et al*, 2016). Organizations in Ethiopia are mainly, characterized by labor-intensive nature and it had not overly sophisticated technological requirements. In order to acquire, a clear view of the circumstances in which the study carried out, it necessary to understand the existing situations in Ethiopian organization. Since 1994, Ethiopia has undergone a profound political, social and economical transition (Altenburg, 2010). In many countries, particularly in developing world, one of the major challenges in work organization was delivering effectively targeted interventions for social development (Kibru, 2012) and the Ethiopia was not an exception in this regard. The psychosocial risk and worker motivation are negatively related to one the other, but there was no such enough research on this study the area.

2.4.3 Relationship between worker motivation and Job satisfaction

The relationship among worker motivation and employee job satisfaction in the work place specifically important, subsequently a number of aspects in the work situation serve as influential motivators to employee performance (Herzberg, 1966) and employee performance was inextricably link to the success or failure of the organization. The agreements on several major research findings are debate, on the existence between worker motivation and job satisfaction. This was close fitted to the accessibility of concrete empirical research evidence on organizational was performed.

The aspects of affecting people's motivation at work group into different dimensions, for example, their energy dynamism and their synergy with the work environment, as well as their intrinsic and extrinsic motivates. The dimensions were based on, the well-researched theoretical dimensions of employee motivation. Employees' intrinsic motivation was reflect by the aspects of need for meaningful and stimulating work, for flexible arrangements and procedures surrounded to their tasks, and for satisfactory level of autonomy in their jobs. The aspects of need for economic reward represented the extrinsic motivation, sub scale profile of employers, had positive promotional view was well founded. Employees are needs to recognize for their achievement and contribution to the company's success, and to feel protected in their jobs in order to experience for their job satisfaction.

Motivation was a psychological feature that inspires a person action toward a desired goal. Efforts to create motivation and satisfied by their workforce to improve productivity remains the crucial factor in the recent times. This study contemplates motivation and job satisfaction as a key determinant of organizational success. In the past, every year researcher defined the extent and variable about the relationship of work motivation and job satisfaction for performance employee's efficiency. Chaudhary et.al (2011) studied job satisfaction and organizational climate among executives and supervisors reported a significant positive relationship between the overall climate and job satisfaction. Job satisfaction related to various individual dimensions of organizational climate such as leadership, communication, interaction and influence in decision-making, goal setting and control. Finally, job satisfaction and motivation had positively related for the success of an organization.

2.5 Level of Psychosocial Risk, Motivation and Job satisfaction among House-to-House solid waste collectors

The domestic waste collectors play critical roles along the waste management chain, particularly in developing countries where the collection, sorting, and disposal of solid waste largely performed manually. Domestic waste collectors, in every day work activities are vulnerable to work related hazards. Underprivileged measures regarding to work policy, organizational rules, and management practices contribute to work-related stress for domestic waste collectors, which reflected in both personal and environmental problems such as depression and workplace violence. Additionally, employees involved in the solid waste collection are often they were live under low socioeconomic status so such people's not giving priority preconditions for their health and safety at the workplace. Domestic waste collectors exposed to potential health risks such as physical injuries and self-reported symptoms of respiratory tract infections, irritation, and skin diseases. Some domestic waste collectors avowed frequent GI diseases; they showed body pain and related symptoms common health conditions frequently experienced.

House to house, solid waste collectors used PPE (personal protective equipment) but usually influenced by two external factors. First the company inability provide to PPE to domestic waste collectors and secondly poor enforcement of the use of PPE by the companies' management. Domestic waste collectors indicated that the negative attitudes and perception of some community members towards people who were elaborate in the disposal of solid waste often resulted in unrestrained stress and deprived job satisfaction. House to house, solid waste collectors supposed that community members viewed them as persons of low socioeconomic status and commanding little respect in society. House to house, solid waste collectors reported that poor remuneration with a high workload and perceived poor management skills by leaders and supervisors recurrently affected their job dissatisfaction by several psychosocial risk factors.

2.6, Variation Between psychosocial Risk, Motivation and Job satisfaction as a function of Demographic variables.

Research literatures indicated that job satisfaction, like employee motivation, influenced by personal characteristics of employees, such as age, gender, education level and seniority, with a number of studies demonstrated in recent years. Ritter and Anker (2002) maintained that there does not seem to be a clear cut relationship between age and job satisfaction, as the study of five South American and European countries and although their data did point towards a U-shaped relationship. They speculated that the absence of a clear pattern related to age differences having a mirror indirectly and possibly conflict the influence, for example, different earning money between younger and older people. The other researchers have studied age in this regard indicated that job satisfaction appears to be increased with age (Schultz, 1998), and that employees older than 40 years seem to be considerably more satisfied in the workplace than younger counterparts (Huddleston et al., 2002). Several reasons are mentioned for this relationship, employees did their job extended to their period of service takes improved competence, occupational confidence, responsibility and autonomy, all of which work increased job satisfaction. Older workers also appear to be better able to resign themselves to their particular job situation, and to find aspects.

Huddleston et al. (2002) agreed that job satisfaction appears to increase with age, and draw a distinction between workers younger than 40 and those who are older. As possible explanation for the case of the Russian workers specifically, they surmised that younger workers were less satisfied because they might have held higher expectations about the promises of market reform that had not yet met at the time of the study. Sempan et al. (2002) found no significant relationship between age and job satisfaction. Similarly Guppy & Rick (1996) concluded that age in the occupation specifically affect job satisfaction but not gender.

Gender differences in job satisfaction were evidence that when such variables are examined and indicating that gender affected job satisfaction in combination with these variables. Because of gender, men appeared to obtain more satisfaction from positive career advancement prospects than women did, whereas women tended to focus more on their work relationship than men did. From the above description appeared to a question of whether or not gender affects job satisfaction had been answered both affirmatively and negatively in the literature. A number of authors had to support for the notion of a direct relationship between gender and job satisfaction, and the others had not.

In the case of Guppy and Rick (1996), support both a direct relationship between gender and job satisfaction, and the variable of gender co-varied with certain other variables, such as education level. According to Locke and Henne (1986) insistently the perspectives that gender was a determining factor of job satisfaction. In Mason, (1997) rejected the notion, that supporting the opposing belief that these differences are attributable to differences in opportunities and experience contrast, Griffin and Bateman (1986). Both Ronen (1978) and these authors argued in favor of a U-shaped relationship, in the early stages of employment, when the situation is still new and exciting, many employees. As regards education level, certain authors indicated that job satisfaction decreased as education level increases (Fried & Ferris, 1987; Gouws, 1995; Huddleston et al., 2002; Shepard, 1973).

A feasible explanation offered by the researchers for the inverse relationship is further educated people tend to expect more from their jobs in terms of fulfillment and responsibility, the expectations are often deflated by the inability of most jobs to live up to these expectations on a sustained basis. As description of the authors recommended that, the correlation between education status and job satisfaction almost certainly reflected the combination effect of the positive relationship between education and income. There has been considerable interest in the relationship between job satisfaction and worker seniority or job / employment level in the organization (Bellenger et al., 1984; Busch & Bush, 1978; Coster, 1992; Daftuar, 2001; Guppy & Rick, 1996; Huddleston et al., 2002; Kline & Boyd, 1994). The literature was consistent in showing a positive relationship between educational level and job satisfaction (Ronen, 1978; Vroom, 1964; Weaver, 1988). Likely justifications for linear association between work experience and job satisfaction originated from many authors.

Based on their work with South African aircraft pilots, Hoole and Vermeulen (2003) suggested that increased obligation and power, as well as more prestige, more promotion, socialization opportunities at work and better remuneration accounted for the satisfaction differential between senior and junior pilots. Some researchers believed that job satisfaction from being in a more senior position also comes from the increased opportunities these employees had to satisfy their motivational drives, for example, the need for achievement and self-fulfillment, the opportunities are somewhat more limited on the lower levels (Kline & Boyd, 1994). Therefore, the demographic variables of age, gender, educational level and seniority affect both employee motivation and job satisfaction, to various degrees.

2.7 Summary and Implications of the Reviewed Literature

The reviewed related literature of this study critically discussed the basic concepts, assessment, and theories of psychosocial risk, job satisfaction and motivation among workers. According to Hadebe (2001), the nature of the environment outside the job directly influences a person's feeling and behavior on the job so these employees dissatisfied by his/her work and unhappy feelings to carry over to family and his/her social life disturbed. So as much as possible the work environment must be good, fair paid, the work relations and the access of working tools must provided to house-to-house solid waste collectors. In addition, workers must be motivated both in intrinsic and extrinsic ways, according to Simons & Enz (1995), employee motivations are a force that pushed people to make a particular job choice remain at the job and put in effort. Therefore, workers must trigger; pushes through different techniques because of achieving the organizational goal and workers are the heart of an organization.

The other major discussion point of this research review of related literature is the level of psychosocial risk, motivation and job satisfaction among house-to-house solid waste collectors, poor remuneration with high workload, uncontrolled stress and perceived poor management skills. Managers and supervisors frequently affect job satisfactions and increase their level of vulnerability. Despite this, the review of literature discussed variation on psychosocial risk, motivation and job satisfaction among different sociodemographic variables. This related literature review also sees job satisfaction with age, sex, work experience & level of education of solid waste collectors in different settings.

The implications of this related literature are so many things, for acquiring, understanding the existed problems in different perspectives and assessing different scholar's debate, methods and approaches to follow on this study to select the appropriate approaches and theory. These reviews of related literature also indicate the level of psychosocial, job satisfaction and motivation of house-to-house solid waste collectors. There are many researches on solid waste collection and physical injuries of domestic solid waste collectors in many developing counties including Ethiopian cites like client satisfaction towards municipal solid waste management services in Jimma city by Yohannies Fente, But not on the satisfaction level of house to house solid waste collectors. The numerical figure showed that the communities are not satisfied by door-to-door Solid waste collectors .the other research study on solid waste management practice and level of satisfaction from related services among commercials and institutions in Jijiga city of Ethiopia by Tewdros Manyazewal and Tesfaye walelgn.

The study are conducted on 76 institutions and commercial center they had access to door to door waste collection service from small and micro enterprise. Factors contributed for the satisfaction level of customer was determined using binary logistic regression. In Addis Ababa city also did a research on occupational injuries of municipal solid waste collectors the result of the study showed that the overall 12 months was 383(43.7%) utilization of personal protective devices and family size in the household were statistically associated with injury. So all of the research did on community satisfaction, physical injuries of solid waste collectors but there is no such adequate research on psychosocial risk, motivation and job satisfaction of house-to-house solid waste collectors. Therefore the study to be fulfilled the gap and then find the right intervention methods of psychosocial risk of house-to-house solid waste collectors. In addition as much as possible to improve or increased the motivation and job satisfaction of house-to-house solid waste collectors by different techniques.

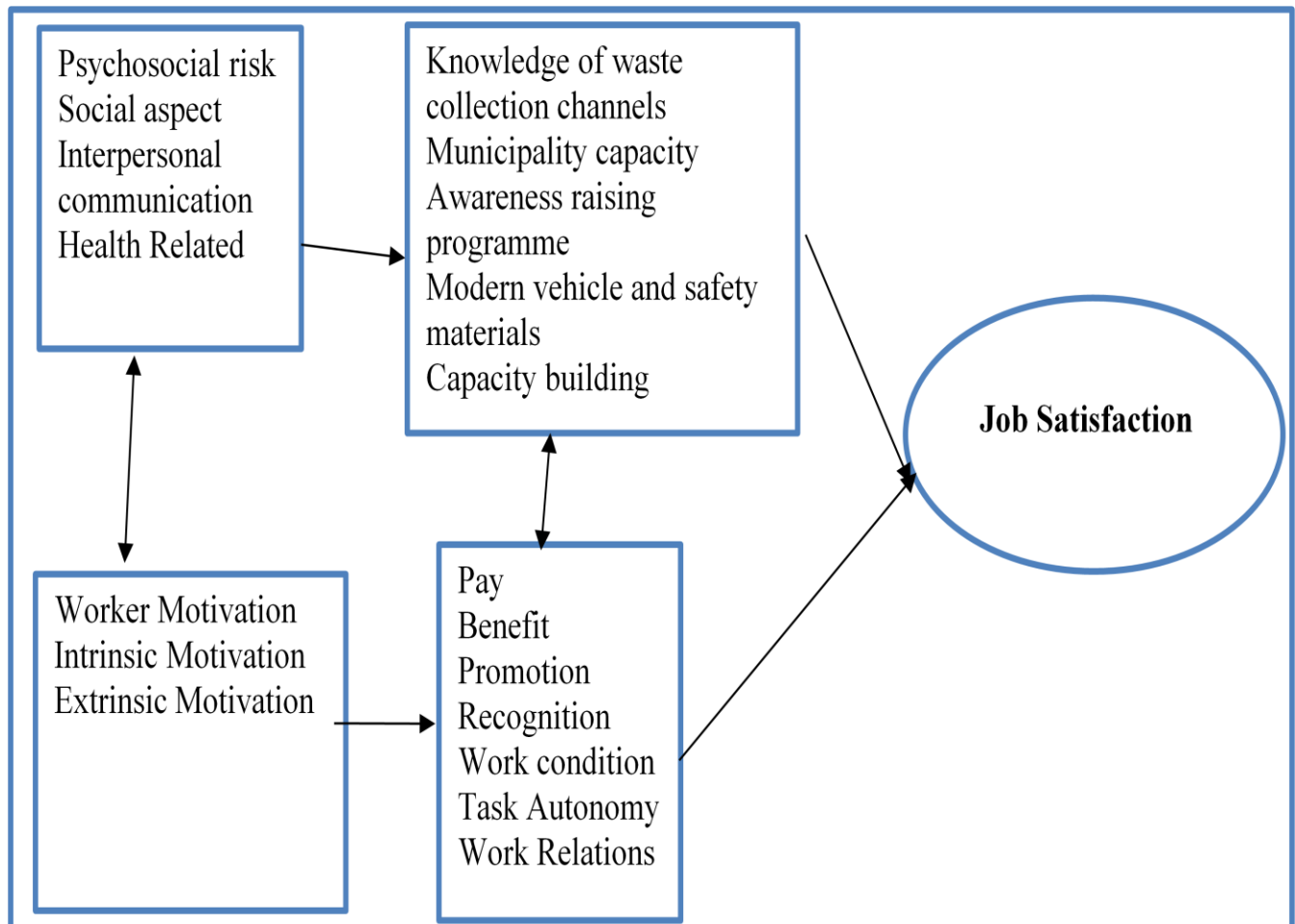
2.8 Conceptual Framework

As it stated in Figure 1, the number of factors of employee's job satisfaction and the linkage between psychosocial risk, motivation and job satisfaction .To avoid or minimize all the psychosocial risks of house-to-house solid waste collectors through providing safety equipment and advanced working tools. That leads to motivate solid waste collectors both intrinsically and extrinsically; finally, they satisfy by their work. House to house, solid waste collectors to give on job training, provide PPE and advanced working tools to minimize the vulnerability on work related risks.. The work motivation of house-to-house solid waste collectors affected by low payment, incentives/benefits, promotions, recognition, the work condition, task autonomy and work relation. The Stakeholders do not promote solid waste collection activity in sufficient way, more over they do not give recognition for house-to-house solid waste collectors.

The psychosocial risk of solid waste collectors minimized through providing personal protective equipment and modern working tools through social mobilization and maximizing the knowledge of solid waste collectors on the channels of solid waste management. Additionally solid waste collectors motivated by the government, NGO both intrinsically and extrinsically through fair paid, providing incentives and to promote their work. Finally, the job satisfaction of solid waste collectors achieved.

The waste collectors transfer station is too far to be reach by the collectors and does not use modern vehicles so they are easily tired and they become dissatisfied and demotivated. So solid waste collectors need special treatment on providing enough safety materials, medical services furthermore to that does not personal hygiene keeping materials like bathroom. These become motivated and satisfied on their job. Generally, based on the theoretical and methodological insight obtained from the reviewed literatures the following conceptual model intended to show the linkage and relationship among the present study variables. In the diagram, the relationships among the three variables were display for the purpose of clarity.

Figure-1: The relationship between psychosocial risk, Motivation and Job satisfaction



Source:- Own Design, December 2020

METHODS

This chapter discussed in detailed explanation of the research design, site of the study, the study population, data gathering tools, sample and sampling techniques. The description of tools, data collection and data analysis procedures as well as ethical issues will be present. The survey instruments will be adapted from existing close-ended questions both EJSSQ and WEIMS (standard measurement of employee motivation questions and psychosocial risk survey questions).

3.1 Design of the Study

The study employed a quantitative research approach specifically the research design was Correlational research design, the purpose of Correlational Studies to discover and then possibly measure, relationships between variables. It was helpful for examining the relationship among psychosocial risk, motivation and job satisfaction of house-to-house solid waste collectors.

The reason to choose Correlational research design, it was helpful to examine the relationship among psychosocial risk, motivation and job satisfaction with sociodemographic variables (i.e. age category, work experience, average monthly, income) and identified the levels of psychosocial risk, motivation and job satisfaction of house-to-house solid waste collectors.

The aim of the quantitative research approach to choose for the study was helpful for examining the relationship among psychosocial risk, motivation and job satisfaction of house-to-house solid waste collectors. Finally, the quantitative research approach was preferable approach and determined this study to investigate the relationship between psychosocial risk, motivation and job satisfactions' of house-to-house solid waste collectors.

3.2 Site and Population of the Study

3.2.1 Target population

The target populations of this study are house-to-house solid waste collectors they are working on Gulele sub city, Addis Ababa. The target populations of this study are 463 they are working in Gulele sub city house-to-house solid waste collectors 128 males and 335 female. The solid waste collectors they have five waste transporting cars (vehicle) but not sufficient and adequate. The study population educational background are 15 percentage (70) of them are illiterate, 10 % (46) of them are they learn from grade one upto grade four. The other 70 % (324) of them are learned from grade five to eight and the rest 5% (23) Gulele sub city solid waste collectors are complete grade nine upto ten.

Related to their work experience of this study population are most of them they are working from 2009 E.C upto still now. The incomes of solid waste collectors are not constant because they pay intermes of by collecting the amount of solid waste. The solid waste collectors they pay 132.9 birr per meter cube (m3) collecting solid waste. In addition, if they segregate plastic materials (highland), they are paid seven birr per kilogram; they also did zonal cleaning service for the community. For this service, they pay under the base of collecting solid waste 17.34 birr per collecting solid waste intermes of mete cube (m3). The age of house-to-house solid waste collectors, on average above 35 years old for this quantitative survey, the targeted population consist both male and female house-to-house solid waste collectors that they work under Gulele sub city 10th woredas.

3.2.2 Description of the Study Site

Gulele is one of the 10 Sub cities in Addis Ababa city Administration. The land covers an area of 3119.10 hectare and this constitutes 6% the total land area of the city, which makes Gulele in 6th place in land area, covered from the 10 sub cities. Among the 10 woredas of Gulele, sub city the large area is cover by woreda 01 with 760.41 hectares that is 24.34% of the sub city area. Moreover, woreda 04 covers the smallest area of 74.80 hectares, which is 2.4% of the land area covered. According to the 2007, Census the total population with in this sub city is 267,381, which is 10% of the entire population the city of Addis Ababa. From the total population 129,239 are male while 138,142 are female. Many people live in woreda 07 with population number of 37,012, which is 13.84% of the sub city population and relatively few people live in woreda 04 with population. The densely populated woreda in the sub city is woreda 03 with population density of 304.53 people /hectare. On the other hand, the least dense woreda is woreda 01 with population density of 38.36, people/hectare. Averages of 85.72 people live in each hectare area of the sub city, which makes Gulele the 6th densely populated sub city in Addis Ababa.

Table -1-Gulele sub city, woredas population distribution in percent and population density in hectare

Woreda	Total Population of the Sub city			% of the total sub city population	Population Density (pop/hectare)
	Male	Female	Total		
1	14,014	15,155	29,169	10.91	38.36
2	10,350	10,568	20,918	7.82	110.23
3	13,239	14,871	28,110	10.51	304.35
4	6,105	7,158	13,263	4.96	177.31
5	12,200	12,284	24,484	9.16	178.97
6	14,115	11,983	26,098	9.76	74.71
7	17,553	19,459	37,012	13.84	78.61
8	14,865	17,068	31,933	11.94	102.23
9	15,476	17,217	32,693	12.23	165.6
10	11,322	12,379	23,701	8.86	44.3
Total	129,239	138142	267,381	100	85.72

Source -: Atlas, Addis Ababa City Administration Solid Waste Management Office (2014)

3.2.1 Inclusion and Exclusion Criteria

The selection of Gulele sub city for this study was purposely. The basic reason for selection of Gulele sub city was the area located at high altitude (above 2800km) relatively higher than other sub cities of Addis Ababa city. In this study area, the communities create many illegal dumping sites as a reason that the sub city situated from the city border of the Oromia region and Entoto Sheger Park. On that area there was not solid waste collectors to collect solid waste from the source because of that the community creating illegal dumping sites. During the rainy season, the illegal dumping was the cause of flooding in every year, because the city of Addis Ababa opens ditch and the inlet of the rivers closed. Furthermore, the sub city was the inlet of many rivers of the city of Addis Ababa, most of the time the community creates illegal dumping sites on the riverside. Therefore, the researcher believes, it was reasonable to give priority to study on Gulele sub city.

3.3.1 Sample size

Size of the sample refers to the number of participants selected from the universe to constitute a sample (Kothari, 2004). The size of sample should be neither excessively large, nor too small. It should be optimum. An optimum sample is one, which fulfills the requirements of efficiency, representativeness, reliability and flexibility. Thus, the study would like to draw sample from all solid waste collectors they work in Gulele sub city, the sample and the formula used to calculate sample size, according to (Kothari, 2004). The reason to determine sample size based on the factors like homogeneity of the house-to-house solid waste collectors, cost, human resources and shortage of time. Sample size was determined using the formula from (Kothri, 2004) the formula was below here.

$$n = \frac{z^2 \cdot p \cdot q \cdot N}{e^2 (N - 1) + z^2 \cdot p \cdot q}$$

Where:- n= sample size

N=population of the study (463)

$Z \alpha / 2$:- normal reduced variable at 0.05, level of significance Z is 1.96

P:- population reliability or frequency estimated for sample size n, where P is 0.5, q=1-p

e:- margin of error considered is 5% for this study. Thus,

$$n = \frac{(1.96)^2 \cdot 0.5 \cdot 0.5 \cdot 463}{(0.05)^2 (463-1) + (1.96)^2 \cdot 0.5 \cdot 0.5} = 210,$$

$$(0.05)^2 (463-1) + (1.96)^2 \cdot 0.5 \cdot 0.5$$

Therefore, the sample size is 210. Over sampling is, recommended because of the possible non-response, thus after adding 40 reserve participants, the sample size of the main study.

3.3.2 Sampling Techniques

The sampling techniques employed in this study first identify each woreda solid waste collectors then clustered into their respective woredas. Then after that, the adopting systematic sampling formula used finally, simple random sampling method used. The sample proportion formula of systematic sampling techniques (n/N), adopting for determining the proportion of samples from each clustered woredas. Then after that sample size of the study, the study participants divided by the target population to get the proportion through mathematical equation, $250 / 463 = .54$.

After getting the proportion multiply by the study participant of a given woreda for example, For example the study participant of woreda 01 & 06 had 99 solid waste collectors then multiply by the sample proportion $99 \times .54 = 53$, the rest are followed the same sequence and listed on below the table. Finally, the study participants are **250** selected by lottery method from the respective clustered woredas.

Table 2

Sample Distribution from the Respective Stratified Woredas

Cluster Woreda	N*P	Sample size	Percent
01 & 06	99*.54	53	21.2
02 & 03	77*.54	45	21.6
04 & 05	70*.54	43	13.6
07 & 08	114*.54	57	22.8
09 & 10	103*.54	52	20.8
Total	463*.54	250	100

Note:- N (Target population of the study) and P (proportion for stratified woreda)

Source:- Gulele sub city, Addis Ababa Solid waste Management Office, (2021)

3.4 Data Gathering Tools

The study used structured self-administered questionnaires. Questionnaire is a widely used instrument for job satisfaction and worker motivation research to obtain information about the work conditions of worker feelings, opinion and attitudes. The questionnaire is composed of EJSSQ (employee job satisfaction survey Questionnaires), WEIMS (Work extrinsic intrinsic motivations), psychosocial risk survey questionnaires, and sociodemographic questions.

3.4.1 Employee Job Satisfaction Survey Questionnaires (EJSSQ)

This adapted self-administered structured questionnaire was on Likert scale 1 to 5 and administered to all the selected participants (See Appendices A1, A2,A3 & A4 in Appendix A) both English and Amharic version respectively). The questionnaires are close- ended items, close-ended questions are popular because to provide a greater uniformity of responses and are more easily processed. After the reliability test, the adapted main study instrument had Cronbach's alpha of .889. The job satisfaction survey (JSS) instrument was adapted originally from Paul E.spector (1985) for measuring either the positive or the negative attitude about the job.

Cambell & Fiske (1959), first the validity between equivalent sub scales from the instruments was significantly larger than zero and reasonable magnitude, .061 to .80. Second, these values were all higher than correlations between noncorresponding sub-scales across instruments, shown in the hetro-trait, hetro-method triangles. Third, the validity correlations were all higher than the intercorrelations among sub scales within each instrument, as shown in the hetro-trait, mono-method triangles. Finally, the pattern of interrelationships among sub scales for both the instruments were reasonably consistent, with all but one correlation from each instrument ranging from .02 to .37. In addition, the validity correlations were all higher than relationships between each common subscale and the additional JSS sub scales. If the JSS does indeed, measure conceptually distinct facets of job satisfaction, which is implies by discriminant validity, one would expect small to moderate correlations among the sub scales. These correlations ranged from .11 to .59 with the median correlation of .35. The individual items of the JSS were factor analyzed using principal components with varimax rotation (oblique rotation was also use and yield similar results).nine eigenvalues were greater than 1.0, encouraging since there are nine sub scales in the instrument. All nine were rotate to determine if the empirically derived factors, so an eight-factor rotation was perform.

The eight factors matched perfectly eight of the sub scales (each factor comprised all for four sub scale items) with contingent rewards items splitting evenly between supervision and pay factors. Two items, which related to rewards in general, loaded with pay items, and two items, which related to recognition and appreciation, loaded with supervision items. These results are suggestive of convergent validity in that the individual items, which can considered alternate measures of their own sub scale construct, clustered (loaded) more highly with other items measuring the same construct than different constructs. The one exception was the contingent reward items, which did not for a distinct factor. Unfortunately, adding them to the pay and supervision sub scale, as suggested by the factor analysis, actually had little effect on the internal consistency of the scales. The nine sub scale of job satisfaction are pay, promotion, supervision, benefits, contingent rewards, operating rewards, coworkers, nature of work, and communication. Their reliability ranged from .60 to 82 and the entire scale Cronbach's alpha .91. The main study of this study Cronbach's alpha is similar to the original study .09, so the instrument was continuum to measure job satisfaction (see Table 3). This had 36 items, approximately half of the items written in positively worded direction and about half of in negatively worded direction. All the items taken for this study, because of maintain the sub scale and necessary for measuring the job satisfaction level of solid waste collectors. The instrument was adapted from E.paul Spector (1985).

3.4.2. Work Extrinsic and Intrinsic Motivation Survey Questionnaires (WEIMS)

The work extrinsic intrinsic motivation survey instrument Cronbach's alphas of the six subscales ranged from .64 to .83, suggesting adequate reliability (intrinsic motivation .80; integrated motivation .83, identified regulation, .67 introjected regulation .70, external regulation .77 & amotivation .64). Generally, the subscales consist of three items in each dimension, only they show adequate internal consistency. As the indication of criterion validity, the hypothesis was self-determined types of motivation (i.e. intrinsic motivation, integrated regulation & identified regulation) would positively correlate with the antecedents. Job satisfaction negatively correlate with work strain and turnover intentions; the first two types of work motivations were non self-determined motivation (i.e. introjected regulation, external regulation) would show relatively low correlations and the amotivation would validate the reverse relationship. Whereas the Content validity overall, the quasi-simplex pattern of the present sample is in agreement with the one obtained with the French version of the WEIMS (Blais et al., 1993).

The construct validity of introjections regulation reasonably high correlation with integration ($r = .63$, $p = .01$). As well, external regulation was not significantly related to intrinsic motivation (the case in the French validation) and the absence of motivation only yield significance with integration ($r = .20$, $p = .01$). Sample, the mean value for the W-SDI was equal to 2.96, representing low self-determined profile). The factor structure of the instrument was confirmatory factorial analysis (CFA) provides goodness-of-fit indexes for ensuing solution (Anderson & Gerbing, 1988; Kenny & Kasby, 1992). Consequently, CFA used to determine whether the factorial structure of the WEIMS for this military sample resembled the original five-factor model of work motivation validated by Blais and his colleagues (1993). CFA was conducting through all items, with three indicators measuring each type of motivation performed on the covariance matrix generated by EQS 6.1 (Bentler, 2005).

All items had standardized factor loadings over .30 (ranging from .30 to .93) and each dimensions had three indicators from midrange to- high item-to-total correlations (all above .50), instead of a first indication of construct validity. There were three folds the first factorial structure of the WEIMS was examine through confirmatory factor analysis, second the internal consistencies of the six motivational subscales were assessed and the third the construct validity of the WEIMS was examined by conducting item-to-total intercorrelations as well as correlations amongst the subscales. It was hypothesis that each of the 18 indicators of the WEIMS would respectively load on six separate latent constructs (i.e., three items per factor).

Furthermore, the scales predict to show adequate item-to-item internal consistency, along with midrange-to-high item-to-total correlations. To develop the 18-item work extrinsic intrinsic motivation originally constructs, there were adapted using a back-to-back retranslation technique (Vallerand, 1989). The outcomes of the extraction with oblique rotation were conclusive. The six-factor structure of the WEIMS was supported, with three items (per latent construct) attending as indicators and all 18 items had loadings higher than .30 (Tabachnick & Fidell, 2001). Furthermore, every item loaded on their respective latent construct (eigenvalues > 1) intrinsic motivation (.34, .40 & .41), integrated regulation (.41, .42 & .44), identified regulation (.33, .45 & .63), introjected regulation (.38, .44 & .56), external regulation (.70, .82 .87), and amotivation (.34, .36 & .44). The preliminary results of work extrinsic intrinsic motivation shorter version of the French questionnaire and assesses six motivational construct postulates by self-determination theory. The main study reliability coefficient was good enough and similar to the original study, the instrument was adapted from Maxime A.Trembalay (2009).

3.4.3 Psychosocial risk survey Questionnaires (PRSQ)

The psychosocial risk survey questionnaires follow had six dimensions with 20 items. The work conditions and emotional-feelings had four items and the others had each sub scale three items. The validations of the tools followed to practice of bell. A group of experts (i.e. a group of auditors) that suggested some corrections evaluated the instrument. After expert group of employees the sample to assess it's content validity and identify difficulties in the interpretation of the questionnaires.

The performance of artificial neural network (ANN) model can be assess through the confusion matrix work condition .51, work organization .57, leadership .46, career development .85, interpersonal relationship .35 and emotional feelings .19. Present values obtained for those metrics. Sensitivity and specificity exhibit high values, from .80 to .99 indicating that the model performance in the evaluation of psychosocial risks. Regarding to the positive predictive value and negative predictive values computed ranged between .94 and .99, except for positive predictive value output high and negative predictive value output medium of the model to assess psychosocial risk through bell practice of validation (Fernandes et.al 2020). The instrument are close-ended questionnaire would be designed in a form of rating scale as strongly agree, agree, neutral, disagree and strongly disagree.

The present study inters item total correlation .19 to .63 with the median correlations of .41. The instrument was valid and its Cronbach's alpha of the six sub scales are working conditions (.70), work organization (.60), leadership (.85), career development (.71), interpersonal relationships (.57) and feelings (.48) and the entire scale .77. The pilot study for the entire scale of psychosocial risk was below the original study because of translation and the understanding of the respondents but the main study Cronbach's coefficient alpha was almost similar to the original study(see Table 3). The instrument adapted from Ana Fernandes et.al (2020).

3.5 Data Gathering procedures

Before distributing the questionnaire, the researcher obtained an oral informed consent from the study participant, in order to collect the raw data then after that, the researcher and their assistants entered directly to the data collection. The necessary information about the researcher and clarification about the objectives of the study would make to the participants of the study by the researcher. All the items were consulting with the sample DWCs (domestic solid waste collectors). The investigator translated the tools/items into Amharic language in order to make them understandable to all participants with the help of English teacher and the Advisor DR Mitiku Hambisa. For translating, the tools/items of the research followed a forward-backward translation procedure. During translation of the original tool into Amharic version based on the comments given by consulted representatives of the sample solid waste collectors and adviser of the researcher some improvements would make.

3.5.1 Pilot-Testing (Validation)

The pilot test of the instrument was, conducted on 25 solid waste collectors who were selected from house to house-solid waste collectors. The Amharic version instrument administered to house-to-house solid waste collectors, the participants was 11 (44%) male and 14 (56%) females. The time taken to complete the instruments ranges from 40 to 50 minute. The Cronbach's alpha for the new adapted instrument of psychosocial risk, worker intrinsic extrinsic motivation and job satisfaction entire scale was .717, .797 and .776 respectively. After pilot testing few, modification made for the final instrument. The final instrument of the study contained 6 items in the first part, 20 in the second part, 36 in the third part and 18 in the fourth part of the instrument (See Appendices A1, A2, A3 & A4 in appendix A).

Table 3***Reliability Test for Job Satisfaction, Motivation and Psychosocial Risk***

Variables (Dimensions)	Number of Items(K)	Cronbach's Coefficient alpha		
		Original Study	pilot Study	Main Study
Employee Job Satisfaction	36	.91	.78	.90
Worker Motivation	18	.71	.80	.87
Psychosocial Risk	20	.77	.72	.81

Source-: The Author

3.6 Data Analysis Techniques

The collected data was enter and coded into computer through the help of statistical package for social science (SPSS Version 20). This study was analyzed the data in the form of descriptive statistics (frequency, percentage, mean and standard deviation), Pearson correlation, standardized multiple regression and multivariate analysis of variance.

3.6.1 Descriptive Statistics

In this study, the collected quantitative data through questionnaire scales were analyzed using the statistical analysis soft ware ‘statistical package for social sciences’ (SPSS version 20).

The collected data analyzed in the form of descriptive statistics (frequency, percentage, mean and standard deviation), Pearson product momentum correlation, standardized multiple regression and multivariate analysis of variance.

3.6.2 Correlation and Multiple Regression Analysis

3.6.2.1 Correlation Analysis In this study For statistical analysis this study, used Pearson correlation coefficient to test the relationship of psychosocial risk with worker motivation and psychosocial risk with employee job satisfaction as well as worker motivation with employee job satisfaction whether perfectly correlated or not. Correlational data analysis aim to examine the relationship among psychosocial risk, house-to-house solid waste collector’s motivation and job satisfaction dimensions.

3.6.2.2 Multiple Regressions In this study to use standardized multiple regressions because there are two independent variables (predictors) and one dependent variable with interval level. A standardized multiple regression analysis used for this study, the predictor variables entered into on the regression equation at once. In addition, when researcher wants to predict the value of the variable based on the value of two or more other variables and the predicted variable called the dependent variable or sometimes the outcome, target or criterion variable

3.6.3 Multivariate Analysis of Variance (MANOVA)

Multivariate analysis of variance was analysis of variance with several dependent variables. In this study to used MANOVA for the purpose of measuring the effect of independent variables on their own or in combination with one another had an effect on dependent variables or not. The basic reason that used multivariate analysis of variance in this study the independent variables had two or more levels and the dependent variables had two or more interval levels.

3.7 Ethical Considerations

The researcher received a letter of introduction from Addis Ababa University School of psychology secretarial office. Participants of the study were, informed about the objectives of the study emphasizing that the data used only for the intended academic purpose. The data collected by employing various techniques with the consent of the participant of the study. Careful attention given regarding respecting the rights, needs, and values of the study subjects and maintaining confidentiality of the data and acknowledge source of information

RESULTS

The purpose of this chapter intends to present the major findings of the study based on the data collected through quantitative methods. Generally, the results of the present study were organized and presented in accordance with the major themes of the research question. The chapter majorly focused on the analysis of the collected data from the obtained research questions through Pearson product momentum correlation, standard multiple regressions and multivariate analysis of variance with the help of statistical package for social science (SPSS Version 20). The multivariate analysis of variance used for measuring all the sociodemographic variables had more than two levels and the dependent variables (Psychosocial risk, work motivation and employee job satisfaction) had more than two interval levels. For this study, standardized multiple regression analysis was used to predict whether the dimensions of job satisfaction predict psychosocial risk and worker motivation. The Assumptions of the study associated with the test the relationships between the IVs of the study are (psychosocial risk and worker motivation) and the DV (job satisfaction) was linear.

The relationship among job satisfaction, psychosocial risk and motivation checked by scatter plot, the scatter plots of standardized predicted values are good and the data met the assumption of homogeneity of variance and linearity (See Appendix C in figure 2). For checking the outliers there were no outliers to be remove and the analysis, which showed standardized residuals data contained (Min = -2.53 & Max = 2.94). There was no multicollinearity in this study because under the Collinearity statistics (the VIF was not < 10 and the tolerance > 0.1), the tests of the data met the assumption of Collinearity indicated that multicollinearity was not a concern (psychosocial risk score, Tolerance = .909, VIF = 1.100, motivation, Tolerance = .909, VIF = 1.100).

4.1 Response Rate

From the distributed questionnaire, 229 questionnaires returned. There was 21 (8.4%) of the respondents did missing values because of that the researcher believe to be exclude from the analysis. Thus, as shown in Table 1, the researcher attained a total response rate of 91.6 %, which is believe to be enough for such kind of study.

4. 2 Sociodemographic Background of the participant

The sociodemographic background of the study participants are age, gender, educational background, average income per month (in ETH Birr), work experience (in Years) and marital status. The purpose of this background information had to test the statistical significance of house-to-house solid waste collector's job satisfaction, motivation and psychosocial risk the authors indicated that job satisfaction decreases as educational level increases (Fried & Ferris, 1987, Gouws, 1995, Huddleston et.al, 2002, Shepard, 1973). In addition, the purpose of this sociodemographic information was to find out the characteristics of the respondents and shown the distribution of the population in the study, the findings presented below. The study involved 229 participants 77 (33.6%) male and 152 (66.4%) female respondents. Most of the study population 116 (50.7%) were the age group of 26- 35 years. The majority of the study participants had primary education and 147(64.2%) were married (See Table 4).

Sociodemographic characteristics of the participants Baseline (N = 229)

Sociodemographic Variables		N	%
Gender			
	Male	77	33.6
	Female	152	66.4
Marital Status			
	Single	50	21.8
	Married	147	64.2
	Widowed	19	8.3
	Divorced	13	5.7
Age			
	Below 25	26	11.4
	Between 26- 35	116	50.7
	Between 36-45	59	25.8
	Between 46- 55	19	8.3
	Above 56	9	3.9
Educational Status			
	Can't read &write	20	8.7
	Grade 1-4	46	20.1
	Grade 5-8	78	34.1
	Grade 9-10	82	35.8
	Grade 11-12	3	1.3
Work experience			
	Below 3	14	6.1
	Between 4-6	111	48.5
	Between 7-10	87	38
	Between 11-13	14	6.1
	Above 14	3	1.3
Average Monthly Income in Ethiopian Birr			
	Less than 2000	14	6.1
	Between 2001- 3000	111	48.5
	Between 3001- 4000	89	38.9
	Between 4001 -5000	14	6.1
	Above 5000	1	0.4

Note: -The total study participants were (N=229).

Source-: Author

4.3. Levels of Psychosocial risk, Motivation and Job Satisfaction

The first research question of the present study what are the levels of psychosocial risk, motivation and job satisfaction among solid waste collectors. Depend on that analyze the mean and standard deviation of psychosocial risk, motivation and job satisfaction.

4.3.1 Level of Psychosocial risk Among House-to-House Solid Waste Collectors

The level of psychosocial risk of house-to-house solid waste collectors were high, because above the half of the respondents told that the work condition was not good, consequently 58.1% (See Appendices A2 in Appendix A) of the respondents agree the statements in the work condition dimension was not conducive.

Table 5

Descriptive statistics Results of psychosocial risk to solid waste Collectors (N= 229)

Psychosocial Risk Sub Scales	Descriptive Statistics	
	Mean	Std. Deviation
Work Condition	10.3144	3.49772
Work Organization	9.4017	2.64661
Leadership	9.9258	2.55616
Career development	8.8908	2.33609
Interpersonal Relationships	12.1572	2.29066
Emotional Feelings	15.6987	3.15270
Total psychosocial risk	66.3886	10.16194

Source: Own Design (2021)

The first research questions of the present study was intended to examine the levels of psychosocial risk, motivation and job satisfaction among solid waste collectors. The entire total mean score of psychosocial risk, $M = 66.39$ with $SD = 10.16$, from 229 study participants 125 scored below the average and 104 respondents scored above the total mean of the entire psychosocial risk scale (see Table 4). The result indicated that above the half of the respondents were strongly disagree and disagree with the statements explained on the psychosocial risk scale. On the other hand, the SD told that the study participant's response normally dispersed from the mean scale, which is a normal distribution.

4.3.2 Level of Job Satisfaction of House to House Solid Waste Collectors

The job satisfaction level of solid waste collectors was conducted and presented in table, among the respondents, almost all solid waste collectors 76.62% of (see Appendices A3 in appendix A), dissatisfied on the payment, promotion, contingent rewards, operating rewards and the nature of work of solid waste collection

Table 6

Mean and Standard deviation of Job Satisfaction Survey scores (N=229)

Variables	Mean	Std. Deviation
Pay	11.00	2.98
Promotion	11.60	3.36
Supervision	12.97	3.10
Benefits	15.36	4.22
Contingent Rewards	14.31	3.61
Operating Rewards	13.57	2.88
Coworkers	14.53	2.65
Nature of Work	13.89	2.87
Communication	14.95	3.91
job satisfaction	122.18	19.54

Source -: Own Design

As illustrated in Table 5 the mean score and standard deviation of respondents for each sub scales and the entire scale. The respondents lowest Mean score sub scale is pay $M = 10.996$ with $SD = 2.983$ and the highest score sub scale is benefits $M = 15.36$ with $SD = 4.22$. In addition, from 229 respondents 118 of them were score below the entire scale mean score of job satisfaction while the rest 111 of them were score above the mean score. This means the respondents were disagree with the statements explained under job satisfaction. Therefore, the result indicated that the job satisfaction levels of solid waste collectors are very low in Gulele sub city.

4.3.3 The Level of Motivation of House-to-House Solid Waste Collectors

The motivation level of house-to-house solid waste collectors were 80% of them motivated (see Appendices A4 in appendix A) and the mean score of each Sub scale with their standard deviation are list below the table 6.

Table 7

Descriptive Statistics Result of solid waste collectors motivation level (N= 229)

Dimensions of worker Motivations	M	SD
Intrinsic Motivation	11.84	2.57
Integrated Regulation	11.63	2.54
Identified Regulation	11.22	3.03
Introjected Regulation	11.7	2.82
External Motivation	12.69	2.62
A motivation	10.47	2.61
worker Motivation	69.55	10.89

Note: - Level motivation (WIEMS) questionnaires developed and had six sub scales (Intrinsic motivation, integrated regulation, identified regulation, Introjected regulation, external motivation and A motivation) with each sub scale had three questions.

Source -: Own Design

As the above Table illustrated that the motivation level of house-to-house solid waste collectors mean score and standard deviation of the respondents for each sub scales and the entire scale was shown as the respondents lowest mean score M = 10.467 with SD = 2.61 and the highest M =12.69 with SD = 2.623. In addition, from 229 respondents 89 of them were score below the mean score of work motivation instrument and the other 140 of them were score above the mean score. This means the respondents were agree with the statements explained under worker intrinsic extrinsic motivation. Therefore, the result indicated that the motivation levels of solid waste collectors are good in Gulele sub city.

4.4 Relationship among Psychosocial Risk, Worker Motivation and Job Satisfaction

The second research questions of the present study are there statistical significant relationship among psychosocial risk; motivation and job satisfaction. Depend on the research question analyzed the relationship among psychosocial risk, motivation and job satisfaction of solid waste collectors below the table.

Relationship among psychosocial risk, Motivation and Job Satisfaction (N = 229)

Variables	1	2	3
1.Worker Motivation	-		
2.Job Satisfaction	.569**	-	
3. Psychosocial Risk	.301**	.644**	-

**P < .001 is significant level (2-tailed).

Source: - Author

The second research questions of the present study are there statistical significant relationships among psychosocial risk, motivation and job satisfaction. A Pearson product momentum r , data analysis revealed that a significant strong positive relationship between psychosocial risk scores and employee job satisfaction scores ($r(227) = .644$, $P < .01$) (see table 7). Therefore, psychosocial risk and employee job satisfaction had statistically significant relationship. It also that table shown that the correlation between psychosocial risk and worker motivation had a significant relationship ($r(227) = .301$, $p < .01$). Finally, job satisfaction and worker motivation had significant positive relationship ($r(227) = .569$, $p < .01$), so job satisfaction and worker motivation had strong positive correlation.

4.5 The Proportion Job Satisfaction variable explained by psychosocial risk and Worker Motivation

Table 9

Standard Regression Model summary for Job satisfaction with psychosocial risk and worker motivation

Model	R	R Square	Adjusted R Square	SEE	R Square Change	F Change	df1	df2	Sig. F Change
1	.754 ^a	.569	.565	12.88982	.569	149.063	2	226	.00

a. Predictors: (Constant), Worker Motivation, psychosocial risk

The third research question of the present study is the proportion of the variance of job satisfaction explained by psychosocial risk and motivation jointly and separately. One of the assumptions made in the present study was job satisfaction can predict by two factors such as psychosocial risk and worker motivation. To test the assumption of standardized regression model used the result shown that 41.2% of the variance of job satisfaction can be accounted for psychosocial risk predictor ($F(1, 227) = .519$, $P < .01$), this indicated that 51.9 % of the variance of psychosocial risk could be accounted to predict employee job satisfaction.

Furthermore, worker motivation predictor ($F(1, 227) = .412, P < .01$) this also indicated that 41.2 % of the variance worker motivation could be accounted to predict job satisfaction. The two predictor variables also significantly predicted employee job satisfaction scores jointly the adjusted R square = .565, $F(2, 226) = 149.063, p < .00$, F square = .00 (please see Table 9). Generally, the two-predictor variables together accounted for 56.5% psychosocial risk and worker motivation independently explained 51.9% and 41.2% of the variance in job satisfaction scores respectively.

Table 10

Regression coefficient of Job Satisfaction on psychosocial risk and worker motivation

Model		USC		SC		Sig.	95% CI	
		B	SE	B	T		Lower Bound	Upper Bound
1	(Constant)	4.391	6.891		.637	.525	-9.188	17.970
	psychosocial risk	.999	.088	.519	11.336	.000	.825	1.172
	Worker Motivation	.740	.082	.412	9.004	.000	.578	.902

a. Dependent Variable: Job Satisfaction

Note-: Unstandardized coefficient (USC) and Standardized coefficient (SC) with 95%) confidence interval the proportion of variance of job satisfaction with psychosocial risk and worker motivation

In order to find the contribution of each independent variable to dependent variable included in the model we have to notice the value of standardized coefficient, the greater value of Beta and less value of significance level ($< .05$) of each independent variable show the strongest contribution to dependent variable (Pallant,2005). Looking at the unique individual contributions of the predictors, the result shown that psychosocial risk in $\beta = .519, t = 11.336, p = < .00$ with 95% confidence interval between .825- 1.172 and the worker motivation $\beta = .412, t = 9.004, p = < .000$ with 95 CI between .578 - .902 positively predict employee job satisfaction (please see table 9).

Demographic Variables

In the present study the fourth research question was are there statically significant differences in psychosocial risk, motivation and job satisfaction with respect to demographic variables (i.e. age, work experience and average monthly income). To answer the research questions to test and have statically significant effects on the dependent variables of the study. When looking for if there are any significant differences between the groups of dependent variables in a linear arrangement, λ is recommend to use because of its robustness concerning this thesis relevantly large sample size. If the significance of “ λ ” is below 0.05, one can assume that there is difference between within the groups of dependent variables (Pallant, 2010). Therefore, after the preliminary assumption tests the multivariate test of average monthly income showed that there are statically significant differences between the dependent variable $F(12,482) = 1.483$, $P = .126$, Wilk’s lambda = .908, partial Eta squared(PES) = .031. Next to Average monthly income, the multivariate test pointed out that there is statically difference between the respondent’s age with dependent (psychosocial risk, job satisfaction and worker motivation) variables, $F(12,482) = 1.056$, $p = .396$, Wilk’s lambda = .934, PES = .023 (see table 10)

Table 11

Multivariate analysis of study participants’ sociodemographic variables to the dependent variables of the study

Variable	Wilk’s (λ)	F	Hdf	Edf	Sig.	PES
Average monthly Income	.908	1.483	12	482	.126	.031
Age	.934	1.056	12	482	.396	.023
Work experience	.825	3.035	12	482	.000	.062
Average monthly Income * Age	.910	.834	21	523	.679	.031
Average monthly Income * work experience	.905	.685	27	532	.884	.033
Age* work experience	.760	1.941	27	532	.003	.087
Average monthly * Age * work experience	.871	1.434	18	515	.110	.045

a. Design: the interaction between average monthly income, age and work experience of the respondents

b. Exact statistic

c. The statistic is an upper bound on F that yields a lower bound on the significance level.

The above Table 10 illustrated that the between the interaction of independent and dependent variables also have statically significant differences between average monthly income and age category of the respondent $F(21,523) = .834$, $p = .679$, Wilk's lambda = .910, PES = .031. An association between an average monthly income and work experiences related to dependent variables have statically significant differences $F(27,532) = .685$, $p = .884$, Wilk's lambda = .905, PES = .033. Lastly the interaction between an average monthly income, age and work experiences among dependent variables also statically significant differences $F(18,515) = 1.434$, $p = .110$, Wilk's lambda = .871, PES = .045. The result of the multivariate tests performed in the multivariate analysis of variance shown on the above discussion was age; work experience and average monthly income have significant effect on a joint contribution of job satisfaction, psychosocial risk and motivation.

The findings of the present study consistent with a number of authors had to support for the notion that direct relationship between gender and job satisfaction, and the others had not this implies that the independent variables had significant effect on job satisfaction and worker motivation. In the case of Guppy and Rick (1996), support both a direct relationship between gender and job satisfaction, and the variable of gender co-varied with certain other variables, such as education level. According to Locke and Henne (1986) insistently the perspectives that gender was a determining factor of job satisfaction. On the other hand, there has been considerable interest in the relationship between job satisfaction and worker seniority or work experience in the organization (Bellenger et al., 1984; Busch & Bush, 1978; Coster, 1992; Daftuar, 2001; Guppy & Rick, 1996; Huddleston et al., 2002; Kline & Boyd, 1994).

The literature was consistent in showing a positive relationship between educational level, job satisfaction and work experience (Ronen, 1978; Vroom, 1964; Weaver, 1988). Likely justifications for linear association between work experience and job satisfaction originated from many authors. Finally, the findings of the present study consistent to the previous study work experience had a significant effect on employees' job satisfaction, work motivation and psychosocial risk factors.

CHAPTER FIVE

DISCUSSION

The aim of this study was to investigate the psychosocial risk, motivation and job satisfaction of house-to-house solid waste collectors in Gulele sub city and to shown differences as a function of demographic variables intermes of gender, average monthly income and work experience.

5.1. Level of Psychosocial Risk, Job Satisfaction and Worker Motivation

5.1.1 Level of Psychosocial risk

The level of psychosocial risk of house to house solid waste collectors are very high the study result implies that the work condition 58.1% of them they respond that the work condition was not good. This implies that the work environment of solid waste collecting area was highly contaminated and solid waste collectors are susceptible for different occupational health risks. Solid waste collectors had not a sufficient access to get personal protective equipment and advanced working tools. Solid waste collectors needed personal protective and advanced working equipment but 62.9 % of them did not get such equipment (Appendix C).

Solid waste collectors were also not getting an ongoing training and raising awareness on the significance PPE and still they used traditional working tools, because of traditional working tools and improper use of PPE, they are highly vulnerable to occupational hazards. Almost similar to this study a research done in Addis Ababa revealed that over 43.6% of solid waste collectors were using personal protective equipment all the time while they were on sense of duty, which might result in increasing the possibility of job-related health risks (Bogale, 2012). On the other study done by Hebron and Bethlehem revealed that most solid waste collectors 98.6% did not use personal protective equipment, 78.9% don't use face mask, 45% don't use rubber boot, 78.9% don't use protective gloves and 85.5% don't used in excess of all personal protective materials (Ahmed, 2004). This study support Bogale 2012, Hebron & Bethlehem 2004 study on solid waste collectors were using PPE and availability of working tools. Solid waste collectors in their organization 30.6% of them they were involved in decision-making and goal setting, however most solid waste collectors (51.1%) they don't get chance to involve in decision making and goal setting for facing their problem during solid waste collection (See Appendix C).

The organization is not proactive on creating a comfortable work conditions such like prepared benefits, compensation, incentives and minimizing financial stress of solid waste collectors and they do not prepared personal hygiene keeping materials. More than a few studies reported that waste collectors are at high risk for developed disease results from exposure to various work hazards (Schibye et al 2001, Wouters et al, 2002 and Kuijer et al, 2010). Solid waste collectors victimize directly and short of adequate protection from municipal solid waste management system, they are more vulnerable to work-related hazards (Sarkar, 2003).

According to research done on health reduction behaviors, model scavengers exposed to solid waste in Thailand, most waste collectors had low level of knowledge and alertness on job-related health risks (Phiman E.2011). Despite the harshness of work-related, health hazards come across by solid waste collectors with their provision of personal protective equipment was low. On the other, study done in Port Hartcourt Metropolis in Nigeria about the attitude of solid waste collectors towards safe work-related practice.

The study result indicated that, 76.3% agreed the persistent injuries from sharp objects in the course of packed refuse with bare hands and 26.2% agreed that their personal protective equipment wear of the right quality and appropriate to work (Inyang M, 2009). More or less this study also had similar findings on the previous studies in different contexts. The other dimension of psychosocial risk are interpersonal relationship, solid waste collectors were had positive relationship with their colleagues, good communication, sharing information and they have frequent support each other.

Generally, the work organization, supervisors, career development are not formal and well organized because of that to lead financial stress of solid waste collectors in addition to that the work condition not safe, poor availability of PPE and advanced working tools so their work was highly risky in addition to that there were dissatisfied by their job.

5.1.2 Level of Job Satisfaction

From the respondents' majority of them (76.62%) of solid waste collectors were dissatisfied on the payment, promotion, contingent rewards, operating rewards and the work nature of solid waste collection. From 229 house to house solid waste collectors 27.95 % of them agreed that they feel a fairly paid for their work but the rest 72.1% were strongly disagree and disagree on the statement explained to they did not feel a fairly paid on their work(see Appendix D).

The main reason for such different response was an irregular monthly salary paid, for the reason that an irregular monthly salary paid and most solid waste collectors are sad when they think about the organization monthly salary (See Appendix D). The nature of the work environment of solid waste collection is most hazardous and had an offensive odor, therefore most of the time solid waste collectors had experience of upper respiratory infection (URTI) and Gastrointestinal diseases (GI). The consequences of the disease, solid waste collectors cannot contribute on their maximum performance in addition from their monthly income must prepared budget for their health.

According to Hadebe (2001), the natural surroundings of the environment outside the job, directly influence individual feelings and work conduct on the job. The employee dissatisfied by his/her work and unhappy feelings to carry over to family and his/her social life also disturbed. Therefore, waste collectors need attractive work environment, to be fair paid, good work relations, available work equipment and personal hygiene keeping materials (access of water, bath room etc) . Generally the waste collectors are dissatisfied because of their job involves repetitive motion, forceful hand exertion and frequent manual handling and also didn't change the work habit with advanced solid waste collecting system(they are not use modern solid waste collecting machines) still now they collect in manual handling. The job satisfactions of solid waste collectors are dissatisfied by the community awareness level in proper solid waste collection, segregation and disposal of garbage, furthermore the active stakeholders involvements are very low in working on various environmental programmers and encouragement is needed (Kumar, 1999). The present study also supports Kumar (1999) findings the solid waste collectors are dissatisfied for the reason that the community awareness level and low involvement of stakeholders in environmental hygiene and sanitation programme. However, nowadays there is good progress on stakeholder's involvement in environmental sanitation programme. The job satisfaction level solid waste collectors under supervision dimension 59.83% of them were believe to their supervisor are quite competent on doing their job, to control and collaborate to every workers (See Appendix D). Cook et al (1981) and Spector (1997) belief employee's level of satisfaction can differ with specific aspects of the job because of individual difference intermes of interest. They have projected a number of elements (variables) that underline this construct. The elements have been classified into five distinct dimensions: satisfaction with work attributes (the nature of the work, autonomy, responsibility), rewards (pay, promotion, recognition), the other people (supervisors, co-workers), the organizational context (policies, promotion opportunities, procedures, working conditions), and individual differences (internal motivation, moral values).

This study result also support the cook et al (1981) and Spector (1997) theory on the satisfaction level differ with specific aspects and determined by different elements like promotion, payment, reward, nature of work and autonomy. Finally, solid waste collector's level of income was low and irregular from month to month and the community does not give respect, poor awareness on personal and environmental hygiene because of that they are dissatisfied on their job.

5.1.3 The Level of Worker Motivation

Among 229 house-to-house solid waste collectors, 79.19% were moderately motivated intrinsically; this implies that solid waste collectors were not exerting their maximum effort contributing to the goal of the city, for making the city safe, clean and green. Furthermore solid waste collectors they love their work for the reason that it generate monthly income and the job allows to earn money (See Appendix E). Self-determination theory maintained that all human beings had three basic psychological needs that must be satisfied for them to purpose optimally.

They are the needs for competence or effectance, relatedness or belongingness, and autonomy or self-determination, which are essential for psychological health and well-being and facilitate effective functioning in social setting (Deci, Olafsen& Ryan, 2017). This study findings support self-determination theory of (Deci, Olafsen& Ryan, 2017) technical workers are motivated almost in all externally because of full filling their physiological needs unless otherwise intrinsically motivated. This study results indicated that 79.19 % of them believed to be externally motivated on their job because they generate income, earn money and to get job security but the rest 6.55% of them were not believe to externally motivated (See Appendix E).

The respondents respond that they collect more solid waste they get more money but they face many obstacles on their work such like traditional working instrument, they do not have transporting machine (tricycle) and still they did by manual handling this leads their health at risk. Finally, the consequences solid waste collector was demotivated because they have sufficient personal protective equipment and advanced working tools. Evidence shown that Pink (2011), explains that for mechanical jobs, extrinsic motivation works (e.g. more pay for more work). Finally, the very challenging issues on solid waste collectors was motivation most respondents are respond the lack motivation. It was observe on psychosocial risk level under the work condition; waste collectors do not had personal protective equipment and modernized working tools.

5.2 Relationship between Psychosocial Risk, Job Satisfaction and Worker Motivation

Job satisfaction and worker motivation have statically significant association the study implies that motivated house-to-house solid waste collectors are satisfied (see table 7).The relationship between the job motivation and job satisfaction are inseparable and intertwined, in addition they can use interchangeably. This view is in line with Peretomode (2006), who observed that they could interchangeably employ. Based on this view, he maintained that a satisfied worker is a motivated one, and vice versa.

In addition, Mateus (2007) does not distinguish between job satisfaction and motivation. It has also observed that Hicks and Gullet (1981), while describing job satisfaction use the concepts of motivation. In the same vein, Mamah (2015) reasons that motivating employees is a means of empowering them psychologically and physiologically, thereby, providing them with incentives to regard their jobs as satisfying to their needs and that of the organization they are serving. According to Herzberg (1966), the relationship between employee motivation and job satisfaction in the work place specifically important, since several aspects of the work environment serve as powerful motivators to employee performance and their performance inextricably linked to the success or failure of the organization. Therefore, the present study support the association between motivation and job satisfaction of employees was strong positive association. This means that the more job satisfaction an employee perceives, the more motivated the employee feels. This relationship even becomes stronger when employees are older and more experienced but there is no difference between men and women.

5.3 The Proportion Job Satisfaction variable explained by psychosocial risk and Worker Motivation

In the present study, the third research question asked the proportion of explained variance of job satisfaction explained by psychosocial risk and motivation. The two independent variables (psychosocial risk and worker motivation) predicted employee job satisfaction had statically significant at 41.2% and 51.9% respectively. When looking at their relationship between employee job satisfaction and the two independent predictors (worker motivation and psychosocial risk) had significant association. The multiple correlation index the linear relationship between variables (the outcome variable in the case of multiple regression analysis) with a set of other variables (the predictor variables in the case of squared multiple correlation R square determine the strength of their complex relationship. Which tells us how much variance of the outcome variable was explain by the set of predictor variables.

On the multiple regression analysis the adjusted R square = .565 which tells us 56.5% of the employee job satisfaction explained by independent variable (see table 8). The result generally indicated that the employee motivation had significant impact on employee job satisfaction, which implies a motivated solid waste collector increases their job satisfaction by 41.2%. Similarly, psychosocial risk had a significant effect on the job satisfaction of employees on their job. The study revealed that from the two independent variables psychosocial risk was better predictors of employee job satisfaction.

The Ethiopian constitution article 42 told that every citizen live on a safe, clean environment and the federal government as well as Addis Ababa city administration environmental protection office the ten year plan the first priority area environmental sanitation. The goal achieved through motivated and satisfied employer so the federal government and Addis Ababa city administration the psychosocial risk factors of solid waste collectors must avoid through providing PPE and advanced working tools. Generally the multiple regression analysis indicates that two factors have a significant effect on the level of job satisfaction, psychosocial risk $\beta = .519$, $t = .11.336$, $p = .000$ and worker motivation $\beta = .412$, $t = 9.004$, $p = .000$. The study result implies that psychosocial risk better predictors of employee job satisfaction than motivation.

5.4 Differences in Psychosocial Risk, Motivation and Job Satisfaction as a Function of Demographic Variables

The study revealed that category of work experience had statistically significant differences on solid waste collector's psychosocial risk, motivation and job satisfaction. Some researchers believed that job satisfaction added from being in position that is more senior and also comes increased opportunities of employees have to satisfy their motivational drives, for example, their need achievement & self-fulfillment had many opportunities somehow more limited on the lower levels (Kline & Boyd, 1994). The combination of age category with work experience had statically significant on DVs, Schultz (1998) studies job satisfaction appears to increase with age and employees older than 40 years seem to be considerably more satisfied in their work place than younger counter parts(Huddleston et.al,2002).

The age and work experience of employers increase, the job satisfaction and the psychosocial risk increases physiologically and psychologically. The other demographic variables for the study was gender with the difference in DVs, it haven't statistical significance similarly Guppy & Rick (1996) were in accordance with the conclusion that occupation specific characteristics affect job satisfaction and not gender but co-varied with certain variables.

Pallant (2010), the significance level of Wilk's lambda is below .05; one can assume that there is differences between within the groups of dependent variables therefore there was no difference between the DVs on solid waste collectors work experience (see table 9). Job satisfaction, motivation and psychosocial risk with work experience had statically significance association $F(12, 482) = 3.035$, $p = .000$ and $PES = .062$. The dependent variables (job satisfaction, motivation & psychosocial risk) had also statistically significant association with the interaction of age and work experience $F(27, 532) = 1.941$, $p = .003$, $PES = .087$. This implies that employers are more senior and experienced would become to satisfied with their job than nonexperience worker (see table 9) this study supports Guppy & Rick (1996), Schultz (1998) and Huddleston et.al, 2002 job satisfaction increases became more experienced and psychosocial risks also increases physiologically and psychologically, the indication that older workers resign themselves to the particular job situations. Hoole & Vermeulen (2003) also proposed that increased responsibility and authority, as well as prestige, more promotion and socialization opportunities at work as well as better remuneration accounted for the satisfaction differential between senior and junior employer.

SUMMARY, CONCLUSIONS AND RECOMMENDATIONS

This chapter generally summarizes the study as a whole. The chapter includes summary of the study, summary on the selected samples and sampling techniques, conclusions, implications of the study, limitations of the study and recommendations.

6.1 Summary

The objective of the study was to investigate the relations among psychosocial risk, motivation and job satisfaction of house-to-house solid waste collectors.

Generally, four research questions were formulated for the study. The first question of the study to assesses the psychosocial risk level of house-to-house solid waste collectors. The second research question was identifying the statically significant relationships among psychosocial risk, motivation and job satisfaction. The third research question of the study was what proportion of variance of job satisfaction explained by psychosocial risk and worker motivation jointly and separately and lastly the fourth research question, are there statically significant differences in psychosocial risk, motivation and job satisfaction with respect to demographic variables (i.e. gender, age, work experience income).

The study area and target population was, selected from Gulele sub cit, Addis Ababa for manage the research process and it had an inclusion criteria. The study was used probability sampling technique; the sample was select from each woredas by using stratified random sampling technique] and the study participants were selected by lottery method. Consequently, 229 samples were taking out from the total 463 population composed of 77 male and 152 female respondents.

The study was choosing a quantitative research approach and the instruments of the study was adapted and used. A pilot study was conduct with 25 participants (11 males and 14 females) and reliability for internal consistency was compute Cronbach's alpha for psychosocial risk (.717), worker motivation (.797) and job satisfaction (.776).

The data of were analyzed through Spss version 20, descriptive statics and frequency distribution. Stastical techniques like mean, standard deviation, Pearson correlation coefficient, regression and multivariate analysis of variance used.

Generally, the study result shown as there is statically significant relationship between job satisfaction, motivation and psychosocial risk. Similarly, there are statically significant differences between psychosocial risk, motivation and job satisfaction with respect to age group, work experience and average monthly income (See table 9).

6.2 Implications of the Study

The significance of the study to shown as must reducing the degree of risks and improve their motivation and job satisfaction solid waste collectors, that support predominantly the goal of the government for creating safe, clean and green city. Proper solid waste collection strategy can improve both the environment and the health of community members in addition to that create several employment opportunities for solid waste collectors.

The Environmental Policy of Ethiopia (1997), demands that cities/towns to give priority for waste disposal system and undertake studies on landfill sites to construct treatment facilities. The framework includes maintaining safe waste management at localities; providing environmental sanitation by creating awareness to the community that brings to attitudinal change, maximizing the possibility to recycle wastes, produce organic fertilizer and integration of actions among all stakeholders in sanitation interventions.

The solid waste management proclamation (No. 513/2007) was essential to promote community participation in order to prevent the adverse effects and to enhance the benefits resulting from solid waste. These proclamation good enough to create awareness at the community leave about solid waste, as well as crate an opportunity for giving recognition, and respect for solid waste collectors. The provision of waste collection services is a dangerous occupation. There are many kinds of risks of infection and injury. Therefore, a basic primary measure in waste collection activities solid waste collectors must wear PPP (Personal Protective Equipment) and the government should provide the standards personal protective equipment as well as advanced working tools. The design of the work equipment like containers, tools and handcarts should be design and maintained that makes, reduce psychosocial risk of solid waste collectors and maximize their satisfaction.

From Ethiopia hygiene sanitation policy reduce the psychosocial risk and maximize the job satisfaction of solid waste collectors indirectly to achieve the hygiene sanitation pillars such as enabling frame work to support and facilitate an accelerated scaling up through policy consciences, legislation, political commitment, inter-sectoral cooperation, partnership, capacity building linked to performance contractual agreements, supportive supervision research and monitoring.

Furthermore hygiene sanitation promotion through participatory learning advocacy, practice with house-to-house solid waste collectors and health extension workers. Finally, the implication of the study initiates the government and other stakeholders' involvement on reducing psychosocial risks and increases the job satisfaction level of solid waste collectors in order to strengthen on capacity building activities on solid waste collectors and more give emphasis on reducing the work related risks and improve their satisfaction level.

6.3 CONCLUSIONS

This study demonstrated that solid waste collectors are highly affected by work related hazards because of poor availability of personal protective equipment and advanced working tools. The most common factors for solid waste collector's demotivation on their job because of irregular average monthly income, poor availability of PPE, lack of personal hygiene keeping materials and lack of public bathroom. Some factors such as work conditions, work organization, fair pay, reward and benefits are significant motivators should be increase for improving job satisfaction of solid waste collectors. Supervisors should be aware of the fact that employees will not always have positive reaction to their initiatives and opportunities they provide for their development and taking on responsibility that will certainly react positively but not the externals.

First, the results of the study implied that 58.08 % solid waste collectors respond that strongly disagree and disagree on the statement explained under work condition dimension. The study results revealed that most solid waste collectors are vulnerable to work related risks.

Second, the use of PPE and advanced working tools 62.88% of them did not get the access and wear properly that implies that there is knowledge gap on how to used PE and their working tools. Generally, most of them to did their work on manual handling and carried the collected solid waste at the transfer station by their back without the help of working tools.

Third, the proportion of solid waste collectors psychosocial risk was males are more vulnerable and victim than female (See Appendix C). The study result revealed that male solid waste collectors are involved more on disposal and transferring work activities.

Fourth, the findings of the study indicated that solid waste collectors (72.1%) of them were not feeling a fair payment for their work. The result of the study indicated that the work activity and responsibility for their work totally the input and output are not balance because of that solid waste collectors are demotivated.

Fifth, related to the study objective examine the relationship between job satisfaction with worker motivation and psychosocial risks of solid waste collectors. The result indicated that job satisfaction had significant association with psychosocial risk and worker motivation, a motivated worker needs to be achieving for the goal of the organization.

lastly, employees are highly vulnerable to psychosocial risks that leads increasing the chance of dissatisfaction on their job, most solid waste collectors they don't get on job training for how to use PPE, how to protect themselves from hazardous waste.

6.4 Limitations of the Study

The study researched only house-to-house solid waste collectors in Gulele sub city, Addis Ababa for the reason the research required more time, knowledge, expertise and financial resources. On the field of research topic of the relationship among psychosocial risk, motivation and job satisfaction there was no such enough local research in a comprehensive way. The other challenge or weakness of the study many solid waste collectors are not well educated and they had skill problems for reading and writing so they need facilitator to filled the questionnaires for that reason needs much more resources of the researcher.

6.5 Recommendations

According to the study major findings, the study the researcher gives and allocates the following suggestions.

1. To the community and other stakeholders, generally the success of solid waste collection in metropolitan city needs collaborative approaches such must designed and participate NGO, CBOs, private institutions and the government in order to achieve the satisfaction level and reduce the psychosocial risk of solid waste collectors and for making safe and clean environment. Every stakeholder's involvement in solid waste collection, and support by finance through different paying strategies. Lastly, that was important thing to reduce the risk, and maximize the satisfaction level of solid waste collectors for making a clean, green and safe environment.

2. The government and Addis Ababa city administration solid waste management office must be support by providing PPE in a consistent way. In addition to that, solid waste collectors must be motivated on their work through providing training on infective preventive strategies (before and during solid waste collection) that are highly recommended as an intervention to minimize the problem. The government must also design a social intervention model that supported to the community and the house-to-house solid waste collectors on keeping personal and environmental hygiene.
3. The house-to-house solid waste collectors they do not pay attention to the potential accidents, diseases and injuries linked to their job. Therefore, give advice related to training and awareness creation activities that the issue of solid waste handling and the various steps was need to take by the DWCs to ensure to give emphasis on their own safety to take seriously.
4. The researcher give an advice for policy makers should enforce training occupational health and safety before engaging to waste collection job for every waste collector. The study findings indicated that most solid waste collectors are illiterate so they need an occupational health training as well as special treatment because they are highly vulnerable for work related diseases.
5. For future study, the researcher recommends that researchers should be encouraged to study on psychosocial risk, motivation and job satisfaction of solid waste collectors to change the community attitude, practice towards solid waste collection at the source. Additionally there was very limited researches in this area but the problem was devastating and very hazardous both the solid waste collectors as well as the community. Generally the work organization, supervisions and career development better to be more formal and well organized that makes reduce financial stress of solid waste collectors, in addition to that must be change the work conditions through prepared formal office, advanced working tools, personal protective equipment and construct bathroom for keeping personal hygiene's of solid waste collectors.

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ADDIS ABABA UNIVERSITY

SCHOOL OF PSYCHOLOGY

This Questionnaire is preparing for an academic purpose, the fulfillment of MA degree in social psychology at Addis Ababa University School Of psychology. The aim of the study is to investigate the psychosocial risk, community attitude, motivation and job satisfaction of house-to-house solid waste collectors in the case of Gulele sub city Addis Ababa. Therefore, your response is very important for the success of the study because all information that you provide determines the analysis and conclusion of the research. Hence, you are kindly requested to give your response by selecting (circling) your answer from the given alternative in the table. Please be informed that your response is keep confidential and you are not required to write your name. I would like to thank you for your cooperation.

Appendix A1:- Back Ground Information About the respondent

Instruction:- In order to answer the following question, put a right sign (✓) in the boxes that located in front of your choice.

1. Sex:- Male ☐ Female ☐
2. Age (Years) -: 21-30 yr ☐ 31-40 yr ☐ 40-50 yr ☐ 51-60 yr ☐
above 61 yr ☐
3. Educational level:- can't reading and writing ☐ Grade 1-4 ☐ Grade 5-8 ☐
Grade 9th -10 completed Grades ☐ 11-12 completed ☐ diploma and Degree ☐
4. Average Monthly income in (Birr)-: less than 1000 ☐ 10001-2000 ☐
2001-3000 ☐ 3001-4000 ☐ Above 4000 ☐
5. Work experience (Years) -: less than 1 yr ☐ 1-2yr ☐ 3 to 5 Yr ☐
Above 5 yr ☐
6. Marital Status:- Single ☐ Married ☐ Widowed ☐ Divorced ☐

Instruction-: The following statements describe about your psychosocial risk level. Please read each statement carefully and decide your level of agreement or disagreement with the statement truthfully so that your response will accurately represent your actual psychosocial risk at work place. After that, indicate your response by put a right sign (✓) to the given alternative that accurately represents your level of agreement or disagreement with the statement. The Alternatives are-: *Strongly Disagree (1), Disagree (2), Neutral (3), Agree (4) and strongly Agree (5)*. Please try not to use Neutral unless the statement does not really apply to you.

Psychosocial Risk Survey						
S.N	Work Conditions	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
1	There are good working conditions					
2	there are resources and equipment needed to perform the work					
3	the work done isn't monotonous and routine					
4	work requires learning and ongoing updates					
	work Organization					
1	there is clear definition of objectives					
2	Are there involvement in decision making and goal setting for the facing problem during solid waste collection					
3	the service is distributed evenly					
4	There is no risk preventive material accessed for solid waste collectors					
	Leadership					
1	The leader gives clear guidelines and sets priorities for the Team					
2	The leader Knows when to support and advise or give autonomy					
3	The leader recognizes my work					
	Career Development					
1	Employees are not professionally stagnant					
2	Prospects for career progression are good					
3	Employers gain career development according t their achievement					
	Interpersonal Relationship					
1	There is good relationship with your Colleagues					
2	There is good communication and sharing of information between Colleagues					
3	The help and support of the colleagues are frequent					

	<i>Emotional Feelings</i>			69		
1	The situations of verbal violence are not recurrent					
2	There is flexibility and understanding for family life					
3	Work sometimes overlaps with social and family life					
4	The time you have is enough to accomplish your tasks					

Appendix A3-: Employee Job Satisfaction Survey Question (EJSSQ)

Instruction-: The following statements describe about your job satisfaction level. Please read each statement carefully and decide your level of agreement or disagreement with the statement truthfully so that your response will accurately represent your actual job satisfaction. After that, indicate your response by put a right sign (✓) to the given alternative that accurately represents your level of agreement or disagreement with the statement. The Alternatives are-: *Strongly Disagree (1), Disagree (2), Neutral (3), Agree (4) and Strongly Agree (5)*. Please try not to use neutral unless the statement does not really apply to you.

S.N	Pay	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
1	I feel I am paid a fair amount for the work I do.					
2	Raises are too few and far between					
3	I feel unappreciated by the organization when I think about what they pay me					
4	I feel satisfied with my chance for salary increases					
	<i>Promotion</i>					
1	There is really too little chance for promotion of my job					
2						
3						
4	I like my supervisor					
	<i>Benefits</i>					
1	I am not satisfied with the benefits I receive					
2	The benefits we receive are as good as most other organizations offer					
3	The benefit package we have is equitable					
4	There are benefits we don't have which we should have					
	<i>Contingent Rewards</i>					
1	When I do a good job I receive the recognition for it that I should receive					

2	I do not feel that the work I do is appreciated				70	
3	There are few rewards for those who work here					
4	I don't feel my efforts are rewarded the way they should be					
	Operating Rewards					
1	Many rules and procedures make doing a good job difficult					
2	My efforts to do a good job are seldom blocked by red tape					
3	I have too much to do work					
4	Work assignments are often not fully explained					
	Coworkers					
1	I like the people I work with					
2	I find I have to work harder at my job than I should because of the incompetence of people I work with					
3	I enjoy with my co-workers					
4	There is too much Bickering and fighting at work					
	Nature of Work					
1	I sometimes feel my job is meaningless					
2	I like doing the things I do at work					
3	I feel sense of pride in doing my job					
4	My job is enjoyable					
	Communication					
1	Communications seems good within this organization					
2	The goals of this organization are not clear to me					
3	I often feel that I don't know what is going on with the organization					
4	Work Assignments are often not fully explained					

Instruction-: The following statements describe Please indicate the extent to which you agree or disagree with each statement and tick (✓) in a box to the correspondent number.

NB:-1=Strongly Disagree, 2= Disagree, 3= Neutral, 4= Agree, 5= Strongly Disagree

S.N		Strongly disagree	Disagree	Neutral	Agree	Strongly Agree
	<i>Intrinsic Motivation</i>					
1	because I derive much pleasure from learning new things					
2	for the satisfaction I experience from taking on interesting challenges					
3	for the satisfaction I experience when I am successful at doing difficult tasks					
	<i>Integrated Regulation</i>					
1	because it has become a fundamental part of who I am					
2	because it is part of the way in which I have chosen to live my life					
3	this job is a part of my life					
	<i>Identified Regulation</i>					
1	this type of work chose to do to attain a certain life style					
2	I chose this type of work to attain my career goals					
3	this type of work I have chosen to attain certain important objectives					
	<i>Introjected Regulation</i>					
1	I want to succeed at this job, if not I would be very ashamed of my self					
2	I want to be very good at this work otherwise I would be very disappointed					
3	I did this job for I want to be a winner in life					
	<i>External motivation</i>					
1	for doing this job to provides me generate income					
2	this job allows to me to earn money					
3	This type of work provides me with security					
	<i>A-motivation</i>					
1	I ask myself this questions, I don't seem to be able to manage the important tasks related to this work					
2	I don't know why, we are provided with unrealistic work conditions					
3	I don't know ,too much is expected of us					

አዲስ አበባ ዩኒቨርሲቲ

የሥነ ትምህርት እና ባህርይ ጥናት ኮሌጅ

የሳይኮሎጂ ትምህርት ቤት

ይህ መጠይቅ የተዘጋጀበት ዓላማ በአዲስ አበባ ዩኒቨርሲቲ የሥነ ልቦና ትምህርት ቤት በማኅበራዊ ስነ ልቦና ትምህርት ክፍል ለማስተርስ ድግሪ ማሟያ የተዘጋጀ ነው። የጥናቱ ዓላማ በአዲስ አበባ ከተማ አስተዳደር የጉለሌ ክፍለ ከተማ የቤት ለ ቤት የደረቅ ቆሻሻ ሰብሳቢዎችን የስነ ልቦና የስራ ላይ የተነሳሽነት እና እርካታን መዳሰስ ይሆናል። ስለሆነም እርስዎ የሚሰጡት መረጃ ሁሉ የጥናቱን ትንታኔ እና መደምደሚያ ስለሚወስን የእርስዎ ምላሽ ለጥናቱ ስኬት በጣም አስፈላጊ ነው። በመሆኑም በሰንጠረዥ ውስጥ ከተጠቀሰው አማራጭ መልስዎን በመምረጥ የጭረት ምልክት(✓) በማድረግ መልስዎን እንዲሰጡ በትህትና እጠይቃለሁ። እባክዎ የእርስዎ ምላሽ በሚስጥር የተያዘ በመሆኑ ስምዎን እንዲጽፉ አይጠየቁም።

ስለ ትብብርዎ ከወዲሁ አመሰግናለሁ!!!

Appendix B1- የግል መረጃ

መመሪያ:- የሚከተሉትን ጥያቄዎች ለመመለስ እርስዎ በመረጡት የመልስ ሣጥን ፊት ለፊት በሚገኘው ሣጥን ላይ ትክክለኛው ምልክት ያስቀምጡ።

1. ያታ:- ወ ሴ

2. እድሜ-----

3. የትምህርት ደረጃ:- ማንበብ እና መፃፍ የማይችል/ትል ከ1-4 ክፍል

5-8 ክፍል 9-10 ክፍል 11-12 ክፍል ሎማ/ዲግሪ እና ከዚያ

4. አማካይ ወርሃዊ(በብር):- ከ2000 በታች ከ2001-3000 3001-4000

ከ4001-5000 ከ5000 ብር በላይ

5. የስራ ልምድ:- -----

6. የጋብቻ ሁኔታ:- ያላገባ ያገባ በሞት በሏን ያጣች/ያጣ

የተፋታ/ች

Appendix B2:- የስነ-ልቦና ና ማህበራዊ አደጋ የሚዳስሱ የመመዘኛ ጥያቄዎች

መመሪያ:- የሚከተሉት በሰንጠረዥ ውስጥ ያሉት ጥያቄዎች የእርሶን በስራ ላይ ያለውን የስነ ልቦና ና ማህበራዊ አደጋዎች ያሉበትን ደረጃ የሚገልፁ ናቸው። በመሆኑም የእርስዎ ምላሽ በትክክል የእርሶን የስራ ላይ የስነ ልቦና ና ማህበራዊ አደጋዎች በትክክል የሚወክለውን እያንዳንዱን መግለጫ በጥንቃቄ ያንብቡ እና በአረፍተ ነገሩ ላይ ያለዎትን የመስማማት እና አለመስማማት ደረጃን ይግለፁ ። ከዚያ በኋላ የተሰጠዎትን የርስዎን የመስማማት እና አለመስማማት በትክክል የእርሶንን አስተሳሰብ ከተሰጠው አማራጭ ትክክለኛውን በመምረጥ የትክክል ምልክት (✓) በማስቀመጥ ምላሽዎን ያሳዩ። አማራጮቹም የሚከተሉት ናቸው- በጣም አልስማማም (1) ፣ አልስማማም (2) ፣ ገለልተኛ (3) ፣ እስማማለሁ (4) እና በጣም እስማማለሁ (5) ናቸው ። እባክዎን መግለጫው በትክክል በእርስዎ ላይ የማይተገበር እና የማይገልፅም እስካልሆነ ድረስ ገለልተኛ የሚለውን አማራጭ ላለመጠቀም ይሞክሩ።

የስነ-ልቦና ማህበራዊ አደጋን የተመለከቱ ጥያቄዎች						
ተ.ቁ	የሥራ ሁኔታን በተመለከተ	አልስማማም	አልስማማም	ገለልተኛ	እስማማለሁ	በጣም እስማማለሁ
1	ጥሩ የሚባል የሥራ ሁኔታዎች አሉ					
2	ሥራውን ለማከናወን የሚያስፈልጉ የስራ እና የደህንነት መጠበቂያ መሣሪያዎች በበቂ ሁኔታ ይገኛሉ					
3	የሚከናወኑ የሥራ ተግባራት ብቸኛ እና መደበኛ አይደሉም					
4	ሥራው መማርን እና ቀጣይነት ያለው ማሻሻያዎችን ይፈልጋል					
መስሪያ ቤቱን በተመለከተ						
1	የተቋሙ ዓላማዎች ግልጽ ትርጉም እና ይዘት አላቸው					
2	በውሳኔ አሰጣጥ እና በግብ ማስቀመጥ ሂደት ውስጥ ተሳትፎ አለኝ					
3	በተቋሙ የሚሰጠው አገልግሎት በእኩል መንገድ ይሰራጫል					
የተቋሙን አመራር በተመለከተ						
1	ሃላፊዬ ግልጽ መመሪያዎችን በመስጠት ለቡድኑ ቅድሚያ የሚሰጣቸውን ነገሮች ያስቀምጣል					
2	ሃላፊዬ መቼ እንደሚደግፍ እና በምን ቦታ ላይ ማማከር እንዳለበት ያውቃል					
3	በተጨማሪም ሰራተኞች በራሳቸውን ስራን እንዲመሩ ሙሉ ፍቃድ ይሰጣል					
የስራ እድገትን በተመለከተ						
1	ሰራተኞች በስራቸው ላይ የተረጋጉ አይደሉም					
2	የሥራ እድገት ዕድሎች በተቋሙ ጥሩ በሚባል ደረጃ ይፈጠራሉ					
3	የሚያገኙት የስራ ላይ ሥልጠና እና ዕውቀት ለሙያ እድገቶች ዋጋ አላቸው ብለው ያምናሉ					

	የሰራተኞች እርስበርስ ግንኙነትን በተመለከተ	74				
1	ሥራ ባልደረቦችዎ ጋር ጥሩ የስራ ላይ ግንኙነት አለ					
2	በስራ ባልደረቦችዎ መካከል ጥሩ ግንኙነት እና የመረጃ ልውውጥ አለ					
3	የባልደረባዎች እገዛ እና ድጋፍ ቀጣይነት ያለው ነው					
	ስሜታዊ ስሜቶችዎን በተመለከተ					
1	በስራ ላይ በሚያጋጥሙ ሁኔታዎች ተደጋጋሚ ቃላዊ ጥቃቶች አይደርሱብኝም					
2	በቤተሰብ ሕይወት ውስጥ ችግሮች ሲፈጠሩ በስራ ቦታ መረዳዳት እና መደጋገፎች አሉ					
3	ሥራ አንዳንድ ጊዜ ከማኅበራዊ እና ከቤተሰብ ሕይወት ጋር ይደራረባል					
4	የተሰጡዎትን ተግባሮች ለመፈፀም ያለዎት ጊዜ በቂ ነው					

Appendix B3:- የሰራተኞች የሥራ እርካታ ጥናት ጥያቄ (EJSSQ)

መመሪያ- የሚከተሉት መግለጫዎች ስለ ሥራ እርካታ ደረጃዎን ይገልጻሉ። የእርስዎ ምላሽ በትክክል የሥራ እርካታዎን በትክክል እንዲወክል እባክዎ እያንዳንዱን ጥያቄ በጥንቃቄ ያንብቡ እና በአረፍተ ነገሩ ላይ ያለዎትን የስምምነት ወይም አለመስማማት በትክክል ይግለፁ። ከዚያ በኋላ የተሰጠዎትን የርስዎን የመስማማት ወይም አለመስማማት በትክክል ከተሰጠው አማራጭ ትክክለኛውን በበምረጥ የትክክል ምልክት (✓) በማስቀመጥ ምላሽዎን ያሳዩ። አማራጮቹ ደግሞ የሚከተሉት ናቸው እነሱም በጣም አልስማማም (1)፣ አልስማማም (2) ገለልተኛ (3)፣ እስማማለሁ (4) እና በጣም እስማማለሁ (5)

ተ.ቁ	የሰራተኞች የሥራ እርካታ ጥናት ጥያቄ (EJSSQ)	እስማማለሁ	እስማማለሁ	ገለልተኛ	አልስማማም	አልስማማም
	ክፍያን በተመለከተ					
1	ለምሰራው ሥራ ተመጣጣኝ ክፍያ እንደ ተከፈለኝ ይሰማኛል።					
2	የሚጨመሩ የክፍያ ጭማሪዎች በጣም ጥቂቶች ናቸው					
3	ስለሚከፈለኝ ክፍያ ሳስብ ለድርጅቱ ያለኝ አድናቆት ይቀንስብኛል					
4	ባገኘሁት የደሞዝ ጭማሪ እድል እንደረካሁ ይሰማኛል					
	ለስራዎች እውቅና መስጠትን በተመለከተ					
1	የተሰሩ ስራዎችን ለማስተዋወቅ በጣም ትንሽ ዕድል አለ					
2	ስራቸውን በጥሩ ሁኔታ የሚሰሩ ሰራተኞችን ለማስተዋወቅ ትክክለኛ እድል ያገኛሉ					
3	ሰዎች በሌሎች ቦታዎች እንደሚያደርጉት እዚህም ስራዎችን ሲሰሩ በፍጥነት ይንቀሳቀሳሉ					
4	ለማስተዋወቅ ባገኘሁት ዕድል ረክቻለሁ					

	ቁጥጥርን በተመለከተ	75				
1	የእኔ የቅርብ ተቆጣጣሪ ሥራውን ለመሥራት በጣም በቂ የሆነ ብቃት አለው					
2	የስራ የቅርብ ተቆጣጣሪዬ ለእኔ ፍትሃዊ አይደለም					
3	የቅርብ ተቆጣጣሪዬ የበታች ለሆኑት ሰራተኞች ብዙም ፍላጎት እና ስሜት እንደሌለው ያሳያል					
4	የቅርብ የስራ ተቆጣጣሪዬን እወዳለሁ					
	የሰራተኛ ጥቅማ ጥቅሞችን በተመለከተ					
1	ባገኘሁት ጥቅማ ጥቅም አልረካሁም					
2	የምናገኛቸው ጥቅማ ጥቅሞች አብዛኛዎቹ ሌሎች ድርጅቶች/መስሪያ ቤቶች የሚሰጡትን ያህል ጥሩ ናቸው					
3	ያለንን ጥቅል ጥቅማ ጥቅም ፍትሃዊ በሆነ መንገድ ይደርሳል					
4	በተቋሙ ሊኖሩ የሚገቡ ጥቅማጥቅሞች አልተከበሩልንም					
	ተጓዳኝ ሽልማቶች በተመለከተ					
1	ጥሩ ሥራ ስሠራ ማግኘት ያለብኝን ዕውቅና እቀበላለሁ					
2	የምሰራው ስራ አድናቆት እንደሚያስገኝ ሆኖ አይሰማኝም					
3	እዚህ ለሚሠሩ ሰራተኞች ጥቂት የሚባሉ ሽልማቶች ይሰጣሉ					
4	የስራ ላይ ትጋቶቼ በሚገባው መንገድ ሽልማት እንዳገኘ ሆነው እንደተገኙ አይሰማኝም					
	የክወና(Operating) ሽልማቶችን በተመለከተ					
1	በጣም ብዙ ህግ እና አሰራሮች ጥሩ ስራ እንዳይሰራ ነገሮችን ውስብስብ እና ከባድ ያደርጋሉ					
2	መልካም ሥራ ለመስራት ያደረግሁት ጥረት-በማይሆን ነገር ተደናቅፏል					
3	በጣም ብዙ የምሰራው ስራ አለኝ					
4	የሥራ ምደባዎች ብዙውን ጊዜ ሙሉ በሙሉ ግልጽ ሆነው ለሰራተኛ አይገለፁም					
	የሥራ ባልደረቦችን በተመለከተ					
1	አብራ የምሰራቸውን የስራ ባልደረቦቼን እወዳቸዋለሁ					
2	አብራያቸው የምሰራቸው ሰዎች የብቃት ማነስ የተነሳ በስራዬ ላይ ከሚገባው በላይ ጠንክራ መሥራት እንዳለብኝ ተገንዝቤያለሁ					
3	ከሥራ ባልደረቦቼ ጋርበጋራ በመሆን እደሰታለሁ					
4						

	የሥራው ባህሪን በተመለከተ	76				
1	አንዳንድ ጊዜ የምሰራው ስራ ትርጉም አልባ ሆኖ ይሰማኛል					
2	በሥራ ላይ መስራት የሚገቡኝን ነገሮች ማከናወን እወዳለሁ					
3	የምሰራውን ስራ በመስራቴ የኩራት ስሜት ይሰማኛል					
4	የምሰራው ስራ አስደሳች ነው					
	ተግባራት በተመለከተ					
1	ግንኙነቶች በዚህ ድርጅት ውስጥ ጥሩ መስለው ይታያሉ					
2	የተቋሙ ግቦች ለእኔ ግልፅ አይደሉም					
3	በሥራ ላይ በጣም ብዙ ጊዜ ፀብ እና ጭቅጭቆች ይስተዋላሉ					
4						

Appendix B4:-የሰራተኞች ውስጣዊ እና ውጫዊ ተነሳሽነትን በተመለከተ

መመሪያ:- የሚከተሉት መግለጫዎች ይግለጹ እባክዎን በእያንዳንዱ መግለጫ ምን ያህል

እንደሚስማሙ ወይም እንደሚይስማሙ በሳጥን ውስጥ የትክክል ምልክትን ቲክ (✓) ያድርጉ

NB: -1 በጣም እስማማለሁ 2 እስማማለሁ 3 ገለልተኛ 4 አልስማማም 5 በጣም አልስማማም

ተ.ቁ	ይህን ስራ ለምን ይሰራሉ (Why do you do this work) ውስጣዊ ተነሳሽነት በተመለከተ	እስማማለሁ	እስማማለሁ	ገለልተኛ	አልስማማም	አልስማማም
1	በስራ ላይ ሆኜ አዳዲስ ነገሮችን መማር በጣም ደስ ይለኛል					
2	በተግዳሮቶች ውስጥ የማገኘው የስራ ልምድ እርካታ ይስጠኛል					
3	አስቸጋሪ ሥራዎችን በማከናወንበት ጊዜ ስኬታማ የምሆንባቸውን የእርካታ ልምዶችን አገኛለሁ					
	የተቀናጁ ደጋጎችን በተመለከተ					
1	የምሰራው ስራ ለእኔ ማንነት መሠረታዊ አካል እየሆነ በመጥቷል ስራውን እሰራለሁ					
2	ሕይወቴን ለመምራት በቀጥታ የመረጥኩበት መንገድ አንዱ አካል ስለሆነ ይህን ስራ እሰራለሁ					
3	ይህ ሥራ የህይወቴ አንዱ አካል ነው					
	የተለዩ ደጋጎችን በተመለከተ					
1	ይህ ዓይነቱ ሥራ በመስራት ለኑሮ የሚያስፈልጉኝን መሰረታዊ ነገሮች ለማሟላት ያስችለኛል					
2	ይህን ዓይነቱን ሥራ በመምረጤ የሙያ እድገት የማገኝበትን ሁኔታ አመቻቻለሁ					
3	ይህ አስፈላጊ ሥራ በመስራቴ የተወሰኑ ጠቃሚ ዓላማዎችን ለማሳካት እንድችል ይህን ስራ መርጫለሁ					

	የውስጥ የተቋሙን ደንብ በተመለከተ	77				
1	በዚህ ሥራ ስኬታማ መሆን እፈልጋለሁ ነገር ግን ስኬታማ መሆን ካልቻልኩ ግን በራሴ እፍረት ይሰማኛል					
2	በዚህ ሥራ በጣም ጎበዝ መሆን እፈልጋለሁ ካልሆነ ግን በጣም አዝናለሁ					
3	በህይወት ውስጥ አሸናፊ መሆን ስለምፈልግ ይህንን ስራ እሰራለሁ					
	ውጫዊ ተነሳሽነት በተመለከተ					
1	ይህንን ሥራ በመስራቴ ገቢ የማግኝበትን መንገድ እንድፈጥር አድርጎኛል					
2	ይህ ሥራ ገንዘብ እንዳገኝ አድርጎኛል					
3	ይህ ዓይነቱ ሥራ በመስራቴ ደህንነትን ሰጥቶኛል					
	ተነሳሽነት ማጣትን በተመለከተ					
1	የተለያዩ ጥያቄዎችን ራሴን እጠይቃለሁ፤ ከዚህ ስራ ጋር የተያያዙ አስፈላጊ ስራዎችን ማስተዳደር የቻልኩ አይመስለኝም					
2	ለምን ከእውነታው የራቀ የስራ ሁኔታ እንደሚሰጠኝ አላውቅም					
3	እኔ አላውቅምን ግን ከእኛ ብዙ ይጠበቃል					

APPENDIX C: - Frequency, Percentage, M & SD of each psychosocial risk rated by house-to- 78
house solid waste collectors

Items (k)	Gender	M	SD	SDA	DA	Total	%	N	%	A	SA	Total	%
				n	n	n		n		n	n	n	
There are good working conditions	Male	2.14	1.27	38	7	45	58.4	16	20.78	14	2	16	20.8
	Female			76	12	88	57.9	35	23.03	25	4	29	19.1
	n			114	19	133	58.1	51	22.27	39	6	45	19.7
There are resources and equipment needed to perform the work	Male	2.07	1.17	30	21	18	23.4	18	23.38	6	2	8	10.4
	Female			76	17	93	61.2	36	23.68	19	4	23	15.1
	n			106	38	144	62.9	54	23.58	25	6	31	13.5
The work done isn't monotonous and routine	Male	2.08	1.3	35	13	48	62.3	13	16.88	11	5	16	20.8
	Female			80	23	103	67.8	25	16.45	14	10	24	15.8
	n			115	36	151	65.9	38	16.59	25	15	40	17.5
Work requires learning and ongoing updates	Male	4.02	0.93	1	4	5	6.5	16	20.78	35	21	56	72.7
	Female			4	6	6	3.9	19	12.5	69	54	123	80.9
	n			5	10	15	6.6	35	15.28	104	75	179	78.2
There is clear definition of objectives	Male	3.24	1.08	11	7	18	23.4	27	35.06	23	9	32	41.6
	Female			8	16	24	15.8	75	49.34	31	22	53	34.9
	n			19	23	42	18.3	102	44.54	54	31	85	37.1
Are there involvement in decision making and goal setting for the facing problem during solid waste collection	Male	2.52	1.43	26	12	38	49.4	17	22.08	19	3	22	28.6
	Female			60	19	79	52	25	16.45	27	21	48	31.6
	n			86	31	117	51.1	42	18.34	46	24	70	30.6
The service is distributed evenly	Male	3.64	1.01	6	8	14	18.2	24	31.17	26	13	39	50.6
	Female			7	5	12	7.9	32	21.05	83	25	108	71.1
	n			13	13	26	11.4	56	24.45	109	38	147	64.2
The leader gives clear guidelines and sets priorities for the Team	Male	3.27	1.03	12	9	21	27.3	30	38.96	21	5	26	33.8
	Female			6	11	17	11.2	67	44.08	49	19	68	44.7
	n			18	20	38	16.6	97	42.36	70	24	94	41
The leader Knows when to support and advise or give autonomy	Male	3.2	0.97	10	13	23	29.9	32	41.56	17	5	22	28.6
	Female			7	9	32	21.1	73	48.03	52	11	63	41.4
	n			17	22	73	31.9	105	45.85	69	16	85	37.1
The leader recognizes my work	Male	3.46	1.17	7	10	17	22.1	27	35.06	23	10	33	42.9
	Female			11	17	28	18.4	35	23.03	53	36	89	58.6
	n			18	27	45	19.7	62	27.07	76	46	122	53.3

Employees are not professionally stagnant	Male	3.03	1.25	10	24	34	44.2	13	16.88	23	7	30	39
	Female			24	21	45	29.6	45	29.61	42	20	62	40.8
	n			34	45	79	34.5	58	25.33	65	27	92	40.2
Prospects for career progression are good	Male	2.18	1.25	27	30	57	74	8	10.39	10	2	12	15.6
	Female			58	46	104	68.4	18	11.84	15	15	30	19.7
	n			85	76	161	70.3	26	11.35	25	17	42	18.3
Employers gain career development according to their achievement	Male	3.68	1.12	9	10	19	24.7	15	19.48	34	9	43	55.8
	Female			9	8	17	11.2	15	9.868	82	38	120	78.9
	n			18	18	36	15.7	30	13.1	116	47	163	71.2
There is good relationship with your Colleagues	Male	4.02	0.83	2	1	3	3.9	18	23.38	41	15	56	72.7
	Female			3	3	6	3.9	16	10.53	83	47	130	85.5
	n			5	4	9	3.9	34	14.85	124	62	186	81.2
There is good communication and sharing of information between Colleagues	Male	4.05	0.89	1	3	4	5.2	24	31.17	26	23	49	63.6
	Female			4	2	6	3.9	16	10.53	76	54	130	85.5
	n			5	5	10	4.4	40	17.47	102	77	179	78.2
The help and support of the colleagues are frequent	Male	4.08	0.93	4	3	7	9.1	18	23.38	32	20	52	67.5
	Female			3	1	4	2.6	17	11.18	68	63	131	86.2
	n			7	4	11	4.8	35	15.28	100	83	183	79.9
The situations of verbal violence are not recurrent	Male	3.8	1.16	5	9	14	18.2	7	9.091	40	16	56	72.7
	Female			10	14	24	15.8	16	10.53	60	52	112	73.7
	n			15	23	38	16.6	23	10.04	100	68	168	73.4
There is flexibility and understanding for family life	Male	3.92	0.94	2	4	6	7.8	18	23.38	37	16	53	68.8
	Female			5	5	10	6.6	23	15.13	74	45	119	78.3
	n			7	9	16	7	41	17.9	111	61	172	75.1
Work sometimes overlaps with social and family life	Male	4.18	0.94	1	5	6	7.8	9	11.69	29	33	62	80.5
	Female			3	6	9	5.9	18	11.84	56	69	125	82.2
	n			4	11	15	6.6	27	11.79	85	102	187	81.7
The time you have is enough to accomplish your tasks	Male	3.8	1.12	2	9	11	14.3	18	23.38	32	16	48	62.3
	Female			12	6	18	11.8	22	14.47	61	51	112	73.7
	n			14	15	29	12.7	40	17.47	93	67	160	69.9

	Gender	M	SD	SDA	DA	Total	%	N	%	A	SA	Total	%
				n	n	n		N		n	n	n	
I feel I am paid a fair amount for the work I do.	Male	1.96	1.285	40	19	59	76.62	9	11.69	5	4	9	11.69
	Female			87	19	106	69.74	13	8.553	25	8	33	21.71
	n			127	38	165	72.05	22	9.607	30	12	42	18.34
Raises are too few and far between	Male	3.9	1.209	9	8	17	22.08	7	9.091	30	23	53	68.83
	Female			10	7	17	11.18	14	9.211	60	61	121	79.61
	n			19	15	34	14.85	21	9.17	90	84	174	75.98
I feel unappreciated by the organization when I think about what they pay me	Male	3.05	1.113	13	8	21	27.27	21	27.27	25	10	35	45.45
	Female			18	17	35	23.03	72	47.37	37	8	45	29.61
	n			31	25	56	24.45	93	40.61	62	18	80	34.93
I feel satisfied with my chance for salary increases	Male	2.09	1.153	25	28	53	68.83	14	18.18	9	1	10	12.99
	Female			65	42	107	70.39	23	15.13	13	9	22	14.47
	n			90	70	160	69.87	37	16.16	22	10	32	13.97
There is really too little chance for promotion of my job	Male	3.5	1.153	10	10	20	25.97	13	16.88	34	10	44	57.14
	Female			11	12	23	15.13	33	21.71	68	28	96	63.16
	n			21	22	43	18.78	46	20.09	102	38	140	61.14
Those who do well on the job stand a fair chance of being promoted	Male	3.06	1.048	10	12	22	28.57	33	42.86	18	4	22	28.57
	Female			13	22	35	23.03	62	40.79	43	12	55	36.18
	n			23	34	57	24.89	95	41.48	61	16	77	33.62
People get ahead as fast here as they do in other places	Male	2.83	1.244	12	14	26	33.77	24	31.17	22	5	27	35.06
	Female			26	48	74	48.68	31	20.39	28	19	47	30.92
	n			38	62	100	43.67	55	24.02	50	24	74	32.31
I am satisfied with my chances for promotion	Male	2.22	1.266	27	22	49	63.64	16	20.78	5	7	12	15.58
	Female			65	28	93	61.18	30	19.74	21	8	29	19.08
	n			92	50	142	62.01	46	20.09	26	15	41	17.9
My supervisor is quite competent in doing his/her job	Male	3.79	1.04	6	6	12	15.58	17	22.08	37	11	48	62.34
	Female			4	13	17	11.18	19	12.5	72	44	116	76.32
	n			10	19	29	12.66	36	15.72	109	55	164	71.62
My supervisor is unfair to me	Male	2.84	1.268	8	23	31	40.26	19	24.68	20	7	27	35.06
	Female			22	60	82	53.95	21	13.82	25	24	49	32.24
	n			30	83	113	49.34	40	17.47	45	31	76	33.19
My supervisor shows too little interest in the feelings of subordinates	Male	2.64	1.265	9	28	37	48.05	23	29.87	11	6	17	22.08
	Female			32	61	93	61.18	15	9.868	23	21	44	28.95
	n			41	89	130	56.77	38	16.59	34	27	61	26.64
I like my supervisor	Male	3.7	1.031	2	9	11	14.29	16	20.78	39	11	50	64.94
	Female			8	12	20	13.16	27	17.76	70	35	105	69.08
	n			10	21	31	13.54	43	18.78	109	46	155	67.69

I am not satisfied with the benefits I receive	Male	4.13	1.195	7	6	13	16.88	5	6.494	25	34	59	81	76.62
	Female			11	4	15	9.87	7	4.605	49	81	130		85.53
	n			18	10	28	12.23	12	5.24	74	115	189		82.53
The benefits we receive are as good as most other organizations offer	Male	3.58	1.383	13	11	24	31.17	8	10.39	25	20	45		58.44
	Female			19	15	34	22.37	9	5.921	61	48	109		71.71
	n			32	26	58	25.33	17	7.424	86	68	154		67.25
The benefit package we have is equitable	Male	3.75	1.342	12	7	19	24.68	11	14.29	22	25	47		61.04
	Female			13	14	27	17.76	17	11.18	45	63	108		71.05
	n			25	21	46	20.09	28	12.23	67	88	155		67.69
There are benefits we don't have which we should have	Male	3.91	1.289	10	5	15	19.48	9	11.69	27	26	53		68.83
	Female			13	9	22	14.47	12	7.895	47	71	118		77.63
	n			23	14	37	16.16	21	9.17	74	97	171		74.67
When I do a good job I receive the recognition for it that I should receive	Male	3.76	1.117	6	5	11	14.29	13	16.88	37	16	53		68.83
	Female			10	8	18	11.84	29	19.08	61	44	105		69.08
	n			16	13	29	12.66	42	18.34	98	60	158		69
I do not feel that the work I do is appreciated	Male	3.13	1.138	12	11	23	29.87	30	38.96	15	9	24		31.17
	Female			9	32	41	26.97	50	32.89	41	20	61		40.13
	n			21	43	64	27.95	80	34.93	56	29	85		37.12
There are few rewards for those who work here	Male	3.42	1.331	15	11	26	33.77	10	12.99	31	10	41		53.25
	Female			17	18	35	23.03	18	11.84	60	39	99		65.13
	n			32	29	61	26.64	28	12.23	91	49	140		61.14
I don't feel my efforts are rewarded the way they should be	Male	4.01	1.251	5	10	15	19.48	8	10.39	20	34	54		70.13
	Female			8	14	22	14.47	19	12.5	28	83	111		73.03
	n			13	24	37	16.16	27	11.79	48	117	165		72.05
Many rules and procedures make doing a good job difficult	Male	4.03	1.133	5	6	11	14.29	12	15.58	21	33	54		70.13
	Female			6	13	19	12.5	8	5.263	60	65	125		82.24
	n			11	19	30	13.1	20	8.734	81	98	179		78.17
My efforts to do a good job are seldom blocked by red tape	Male	3.52	1.118	11	7	18	23.38	15	19.48	37	7	44		57.14
	Female			8	17	25	16.45	24	15.79	77	26	103		67.76
	n			19	24	43	18.78	39	17.03	114	33	147		64.19
I have too much to do work	Male	3.83	0.954	4	7	11	14.29	12	15.58	38	16	54		70.13
	Female			3	7	10	6.58	30	19.74	75	37	112		73.68
	n			7	14	21	9.17	42	18.34	113	53	166		72.49
I have too much paper work	Male	2.19	1.194	26	31	57	74.03	7	9.091	9	4	13		16.88
	Female			49	60	109	71.71	16	10.53	16	11	27		17.76
	n			75	91	166	72.49	23	10.04	25	15	40		17.47
I like the people I work with	Male	4.15	0.81	2	5	7	9.09	9	11.69	39	22	61		79.22
	Female			1	3	4	2.63	9	5.921	83	56	139		91.45
	n			3	8	11	4.8	18	7.86	122	78	200		87.34
I find I have to work harder at my job than I should because of the incompetence of	Male	3.36	1.065	4	9	13	16.88	21	27.27	31	12	43		55.84
	Female			7	32	39	25.66	40	26.32	56	17	73		48.03
	n			11	41	52	22.71	61	26.64	87	29	116		50.66

people I work with													
I enjoy with my co-workers	Male	3.75	0.967	4	3	7	9.09	16	20.78	40	14	54	70.13
	Female			5	12	17	11.18	28	18.42	78	29	107	70.39
	n			9	15	24	10.48	44	19.21	118	43	161	70.31
There is too much Bickering and fighting at work	Male	3.28	1.096	9	12	21	27.27	29	37.66	15	12	27	35.06
	Female			7	16	23	15.13	71	46.71	32	26	58	38.16
	n			16	28	44	19.21	100	43.67	47	38	85	37.12
I sometimes feel my job is meaningless	Male	3.25	1.129	5	13	18	23.38	30	38.96	21	8	29	37.66
	Female			13	24	37	24.34	47	30.92	43	25	68	44.74
	n			18	37	55	24.02	77	33.62	64	33	97	42.36
I like doing the things I do at work	Male	3.95	0.802	3	2	5	6.49	10	12.99	50	12	62	80.52
	Female			2	3	5	3.29	24	15.79	87	36	123	80.92
	n			5	5	10	4.37	34	14.85	137	48	185	80.79
I feel sense of pride in doing my job	Male	3.75	0.967	4	5	9	11.69	15	19.48	41	12	53	68.83
	Female			6	9	15	9.87	26	17.11	82	29	111	73.03
	n			10	14	24	10.48	41	17.9	123	41	164	71.62
My job is enjoyable	Male	2.94	1.218	10	22	32	41.56	16	20.78	20	9	29	37.66
	Female			22	34	56	36.84	42	27.63	39	15	54	35.53
	n			32	56	88	38.43	58	25.33	59	24	83	36.24
Communications seems good within this organization	Male	3.99	1.104	5	6	11	14.29	13	16.88	24	29	53	68.83
	Female			4	12	16	10.53	19	12.5	53	64	117	76.97
	n			9	18	27	11.79	32	13.97	77	93	170	74.24
The goals of this organization are not clear to me	Male	3.69	1.099	2	15	17	22.08	17	22.08	32	11	43	55.84
	Female			4	22	26	17.11	21	13.82	58	47	105	69.08
	n			6	37	43	18.78	38	16.59	90	58	148	64.63
I often feel that I don't know what is going on with the organization	Male	3.54	1.303	6	17	23	29.87	12	15.58	25	17	42	54.55
	Female			11	28	39	25.66	22	14.47	39	52	91	59.87
	n			17	45	62	27.07	34	14.85	64	69	133	58.08
Work Assignments are often not fully explained	Male	3.74	1.274	7	11	18	23.38	11	14.29	30	18	48	62.34
	Female			12	17	29	19.08	14	9.211	49	60	109	71.71
	n			19	28	47	20.52	25	10.92	79	78	157	68.56

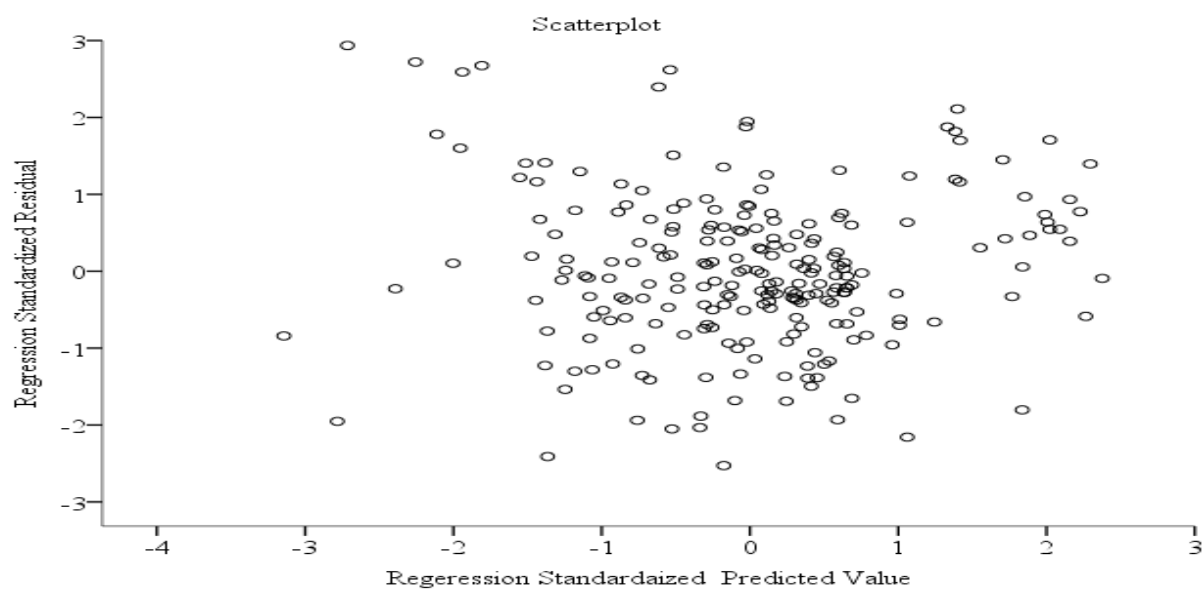
APPENDIX E-: Frequency, Percentage, M & SD of each house to house solid waste collectors
motivation level as strongly disagree, disagree, neutral, agree and strongly agree

Items (K)	Gender	M	SD	SDA n	DA n	Total	%	N	%	A n	SA n	Total	%
Because I derive much pleasure from learning new things	Male	4.04	0.98	2	1	3	3.9	17	22.08	22	35	57	74.03
	Female			4	4	8	5.26	36	23.68	52	56	108	71.05
	n			6	5	11	4.8	53	23.14	74	91	165	72.05
For the satisfaction I experience from taking on interesting challenges	Male	3.84	1.07	4	2	6	7.79	22	28.57	19	30	49	63.64
	Female			5	11	16	10.53	36	23.68	56	44	100	65.79
	n			9	13	22	9.61	58	25.33	75	74	149	65.07
For the satisfaction I experience when I am successful at doing difficult tasks	Male	3.96	0.98	3	2	5	6.49	18	23.38	26	28	54	70.13
	Female			1	10	11	7.24	37	24.34	50	54	104	68.42
	n			4	12	16	6.99	55	24.02	76	82	158	69
Because it has become a fundamental part of who I am	Male	3.79	1.01	2	5	7	9.09	19	24.68	33	18	51	66.23
	Female			5	16	21	13.82	21	13.82	74	36	110	72.37
	n			7	21	28	12.23	40	17.47	107	54	161	70.31
Because it is part of the way in which I have chosen to live my live	Male	3.91	0.97	2	3	5	6.49	16	20.78	30	26	56	72.73
	Female			5	5	10	6.58	37	24.34	62	43	105	69.08
	n			7	8	15	6.55	53	23.14	92	69	161	70.31
This job is a part of my life	Male	3.93	0.96	3	3	6	7.79	20	25.97	25	26	51	66.23
	Female			3	6	9	5.92	31	20.39	67	45	112	73.68
	n			6	9	15	6.55	51	22.27	92	71	163	71.18
This type of work chose to do to attain a certain life style	Male	3.68	1.25	11	4	15	19.48	14	18.18	29	19	48	62.34
	Female			15	7	22	14.47	25	16.45	59	46	105	69.08
	n			26	11	37	16.16	39	17.03	88	65	153	66.81
I chose this type of work to attain my career goals	Male	3.62	1.21	12	8	20	25.97	14	18.18	26	17	43	55.84
	Female			9	9	18	11.84	38	25	52	44	96	63.16
	n			21	17	38	16.59	52	22.71	78	61	139	60.7
I chose this type of work to attain my career goals	Male	3.93	1.03	3	7	10	12.99	19	24.68	25	23	48	62.34
	Female			7	6	13	8.55	29	19.08	57	56	113	74.34
	n			10	13	23	10.04	48	20.96	82	79	161	70.31

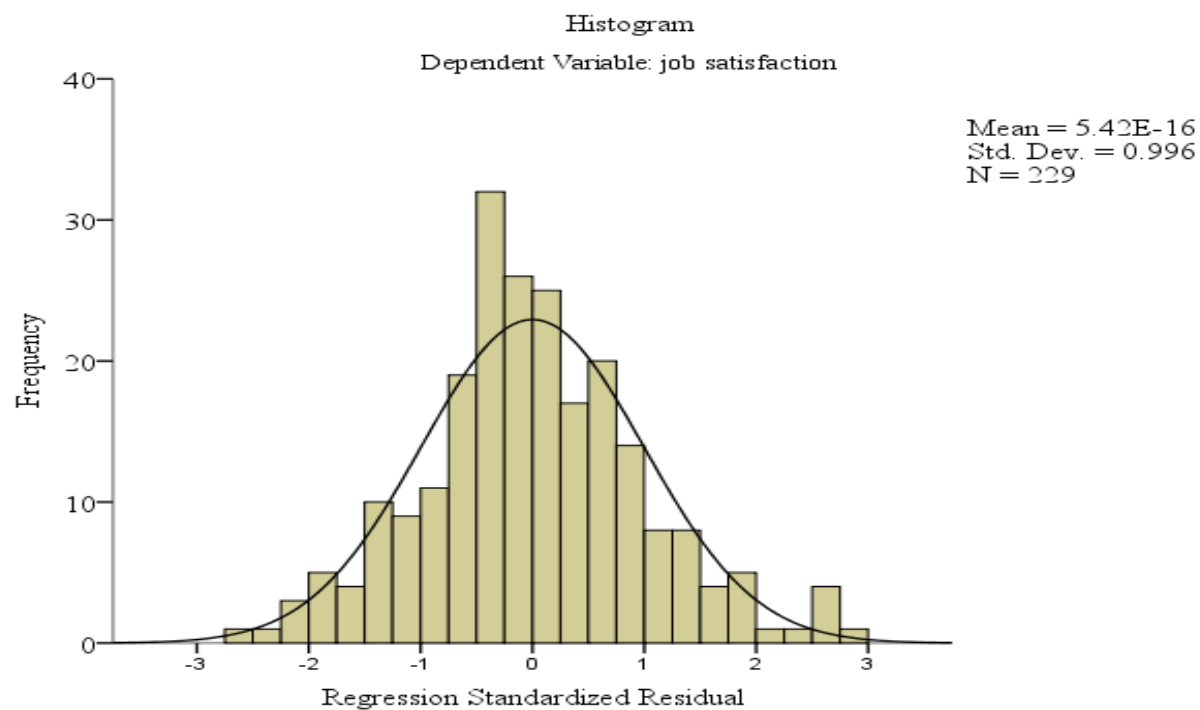
I want to succeed at this job, if not I would be very ashamed of my self	Male	3.91	1.18	3	11	14	18.18	13	16.88	16	34	50	64.94
	Female			9	9	18	11.84	25	16.45	50	59	109	71.71
	n			12	20	32	13.97	38	16.59	66	93	159	69.43
I want to be very good at this work otherwise I would be very disappointed	Male	3.76	1.2	6	7	13	16.88	18	23.38	19	27	46	59.74
	Female			10	11	21	13.82	29	19.08	53	49	102	67.11
	n												
I did this job for	Male	4.03	1.02	16	18	34	14.85	47	20.52	72	76	148	64.63
I want to be a winner in life	Female			0	6	6	7.79	16	20.78	22	33	55	71.43
	n			5	8	13	8.55	27	17.76	52	60	112	73.68
				5	14	19	8.3	43	18.78	74	93	167	72.93
For doing this job to provides me generate income	Male	4.34	0.91	0	3	3	3.9	14	18.18	21	39	60	77.92
	Female			4	2	6	3.95	15	9.868	40	91	131	86.18
	n			4	5	9	3.93	29	12.66	61	130	191	83.41
This job allows to me to earn money	Male	4.3	0.9	1	6	7	9.09	9	11.69	23	38	61	79.22
	Female			1	4	5	3.29	17	11.18	47	83	130	85.53
	n			2	10	12	5.24	26	11.35	70	121	191	83.41
This type of work provides me with security	Male	4.05	1.16	5	4	9	11.69	17	22.08	16	35	51	66.23
	Female			6	9	15	9.87	26	17.11	33	78	111	73.03
	n			11	13	24	10.48	43	18.78	49	113	162	70.74
I ask myself this question, I don't seem to be able to manage the important tasks related to this work	Male	3.53	1.05	4	11	15	19.48	24	31.17	27	11	38	49.35
	Female			5	16	21	13.82	46	30.26	53	32	85	55.92
	n												
I don't know why, we are provided with unrealistic work conditions	Male	3.32	1.16	9	27	36	15.72	70	30.57	80	43	123	53.71
	Female			7	16	23	29.87	19	24.68	29	6	35	45.45
	n			10	24	34	22.37	44	28.95	42	32	74	48.68
				17	40	57	24.89	63	27.51	71	38	109	47.6
I don't know, too much is expected to us	Male	3.62	1.21	5	12	17	22.08	20	25.97	22	18	40	51.95
	Female			8	18	26	17.11	40	26.32	32	54	86	56.58
	n			13	30	43	18.78	60	26.2	54	72	126	55.02

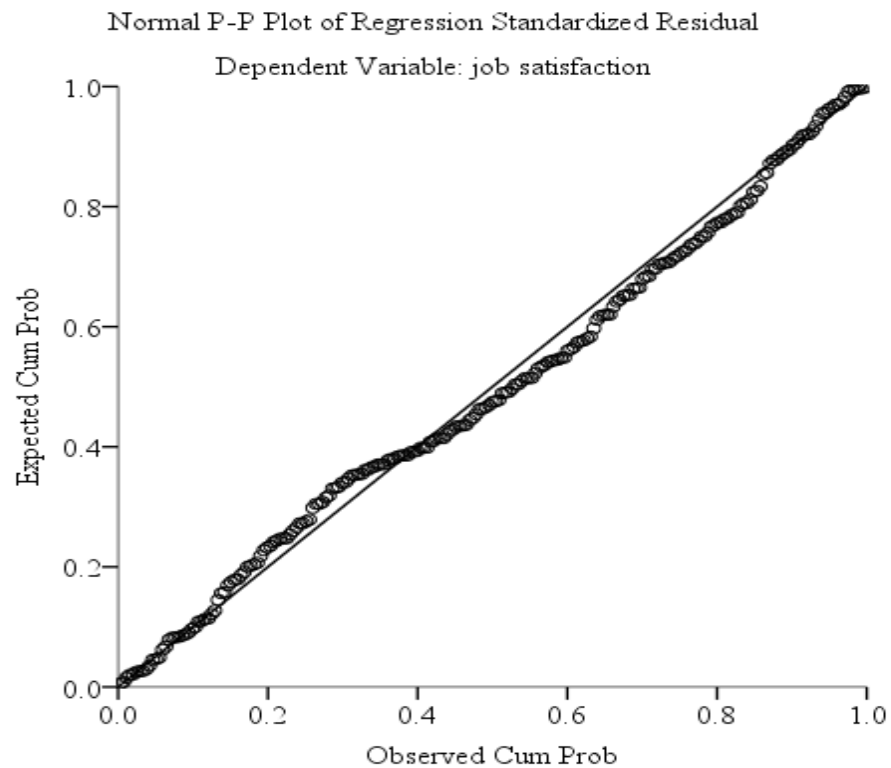
Figure 2 Multiple regression assumption test result of job satisfaction with psychosocial risk and worker motivation

A



B





Note -: The Panel A scatter plot depicting the correlation between regressions standardized predicted value and regression-standardized residual, Panel B: the normal distribution of regression standardized residual and frequency and Panel C: normal p-p plot for comparing the observed commutative probability and expected commutative probability.