



**ADDIS ABABA UNIVERSITY COLLEGE
OF HEALTH SCIENCES SCHOOL OF
PUBLIC HEALTH**

**FACTORS ASSOCIATED WITH JOB SATISFACTION AMONG
GOVERNMENTAL HEALTH WORKERS IN SEBATA HAWAS
WOREDA, OROMIA REGION.**

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Acronyms and Abbreviations

AAU	Addis Ababa University
AOR	Adjusted Odd Ratio
CI	Confidence Interval
COR	Crude Odd Ratio
EFY	Ethiopian Fiscal Year
ETB	Ethiopian Birr
HC	Health Center
HR	Human Resource
HRM	Human Resource Management
NGO	Non-Governmental Organization
PHCU	Primary Health Care Unit
PI	Principal Investigator
RHB	Regional Health Bureau
RHEW	Rural Health Extension Workers
SPSS	Statistical package for Social Science
UHEW	Urban Health Extension Workers
WHO	World Health Organization
WrHo	Woreda Health Office

Absratct

Background: Job satisfaction refers to a person's feeling of gratification on the job, which acts as a motivator to work. Health workers are the most important resource for health systems. Thus, health workers job satisfaction is one of the key parameters that influence productivity as well as quality of health service delivery.

Objective: To identify current level and factors associated with job satisfaction among governmental health workers of Sebeta Hawas Woreda, Oromia Region, 2016/17.

Methods: Quantitative cross-sectional study design was conducted in Sebeta Hawas Woreda government health workers. A simple random sampling method was used to select study participants. Data was collected by using a self-administered structured questionnaire adopted from Mennosota Satisfaction Questionnaire 1977 version. The collected data were coded, entered and analyzed using SPSS version 21 and the data was summared using descriptive statistics of frequency and percentage. Bivariate and multivariate analysis were done to identify factors associated with health workers of job satisfaction and the strength of association was measured by 95% CI and P- value of 0.05 as cut off point.

Result: A total of 175 health workers were participated in the study, among them 73 (41.7%) were males and 102 (58.3%) were females.

The level of job satisfaction with socio-demographic, working environment and organizational variables was measured independently and finally, the over all job satisfaction of health workers was measured by computing these three main factors together and categoring in to satisfied and dissatisfied.

Hence, 64 (36.6%) participants were satisfied and 111(63.4%) were dissatisfied with socio-demographic variables, 65(37.1%) were satisfied and 110(62.9%) were dissatisfied with working environment variables and 71(40.6%) were satisfied and 104(59.4%) were dissatisfied with organizational variables, that resulted 68(38.9%) study participants were satisfied and 107(61.1%) were not satisfied with their current job. Among socio- demographic characteristics variables age, marital status, and service years of respondent were found to be significantly associated with overall job satisfaction at P-value (0.017, 0.02 and 0.035) and AOR {[AOR=1.497; 95% CI (1.171,13.110)], [AOR= 2.249; 95% CI (1.135, 4.456)] and [[AOR=0.199; 95% CI (0.044,0.893)]} respectively.

Conclusion and recommendation: The majorities of Sebeta Hawas Woreda Health Workers were dissatisfied with their current job. So, policy makers and health service managers of the RHB, WorHO, Health facilities and Administrators at all levels have to pay special attention to improve Sebeta Hawas Woreda Health Workers on job satisfactions by creating regular supervision and provide professional feedback and strategy that can motivate health workers, prepare experience sharing program for younger, not married and more experienced.

Key Words: Job satisfaction, Health Workers, Sebata Hawas

Chapter One: Introduction

1.1. Background

Job satisfaction is a pleasurable or positive emotional state resulting from the evaluation of one's job or job experiences (1). Satisfaction does mean the simple feeling state accompanying the attainment of any goal: the end state is feeling accompanying the attainment of any desire objective (2).

Job satisfaction of employees played a vital role for organization performance both in developed and developing economy. Researcher found that employees who are satisfied with their job are preferred to stay with their employers (3).

Quality in healthcare is a production of cooperation between the patient and the healthcare provider in a supportive environment. Personal factors of the provider and the patient, and factors pertaining to the healthcare organization, healthcare system, and the broader environment affect healthcare service quality. More satisfied employees retain in the health care and can deliver quality health services to the community (4).

Over the last seven years, representatives of multilateral and bilateral agencies, partner countries and foundations, NGOs and networks, the academic community and the private sector have consulted at various regional and global to consider a set of actions to address the existing crisis of human resources in the health sector (5).

1.2. Statement of the Problem

No health system can deliver quality health services without health workers. As such, at the center of every health system are health workers whose knowledge, skills and motivation play a important role in delivering health services to those in need. Job satisfaction of health workers is very important for organization. If health workers are unhappy or dissatisfied, instead of their efforts, it is difficult for organization to achieve their goal. Improving job satisfaction of health workers is basic activity for organization.

Job satisfaction of the health workers is highly important in building up employee motivation and efficiency, as higher job satisfaction determine better employee performance and higher level of patients' satisfaction (6).

Job dissatisfaction resulting in burn out and turn over would exacerbate the current shortage and results in serious under staffing of health care facilities. This has the potential to have a negative impact on the delivery of patient care because there is evidence to suggest that reduction in health professional staff below certain level is related to poor patient outcomes (7).

Despite the fact that human power is the back bone for the provision of quality health care for the population and high level of professional satisfaction among health workers earns high dividends such as higher worker force retention and patients satisfaction, there is limited amount of literature in the areas related to factors affecting job satisfaction and retention.

According to the evidence from Study conducted in West shoa of Oromia Region showed that out of 166 health workers participated in the study 65.1% of health workers were dissatisfied with their job. The major reasons reported for dissatisfaction were poor payment scheme, lack of training opportunity, and lack of incentives, bureaucratic management style, poor performance evaluation system and poor working conditions (8).

Job satisfaction is a complex and important concept for human resource manager. This study was used to identify factors associated with health workers' job satisfaction and provided relevant recommendations that will be helpful to increase motivation and retention of health workers in the public health institutions.

1.3. Significance of the study

Employees spend a substantial part of their time in the work place. Whether they spend their time in a satisfying and fulfilling manner has great importance. Employee job satisfaction is important for an organization to achieve its objectives by increasing productivity and by decreasing employee absenteeism and turnover.

Therefore, a study of job satisfaction is very important for health organization, for different level managers, and for others. The program manager needs evident based reasons to take corrective actions on the gap identified, so this study was facilitates the concerned bodies to identify possible solutions for factors affecting employees' job satisfaction: to retain the right people, and to motivate employees to contribute more for the achievement of organizational goals.

Job satisfaction is a complex and important concept for human resource manager. This study was assess to identify factors associated with health workers' job satisfaction and was provide relevant recommendations that will be helpful to increase motivation and retention of health workers in the public health inistitutions.

Chapter Two: Literature Review

2. Definition and Concepts of Job Satisfaction

Human resource (HR) is considered to be the most valuable asset in any organization. It is the sum-total of inherent abilities, acquired knowledge and skills represented by the talents and aptitudes of the employed persons who comprise of executives, supervisors, and the rank and file employees. It may be noted here that human resources should be utilized to the maximum possible extent, in order to achieve individual and organizational goals. It is thus, the employee's performance which ultimately decides and attainment of goals. However, the employee performance is to a large extent, influenced by motivation and job satisfaction (9).

Job satisfaction refers to a person's feeling of satisfaction on the job, which acts as a motivation to work. It is not the self- satisfaction, happiness or self- contentment but the satisfaction on the jobit self (10).

Fredrick Herzberg's motivation/hygiene theory assumes that one group of factors are motivators such as achievement, recognition, work itself, responsibility, advancement which contribute for high level motivation. Another group of factors are hygiene or maintenance factors includes inter personal relationships, organizational policy, Supervision, salary and working conditions this can cause discontent with work (11).

Since human wants are unlimited there is no clear consensus among different theories and study which factors really affect job satisfaction because every human being, Countries and organization is varied in nature. A cross sectional study done in Vietnam shows that job satisfaction among health workers were least satisfied with salary and incentive (24%), benefit packages (25%), equipments (35.7%), and environment (41.8%) among 252 studed health workers (13).

In 2011, study done in Pakistan also shows that Overall satisfaction rate was only 41%, while 45% were somewhat satisfied and 14% of professionals were highly dissatisfied with their jobs. For those who were not satisfied, working environment, job description and time pressure were the major causes. Other factors influencing the level of satisfaction were low salaries, lack of training opportunities, improper supervision and inadequate financial rewards (14).

Another study done in Ghana showed that determinant of job satisfaction among community health workers has been demonstrated that working condition, recognition, interpersonal relationship and salary are fundamental to improving job satisfaction of community health workers regardless of factors such as gender and years of service (15).

In Harari Region Health facility based cross sectional study finding showed that less than half (44.2 %) of the respondents were satisfied with their current job. Organizational management system, salary and payment, and working environment were among factors that affects level of job satisfaction among 405 health workers (16).

A study conducted in Jimma University Specialized Hospital showed that the main cause for attrition was low salary followed by lack of educational opportunity and poor career structure (6). According to a survey done in the country 74.6% of medical doctors, 62.5% of pharmacists, 50.6% of nurses, 50.0% of sanitarians, 36.4% of pharmacy technicians, 45.5% of laboratory technicians and 34.2% of health assistants respectively responded that they were not satisfied with their job (3). Reasons for dissatisfaction were low salary (60.3%), narrow opportunity for further education (24.8%), inadequate facility and supplies (20.1%). Among those who reported satisfaction on their job, the main reasons for satisfaction were helping others (43%), professional gratification (32%) and the amount of monthly salary (18.1%) (17).

2.1. Factors That Affect Health Workers' Job Satisfaction

A study result of Pars showed that there was a correlation between employees on job satisfaction and some demographic variables, such as sex, age, marital and educational status: accordingly there were significant differences in job satisfaction of men and women at $\alpha=0.005$, single and married at $\alpha=0.036$. There were also few organizational characteristics and factors: such as job situation, work shifts and hours, that have significant association with job satisfaction, in addition workplace and environment influence the level of job satisfaction and performance. The practice of good workplace environment may bring benefits to the organization, where it may encourage employees to produce positive behavior while at the same time preventing from disloyalty and dissatisfaction (18).

2.1.1. Organizational Factors

No organization can successfully achieve its goal and mission unless and until those who constitute the organization are satisfied in their jobs. Dissatisfaction is infectious and quickly spreads to other employees and is likely to affect the morale and working of other employees and image of organization. Job satisfaction/dissatisfaction is the result of various factors which are related to job. These various factors are opportunities forward, nature of work, communication, supervision, and benefit and compensation status of the organization (19).

Every person has different sets of needs at different times. It is the responsibility of management to recognize this basic fact and provide appropriate opportunities and environments to people at work to satisfy their needs (20).

Various factors influence on job satisfaction so it has become indefinable and mythical concept. There is a strong relation between HR Practices and Job satisfaction. Employees feel satisfaction in those organizations who give them opportunity to participate in decision making processes, improve their skills and knowledge, internal career opportunity and autonomy in work (21).

2.1.2. Socio Demographic Factors

Perception regarding HR practices and job satisfaction varies with demographic factors like gender, personal growth, and permanent status as well as with region. In most developed world countries, younger employees derive satisfaction from extrinsic reward while counterpart from intrinsic rewards (22).

In under develop countries like Uganda; older employees derive satisfaction both from extrinsic and intrinsic reward. Due to less expectation in promotion and salary female in underdeveloped countries are more satisfied than male employees (23).

Work performance has been identified as the significant key for organizations to gain competitive advantage and superior productivity. Thus, the result of a study showed that there were significant and positive relationship between age, working experience and gross monthly salary with work performance (24).

The study established that age, sex, level of education and experience of community health workers are important characteristics to consider in CHW programmes. Community health workers aged 30 to 50 are most appropriate for selection of CHWs partly because this age group is not only still energetic but is apparently socially settled and will likely exhibit lower attrition levels. Female CHWs are best suited to undertake maternal, newborn, child health and nutrition interventions because they counsel and enable clients better than their male counterparts. The fact that areas with low literacy level Community Health Workers could perform home visits effectively by satisfying and enabling their clients implies that Community Health Worker programmes can be implemented in all areas particularly in low income country (25).

According to the level of education, general satisfaction, exterior satisfaction and interior satisfaction levels of health care staff that had high school and technical school degree were lower than health care staff that had university degree and master and above degree. Title was found to be another demographic variable that was related to organizational commitment, general satisfaction, exterior satisfaction and interior satisfaction. Specialist doctors, practitioner doctors and health officers tended to show greater organizational commitment feeling than nurses. However, general satisfaction and exterior satisfaction scores of specialist doctors, practitioner doctors and other healthcare staff were higher than nurses (26).

2.1.3. Working Environment Factors

Employee job satisfaction is also influenced by the quality of the working environment both its physical attributes and the degree to which it provides meaningful work. Employees want certain conditions in their work they want to believe that what they do will ultimately make a difference to someone in some way. They want to work with group, safety, good conducive working environment, and community support (27).

Study done by Nurehan Hassan in Malaysia shows that, workplace environment and respondents' gender may be considered as factors that influencing the level of job performance. The practice of good workplace environment may bring benefits to the organization, where it may encourage employees to produce positive behavior while at the same time preventing from disloyalty and dissatisfaction. However, neglecting the aspect may result in significant losses for workers as well as the organization. Employers specifically, should ensure they have provided the appropriate means of good and pleasant workplace environment to employees to allow them possess required level of job performance for the purpose of bringing the monetary or non-monetary profit to the organization (28).

Chapte Three: Objective

3.1. General Objective

- ✚ To identify current level and factors associated with job satisfaction among governmental Health workers of Sebata Hawas Woreda, Oromia Region, 2017.

3.2. Specific Objectives

- ✚ To assess the current level of job satisfaction among governmental institution health workers in Sebata Hawas Woreda.
- ✚ To identify factors that influence job satisfaction among governmental health workers in Sebata Hawas Woreda.

Chapter Four: Methods

4.1. Study area and period

This study was conducted from September 2016 to June 2017 in Sebata Hawas Woreda government Health Institutions. Sebata Hawas Woreda is one of the woredas in the Oromia Special Zone surrounding Finfinne of Oromia Regional State and boundary with South West Shoa on South West, Wolmera on the Northwest, Burrayyu on the North, Finfinne on the North East and Akaki on the East. Sebata town is the capital town of the Woreda; it is located at 25 km from country capital Addis Ababa. The altitude of Sebata Woreda ranges from 1700 to 3385 meters above sea level, and a latitude and longitude of 8°55'N38°37'E.

Based on 2009 EFY of Central Statistics Agency estimation the total population of the Woreda are 244,791 of which 124,465 males and 120,326 females. The Woreda has 3 towns and 36 Kebeles, in the woreda there are 2 Health Office, 10 Health Centers, and 36 Health Posts that provide service for the community, and the total number of health workers are 293.

4.2. Study design

Quantitative cross-sectional study design was done among Sebata Hawas Woreda Health workers.

4.3. Population

4.3.1. Source Population

The source population of the study was all health workers in governmental Health Institutions of Sebata Hawas Woreda.

4.3.2. Study population

The study population was selected Health Workers from selected governmental Health Institutions of Sebata Hawas Woreda.

4.4. Sample size

The sample size was determined by using single population proportion formula.

$$n = \frac{(Z \alpha/2)^2 p (1-p)}{d^2}$$

Where:-

- n = is calculated sample size
- Z = Confidence interval [95%]
- p = proportion of Health Workers satisfied/[35%] was taken from the finding of a study done in West Shoa Zone, Oromia Region on Factors associated with job satisfaction among health care workers at public hospital
- d^2 = marginal error [5%]

$$n = \frac{(1.96)^2 \times 0.35 [1-0.35]}{(0.05)^2} = 350$$

Hence, the calculated sample size became 350, which greater than the source population: the source population is only 293 health workers, which too small and less than 10,000 populations, correction formula was used to adjust the sample size, accordingly:

$$N_f = n / (1 + n/N)$$

Where:-

- n = is calculated sample size
- N = is source population (all Health workers currently working in the Woreda)
- N_f = Final sample size

$$= 350 / (1 + 350/293)$$

$$= 159$$

The sample size was 159 Health Workers, considering 10% for non-response rate i.e 16, and the final sample size was **175** Health professionals.

4.5. Sampling procedure

The total number and list of health workers working in all governmental health institutions of Sebata Hawas woreda was taken from Woreda Health Office, then proportionate sample was allocated for all health institutions in the woreda. At health institution level study participants were selected by simple random sampling technique, as shown below.

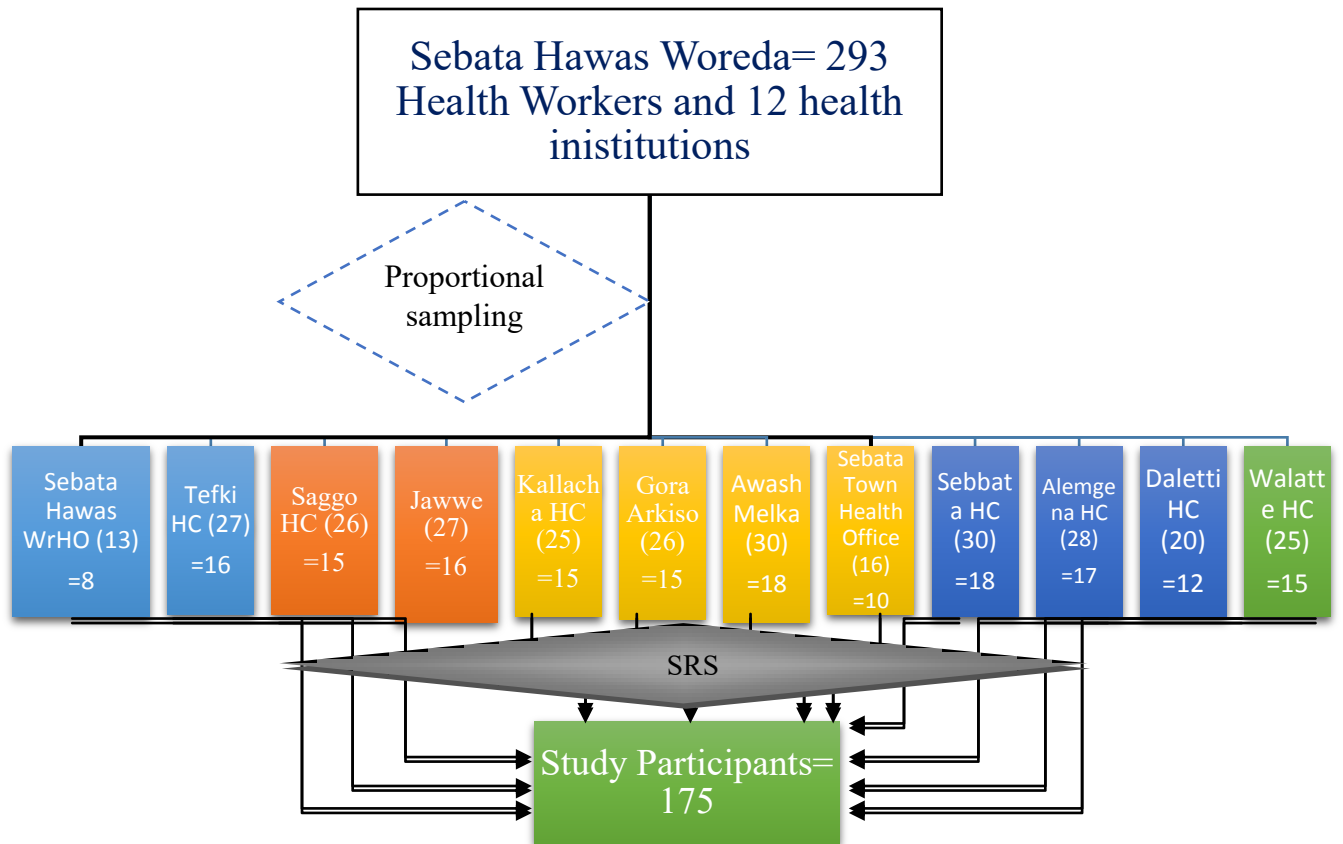


Figure 2 : Sampling Procedures among governmental health workers toward factors affecting Organization at Sebata Hawas Woreda, Oromia: 2017 (N=175)

4.6. Data collection procedure

Data was collected by using self administered structured questionnaire adopted from Minnesota Satisfaction Questionnaire 1977 version with slight modification. The adopted questionnaire was prepared in English and it was translated to Afan Oromo the local language. The questionnaires was pre-tested on 5% of the sample size among health workers in Dukem Town Health Centers to check sequence of question, lingering questions and time taken for questionnaires.

Data was collected by 2 diploma social science graduates, who are not currently working in the study health facilities with closes follow-up of one supervisor. Due to the nature of work rotation, to get health workers who were on duty at night time in the health centres schedule of the interviewe was arranged based on convenience of the respondents.

One day training was provided for data collectors and supervisor on research methodology, data collection technique, ethical issues. Every day each completed questionnaire was checked for completeness and the overall data collection processes was controlled by the principal investigator.

4.7. Operational definitions

- ✚ **Health Workers:** Are all health professions from certificate and above qualification in discipline and currently working in public health inistitutions in Sebata Hawas woreda.
- ✚ **Health Inistitutions:** To this study context, health inistitutions refers public health inistitutions in Sebata Hawas woreda. These health inistitutions includes: 2 health office (town and woreda), and 10 PHCU with 36 Health Posts.
- ✚ **Job satisfaction Level:** In this study factors of job satisfaction is measured by categorizing in to three main categories namely socio-demographic factors subscales (personal growth, working place, working experience, increase salary with work performance and level of education), environmental factors subscales (work condition, work group, good conducive working environment, health and safety, and facility of working place) and organizational factors scales (Job situation, work shift and hours, decision making, increase employee

skill and knowledge, internal career opportunity, autonomy in work, communication systems, reward, supervision and benefits.)

✚ **Job satisfaction level item score:** All item was scored on 5 point liker scale as 1, 2, 3, 4 and 5 to score respondents' satisfaction level on the respective item as very satisfied, satisfied, neutral, dissatisfied and very dissatisfied respectively.

✚ **Overall job satisfaction:** Overall job satisfaction of the study participants was measured all items of job satisfaction in five-point Likert scale with the value ranging from 1 (very satisfied) to 5 (very dissatisfied). Respondents with average score of less than mean value were classified as dissatisfied, and those with average score of mean value and above were considered as satisfied (6).

4.8. Study Variables

4.8.1. Dependent variable

Overall Job Satisfaction

4.8.2. Independent Variable

Socio-demographic characteristics:- age, sex, ethnic group, marital status, religion, educational background, professional category, service experience, salary, working place.

4.9. Data Analysis procedure

The collected data through self-administered questionnaire was edited before entered into a computer. Information from completed questionnaire was entered into a computer, and then data coded, edited, cleaned and analyzed using SPSS version 21 software for analysis. Descriptive analysis was performed and the results were presented by tables and figures. Bi-variable analysis was run using logistic regression to identify variables for multivariable analysis. Variables with $p\text{-value} \leq 0.05$ in bi-variable logistic regression were considered as candidates for multivariable logistic regression. Multivariable logistic regression was performed using step wise method to identify factors independently associated with dependent variable (i.e. job satisfaction). Multivariate analysis was used to adjust the effects of potential confounding variables and show us independent effect of each independent variable. The strength of association was measured using odds ratio and 95% confidence interval, and $P\text{-value} \leq 0.05$ considered as statistically significant.

4.10. Data quality management

To ensure the quality of research data, data collectors and supervisor received one day training on the objective, methodology, sampling technique, ethical issues, data collection instrument and data collection procedure. In addition the instruments were pretested on 5% sample size of Dukem town health professionals. Data were analyzed by SPSS 21 version. Random sampling technique and multivariate analysis were used to prevent selection bias and variable confounder effects respectively. The principal investigator checked the quality of data collection process.

4.11. Ethical consideration

Ethical approval for the study was obtained from AAU School of Public Health Ethical Review Committee. Official letter was obtained from the School of Public Health and submitted to ORHB. Letter of cooperation was written from ORHB and submitted to Sebeta Hawas WrHO, and then the WrHO will inform all HWs to cooperate on the study.

Confidentiality were assured by informing participants that they were not required to write their name on the questionnaire, they had the right not to participate and/or to withdraw from the study at any moment without any negative effect as a result of their refusal and/or withdrawal, no harm linked with their involvement, no direct benefit from participation and no preparation of research report indicative of name and individual data. Finally, verbal consent was taken from each participant by reading informed cosent format attached to the questionnaires before collecting the data to ensure that participation was voluntarily.

4.12. Dissemination of results

The findings of this research was submitted to Addis Ababa University School of Public Health and presented during mock defence and final defence for the partial fulfillment of Masters Degree in Masters of Public Health. Subsequently, an attempt will be made to present the findings on different review meetings, seminars and workshops; moreover effort will be made to publish on scientific journals.

Chapter Five: Result and Discussion

5.1. Socio-demographic characteristics

A total of 175 health workers were provided the self administered questionnaire and all respondents completed and returned the questionnaires. Among the respondents 73 (41.7%) were males and 102 (58.3%) were females. Regarding ethnicity the majority (90.3%) of study respondents were Oromo and 90 (51.43%) were orthodox by religion.

With regard to marital status 67 (38.29%) respondents were married and 108 (61.71%) were single. Nineteen (10.9%) participants were Certificate, 87 (49.7%) were diploma, 66 (37.7%) were 1st degree and 3 (1.7%) were Masters Degree in their educational status.

Professional categories of study participants 53 (30.3%) were Nurse, 31 (17.7%) were Rural Health Extension Workers, 15 (8.6%) were Urban Health Extension Workers, 19 (10.9%) were Midwives, 8 (4.6%) were Laboratory professionals, 14 (8%) were Pharmacy professionals, 19 (10.9%) were Public Health Professionals, 13 (7.4%) were Environmental Health professionals and 3 (1.7%) were Masters of Public Health professionals.

Monthly income, 11 (6.3%) participants earn less than 1,500.00 ETB, 83 (47.4%), 23 (13.1%) and 58 (33.1%) participants earned a monthly salary between 1,501.00-2,800.00 ETB, 2,801.00-4,000.00 ETB and above 4,001.00 ETB respectively, for detail see **table 1 below**.

Table 1: Socio-demographic characteristics of Health Workers Working in Public Sector of Sebata Hawas Woreda, Oromia: June, 2017 (N=175)

Socio demographic variables		Frequency	Percentage
sex	Male	73	41.7
	Female	102	58.3
Age	20-25	16	9.1
	26-30	93	53.1
	31-35	52	29.7
	36-40	9	5.1
	Above 41	5	2.9
Ethnic Group	Oromo	158	90.3
	Amhara	17	9.7
Marital status	Single	108	61.71
	Married	67	38.29

Religion	Orthodox	90	51.43
	Muslim	23	13.14
	Protestant	48	27.43
	Catholic	3	1.71
	Others	11	6.3
Educational Background of health workers	Certificate	19	10.9
	Diploma	87	49.7
	Degree	66	37.7
	Masters	3	1.7
Professional Category	Rural HEW	31	17.7
	Urban HEW	15	8.6
	Nurse	53	30.3
	Midwifery	19	10.9
	Laboratory	8	4.6
	Pharmacy	14	8.0
	Public Health	19	10.9
	Environmental Health	13	7.4
	MPH	3	1.7
Experience	6 months to Less than 2 years	101	57.71
	2-5 years	52	29.71
	Above 6 years	22	12.58
Salary	Less than 1500	11	6.3
	1501-2800	83	47.4
	2801-4000	23	13.1
	Above 4001	58	33.1

5.1.1. Work place of study participants

The majorities (89.72%) of study participants were working in ten health centers, 10 (5.71%) participants were working in town Health Office and 8 (4.57%) participants were working in Woreda Health offices, for detail see **Figure 2 below**.

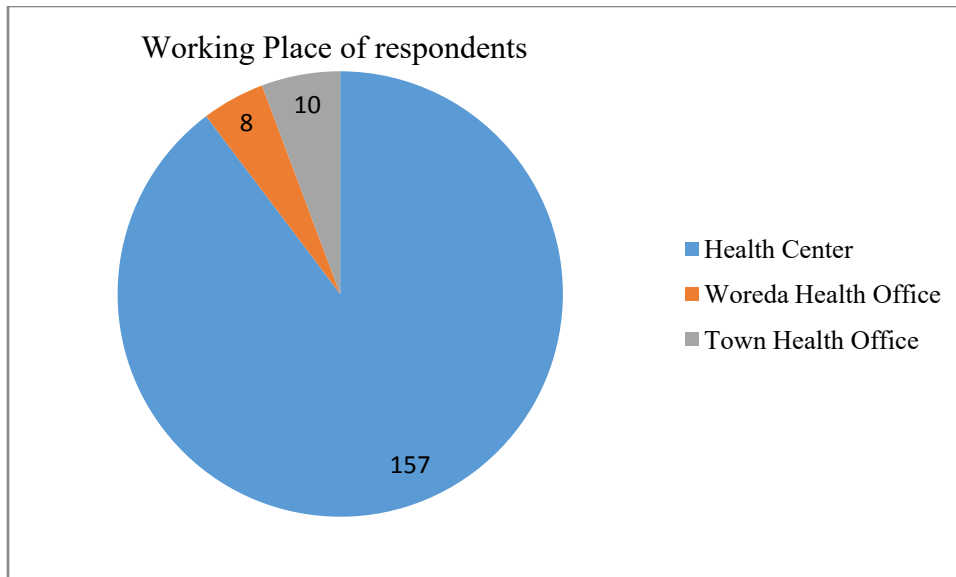


Figure 2 : Number of respondents by their working place among governmental health workers of Sebata Hawas Woreda, Oromia:June, 2017 (N=175).

5.2. Job Satisfaction Level

In this study job satisfaction level of Sebata hawas woreda health workers was measured by categorizing the satisfaction level in to three main categories of factors independently. Finally, the general job satisfaction of health workers was measured by computing these three main factors together and categoring in to satisfied and dissatisfied as dicribed below.

5.2.1. Level of Job Satisfaction with Socio-Demographic variables

In this study there are five socio-demographic variables to measure job satisfaction.

Regarding personal growth on their current job 2(1.1%) and 71(41%) study participants reported that they were very satisfied and satisfied respectively, but 95(54.3%) and 6(3.4%) were dissatisfied and very dissatisfied respectively.

Participants service experience related to their working place and position, 6(3.4%) and 73(41.7%) participants reported that they were very satisfied and satisfied respectively, whereas 93(51.1%) and 3(1.7%) participants reported that they were dissatisfied and very dissatisfied respectively.

Educational status, current deployment and promotions 8(4.6%) and 58(33.1%) participants reported that they were very satisfied and satisfied respectively, but 102(58.3%) and 6(3.4%) were dissatisfied and very dissatisfied respectively.

Salary increment based on workers performance, 8(4.6%) and 70 (40%) participants reported that they were very satisfied and satisfied respectively, whereas 92(52.6%) and 4(2.3%) were dissatisfied and very dissatisfied respectively.

Regarding interested with current working place 13(7.4%) and 75(42.9%) participants reported that they were very satisfied and satisfied respectively, while 83(47.4%) and 4(2.3%) were dissatisfied and very dissatisfied respectively, for detail see **table2** below.

Table 2: Level of job satisfaction among governmental health workers toward factors affecting socio-demographic at Sebata Hawas Woreda, Oromia: June, 2017 (N=175).

<i>Variables</i>	Respondents response to the level of satisfaction on socio-demographic factors				
	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
<i>Personal growth with current job</i>	2 (1.1%)	71 (41%)	1 (0.6%)	95 (54.3%)	6 (3.4%)
<i>Service experience related to working place and position</i>	6 (3.4%)	73 (41.7%)	0 (0.0)	93 (51.1%)	3 (1.7%)
<i>Educational level with current deployment and promotions</i>	8 (4.6%)	58 (33.1%)	1 (0.6%)	102 (58.3%)	6 (3.4%)
<i>Salary increment on work performance</i>	8 (4.6%)	70 (40%)	1 (0.6%)	92 (52.6%)	4 (2.3%)
<i>Interest with current working place</i>	13 (7.4%)	75 (42.9%)	0 (0.0)	83 (47.4%)	4 (2.3%)

5.2.2. Level of Job Satisfaction on working environment variables

Concerning smooth relationship among staffs 18(10.3%) and 77(44.0%) participants reported that they were very satisfied and satisfied respectively, while 78(44.6%) were dissatisfied.

With regard to cooperation of group work with out any disagreement 15(8.6%)and 82(46.9%) participants reported that they were very satisfied and satisfied respectively, whereas 76(43.4%)and 1(0.6%) reported that they were dissatisfied and very dissatisfied respectively.

In relation to work condition conduciveness to health workers jobs, 8(4.6%) and 72(41.1%) participants reported that they were very satisfied and satisfied respectively, while 83(47.4%) and 10(5.7%) were dissatisfied and very dissatisfied respectively.

Health and safety measures taken at working place 7(4.0%) and 75(42.9%) participants reported that they were very satisfied and satisfied respectively, whereas 87(49.7%) and 5 (2.9%) were dissatisfied and very dissatisfied respectively.

Facility of working place 6(3.4%) and 78 (44.6%) participants reported that they were very satisfied and satisfied respectively, while 84(48.0%) and 7 (4.0%) were dissatisfied and very dissatisfied respectively, for detail **see table 3 below**.

Table 3: Level of job satisfaction among governmental health workers toward factors affecting working environmental variables at Sebata Hawas Woreda, Oromia: June, 2017 (N=175).

Variables	Respondents response to the level of satisfaction on working environmental factors				
	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
<i>Freely work with out demolarised by manager</i>	18 (10.3%)	77 (44.0%)	2 (1.1%)	78 (44.6%)	0 (0.0)
<i>Cooperation of group work with out any disagreement</i>	15 (8.6%)	82 (46.9%)	1 (0.6)	76 (43.4%)	1 (0.6%)
<i>Work condition conduciveness to job</i>	8 (4.6%)	72 (41.1%)	2 (1.1%)	83 (47.4%)	10 (5.7%)
<i>Health and safety at working place</i>	7 (4.0%)	75 (42.9%)	1 (0.6%)	87 (49.7%)	5 (2.9%)
<i>Facility of working place conducive to work</i>	6 (3.4%)	78 (44.6%)	0 (0.0)	84 (48.0%)	7 (4.0%)

5.2.3. Level of Job Satisfaction on Organizational Related variables

Employee current job position related to their professions and experiences 16(9.1%) and 84(48.0%) participants reported that they were very satisfied and satisfied respectively, while 72(41.1%) and 2(1.1%) were dissatisfied were very dissatisfied respectively.

With regard to their work shift and hours 17(9.7%) and 87(49.7%) participants reported that they were very satisfied and satisfied respectively, whereas 68(38.9%) and 2(1.1%) reported that they were dissatisfied and very dissatisfied respectively.

Participants role on deecicion making 18(10.3%) and 70(40.0%) reported that they were very satisfied and satisfied, but 80(47.4%) and 2(1.1%) reported that they were dissatisfied and very dissatisfied respectively.

With regard to opportunity that increase employee skill and knowledge, 3(1.7%) and 73(41.7%) participants reported that they were very satisfied and satisfied respectively, 3(1.7%) were neutral, while 91(52.0%) and 5(2.9%) were dissatisfied very dissatisfied.

Internal career opportunity of health workers 11(6.3%) and 66(37.7%) participants reported that they were very satisfied and satisfied, 4(2.3%) were neutral, whereas 93(53.1%) and 1(0.6%) were dissatisfied and very dissatisfied respectively.

Autonomy granted to health workers to perform their duties freely 18(10.3%) and 71(40.6%) participants were reported very satisfied and satisfied respectively, 2(1.1%) were neutral, whereas 79(45.1%) and 5(2.9%) were dissatisfied and very dissatisfied respectively.

Regarding communication systems 10(5.7%) and 79(45.1%) participants reported very satisfied and satisfied respectively, 3(1.7%) were neutral, whereas 80(45.7%) and 3(1.7%) were dissatisfied and very dissatisfied respectively.

Benefits systems of health workers 7(4.0%), 69(39.4%), 2(1.1%), 90(51.4%) and 7(4.0%) participants reported that they were very satisfied, satisfied, neutral, dissatisfied and very dissatisfied respectively.

Systems of health workers 4(2.3%), 59(33.7%), 4(2.3%), 99(56.6%) and 9(5.1%) participants reported that they were very satisfied, satisfied, neutral, dissatisfied and very dissatisfied respectively.

Regarding supervision of health workers on their job from higher level 14(8.0%) and 75(42.9%) participants reported that they were very satisfied and satisfied respectively, while 76(43.4%) and 8(4.6%) were dissatisfied and very dissatisfied respectively for detail **see table 4 below**.

Table 4: Level of job satisfaction among governmental health workers toward factors affecting Organization at Sebata Hawas Woreda, Oromia: June, 2017 (N=175).

Variables	Respondents response to the level satisfaction on organizational factors				
	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
<i>Job position with profession and experience</i>	16 (9.1%)	84 (48.0%)	1 (0.6%)	72 (41.1%)	2 (1.1%)
<i>Work shift and work hours</i>	17 (9.7%)	87 (49.7%)	1 (0.6%)	68 (38.9%)	2 (1.1%)
<i>Decision making</i>	18 (10.3%)	70 (40.0%)	2 (1.1%)	83 (47.4%)	2 (1.1%)
<i>Increase employe skill and knowldegde</i>	3 (1.7%)	73 (41.7%)	3 (1.7%)	91 (52.0%)	5 (2.9%)
<i>Internal career opportunity</i>	11 (6.3%)	66 (37.7%)	4 (2.3%)	93 (53.1%)	1 (0.6%)
<i>Autonomy in work</i>	18 (10.3%)	71 (40.6%)	2 (1.1%)	79 (45.1%)	5 (2.9%)
<i>Communication systems</i>	10 (5.7%)	79 (45.1%)	3 (1.7%)	80 (45.7%)	3 (1.7%)
<i>Benefits systems</i>	7 (4.0%)	69 (39.4%)	2 (1.1%)	90 (51.4%)	7 (4.0%)
<i>Reward systems</i>	4 (2.3%)	59 (33.7%)	4 (2.3%)	99 (56.6%)	9 (5.1%)
<i>Higher level of supervision</i>	14 (8.0%)	75 (42.9%)	2 (1.1%)	76 (43.4%)	8 (4.6%)

5.2.4. Level of job satisfaction

Respondents who scored median and above were categorized as satisfied and those who scored below mean were categorized as dissatisfied. Accordingly, 64(36.6%) participants were satisfied and 111(63.4%) were dissatisfied, 65(37.1%) were satisfied and 110(62.9%) were dissatisfied, 71(40.6%) were satisfied and 104(59.4%) were dissatisfied with socio-demographic, environmental and orginzational of satisfaction respectively, for detail see figure 3 below.

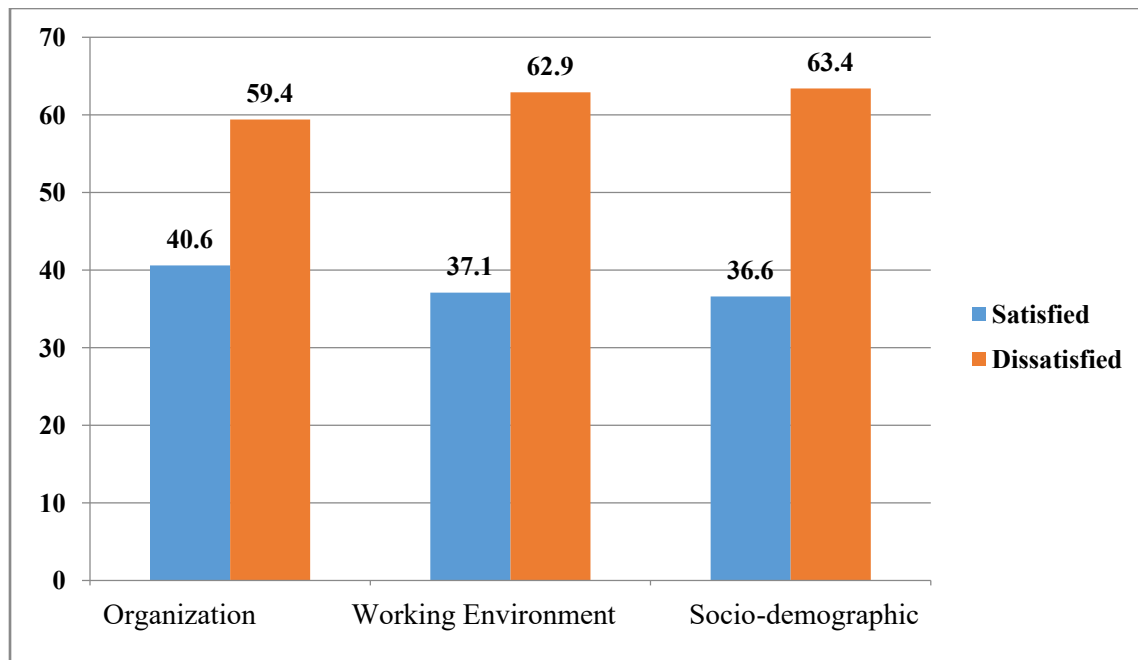


Figure 3: Level of job satisfaction among governmental health workers at Sebata Hawas Woreda, Oromia: June, 2017 (N=175).

5.2.5. Overall job satisfaction

In this study 20 variables were used to measure the over all level of job satisfaction, and to determine the overall level of job satisfaction the responses were dichotomized to satisfied and dissatisfied. Respondents who scored median and above were categorized as satisfied and those who scored below were categorized as dissatisfied. Hence, 68(38.9%) study participants were satisfied with their current job and 107(61.1%) were not satisfied with their current job, for detail see figure 4 below.

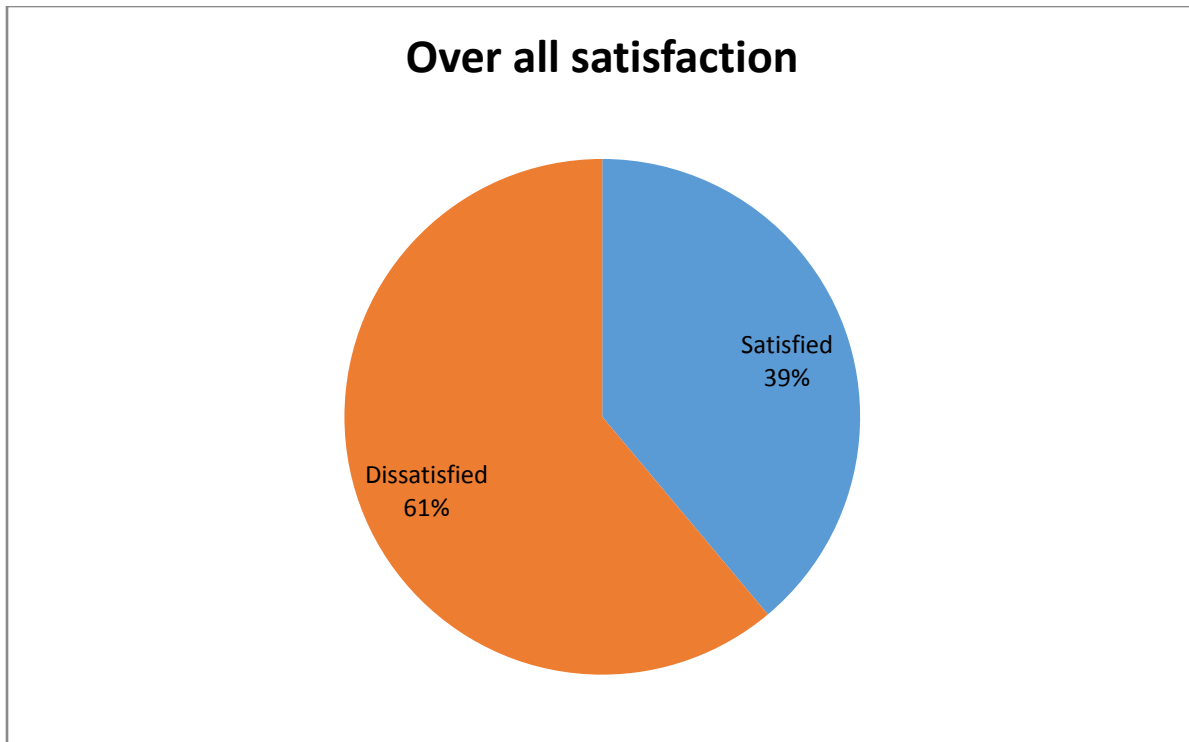


Figure 4: Overall job satisfaction among governmental health workers at Sebata Hawas Woreda, Oromia: June, 2017 (N=175).

5.3. Factors Associated with job satisfaction

In this study to measure factors associated with the overall job satisfaction binary logistic regression and multiple regressions were conducted and associated factors between overall levels of job satisfaction were analysed below.

5.3.1. Binary Logistic Regression with job satisfaction

To measure the association between overall job satisfaction and related factors binary logistic regression was conducted. Binary logistic regression analysis was done to examine presence of association between socio-demographic variables and overall job satisfaction.

Among ten socio-demographic variables age, marital status, and service years of respondent were found to be significantly associated with overall job satisfaction. The Crude Odd Ratio (COR) at 95% CI and P-value of < 0.05 for age was P-value of 0.005 was 1.742[1.182, 2.567],

marital status was P-value of 0.020 was 0.473 [0.253, 0.887], and service year was P-value of 0.044 was 1.557 [1.012, 2.394] as shown in **table 5 below**.

Table 5: Binary regression of socio-demographic factors associated to job satisfaction level among Sebata Hawas Woreda Health workers: June, 2017 (N=175).

Variable	Frequency	Level of job satisfaction (%)		P-Value	COR 95% CI	
		Satisfied	Dissatisfied			
Sex of respondents	male	73	28(38.4%)	45(61.6%)	0.987	0.995(0.536,1.846)
	female	102	39(38.2%)	63(61.8%)		
Age of respondents	20-25	16	3(18.8%)	13(81.3%)	0.005	1.742(1.182,2.567)*
	26-30	93	31(33.3%)	62(66.7%)		
	31-35	52	24(46.2%)	28(53.8%)		
	36-40	9	6(66.7%)	3(33.3%)		
	Above 41	5	3(60%)	2(40%)		
Ethnic group	Oromo	158	61(38.6%)	97(61.4%)	0.790	0.867(0.305,2.466)
	Amhara	17	6(35.3%)	11(64.7%)		
Educational background of respondents	Sertificate	19	3(15.8%)	16(84.2%)	0.194	1.353(0.858,2.133)
	Diploma	87	36(41.4%)	51(58.6%)		
	Degree	66	27(40.9%)	39(59.1%)		
	Masters	3	1(33.3%)	2(66.7%)		
marital status of respondents	Single	108	34(31.5%)	74(68.5%)	0.020	0.473(0.253,0.887)*
	Married	67	33(49.3%)	34(50.7%)		
Religion	Orthodox	90	31(34.4%)	59(65.6%)	0.424	1.109(0.861,1.429)
	Muslim	23	9(39.1%)	14(60.9%)		
	Protestant	48	22(45.8%)	26(54.2%)		
	Catholic	3	1(33.3%)	2(66.7%)		
	Others	11	4(36.4%)	7(63.6%)		
Professional category	Rural HEW	31	7(22.6%)	24(77.4%)	0.409	1.058(0.926,1.209)
	Urban HEW	15	6(40%)	9(60%)		
	Nurse	53	23(43.4%)	30(56.6%)		
	Midwife	19	7(36.8%)	12(63.2%)		
	Laboratory	8	5(62.5%)	3(37.5%)		
	Pharmacy	14	7(50%)	7(50%)		
	Health Officer	19	6(31.6%)	13(68.4%)		
	Environmental Health	13	5(38.5%)	8(61.5%)		
	MPH	3	1(33.3%)	2(66.7%)		
Service year of respondents	Less than 2 years	101	35(34.7%)	66(65.3%)	0.044	1.557(1.012,2.394)*
	2-5 years	52	18(34.6%)	34(65.4%)		
	Above 6 years	22	14(63.6%)	8(36.4%)		
Monthly income	Less tha 1500	13	2(15.4%)	11(84.6%)	0.496	1.110(0.822,1.498)

of respondents	1501-2800	88	37(42%)	51(58%)		
	2801-4000	16	4(25%)	12(75%)		
	Above 4001	58	24(44.4%)	34(58.6%)		
Working Place of respondents	Health Post	31	7(22.6%)	24(77.4%)		
	Health Center	126	50(39.6%)	76(60.4%)		
	Woreda Health Office	8	3(37.5%)	5(62.5%)	0.201	1.062(0.968,1.165)
	Town Health Office	10	7(70%)	3(30%)		

*P-value is less than 0.05, others include Wakefata and Adventist

5.3.2. Multivariate Logistic Regression with over all job satisfaction

Multivariate logistic regression was done among all significant factors on binary logistic regression were age, marital status, and service experience of respondents was significantly associated with job satisfaction. Depending on the result among government health workers in Sebata hawas woreda in the age group of 36-40 years 1.497 times more likely satisfied with their job in reference to those age 20-25 years [AOR=1.497; 95% CI (1.171,13.110)], those married respondents were 2.249 times more likely satisfied with their job in reference to those single respondents [AOR= 2.249; 95% CI (1.135, 4.456)], and those who have above 6 years working experience were 0.199 times less likely satisfied with their current job in reference to those with less than 2 years working experience [AOR=0.199; 95% CI (0.044,0.893)], for detail see **table 6 below**.

Table 6: Multivariate Logistic regression of socio-demographic factors associated to job satisfaction level among Sebata Hawas Woreda Health workers, June, 2017 (N=175).

Variable	Frequency	Level of job satisfaction				COR	AOR		
		Satisfied		Dissatisfied		95% CI	95% CI		
		No	%	No	%				
Age of respondents	20-25	16		3	18.8	13	81.2	1	1
	26-30	93		31	33.3	62	66.7	2.167(0.575,8.171)	0.176(0.916,1.961)
	31-35	52		24	46.2	28	53.8	3.714(0.945,14.597)	0.448(0.041,4.925)
	36-40	9		6	66.7	3	33.3	8.667(1.336,56.229)	1.497(1.171,13.110)*
	Above 41	5		3	60	2	40	6.500(0.731,57.829)	0.751(0.68,8.338)
marital status of respondents	Single	108		34	31.5	74	68.5	1	1
	Married	67		33	49.3	34	50.7	1.742(1.182,2.567)	2.249(1.135,4.456)*
Service year of respondents	Less than 2 years	101		35	34.7	66	65.3	1	1
	2-5 years	52		18	34.6	34	65.4	0.633(0.192,2.090)	0.649(0.119,3.532)
	Above 6 years	22		14	63.6	8	36.4	0.390(0.129,1.180)	0.199(0.044,0.893)*

*P-value is less than 0.05, 1- references

6. Discussion

The result of this study showed that 64(36.6%) health workers of Sebata Hawas woreda were satisfied and 111(63.4%) were dissatisfied with socio-demographic variables, 65(37.1%) were satisfied and 110(62.9%) were dissatisfied with working environment variables, and 71(40.6%) were satisfied and 104(59.4%) were dissatisfied with organizational variables, that resulted 107(61.1%) participants were dissatisfied and 68(38.9%) were satisfied with their overall current job, this result showed that there was slight improvement of Health Workers job satisfaction as compared to a study conducted in west Shoa zone public Hospitals that showed only 34.9% of the study participants were satisfied with their job (6), this might be due to time and working setup difference between the study participants.

The result of this study was slightly lower than the studies conducted in Pakistan and Harari Region among health workers working in governmental health institutions, which were 41% and 44.2% respectively, and the difference might be due to study area difference.

With regard to factors associated with job satisfaction among Sebata Hawas Woreda government health workers age, marital status and working experiences were statistically significant socio-demographic variables, in other way the factors were also similar to a study findings on Public Hospitals of West Shoa Zone, Oromia Regional State Ethiopia, where age and service year were also significant factors (6), the similarities might be due to both study participants work in one region and there were similarities in benefit package and promotion opportunities.

There was a difference between factors affecting job satisfaction between a study conducted in Harari Region Health facility workers and this study because the factors that affected job satisfaction in the later study were organizational management system, salary and payment, and working environment (16) and the difference might be due to working area/regional difference that might have difference benefit and incentive packages and promotion opportunities.

According to one survey conducted in Ethiopia 74.6% of medical doctors, 62.5% of pharmacists, 50.6% of nurses, 50.0% of sanitarians, 36.4% of pharmacy technicians, 45.5% of laboratory technicians and 34.2% of health assistants were not satisfied with their job (3), and according to that study the highest dissatisfaction was observed in medical doctors, but according to this study 77.4% of Rural HEWs, 68.4% of Health Officers, 61.5% of Environmental Health professionals, 56.6%

of Nurses, 37.5% of Laboratory professionals and 50% of Pharmacy professionals were dissatisfied on their job and the highest dissatisfaction was observed among rural HEWs, in addition in the first study the main reasons for dissatisfaction were salary, the difference between the two studies might be due to study participants professional difference and study time difference.

As one study conducted in Pakistan showed that working environment, job description, time pressure, low salaries, lack of training opportunities, improper supervision and inadequate financial rewards were the major factors for job dissatisfaction (14), but according to this study the major factors were age, marital status and working experiences and the difference might be due to country difference that June have different motivation, incentive and promotion package for their health workers and study time difference.

7. Conclusion

With regard to socio-demographic characteristics of study participants the majorities were female, Oromo in ethnicity, Orthodox in religion, married in marital status, diploma in educational status, Nurse in profession, have less than 2 service years, earn a monthly salary within a range of 1,501 and 2,800 ETB and currently working in Health Centers of Sebeta Hawas Woreda.

Job satisfaction was measured with socio-demographic variables, such as personal growth on their current job, experience related to working place and position, educational status, current deployment and promotions, salary increment based on workers performance and interested with current working place the majorities of study participants were dissatisfied.

With regard to level of job satisfaction on working environment variables such as smooth relationship among staffs, cooperation on group work without any disagreement, conduciveness of working environment for health workers, health and safety measures taken at working area and facility of working place the majorities of study participants were dissatisfied.

Regarding level of job satisfaction on organizational related variables such as employee current job position related to their professions and experiences, work shift and hours, participants role on decision making, opportunity that increase employee skill and knowledge, internal career opportunity, autonomy granted to health workers to perform their duties freely, smooth communication system in the organization, benefits systems of health workers, reward systems and supervision of health workers on their job from higher level the majorities of study participants were dissatisfied.

The majorities of Sebeta Hawas Woreda Health Workers were dissatisfied with their current job, and among the exposed socio-demographic variables age, marital status, and service years of respondent were statistically significant factors, accordingly more aged health workers were more satisfied than young health workers, married health workers were more satisfied than unmarried (single), and Health Worker who have more service year were more satisfied than the currently recruited.

8. Recommendations

The finding of this study showed that there was high level of job dissatisfaction among governmental health workers of Sebeta Hawas Woreda which can affect the quality of health services provided to the community, so policy makers and health service managers of the RHB, WorHO, Health facilities and Administrators at all levels have to pay special attention to improve Sebeta Hawas Woreda Health Workers on job satisfactions the followings are recommended:-

- Special attention should be given to un-married, less experienced and young Health Workers since the chance of losing them were very high if no efforts were done.
- Conduct regular supervision and provide professional feedback that can motivate health workers, prepare experience sharing program Specialy for younger, not married and less experienced SebataHawas Woreda health workers from more seniors.
- Woreda Health office and Health facilities managers need to treat their employees based on existing policies, implement the available policies in to practice and orient new health workers on existing policies.
- Provide frequent trainings for health workers to improve knowledge, skill and change attitude that have high contribution for the services delivered for the community.

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10. ANNEXES

Annex 1: Conceptual framework of factors associated with job satisfaction among health workers



Annex 2: Consent for Participation on Factors associated with job satisfaction among health workers in Sebeta Hawas Woreda, Oromia Region, (English)

Dear,

I am submitting my topics for partial fulfillment of the requirement for Masters of Public Health at Addis Ababa University College of Health Science School of Public Health on the topic: Factors associated with job satisfaction among government health workers of Sebeta Hawas Woreda governmental Health Institutions. The purpose of this questionnaire is to get understanding on how you feel about your current work, what things you are satisfied with and what things you are not satisfied with.

So, you are kindly selected randomly to participate in this study. The questionnaire is self administered and it takes few minutes to answer the following questions on the give spaces and read each statement carefully, and decide how satisfied you are with that aspect of your job by keeping the below statement in your mind.

- If you feel on the activity more than you expected, mark under “√” (you mean very satisfied)
- If you feel the activities of job satisfaction factors gives you what you expected with the specific point mentioned, mark under “√” (you mean satisfied)
- If you feel the on the activities of job satisfaction factors you are not able to decide, mark under “√” (you mean you are neutral)
- If you feel the activities of job satisfaction factors gives you less than what you expected, mark under “√” (you mean dissatisfied)
- If you feel the activities of job satisfaction factors gives you much less than what you expected, mark under “√” (you mean very dissatisfied)

Sincerely,

TesfayeDadi

Student of Addis Ababa University School of Health Science

On Masters of Public Health

Annex 3: Questionnaire for the research on Factors associated with Job Satisfaction among health workers in Sebata Hawas Workeda Public Health Sectors.2017 (English Version)

Part I: Socio-demographic Information

<p>1. Sex : Male <input type="checkbox"/> Female <input type="checkbox"/></p> <p>2. Age: 20-25 <input type="checkbox"/> 26-30 <input type="checkbox"/> 31-35 <input type="checkbox"/> 36-40 <input type="checkbox"/> Above 41 <input type="checkbox"/></p> <p>3. Ethnicity: Oromo <input type="checkbox"/> Amhara <input type="checkbox"/> Tigre <input type="checkbox"/> Others _____</p> <p>4. Marital Status: Single <input type="checkbox"/> Married <input type="checkbox"/></p> <p>5. Religion : Orthodox <input type="checkbox"/> Muslim <input type="checkbox"/> Protestant <input type="checkbox"/> Catholic <input type="checkbox"/> Others _____</p> <p>6. Educational Level: Certificate <input type="checkbox"/> Diploma <input type="checkbox"/> Degree <input type="checkbox"/> Masters <input type="checkbox"/></p>	<p>7. Professions:- Urban HEW <input type="checkbox"/> Rural HEW <input type="checkbox"/> Nurse <input type="checkbox"/> Midwifery <input type="checkbox"/> Laboratory <input type="checkbox"/> Pharmacy <input type="checkbox"/> Public Health <input type="checkbox"/> Environmental Health <input type="checkbox"/> Masters of Health Science <input type="checkbox"/> Others _____</p> <p>8. Service Experience 6 months to Below 2 years <input type="checkbox"/> 2-5 Years <input type="checkbox"/> Above 6 years <input type="checkbox"/></p> <p>9. Monthly salary: Below 1500 <input type="checkbox"/> 1501-2800 <input type="checkbox"/> 2801-4000 <input type="checkbox"/> Above 4000 <input type="checkbox"/></p> <p>10. Work place: Health Post _____ Health Center _____ Woreda Health Office _____ Town Health Office _____</p>
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Part II: Questionnaire

Read the following sentences carefully and choose one from alternatives that is relative to your degree of feeling by making “√” in the provided place.

A. Organizational factors	Very Satisfied	Satisfied	neutral	dissatisfied	Very dissatisfied
1. How much you satisfy with your Job position to your profession and experience?					

2. How much you satisfied with your current work hours and work rotation?					
3. How much you satisfy with your Managers fairly treat you and opportunities to contribute in taking decisions?					
4. How much you satisfy with Opportunity that increases to your skill and knowledge on your work?					
5. How much you satisfy with internal career opportunity for you?					
6. How much you satisfy with autonomy that granted to you to perform your duties freely?					
7. How much you satisfy with information about the events and relationships of your organization that have an effect on your work?					
8. How much you satisfy with current benefit?					
9. How much you satisfy with current reward systems in your organization?					
10. How much you satisfy with your higher level that supervised you?					
B. Working Environment Factors	Very Satisfied	Satisfied	neutral	dissatisfied	Very dissatisfied
11. How much satisfy with freely work without demoralized by your manager?					
12. How much you satisfy with Cooperation of your work group at work place without any disagreement and fighting at work?					
13. How much you satisfy with working					

condition that conducive to your job?					
14.How much you satisfy with Health and safety of your working place?					
15.How much you satisfy with facility of your working place like road, water, electric, and house to your work?					
C. Socio Demographic factors	Very Satisfied	Satisfied	neutral	dissatisfied	Very dissatisfied
16. How much you satisfy with your Personal growth with your current job?					
17.How much you satisfy with your living interest with your current working place?					
18.How much you satisfy with your service experience related to your current working place and position?					
19.How much you satisfy with salary increment to youbased on your working performance?					
20.How much you satisfy with your current educational level comparing with your current deployment and promotions?					

I) If you have, any Additional Comments you can explain the reasons behind your answers to these questions. (If you have no additional comments; please draw an X across these lines. If you need more space, feel free to use the back of this page). -----

II) What are the appropriate measurements to be carried out to enhance your job satisfaction according to your opinion?(If you have no additional comments, please draw an X across these lines. If you need more space, feel free to use the back of this page). -----

III) What are the factors that you most dislike and like about your job in addition to above-mentioned facts? (It is not contradicted to what you have accepted above)-----

Kabajamtoota,

Ani yeroo ammaa kana Mata duree qorannoo barumsa koo digirii 2^{ffaa} Saayinsii Fayyaa Hawaasa Yuunivarsiitii Finfinneetti Koolleejjii Saayinsii Fayyaa Mana barumsa Saayinsii Fayyaa Hawaasa keessatti **dhiibbaawwan Itti quufinsa hojii ogeessota fayyaa mana hojii mootummaa Aanaa Sabbata Hawas keessa hojjatanqabu** jedhu irratti galfadhee naaf mirkanaa’e jira. Kaayyoon guddaan gaaffii kanaa hubannoo waliigalaa hojii kee yeroo ammaa kana hojjachaa jirtu irratti hangam akka itti quufu, wantootni hojii kee irratti itti quufinsa siif ta’anii fi wantoota hojii kee irratti akka itti hin quufne si taasisan adda baasufi dha.

Kanaafuu, ati gaaffii qorannoo kana akka guuttuuf kabajaan filatamtee jirta. Gaaffiin kun kan guuttamu dhuunfaadhaan waan ta’ee yeroo xiqqoo fudhachuudhaan gaaffiiwwan armaan gadii iddoo qophaa’ef irratti hundumaa dubbisuun sirrii ta’a jettee kan yaaddu offeeggannoodhaan guuti. Yeroo deebii guuttu kallattii hojii keetin kan itti quufinsa siif kennu danda’u kan armaan gadiitti tarreeffaman giddugaleessa godhachuudhaan murteessudhaan guuti.

- Gaaffiin gaafatamte itti quufinsa hojii kee irratti yoo kan yaaddu olitti kan itti quufu ta’e, iddoo qophaa’e irratti mallattoo “√” guuti (kana jechuun Baay’ee akka quufte agarsiisa)
- Gaaffiin gaafatamte itti quufinsa hojii kee irratti yoo kan yaaddun kan walmadaalu ta’e, iddoo qophaa’e irratti mallattoo “√” guuti (kana jechuunakka itti quufte agarsiisa)
- Gaaffiin gaafatamte itti quufinsa hojii kee irratti yoo murtoo kennuuf kan si rakkisu ta’e, iddoo qophaa’e irratti mallattoo “√” guuti (kana jechuundeebi kennuuf akka si rakkise agarsiisa)
- Gaaffiin gaafatamte itti quufinsa hojii kee irratti yoo kan yaaddu gadii kan itti quufu ta’e, iddoo qophaa’e irratti mallattoo “√” guuti (kana jechuun akka Itti hin quufne agarsiisa)
- Gaaffiin gaafatamte itti quufinsa hojii kee irratti yoo kan yaaddu gadii baay’ee kan itti quufu ta’e, iddoo qophaa’e irratti mallattoo “√” guuti (kana jechuun Baay’ee akka Itti hin quufne agarsiisa)

Nagaa Wajjin,

Tasfaayee Daadhii

Barataa Digirii 2ffaa Saayinsii Fayyaa Hawaasa

Yuunivarsiitii Finfinnee Koolleejjii Saayinsaa Fayyaa

Kutaa I: Odeeffannoo Waliigalaa

<p>1. Saalaa : Dhiira <input type="checkbox"/> Dubara <input type="checkbox"/></p> <p>2. Umrii: _____ 20-25 <input type="checkbox"/> 26-30 <input type="checkbox"/> 31-35 <input type="checkbox"/> 36-40 <input type="checkbox"/> Above 41 <input type="checkbox"/></p> <p>3. Qomoo: Oromoo <input type="checkbox"/> Amaara <input type="checkbox"/> Tigree <input type="checkbox"/> Kan biro _____</p> <p>4. Haala Maatii : kan hin fuune <input type="checkbox"/> Kan fuudhe <input type="checkbox"/></p> <p>5. Amantaa : Ortodoksii <input type="checkbox"/> Musliima <input type="checkbox"/> Pirotistaantii <input type="checkbox"/> Kaatolikii <input type="checkbox"/> Kan biroo _____</p> <p>6. Sadarkaa Barumsaa: Sartifikeetii <input type="checkbox"/> Dipilooma <input type="checkbox"/> Digirii <input type="checkbox"/> Maastersii <input type="checkbox"/></p>	<p>7. Ogummaa:- HEF Baadiyyaa <input type="checkbox"/> HEF Magaala <input type="checkbox"/> Narsii <input type="checkbox"/> Midwifery <input type="checkbox"/> Laabooraatorii <input type="checkbox"/> Ogeessa Qoricha <input type="checkbox"/> Qondaala fayyaa <input type="checkbox"/> Eegumsa Naannoo <input type="checkbox"/> Maastersii Fayyaa <input type="checkbox"/> Kan biraa _____</p> <p>8. Muuxannoo Hojii Ji'a 6 hanga waggaa 2 gadi <input type="checkbox"/> waggaa 2-5 <input type="checkbox"/> waggaa 6 ol <input type="checkbox"/></p> <p>9. Mindaa ji'aa: 1500 gadi <input type="checkbox"/> 1501-2800 <input type="checkbox"/> 2801-4000 <input type="checkbox"/> 4000 ol <input type="checkbox"/></p> <p>10. Iddoo Hojii: Keella Fayyaa _____ Buufata Fayyaa _____ Waajjira Fayyaa Aanaa _____ Waajjira Fayyaa Magaala _____</p>
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Kutaa II: Gaaffilee

Barreeffama armaan gadii offeeggannoodhaan dubbisuudhaan filannoowwan tarreeffaman keessa haala qabatamaa kee waliin walfakkaata jettee kan itti amantuu tokko mallattoo “√” kanaan iddoo qophaa’ee keessatti guuti.

A. Dhiibbaa Amaloota Mana hojii waliin walqabatan	Baay’een itti quufa	Ittin quufa	Deebii kennuuf na rakkisa	Itti hin quufu	Baay’ee itti hin quufu
1. Gita hojii hojjachaa jirtu ogummaa fi muuxannoo keetin yoo walbira qabdu hangam itti quufta?					

2. Guyyaatti sa'aatii hojjattuu fi dabaree hojii siif kennamu hangam itti quufta?					
3. Itti gaafatamaan kee seeran si keessumeessa?,akkasumas murtoo kennamu irratti akka hirmaattu carraa siif kennu irratti hangam itti quufta?					
4. Carraan dandeetti fi beekumsa ogummaa kee akka ittii fooyyeffattu siif kennamuilaalchise hanga itti quufta?					
5. Guddina sadarkaa keessa siif kennamu irratti hangam itti quufta?					
6. Gahee hojii kee bilisaan dhiibba tokko malee akka raawwachu dandeessu siif godhamu irratti hangam itti quufta?					
7. Odeeffannoon haala yeroo fi walitti dhufeenyi mana hojii kee dhiibbaa hojii kee irratti qabu hangam si quubsa?					
8. Faayida yeroo ammaa kana argachaa jirtu hangam itti quufa jirta?					
9. Sirna Badhaasa ykn beekamti bu'aa hojiitiin kennamu kan mana hojii kee keessa jiru hangam si quubsa jira?					
10. Hordoffii hoggansaa kee irraa siif taasifamu hangam itti quufa jirta?					
B. Dhiibbaa Naannoo waliin walqabatan	Baay'een itti quufa	Ittin quufa	Deebii kennuuf na rakkisa	Itti hin quufu	Baay'ee itti hin quufu
11. Dhiibba tokko malee Itti gaafatama kee waliin hojjachuu waliin walqabatee hangam itti quufta?					
12. Qindoominni garee iddoo hojii kee waliigaltee fi waldhabbi tokko malee hojii hojjattu irratti qabuun walqabatee					

hangam itti quufta?					
13. Haalli iddoo hojii kee hojii hojjattuuf mijataa ta'uu waliin walqabatee hanga itti quufta?					
14. Iddoon hojii kee fayyaa keetif mijataa siif ta'uun hojjachuu irratti hangam itti quufta?					
15. Haalli mijaa'ina naannoo hojii kee kan akka daandii, bishaan, ibsaa fi mana jireenya hojii keetif mijataa ta'uun walqabatee hangam itti quufta?					
C. Dhiibba Haala waliigala hojjataa waliin walqabatee	Baay'een itti quufa	Ittin quufa	Deebii kennuuf na rakkisa	Itti hin quufu	Baay'ee itti hin quufu
16. Ogummaa keetin sadarkaa guddinaa siif taasifamu waliin walqabatee hangam itti quufta?					
17. Fedhiin qabduu fi iddoon hojii kee walmadaalu irratti hangam itti quufta?					
18. Muuxannoon hojii kee iddoo hojii yeroo ammaa hojjattu fi gahee hojii qabdu waliin yoo walbira qabamu hangam itti quufta?					
19. Daballiin mindaa sirna bu'aa madaalli hojii kee irratti hundaa'esiif taasifamu irratti hanga quufta?					
20. Sadarkaa ogummaa qabduun ramaddii fi guddinni siif taasifamu irratti hangam quufta?					

- I. Yaada dabalataa kan biraa kamiyyuu gaaffiwwan kanaan walqabatani jiran kaasu ni dandeessa. Yaada dabalataa yoo hin qabaatne iddoo duuwaa armaan gadii irratti mallattoo „X“ gochuudhaan irra darbu ni dandeessa. Yaada qabduuf yoo iddoo dabalataa kan si barbaachisu ta'e duuba fuula kana irratti lakkoofa gaaffii kana barreessuun fayyadamuu ni

dandeessa.-----

II. Sirni madaalli sirrii itti quufinsa bu^{aa} hojii kee dabaluu danda^u maalidha jetteeti yaadda? Yaada dabalataa yoo hin qabaatne iddoo duuwaa armaan gadii irratti mallattoo „X“ gochuudhaan irra darbu ni dandeessa. Yaada qabduuf yoo iddoo dabalataa kan si barbaachisu ta^e duuba fuula kana irratti lakkoofa gaaffii kana barreessuun fayyadamuu ni dandeessa.----

III. Dhiibbaawwan itti quufinsa hojii kee irratti qabu jedhamee armaan olitti ibsaman keessa kamtu sitti tole akkasumas kamtuu sitti hin tole? Kana jechuun yaadni kee akka walfalleessu taasisu jechuu miti.-----

Annex 6: Declaration

The Under signed declare that this thesis is my original work, has not been presented for a degree in this or any other university and all source materials used for the thesis have been duly acknowledged.

Name of the student:- **Tesfaye Dadi Seboka**

Signature: _____

Place: Addis Ababa University, College of Health Sciences School of Public Health

Date of submission: _____

This thesis has been submitted for examination with my approval as university Advisor

Name of Advisor: **Dr. Mesfin Addissie**

Signature: _____

Date: _____