

ADDIS ABABA UNIVERSITY
COLLEGE OF HEALTH SCIENCES
DEPARTMENT OF MEDICAL LABORATORY SCIENCES



**Assessment on factors influencing the job satisfaction level of
Medical laboratory professionals working in private health Facilities
in Addis Ababa , Ethiopia**

By: Abi Birhane (BSc)

Advisors: Mistire Wolde (MSc ,PhD)

Kassu Desta (MSc,PhD Candidate)

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This is to certify that the thesis prepared by Abi Birhane, entitled: “Assessment on factors influencing the job satisfaction level of Medical laboratory professionals working in Addis Ababa private health Facilities” and submitted in partial fulfilment of the requirements for Master of Science degree in Clinical Laboratory Sciences (Laboratory Management and Quality Assurance). complies with the regulations of the University and meets the accepted standards with respect to originality and quality.

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ABSTRACT

Back ground : The term job satisfaction refers to the attitude and feelings of people about their work. Positive and favourable attitudes towards the job indicate job satisfaction. Whereas, negative and unfavourable attitudes towards their job indicate job dissatisfaction

Objective of Study: To assess factors influencing job satisfaction level of MLPs working in selected private health facilities , Addis Ababa , Ethiopia 2021.

Methods: Facility based cross-sectional study design was employed from Nov.- Dec 2021 in selected PHFs in Addis Ababa city using pre-tested and self-administered questionnaires with a total sample size of 318 MLPs. The collected data entered into Epi-info version 7.2 for editing and then exported to SPSS version 26 for further cleaning and analysis purpose. Frequency, percentage and cross tab was employed to determine the level of job satisfaction and relation with factors. All variables with P-value < 0.2 in bivariate analysis were considered for multivariable analysis. Multivariable analysis with 95% CI at P-value < 0.05 was used to determine the relationship between leadership styles and job satisfaction.

Result: Out of the total of 318 participants 148 were females and 137 males .Less than one-third of participants, 88 (30.9%) were satisfied with their job. Laboratory technologists working in poor working environment [AOR = 0.130 (95% C.I for AOR, 0.049– 0.346, p = 0.00)] when compared to those working in good working environment, MLPs working under command based leadership style [AOR = 0.537 (95% C.I) for AOR, 0.275–0.852, p = 0.048)] when compared to those under participatory leadership, and those working in facility with adequate availability of lab tests [AOR = 9.757 (95% C.I) for AOR, 1.071– 88.91, p = 0.043)] were independent predictors of job satisfaction.

Conclusion and recommendation: According to this study job satisfaction of MLPs was significantly low. Owners and managers of private health facilities should consider factors that affect job .Further research should be conducted to investigate other factors that contribute to job satisfaction of MLPs in private health facility.

Key words: Job Satisfaction, Private health facilities, Medical Laboratory professionals

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ABBREVIATIONS

AAFMHACA: Addis Ababa Food Medicine & Health care Administration & control Authority

AOR: Adjusted Odds Ratio

CI: Confidence Interval

COR: Crude Odds ratio

ESA : Ethiopia Standard Agency

MLP :Medical Laboratory Professionals

PHF : Private Health Facility

PPE: Personal Protection Equipment

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1. INTRODUCTION

1.1 Background

Job satisfaction is one of the important factors which influence performance and productivity of an organization. It can be defined as a pleasurable or positive emotional state resulting from an appraisal of one's job. Job satisfaction is of major concern whenever outcome variables such as work engagement or positive emotional experience at the workplace are considered. It constitutes an indirect measure of employee well-being in the line of thought of positive psychology. It has garnered considerable interest in both its situational and dispositional antecedents. (2)Work satisfaction is comprised of intrinsic and extrinsic factors. Intrinsic factors are those internally derived and include personal achievement, sense of accomplishment, and prestige. Extrinsic factors are those derived from factors in the practice environment and include pay and benefits, working conditions, and resources (30).

The study of job satisfaction is a topic of wide interest to both people who work in organizations and people who study them. It has been closely related with many organizational phenomena such as motivation, performance, leadership, attitude, conflict, moral etc. Also when employees are satisfied they stay. Research has demonstrated the importance of job satisfaction to an organization in terms of its positive relationship with individual performance, productivity, employee relations, physical and mental health and life satisfaction. The application of job satisfaction in the workplace is a difficult concept to grasp due to its individualistic and situational nature. What one employee desires from work, another may not. For instance, one employee may put salary in high regard, while another may

find autonomy the most important. Unfortunately, one aspect alone will most likely not effect an employee's job satisfaction. (26)

Medical Laboratory professionals (MLP) play a vital role in the detection, diagnosis, and treatment of diseases. However, this-professionals were among highly neglected cadres in health systems across sub-Saharan Africa. They often work in facilities which are poorly equipped and do not systematically respect safety and infection control standards. In return, laboratory staff can become dissatisfied by the lack of faith in their profession and as a result, high staff turnover which affects the performance of MLP's and ultimately quality of the clinical care (27)

Job satisfaction of the personnel's is vital since quality laboratory service is essential for a wide range of diagnosis, treatment and monitoring in health care delivery. Clinical Laboratory services in sub-Saharan African countries are known to suffer many challenges due to lack of awareness on the laboratory service, shortage of resources ,poor management system, lack of quality assurance program, shortages of equipment, shortage of training and poor staff motivation system .In addition to that poor human resource management ,poor resources provision, poor management commitment, ineffective communication system and lack of well-established quality management system also affect the quality laboratory services and those personnel's in the system(4).

Low level of job satisfaction in developing country health workers can greatly affect the quality of health care services provided. Among the main factors which induce negative effects upon medical laboratory professionals job satisfaction were workload, lack of recognition, inadequate health and safety environment in the laboratories that threatens their general well-being, unfair promotion system, in appropriate organizational policies, poor relationships with superiors, and high levels of stress were identified (5). As new staff lack prerequisite training and do not have the foundation on which to build

and they require more time and resources need to advertise, interview, hire and train. High turnover of laboratory professionals is a drain on programme funds, difficult to implement new diagnostics techniques, research protocols, quality improvement systems, and policies. Furthermore, Pay,

Promotion, Working Conditions and Nature of Work are the prominent for the job satisfaction level of the employees which requires appropriate steps to enhance the job satisfaction level of employees by the management of private health facilities. Likewise facility management systems should take into account of the identified dissatisfaction factors in order to minimize the turnover level of the employees in private health facilities (6).

According to Ethiopian standard health care requirements, Laboratories in the health system are categorized in four tiers /district/health center, hospital, regional and national laboratory. In other classification of HF by Ethiopian standard agency (ESA) which set the national minimum requirement for any type of health facility was launched in 2005 E.C and health facilities are classified in three tiers as tertiary, secondary and primary health care levels. Except few types most HFs does have integrated clinical laboratory services as a mandatory requirement .There is also a standalone clinical laboratory service namely , basic and advanced diagnostic laboratory in the national standard approved by ESA. In this study MLP includes ,those laboratory professionals who study medical laboratory science in diploma , BSc, Msc and PhD level .

1.2 Statement of the Problem

Most organizations are facing a frequent turnover of staff and as such the high turnover is costing them interims of productivity, money and time. Turnover affects productivity, product and service quality, and profitability (8). High employee turnover has become a problem for private institutions. The increasing turnover intentions of employees are a chaotic problem for most of the organization. Best performing employees are looking for new opportunities in the market where they are better off in every aspect of their work worldwide (9).The same is true in private health facilities, when laboratory professionals are satisfied in their work , they will perform much better and deliver quality clinical laboratory service effectively than they perform their duty when they are unsatisfied.

When better-performing medical laboratory professionals leave the health facility, it affects the quality of healthcare. In Private health facilities, the key activity of building core competencies in the market is the performance and quality service of clinical laboratories, so if the professionals are not satisfied in their job, then they could not be able to deliver the service effectively. Thus have a negative impact on clinical diagnostic outcomes (7).This research aims to highlight some of the key factors that have an impact on medical laboratory professionals' level of satisfaction on their job.

1.3 Significance of the Study

Obviously the satisfaction of workers had a direct impact on the service they render, which had also a positive or negative impact on the overall outcome of production or service that the organization suppose to provide . Currently it is noticeable that there is unavailability/shortage/of few types of health professionals in Addis Ababa and one of those is MLPs. Assessing the job satisfaction of Medical laboratory professionals who works in the PHs of Addis Ababa will help to identify those factors that are cause of dissatisfaction which may lead them to change and leave the profession. Hence those who are responsible to change the situation like educational policy makers teaching institutes will get information and be able to take corrective measures. This study may encourage others to do more broader and deeper research about the issue to bring an outcome that enhance the development of the discipline and magnify the importance of clinical laboratory service are satisfied and like their job others will be attracted to join the field.

2. Literature Review

Job characteristics have an influence on critical psychological states, which in turn influence personal and work outcomes, given the strength of the employee's growth needs. Positive psychological states are associated with high internal work motivation, high quality work performance, high satisfaction with the work, and low absenteeism and turnover. According to studies done in different sub-Saharan countries, job satisfaction is an indicator for the recruitment and retention of health care staff and the provision of good quality of care (6).

Many studies done in different part of the world showed that MLPs Job satisfaction influenced by several factors which are directly related with work environment & benefits. Thus the laboratory professional's job satisfaction level has its own effect on the delivery and availability of clinical laboratory service. According to Al-rawahi major factors that cause dissatisfaction at work were "work load, lack of promotion, health and safety in the laboratory, relationship with leaders and hospital policies (4). In their study Kathy Doig and Susan Beck explained that strong commitment to work in clinical laboratory, job security and work location in proximity to residence make employees to stay satisfied in current job. The absence of health and safety in all laboratories was the most frequently mentioned source of job dissatisfaction among MLPs (10).

A study done in seven sub-Saharan Africa by Maryland University shows that Laboratory professional who work in private health facilities were more likely to change jobs due to job dissatisfaction than those working in governmental health institutions. It was shown that the observed factors, many of them were country specific such as salary scale, benefits, and allowance. In some countries staying as governmental employee till the retirement age will enable to get accumulated benefits thus leaving early will result in losing it. It is also shown that highly qualified

laboratory professional's exhibits prolonged stay on the same workplace reasoning that their current job match their experience and educational level. Similarly the study suggest that less qualified laboratory professionals were also tend to stay at their current job due to less employment opportunities for the reason of their experience and lower educational qualification (6).

Another study done in Laboratory programmes in seven states of Nigeria indicates that work experience seemed to be an important determinant for changing jobs , professionals with few years work experience tend to change job more frequently. Another finding of the study was less highly qualified laboratory professionals were more inclined to stay at their current job because their experience and educational level was less marketable and therefore, they had limited employment opportunities. On the other hand, highly trained laboratory professionals did not change their job as frequently because, most likely, their current job already matched their experience and educational level. It was also indicated Laboratory professionals employed in the private sector were more likely to change jobs than those working in the public sector (15).

In contrast to most of studies Al-Quathmi and Zedan in their study shows that there was no vital connection found between education levels, cause for turnover and motivation. Factors such as poor interaction with the staff, lack of self-rule and freedom, inconvenient work environment and fulfilment of workers expectations indicated as less impactful factors on employee's turnover (12).The study done in Jimma University Specialized Hospital showed that satisfaction according to professional background characteristics of the respondents was reported highest dissatisfaction among medical laboratory technologists (66.7%). Identified causes include lack of promotion, insufficient trainings and lack of job description (14).

A cross sectional study that conducted in Addis Ababa governmental health centers, showed that overall job satisfaction of health workers was 53.8% with 95 % CI of (48.9%, 59%). Marital status

and professional qualification were the potent predictors of job satisfaction. Respondents who never married were 1.65 times more likely to be satisfied in their job than those married or divorced (AOR: 1.65 (95% CI: 1.02, 2.66)). Medical laboratory professionals and Nurse professionals were 2.74 and 1.97 times more likely to be satisfied in their job compared to health officers AOR: 2.47 (95% CI: 1.14, 6.59) and AOR: 1.97 (95% CI: 1.12, 3.48), respectively)(18). The study conducted in Jimma University specialized hospital, also showed that only sixty (41.4%) health professionals were satisfied with their job (14).

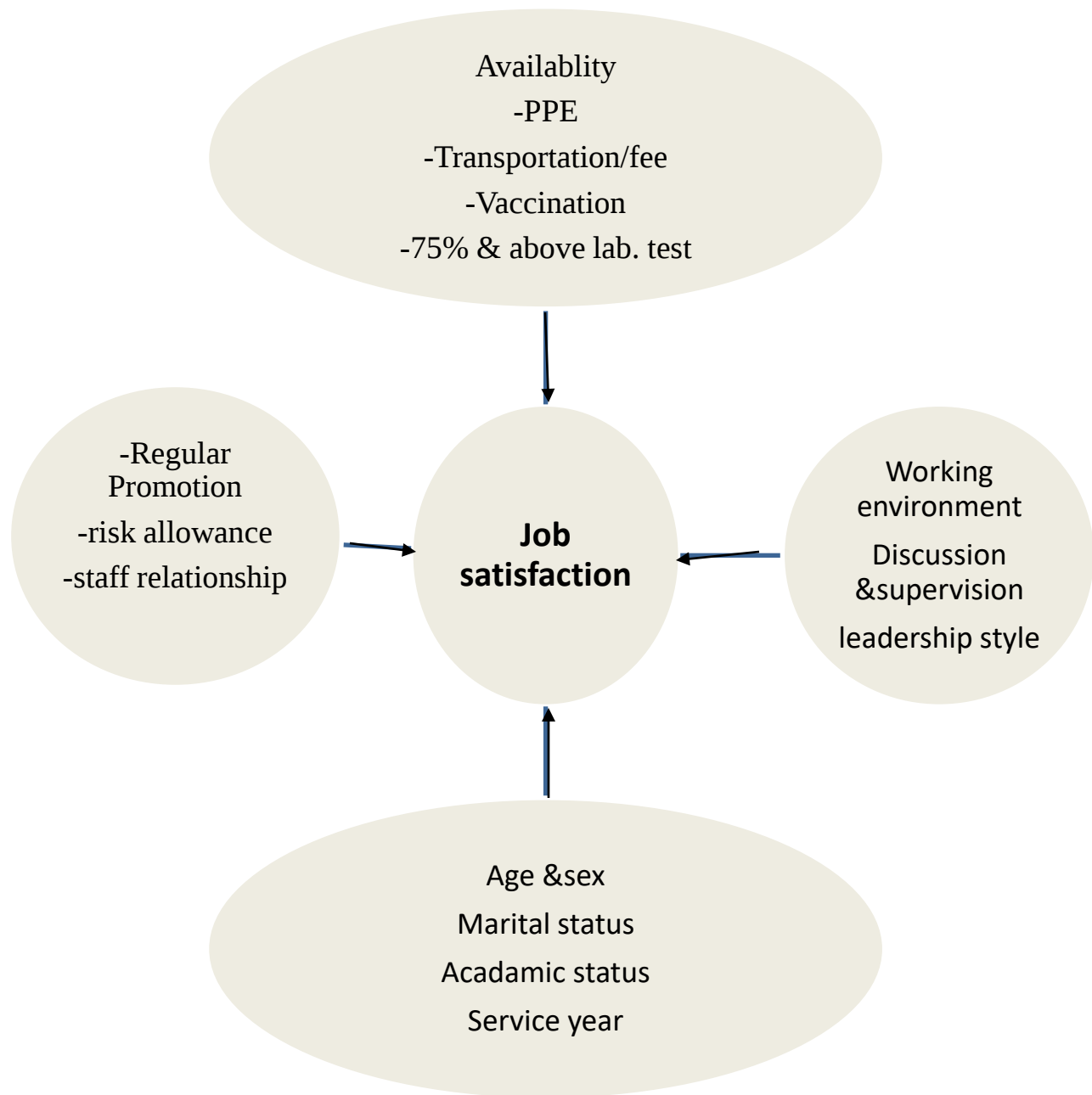


Fig. 2 Conceptual framework for the study on factors affecting job satisfaction of MLTs

3.Objective of the Study

3.1 Major Objective

- To assess job satisfaction of Medical Laboratory Professionals who works in private health facilities in Addis Ababa, Ethiopia 2021.

3.2 Specific Objectives

- To determine the level of job satisfaction of Medical Laboratory Professionals in private health facilities in Addis Ababa, Ethiopia 2021.
- To identify the factor which determine the level of job satisfaction of Medical Laboratory Professionals in private health facilities in Addis Ababa, Ethiopia2021.

4. Materials and Methods

4.1 Study Design

Facility based cross sectional quantitative study design was employed to assess job satisfaction of Medical Laboratory Professionals in selected private health facilities in Addis Ababa, Ethiopia 2021.

4.2 Source Population

Medical Laboratory Professionals who were working in selected private health facilities of Addis Ababa, Ethiopia 2021.

4.3 Study Population

All Medical Laboratory Professionals who were working in the selected PHF's in Addis Ababa, Ethiopia. Currently there are 20 private general hospitals, 60 specialty centers ,10 Advanced and 06 basic stand alone clinical laboratories in Addis Ababa. The study was conducted in 10 selected private general hospitals ,10 specialty Centers and 08 Advanced and basic stand alone clinical laboratories . In the study a total of 30 different types of PHFs were randomly selected. Thus 10 general hospitals, 10 specialty centers , 07 advanced and 03 basic stand alone clinical laboratories are included . The general hospitals were Amin, Ethio-tebib, TZNA, Zenbaba, Addis-Hiwot , St. Gebriel , Yerer , Silk road , ICMC and Afran. The speciality centers were Adera, Washington, Tazma , National, Addis Internal medicine centers, Brass, Grace , Semah , Nain and Betsegah MCH centers. The stand alone Advanced clinical laboratories Arsho ,ICL, Labco, Hema, Betzata , Sante, Wudassie, MRC-Et and two branches of Arsho basic laboratories were included.

4.4 Study Area and Period

The study was conducted in selected private health facilities from November to December 2021 in Addis Ababa. Addis Ababa is a capital city of Ethiopia with eleven sub cities and one hundred twenty one woredas . The current estimation of the metro area of population was 5, 006,000,

according to 2021 projection of Ethiopian Statistical Agency (16). Based on Addis Ababa city Administration food, medicine and healthcare control Authority (FMHACA) list, there are about 2000 private health facilities at different level of health tier system. According to Addis Ababa regional health bureau report 25% of the city health care service is covered by private health facilities.

4.5 Eligibility Criteria

Inclusion Criteria

All Medical Laboratory Professionals who were working in selected a private health facility who works at least for the past six months and also those who were willing to participate in the study.

Exclusion Criteria

Medical Laboratory Professionals who were absent from job in those selected private health facilities due to sickness, annual and maternity leave during the data collection period were excluded from being participant in the study.

4.6 Sample Size Determination and Sampling Technique

4.6.1. Sample Size Calculation

The sample size was calculated using single population proportion formula at 95 % confidence interval, 5% of absolute precision, assuming $p = 50\%$. Because, the study population was less than 10,000 which was 1168 medical laboratory professionals.

$N = (Z_{\alpha/2})^2 pq/d^2 = (1.96)^2 (0.5)(1-0.5)/(0.05)^2 = 384$ and since the study population was less than 10,000, correction formula was required to obtain 318.

$$n_{final} = \frac{n}{1 + \frac{n}{N}}$$

$$N_{final} = 384 / 1 + 384 / 1168 = 289$$

$$X = 10\% \text{ non-respondent rate} = 29$$

$$\text{Sample size (N)} = 318$$

Total sample size to be included in the study was 318 medical laboratory professionals who work in different private health facilities of Addis Ababa. The study was conducted by using simple random sampling method.

4.6.2. Sampling Technique and Procedure

According to the data obtained from AAFMHACA, there were 2000 private health facilities of different levels during the data collection period in Addis Ababa. A total of 30 private health facilities were selected by using simple random sampling method.

4.6.3 Data Collection Instrument

Well-structured and self-administered questionnaire were used to collect data from all MLPs who were working in selected PHFs. The questionnaire was adapted from different similar studies. The questionnaire had two parts: A demographic information sheet, and job satisfaction questionnaire.

4.7 Variables

Dependent variables

Job satisfaction of Medical laboratory professionals.

Independent variables

Socio demographic, work load, par time job, working environment, availability of transportation/fee/, availability of 75% of tests from the list , type of leadership, refreshment training, opportunity of upgrading education, retention mechanism, recognition mechanism, availability of clear job description, regular supervision and others.

4.8 Data Collection Method and Procedure

To ensure the quality of the data, training was given for one day for data collector before data collection. The questionnaire was prepared in English. The questionnaire was pre-tested at 5% of the total sample size at non-selected private health facilities of Addis Ababa and modification was made based on the feedbacks. Continuous supervision was done to take any appropriate measure to any vague or confusing issue arise. The data was cleared, edited and checked for its consistency, completeness and free of out layers and missing values by principal investigator on daily basis. Any error or ambiguity and incompleteness were corrected accordingly. After data collection completed re-checking was done. Finally, sorting the data either as soft copy and hard copy format and double data entry was done for preventing data loss and to see data consistency

respectively. Data entry template was prepared carefully based on required variable and study objectives. The edited data were coded as necessary for analysis purpose.

4.9 Data Processing and Analysis

Collective quantitative data was checked for its completeness and validity, and the data was entered into computer Epi info window version 7.2 for further editing. Then the data were exported to SPSS version 26 for further cleaning and analysis purpose. Descriptive statistics, frequency distribution and cross tabulation were carried out. Means, median and standard deviation were used to determine the level of job satisfaction of medical laboratory professionals who works in private health facilities. And then, all variables with p-value <0.2 in bivariate analysis are considered as a candidate for multi variable logistic regression analysis. Multi variable logistic regression analysis was employed to identify statistically significant predictors. Therefore p-value < 0.05 was taken as statistically significant on multivariable model.

4.10 Ethical Consideration

Ethical clearance was obtained from AAFMHACA and Addis Ababa University and it was submitted to selected private health facilities from where the data were collected. When necessary it also be disseminated to relevant stake holders and presented on any professional association, conference and meetings in the future. Finally, publication will be attempted in national or international scientific reputable journals.

5. RESULTS

5.1 Demographic information of laboratory professionals

From a total of 318 Medical laboratory professionals, 285 of them participated in this study with response rate of 89.6%. From the total respondents 148(51.9%) were females ,179 participants age fall between 26 -35. Concerning the marital status 148 were unmarried and the academic status of 148 was bachelor degree. The work experience of 148 (51.9%) was 6-15 years, and in terms of assigned position 209 (73.3%) were technical staffs.(Table 1).

TABLE 1: Socio demographic data of Medical laboratory professionals in Private health facility in Addis Ababa, Ethiopia 2021(n=285).

Variables	Category	Numbers	Percentages (%)
Sex	Male	137	48.1
	Female	148	51.9
Age	Below25years	45	15.8
	26-35	179	62.8
	36-45	42	14.7
	46-55	7	2.5
	Above55years	12	4.2
Marital Status	Married	137	48.1
	Unmarried	148	51.9
Academic Status	Diploma	86	30.2
	Bachelor degree	147	61.1
	Master's degree	24	8.4

	PhD degree	1	4
Service Year	Below1year	19	6.7
	1-5years	91	31.9
	6-15years	148	51.9
	16-25years	12	4.2
	26&aboveyears	15	5.3
Laboratory position	Laboratory managers	17	6
	Section head/supervisor	30	10.5
	Quality manager	19	6.7
	Safety officer	10	3.5
	Technical staffs	209	73.3
Assigned Section	Bacteriology	9	3.2
	Hematology	13	4.6
	Parasitology	14	4.9
	Clinical Chemistry	18	6.3
	Serology	5	1.8
	Others	0	0
	Perform all tests	226	79.3

5.2 Availability of Personal Protective Equipment's (PPE)

Concerning availability of Personal protective equipment's (PPE) , MLPs in private health facilities that had access for glove were 285(100%), 236(82.9%)for facemask, 257(90.2%) for gown, 222(78%) for lab shoe 153(53.7%) for goggle and 111(38%)had access for apron. (Figure1).

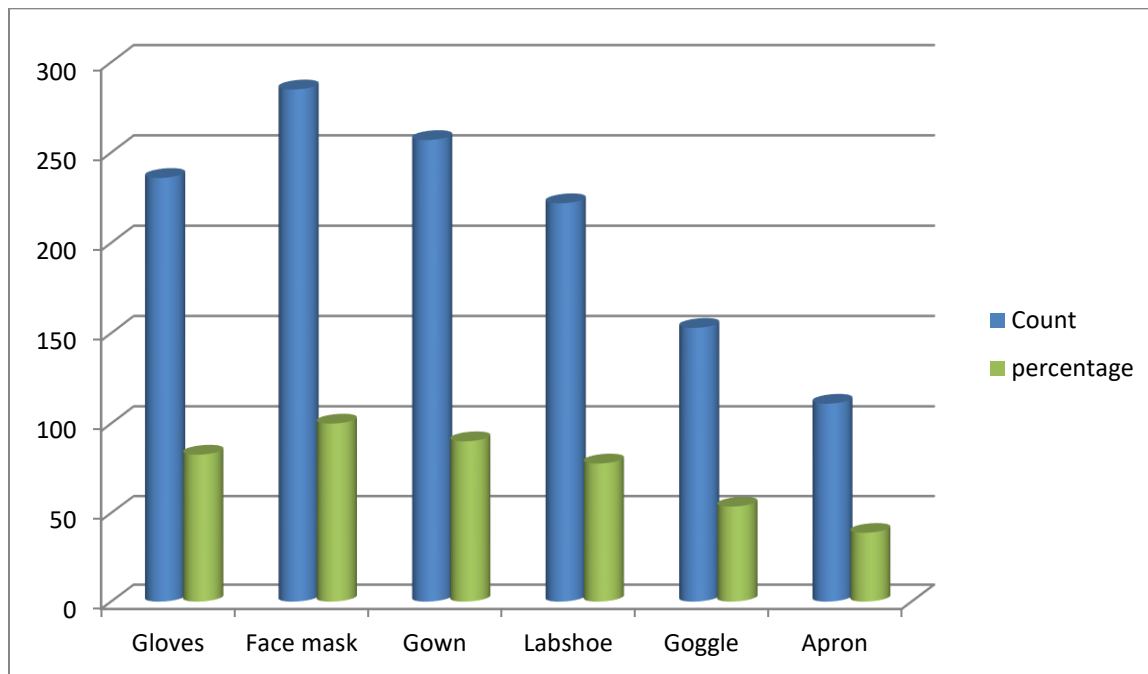


figure1: Availability of PPE for medical laboratory professional's in private health facilities of Addis Ababa, Ethiopia 2021.

5.3 Overall Job satisfaction of medical laboratory professionals

Less than half of the study participants, 30.9% (88) with 95%CI(26.8%-4.9%) were agreed that they were satisfied with their job, whereas, most 69.1%(197) MLPs agreed that they were dissatisfied with their job (Table 2).

Table2: Job satisfaction of Medical laboratory professionals in private health facilities in Addis Ababa, Ethiopia 2021.

Variable		Frequency	Percentage	Cumulative percentage
Satisfaction	Dissatisfied	197	69.1	69.1
	Satisfied	88	30.9	100
Total		285	100	

5.4 Cross-tabulation between job satisfaction and other factors

Out of 82 medical laboratory professionals who responded that private health facilities had recognition programs based on the employee performance , 12 (14.6%) of them were satisfied with their job, while out of 203 who responded that private health facilities doesn't had a recognition programs, 76 (37.4%) of them were satisfied in their job .Out of 209 medical laboratory professionals who responded that head of the department undertake regular supervision and discussion with laboratory officers 165 (72.1%) of them were satisfied with their job while out of 56 laboratory professionals who responded that head of the department did not undertake regular supervision and discussion with laboratory officer 32(42.9%) of them were satisfied with their job. Out of 72laboratory professionals who responded that there was regular promotion in private health facilities 11(15.3%) of them were satisfied with their job, while out of 211laboratory professionals who responded that there was no regular promotion in private health facilities 77(36.5%) of them were satisfied with their job.

Out of 23 laboratory professionals who responded that the working environment was good 17(73.9%) of them were satisfied with their job while out of 262 laboratory professionals who responded that the working environment was not good 71(27.1%) of them were satisfied with their job. Out of 53 laboratory professionals who responded that there was participatory leadership style in private health facilities 25(47.2%) of them were satisfied with their job, while out of 232 laboratory professionals who were responded that there was command based leadership in private health facilities 63(27.2%) of them were satisfied with their job . Out of 103 laboratory professionals who responded that they had intension to leave their current job within one year 51 (49.5%) of them were satisfied with their job while out of 182 laboratory

professionals who responded that they had no intention to leave their current job in the coming one year, 37(20.3%) of them were satisfied with their job, and out of 75 laboratory professionals who responded that there was availability of transport by facility 6 (8%) of them were satisfied with their job. While out of 210 laboratory professionals who responded that there was no availability of transport by facility 82(39%) of them were satisfied with their job (Table 3).

Table3: Cross- tabulation of Job satisfaction of MLTs and other factors in private health facilities of Addis Ababa, Ethiopia 2021.

Variables	Category	Job satisfaction number (%)		P value
		Satisfied	Dissatisfied	
Refreshment(short term)training	Yes	5 (31.3%)	11(68.7%)	0.335
	No	83(30.9%)	186(69.1%)	
Opportunity to upgrade academic status	Yes	14(23.7%)	45(76.3%)	0.338
	No	74(32.7%)	172(67.3%)	
Part time job	Yes	41(46.6%)	85(43.1%)	0.527
	No	47(53.4%)	112(56.9%)	
Retention mechanism	Yes	8(21.6%)	29(78.4%)	0.362
	No	80(32.3%)	168(67.7%)	
Recognition mechanism	Yes	12(14.6%)	70(85.4%)	0.335
	No	76(37.4%)	127(62.6%)	
Clear job description	Yes	76(29.7%)	180(70.3%)	0.078
	No	12(41.4%)	17(58.6%)	
Regu. supervision & discussion with Dept.head	Yes	165(72.1%)	64(27.9%)	0.026
	No	32(42.9%)	24(57.1%)	
Support from top management	Yes	59(28.4%)	149(71.6%)	0.131
	No	29(37.7%)	48(62.3%)	
Mentor ship from senior staff	Yes	17(30.4%)	39(69.6%)	0.33
	No	71(31%)	158(69%)	
Vaccination opportunity	Yes	83(31.2%)	183(68.8%)	0.016
	No	5(26.3%)	14(73/7%)	
Are you vaccinated	Yes	73(30.7%)	165(69.3%)	0.016
	No	15(31.9%)	32(68.1%)	

Maternity/paternity leave	Yes	16(20.5%)	62(79.5%)	0.06
	No	71(34.6%)	134(65.4%)	
Annual leave	Yes	9(22.5%)	31(77.5%)	0.42
	No	79(32.2%)	166(67.8%)	
Regular promotion	Yes	11(15.3%)	61(84.7%)	0.002
	No	77(36.5%)	134(63.5%)	
Health insurance	Yes	13(31.7%)	28(68.3%)	0.901
	No	75(30.7%)	169(69.3%)	
Working environment/ergonomics	Good	17(73.9%)	6(26.1%)	0.001
	Poor	71(27.1%)	191(72.9%)	
Staff-relationship	Good	1(20%)	4(80%)	0.595
	Poor	87(31.1%)	193(68.9%)	
Location of laboratory from home	near	42(34.1%)	81(65.9%)	0.541
	Far	46(28.4%)	116(71.6%)	
Participate in decision making	Yes	51(29%)	125(71%)	0.61
	No	37(33.9%)	72(66.1%)	
Leadership style	Participatory	25(47.2%)	28(52.8%)	0.004
	Command based	63(27.2%)	169(72.8%)	
Intention to leave the job within one year	Yes	51(49.5%)	52(50.5%)	0.001
	No	37(20.3%)	145(79.7%)	
Risk allowance	Yes	10(23.%)	32(76.2%)	0.128
	No	78(32.1%)	165(67.9%)	
Availability of lab-tests	Yes	5(5.7%)	1(0.5%)	0.001
	No	83(94.3%)	169(99.5%)	
Staff turn over	Yes	6(23.2%)	69(51.8%)	0.163
	No	62(28.7%)	154(71.3%)	
Judgment of workload	High	51(30.7%)	115(69.3%)	0.549
	Medium	1(25%)	3(75%)	
	Low	36(31.3%)	79(68.7%)	

5.5 Factors associated with Job satisfaction

5.5.1 Bivariate analysis of job satisfaction with factors

After bivariate analysis had been conducted, only five variables had statistically significant association. Which were having regular supervision and discussion with head, crude odds ratio(COR)=0.787(95%) confidence interval(C.I)for COR,0.058–0.963,p=0.03), having regular promotion, crude odds ratio (COR) = 1.545 (95%) confidence interval (C.I) for COR, 1.249–8.559, p = 0.002), and medical laboratory professionals working in poor working environment, crude odds ratio (COR) = 0.131(95%) confidence interval(C.I)for COR,0.05–0.346,p=0.001)were associated with Job satisfaction. Similarly, medical laboratory professionals working under command based leadership style, crude odds ratio (COR) = 0.418 (95%) confidence interval (C.I) for COR, 0.226– 0.770, p = 0.004), and medical laboratory professionals working in facilities with adequate availability of lab tests, crude odds ratio (COR) = 11.8 (95%)confidence interval (C.I) for COR, 1.359– 102.6, p = 0.00) were associated with Job satisfaction (Table 4).

Table 4: Association between job satisfaction of Medical laboratory professionals and other factors in private health facilities of Addis Ababa, Ethiopia 2021.

Variables	Category	Job satisfaction number (%)		COR	95%CICOR	P-Value
		Satisfied	Dissatisfied			
Regular supervision and Discussion with head	Yes	165(72.1%)	64(27.9%)	2.425	0.763-7.703	0.03*
	No	32(42.9%)	24(57.1%)	1		
Support from top Management	Yes	59(28.4%)	149(71.6%)	0.216	0.056-2.002	0.131
	No	29(37.7%)	48(62.3%)	1		
Vaccination for HBV and COVID-19	Yes	73(30.7%)	165(69.3%)	1.746	1.389, 3.862	0.016
	No	15(31.9%)	32(68.1%)	1		
Maternity/paternity Leave	Yes	16(20.5%)	62(79.5%)	0.545	0.032-2.555	0.06
	No	71(34.6%)	134(65.4%)	1		
Regular promotion	Yes	11(15.3%)	61(84.7%)	1.545	1.249-8.559	0.002*
	No	77(36.5%)	134(63.5%)	1		
Health insurance	Yes	13(31.7%)	28(68.3%)	2.163	0.962-13.802	0.901
	No	75(30.7%)	169(69.3%)	1		
Working environment/ergonomics	Good	17(73.9%)	6(26.1%)	1		0.001*
	Poor	71(27.1%)	191(72.9%)	0.131	0.05-0.346	
Staff relationship	Good	1(20%)	4(80%)	0.993	0.101-9.774	0.995
	Poor	87(31.1%)	193(68.9%)	1		
Leadership style	Participatory	25(47.2%)	28(52.8%)	1		0.004*
	Command based	63(27.2%)	169(72.8%)	0.418	0.226-0.770	
Intention to leave job	Yes	51(49.5%)	52(50.5%)	0.356	0.023 – 0.899	0.001

With in one year	No	37(20.3%)	145(79.7%)	1		*
Risk allowance	Yes	10(23.%)	32(76.2%)	1.57	0.76 – 5.783	0.128
	No	78(32.1%)	165(67.9%)	1		
Availability of lab tests	Yes	5(5.7%)	1(0.5%)	11.8	1.359-102.6	0.001
	No	83(94.3%)	169(99.5%)	1		*
Staff turnover	Yes	6(23.2%)	69(51.8%)	0.312	0.259 – 8.985	0.163
	No	62(28.7%)	154(71.3%)	1		
*factors associated with job satisfaction in bivariate analysis						

5.5.2 Multivariable analysis of job satisfaction with factors

Multi variable logistic regression analysis was conducted to identify independent predictors of job-satisfaction. All those independent variables with-value <0.2 in bivariate analysis were considered for Multivariable logistic regression through forward and backward stepwise likelihood ratio consecutively. The model was significantly reliable ($\text{omnibustest } \chi^2 = 31.518, P < 0.001$) and the hypothesis of the test is accepted (*Hosmer and lemeshow test* $P > 0.05$).

In multivariable logistic regression only leadership style, working environment, and availability of laboratory test were independent predictors of job satisfaction of medical laboratory professionals in private health facility. According to the result, medical laboratory professionals working in poor working environment were 13% less likely [AOR = 0.130 (95% C.I for AOR, 0.049– 0.346, $p = 0.00$)] to be satisfied by their job when compared to those working in good working environment. Similarly, medical laboratory professionals working under command based leadership style were 27% less likely [Adjusted odds ratio (AOR) = 0.537 (95% confidence interval (C.I) for AOR, 0.275– 0.852, $p = 0.048$)] to be satisfied by their job when compared to those working under participatory leadership. However, medical laboratory professionals working in health facility with adequate availability of lab tests were 9.7 times more likely [AOR = 9.757 (95% C.I) for AOR, 1.071– 88.91, $p = 0.043$)] to be satisfied by their job when compared to those working under participatory leadership (Table 5).

Table5: Multi variable analysis showing predictors of job satisfaction among medical laboratory professionals in private health facilities in Addis Ababa, Ethiopia 2021.

Job satisfaction	Variables	Category	Job satisfaction (%)		COR-(95%CI COR)	Sig	AOR-(95% CI AOR)	Sig
			Satisfied	Dissatisfied				
	Regular supervision And discussion with head*	Yes	165(72.1%)	64(27.9%)	0.787(1.058-3.533)	0.03*	1.315(0.666-2.59)	0.430
		No	32(42.9%)	24(57.1%)	1		1	
	Support from top management	Yes	59(28.4%)	149(71.6%)	0.216(0.056-2.002)	0.131		
		No	29(37.7%)	48(62.3%)	1			
	Vaccination for HBV & COVID-19	Yes	73(30.7%)	165(69.3%)	1.746(1.389-3.862)	0.016	2.31(0.958-5.570)	<u>0.068</u>
		No	15(31.9%)	32(68.1%)	1		1	
	Regular promotion	Yes	11(15.3%)	61(84.7%)	0.545(2.002)	0.002*	0.678(0.269-1.712)	0.000
		No	77(36.5%)	134(63.5%)	1		1	
	Working environment/ ergonomics	Good	17(73.9%)	6(26.1%)	1		1	0.000*
		Poor	71(27.1%)	191(72, 9%)	0.131(0.05-0.346)		(0.0449-0.346)	
	Leadership style *	Participatory	25(47.2%)	28(52.8%)	1			0.048*
		Command Based	63(27.2%)	169(72.8%)	0.418(0.226-0.770)	0.004*	0.537(0.275-0.852)	
	Intention to leave Job within one year*	Yes	51(49.5%)	52(50.5%)	0.356(0.023-0.889)	0.000*	0.259(0.065-1.043)	<u>0.057</u>
		No	37(20.3%)	145(79.7%)	1		1	
	Risk allowance	Yes	10(23.%)	32(76.2%)	1.57(0.76-5.783)	0.128	1.362(0.413-4.489)	0.072
		No	78(32.1%)	165(67.9%)	1		1	
	Availability of lab tests*	Yes	5(5.7%)	<u>1(0.5%)</u>	11.8	0.000*	9.757(1.071-88.909)	0.043*
		No	83 (94.3%)	169(99.5%)	1		1	
	Staff turnover	Yes	6(23.2%)	69(51.8%)	11.8(1.359-102.6)	0.163		
		No	62(28.7%)	154(71.3%)	1			

6. Discussion

In this study, we evaluated job satisfaction of medical laboratory professionals working in private health sector in Addis Ababa, Ethiopia by participating 285 professionals concerning overall job satisfaction. Less than one-third 88 (30.9%) of MLTs were agreed that they were satisfied with their job. This is lower than findings from a cross-sectional studies conducted to assess of job satisfaction level and its associated factors among 420 Health Workers in Addis Ababa Health Centers where the overall job satisfaction level accounts for 53.8% with 95% CI of (48.9%, 59.0%) (17). In Bahir Dar City, Northwest Ethiopia, where among 520 Health

Professionals Working at Public and Private Hospitals the overall magnitude of job satisfaction was 55.2%(95%CI:51.0,59.4%) (18).

In terms of assigned position, majority 209 (73.3%) were technical staff followed by supervisors 30 (10.5%), quality officers 19 (6.7%), laboratory managers (heads) 17 (6%), and safety officers 10 (3.5%).Concerning experience on current work place, more than one-half of medical laboratory professionals148(51.9%) had 6-15 years of experience followed by 1-5 years of experience 91 (31.9%). Neither assigned position or work experience nor other socio demographic characteristics were associated with job satisfaction of medical laboratory professionals in this study. However, an institution-based cross sectional study to assess Job satisfaction and associated factors among 575 health professionals working at Western Amhara Region, Ethiopia showed the presence of health professionals' reference manual/guide, alcohol drinking, workload, experience, educational status and profession types were identified as significant factors associated with health care professionals' job satisfaction level (20).

A Cross-Sectional Study conducted to assess job satisfaction level and its associated factors among 420 Health Workers in Addis Ababa Health Centers showed that marital status and professional qualification were the potent predictors of job satisfaction. Respondents who never married were 1.65 times more likely to be satisfied in their job than those married or divorced. Besides laboratory professionals and nursing professionals were 2.74 and 1.97 times more likely to be satisfied in their job compared to health officers AOR:2.47(95%CI:1.14,6.59)and AOR: 1.97 (95% CI: 1.12, 3.48), respectively (17). The variation could be explained by type of health sectors included in this study. This is because workers were generally satisfied with expanded public health services package and human-resources related regulations, e.g. the professional rank promotion system, government-controlled staffing policy and government-controlled budgetary planning (i.e. the Separation of Revenue and Expenditure),were policies that had an effect on job satisfaction (21).As well in United States among 4,613 medical laboratory professionals that overall, most (62.7%) respondents indicated that they were somewhat satisfied to very satisfied with their current job in the diagnostic laboratory. The variation could be

explained by difference type facilities included, and level of healthcare system and alignment of professional qualification with assigned jobs. This study only included private health facilities with less structured recruitment and human resource management policies, which could contribute to reduced job satisfaction (19).

Concerning factors associated with job satisfaction, laboratory technologists working in non-conducive working environment were 13% less likely to be satisfied by their job when compared to those working in good working environment. This is supported by evidence from a comparative cross-sectional study conducted among 520 health professionals working at public and private hospitals in Bahir Dar City that showed pleasant nature of work 1.82 more likely satisfied;(AOR: 1.82;95%CI:1.05,3.15),autonomy(AOR:2.37;95%CI:1.29,4.33),adequate supportive supervision (AOR:2.42;95%CI:1.33,4.40), good reward and recognition(AOR:3.04;95%CI: 1.37, 6.75), and high normative commitment (AOR: 2.57; 95% CI: 1.48, 4.43) were factors affecting the overall job satisfaction (18).

An assessment of factors influencing job satisfaction of 729 healthcare professionals in Nigeria showed that the results further revealed that rewards, opportunities for career development, working conditions, and promotional schemes of the organizations have high associations with job satisfaction, whereas work environment was found to have low significance towards job satisfaction (22). Similarly, medical laboratory professionals working under command based leadership style were 27% less likely to be satisfied by their job when compared to those working under participatory leadership. This is in line with findings from an exploratory study conducted to evaluate leadership behavior, job satisfaction and the professional identity of 99 medical laboratory staff in Saudi Arabia showed that Professional identity and leadership behavior are associated with medical laboratory personnel job satisfaction (23).

However, MLTs working in private health facility with adequate availability of lab tests were 9.7 times more likely to be satisfied by their job when compared to those working under participatory leadership. This is supported by evidence from a study conducted to evaluate the

Impact of work environment on the job performance among 147 health Care Professionals' in Ammanueal Psychiatry Specialized Hospital showed that the findings show that availability of medication and medical equipment and conducive physical work environment do have significant relationship towards health care professional performance while work load doesn't shows significant relationship with the health care professional performance (24).

Variables like having regular supervision and discussion with head, and having regular promotion were associated with Job satisfaction in bivariate analysis. However, a cross-sectional study conducted to evaluate job satisfaction and its determinants among 145 health Workers in Jimma University Specialized Hospital, South west Ethiopia showed that 60 (41.4%) health professionals were satisfied with their job. The major reasons reported for their dissatisfaction were lack of motivation, in adequate salary, insufficient training opportunities and inadequate number of human resources (25). A survey conducted to assess factors affecting job satisfaction and retention of medical laboratory professionals in seven countries of Sub-Saharan Africa among 224 clinical laboratory professionals showed that professional development/training opportunities are the most important factor for satisfaction at their current job. Medical laboratory professionals employed in the private health sectors were more likely to change jobs than those working in the public health sectors. The variation could be explained by difference type of study population, and type and level of human resource management systems.(26)

7 . Limitation and Strength

7.1 Strength

Increased sample size compared the expected total number, enables to represent many MLTs who works currently at different level of private health facilities .The study may help to compare the current job satisfaction of laboratory professionals who works in private versus public health sectors.

7.2 Limitation

Due to Self administered questionnaire non-response rate increased. The use of self-answering measures may have some potential of reporting bias, because of the respondents' interpretation of the questions. Lack of positive attitude and genuine answers to the questionnaire is the other noticed potential of limitation.

8. Conclusion and Recommendation

8.1 Conclusion

In conclusion, according to this study the level of job satisfaction among medical laboratory professionals working in selected private health facilities of Addis Ababa was low. The major factors identified and discussed in the result section were poor work environment, command based leadership style and unavailability of 75% and above laboratory tests from the list. Lack of regular promotion and short term training also mentioned to be a dissatisfaction factor for MLPs. Therefore, PHFs owners and managers should give a special emphasis to improve the identified factors to increase their employee job satisfaction. It is known that an increase in the recognition of some one's work and professionalism will promote satisfaction. Additionally, wider-scale awareness should be increased about the value of clinical laboratory service within the health care system that helps to motivate many to join the discipline.

8.2 Recommendation

Based on this study finding owners and managers of private health facilities and all relevant stakeholders should consider factors that affect job satisfaction of medical laboratory professionals. Continuous measures should be taken to improve the job satisfaction of MLTs, hence the absence of workers satisfaction directly affect the quality of laboratory investigations as well as quality of health care delivery. Those health professionals who works in private health facilities should get similar opportunity like the government employee to increase their job satisfaction such as short term trainings and opportunity to upgrade their

9. References

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Annex I: Information sheet and consent - English version

Project Title: Assessment on factors influencing the job satisfaction level of

medical laboratory professionals working in Addis Ababa private health facilities.

PI: Abi Birhane(BSc, MSc candidate)

Name of the Organization: Addis Ababa University College of Health Sciences,
Department of Medical Laboratory Science.

Introduction

Hello! My name is Abi Birhane , MSc student at Addis Ababa University College of Health science department of Medical Laboratory Technology. I am doing my final research for graduation on the assessment on factors the job satisfaction level of medical laboratory professionals working in Addis Ababa private health facilities. You are invited to participate as a study subject in research conducted by an MSc candidate, from Addis Ababa University and Your participation is voluntary.

Purpose of the research

It is known that job satisfaction of an employee directly related to the service rendered . Thus those professionals who give service in the health sectors satisfaction on their job affect the health delivery at large. By noticing the importance assessing the job satisfaction of Medical laboratory professionals become my interest area to do my research. So I invite you to take part in this study which assess the job satisfaction level of Medical laboratory professionals who are working in private health facilities Addis Ababa.

Procedures: When you agree to be part of this study , a three page questionnaire prepared in English will be handed to you . Politely I ask You to review the idea of the questionnaire and give the appropriate answer . No personal information will be displayed to anybody

including the PI . So we want to assure you that all the data will be kept confidential and used only for the intended purpose.

Confidentiality: Along the process we respect your privacy and confidentiality. Any information that shows personal identification didn't included in the questionnaire . The information gathered from you as part of the study will be kept in secured and none of the facility owners or managers will not get access to it .

Benefits: You will not receive any payment for your participation in this research study for responding the questionnaire .But the expected out come of the research will benefit the improvement of the carrier of medical laboratory professionals. Hopefully many will be attracted to join the field if the right attention and recognition given to the discipline.

Incentives: By participating in this study which may help the improvement and growth of Medical laboratory Profession You may get psychological satisfaction and such kind of research will increase the in changing the attitude of being medical laboratory professional means to contribute a major role in quality health care delivery.

Right to refuse :I like to freely inform you that the involvement in this study depends only on your voluntarism. And you are selected to participate as a study participants only when if you agree to take part in the study. You can also know that you are free not to accept and respond to the questionnaire. This any kind of rejection or discrimination due to your decision not to participate in the study.

Data collection format

Greeting:-My name is _____, The interview's data is collected for the research purpose that is conducted by master's student, Mrs. Abi Birhane at Addis Ababa University School of Medical Laboratory . The main purpose of this study is to assess the Job satisfaction level of Medical laboratory professionals who works in private health facilities of Addis Ababa. So I would like to ask you some questions about issues related to job satisfaction

.Your name will not be recorded and all information you give will be kept strictly with care and you have the right not to respond any question you don't want to.

Name and signature of the interviewer certifying that the informed consent has been verbally
by respondents _____

P I Name :Abi Birhane

Telephone: 0911-34-98-70

Email. abi.birhane@gmail.com

Informed consent form

Detail information about the study explained to me. I have understood that the objective of this study is to assess factors the job satisfaction level of medical laboratory professionals.

In addition, I understand about how the data collection is proceeding and the time it takes to complete the data collection. I also understand that the research imposes no risk on me and assured that there would be confidentiality of my response and collected data used only for the study.

In addition, I understood that participating in this study is important to impact and change the attitude for medical laboratory profession. Therefore, I have now agree to participate in the study by signing this form.

Signature of participants_____ date _____

Name and signature of data collector_____ date _____

Based on the understanding of the above information, are you willing to participate in this study?

A) Yes B) No

If yes, you will continue to respond for the following questioners.

Date_____

Result of response

A) Completed B) Partially completed C) Not completed D) Refused

Checked by Supervisor: Name _____Signature_____

Contact information: If you have any questions about this study you can contact the following principal investigators and advisors for further information.

Abi Birhane :- Phone: 0911349870

E-mail: abi.birhane@gmail.com

Dr. Mistire Wolde (Ph.D., Associate Prof.)

Email: mistire.wolde@aau.edu.et

አባሪ፡ የመረጃ ወረቀት እና ስምምነት (የአማርኛ ቅጂ)

የፕሮጀክት ርዕስ፡ በአዲስ አበባ የግል ጤና ዘርፍ ውስጥ የሚሰሩ የሕክምና ላብራቶሪ

ባለሙያዎች የሥራ እርካታ ደረጃ ላይ ተጽዕኖ በሚያሳድሩ ሁኔታዎች ላይ የተደረገ ጥናት

ዋና መረጃ ሰብሳቢ፡ አቢ ብርሃኔ (ቢ.ኤስ.ሲ፣ የኤም.ኤስ.ሲ.እጩ)

የተቋሙ ስም፡- አዲስ አበባ ዩኒቨርሲቲ የጤና ሳይንስ ኮሌጅ; የሕክምና የላብራቶሪ ሳይንስ ክፍል

ሰላም! ስሜ አቢ ብርሃኔ ይባላል፣ በአዲስ አበባ ዩኒቨርሲቲ የጤና ሳይንስ ኮሌጅ የሕክምና ላብራቶሪ

ቴክኖሎጂ የሁለተኛ ደረጃ ተማሪ ስሆን ለመመረቂያ ጽሁፍ በአዲስ አበባ የግል ጤና ተቋማት ውስጥ

የሚሰሩ የሕክምና ላብራቶሪ ባለሙያዎች የሥራ እርካታ ደረጃ ላይ ተጽዕኖ በሚያሳድሩ ሁኔታዎች

ጥናት ላይ የመጨረሻ ምርምራዊ እያደረግሁ ነው፤ በአዲስ አበባ ዩኒቨርሲቲ በኤም.ኤስ.ሲ እጩ ተማሪ በሚመራው ጥናት ላይ እንደ አንድ የጥናት ተሳታፊ የተጋበዙ ሲሆን ተሳትፎዎም በፈቃደኝነት ላይ የተመሰረተ ነው።

የጥናቱ ዓላማ:- በማንኛውም ዘርፍ ከሚሰጥ አገልግሎት ጋር በቀጥታ የተያያዘ ጉዳይ የሠራተኛ የሥራ እርካታ መሆኑ ይታወቃል። ስለዚህ በጤናው ዘርፍ አገልግሎት የሚሰጡ ባለሙያዎች በሥራቸው ያለ የእርካታ ሁኔታ በጤና አሰጣጥ ላይ ተጽእኖ እንደሚያሳድር እሙን ነው፤ ስለዚህም የሕክምና ላብራቶሪ ባለሙያዎችን የሥራ እርካታ ደረጃ መገምገም አስፈላጊ መሆኑን በማስተዋል ጥናት ለማድረግ ወስኛለሁ፤ ስለዚህም በአዲስ አበባ በግል ጤና ተቋም ውስጥ የሚሰሩ የህክምና ላብራቶሪ ባለሙያዎችን የስራ እርካታ ደረጃ በሚገመግም በዚህ ጥናት ላይ እንዲሳተፉ በአክብሮት እጋብዛለሁ።

ሚስጥራዊነት:-በጥናቱ ሂደት ውስጥ የእርስዎን ግላዊነት እና ሚስጥራዊነት እናከብራለን፤ ማንኛውም የግል ሁኔታን የሚገልጽ መረጃ በመጠይቁ ውስጥ አልተካተተ፤ እንደ ጥናቱ አካል ከእርስዎ የተሰበሰበው መረጃ ደህንነቱ በተጠበቀ ሁኔታ የሚቀመጥና እና ከተቋሙ ባለቤቶች ወይም አስተዳዳሪዎች እንዲያውቁት አይደረግም።

ጥቅማጥቅሞች:-በዚህ ጥናት ላይ መጠይቁን በመመለስ ላይ በመሳተፉ ምንም አይነት ክፍያ አያገኙም፤ ነገር ግን ከጥናቱ የሚጠበቀው ውጤት የሕክምና ላብራቶሪ ባለሙያዎችን የስራ ሁኔታ ለማሻሻል ይጠቅማል፤ ለሙያው ተገቢውን ትኩረት እና እውቅና ከተሰጠ ብዙዎች ወደ ሙያው እንደሚቀላቀሉ ተስፋ እናደርጋለን።

ማበረታቻዎች:-በዚህ ጥናት ላይ መሳተፍዎ ለህክምና ላብራቶሪ ሙያ መሻሻል እና እድገት ሊረዳ ይችላል፤ በተጨማሪም የስነ ልቦና እርካታ ሊያገኙ ይችላሉ እንደዚህ አይነት ጥናት የህክምና ላብራቶሪ ባለሙያ የመሆንን አመለካከት የመቀየርና በጤና አገልግሎት አሰጣጥ ጥራት ላይ ትልቅ ሚና ለመጫወት ይረዳል።

ያለመሳተፍ መብት:-በዚህ ጥናት ውስጥ መሳተፍ በእርስዎ ፍቃደኝነት ላይ ብቻ የተመሰረተ መሆኑን እየገለጽኩ በጥናቱ ላይ ለመሳተፍ ከተስማሙ ብቻ እንዲሳተፉ ተጋብዘዋል፤ እንዲሁም መጠይቁን

ላለመቀበል ነጻ መሆንዎንም እናሳውቃለን፤ በጥናቱ ላለመሳተፍ በመወሰንዎ ምክንያት ማንኛውንም ዓይነት ተጽእኖ አይደርስብዎትም።

የስምምነትቅጽ

የዚህ ጥናት አላማ በግል ጤና ተቋማት የሚሰሩ የህክምና ላብራቶሪ ባለሙያዎችን የስራ እርካታ ደረጃ ለመገምገም እንደሆነ ተረድቻለሁ። የመረጃ አሰባሰብ ሂደት እንዴት እንደሚካሄድ እና ሂደቱን ለማጠናቀቅ ስለሚወስደው ጊዜም ተገንዝቤያለሁ። በተጨማሪም ጥናቱ በእኔ ላይ ምንም አይነት ስጋት እንደማይፈጥር ተረድቻለሁ እናም እኔ የሰጠሁት መልስ ለጥናቱ ብቻ ጥቅም ላይ የሚውልና በሚስጥር የሚያዝ እንደሚሆንም አረጋግጬአለሁ። በተጨማሪም በዚህ ጥናት መሳተፍ ለህክምና ላብራቶሪ ሙያ ተጽእኖ መፍጠርና እና ለሙያው ያለውን አመለካከት ለመለወጥ አስፈላጊ መሆኑን ተረድቻለሁ፤ በመሆኑም ይህን ቅጽ በመፈረም በጥናቱ ለመሳተፍ መስማማቴን እገልጻለሁ።

የተሳታፊ ፊርማ _____ ቀን _____

የመረጃ ሰብሳቢው ስም እና ፊርማ _____ ቀን _____

ከላይ ባለው መረጃ ላይ በመመስረት በዚህ ጥናት ለመሳተፍ ፈቃደኛ ነዎት?

ሀ) አዎ ለ) አይደለም

መልስዎ አዎ ከሆነ ምላሽ መስጠትዎን ይቀጥሉ፤

ቀን _____

የምላሽ ውጤት

ሀ) የተጠናቀቀ ለ) በክፊል የተጠናቀቀ ሐ) ያልተጠናቀቀ መ) ያልተቀበለ

በተቆጣጣሪ የተረጋገጠ ፡ስም _____ ፊርማ _____

የ መረጃ ማሳወቂያ፡

ስለዚህ ጥናት ማንኛውም አይነት ጥያቄ ካሎት ለበለጠ መረጃ የሚከተሉትን ዋና የጥናት መሪ እና አማካሪዎችን ማነጋገር ይችላሉ።

አቢ ብርሃኔ፡- ስልክ፡ 0911349870

ኢሜል:- abi.birhane@gmail.com

ዶ/ር ሚስጢረ ወልዴ (ፕሌዥዲ፣ተባባሪ ፕሮፌሰር)

ኢሜል:-mistire.wolde@aau.edu.et

QUESTIONNAIRES (English Version)

**Questionnaire used to conduct the job satisfaction level of Medical Laboratory
Professional's job satisfaction in private health facilities , in Addis Ababa, Ethiopia**

Code of private health facility laboratory _____

Code of the study participant _____

Date of data collection _____

Please put “ √ ” mark in your answer options for the following questionnaire

Characteristics	Option-1	“ √ ” marks	Remarks
Sex of the study participant	Male		
	Female		
Age in years			
Marital status	Married		
	Single		
Academic diploma/degree	Diploma		
	BSc Degree		
	MSc Degree		
	PhD Degree		
Service in years			
Position	Laboratory Manager/head		
	Section head/supervisor		
	Quality officer		
	Technical staff		
	Safety officer		
Assigned section/department	Bacteriology		

	Haematology		
	Parasitology		
	Clinical chemistry		
	Serology		
	Perform all tests		
How much hours you spent performing in the lab?			
Number of tests performed per day in the assigned section?			
Your judgment about your laboratory work load?	High		
	Medium		
	Low		
Par time job	Yes		
	No		
Any Retention mechanism	Yes		If yes, what type
	No		
Recognition programs, based on performances	Yes		
	No		
Do you participate in decision making?	Yes		
	No		
Leadership style of lab. Managers	Participatory		
	Command based		
Is there support from top management?	Yes		
	No		
Do you have clear job description?	Yes		
	No		
Availability & usage of necessary PPEs ?	Face mask		
	Glove		
	Goggle		
	Gown		
	Apron		
	Lab. Shoe		
	Others, list		
Do you have test menus(list of available tests)?	Yes		
	No		
Availability of test from the list(majority 75 % & above)	Yes		
	No		
Regular lab supervisor (head) visit& discussion?	Yes		
	No		
Did you take refreshment (short term)course in the last one year?	Yes		
	No		
If yes list the title			
Any opportunity to upgrade your academic career (Dip to BSc, BSc to MSc)	Yes		
	No		
Is there a staff turn over?	Yes		
	No		
Any regular mentorship & technical assistant	Yes		
	No		

Is there access of vaccine for infectious disease?	Yes		Specify
	No		
Are you vaccinated ?	Yes		
	No		
If yes mention the type of vaccine			
Do you get Maternity/paternity leave?	Yes		
	No		
Do you get risk allowance?	Yes		
	No		
Do you get annual leave?	Yes		
	No		
If yes how many days per year?			
Regular promotion	Yes		
	No		
Health insurance	Yes		
	No		
Staff relationship	Good		
	Poor		
Do you have any intention to leave your job in the next one year?	Yes		
	No		
If yes , what is your reason?			
Working environment /ergonomics(room neatness, size, etc)	Good		
	Poor(crowded)		
Location of the institution to your residence	Near (arrive with in 1hr)		
	Far(takes > 1hr)		
Is there a transport facilitation by the institute	Yes		
(service/transport fee)	No		
Over all job satisfaction	Satisfied		
	Not satisfied		
Any other comment you want to mention			

Thank you for taking the time to answer these questions .I hope that you did not forget to answer any of it that you intended to answer.

መጠይቅ (የአማርኛቅጂ)

በአዲስ አበባ ኢትዮጵያ ውስጥ በግል የጤና ተቋማት ላብራቶሪዎች ውስጥ የሚሰሩ የሕክምና

ላብራቶሪ ባለሙያዎችን የሥራ እርካታ ደረጃን ለመለካት የሚያገለግል መጠይቅ

የግል ጤና ተቋም ላብራቶሪ ኮድ _____ የጥናቱ ተሳታፊ ኮድ _____ መረጃ የሚሰበሰብበት ቀን _____

እባክትዎን ለሚከተለው መጠይቅ ምላሽዎን በመልስ ምርጫው ቦታ ውስጥ "✓" ምልክት ያድርጉ

ባህሪያት	ምርጫ-1	“ ✓ ” ምልክቶች	ማስታወሻዎች
የጥናቱ ተሳታፊ ጾታ	ወንድ		
	ሴት		
ዕድሜ			
የጋብቻ ሁኔታ	ያገባ		
	ያላገባ		
የትምህርት ደረጃ	ዲፕሎማ		
	ቢ .ኤስ.ሲ. ዲግሪ		
	ማስተርስ ዲግሪ		
	ፒ.ኤች.ዲ		
የአገልግሎት ዘመን /አመት/			
የስራ ድርሻ	የላብራቶሪ ሥራ አስኪያጅ / ኃላፊ		
	የክፍል ኃላፊ / ተቆጣጣሪ		
	የጥራት መኮንን		
	የደንበኝ መኮንን		
	የላብራቶሪ ምርመራ ባለሙያ		
የስራ ምድብ /ክፍል/	ባክቴሪዮሎጂ		
	ሄሞቶሎጂ		
	ፖራሳይቶሎጂ		
	ክሊኒካል ኬሚስትሪ		
	ሴሮሎጂ		
	ሁሉንም የላብራቶሪ		

	ምርመራ ማካሄድ		
በቀን ምን ያህል ሰዓት ይሰራሉ?			
በቀን ምን ያህል ምርመራ ያካሂዳሉ?			
ስለ ስራዎ ጫና ያለዎት አስተያየት?	ከፍተኛ		
	መካከለኛ		
	ዝቅተኛ		
የትርፍ ሰዓት ስራ	አዎን		
	የለም		
ስራን ሳይለቁ የመቆያ ዘዴዎች?	አዎን		ካሉ ዘዴዎችን ቢገልፁ
	የለም		
ለተሻለ የስራ አፈጻጸም የእውቅና አሰጣጥ መኖሩ	አዎን		
	የለም		
በውሳኔ አሰጣጥ ላይ ይሳተፋሉ?	አዎን		
	የለም		
የሀላፊ የአመራር ዘዴቤ?	አሳታፊ		
	በትእዛዝ ላይ የተመሰረተ		
የከፍተኛ ሀላፊዎች ድጋፍ?	አዎን		
	የለም		
ግልጽ የሆነ የስራ ድርሻ መዘርዘር?	አዎን		
	የለም		
ራስን ከበሽታ የመከላከያ ግብአቶች መኖራቸውና አጠቃቀሙ?	የፊት መሸፈኛ ጭምብል		
	ጓንት		
	የአይን መሸፈኛ		
	ገዋን		
	ሽርጥ		
	የላብራቶሪ ጫማ		
	ሌሎች		
የሚሰጡ የላብራቶሪ ምርመራዎች ዝርዝር?	አዎን		
	የለም		
ከላብራቶሪ ምርመራዎች ዝርዝርው ስጥአሁን የሚሰሩት (አብዛኛው 75 % እና በላይ)	አዎን		
	የለም		
መደበኛ የሀላፊዎች (ሱፐርቪይዞሮች) ጉብኝትና ውይይት?	አዎን		
	የለም		
ባለፈው አንድ አመት ውስጥ	አዎን		

የወሰዱት አጭር ስልጠና ካለ?	የለም		
ስልጠና ካለ አይነቱ ቢገለጽ			
የትምህርት ደረጃዎን ለማሻሻል እድል ካለ (ከዲፕሎማ ወደ ዲግሪ ከዲግሪ ወደ ማስተርስ..)	አዎን		
	የለም		
የባለሙያ ቶሎ ቶሎ ስራውን የመልቀቅ ሁኔታ?	አዎን		
	የለም		
መደበኛ ሙያዊ ድጋፍና ክትትል ካለ?	አዎን		
	የለም		
የተላላፊ በሽታዎች ክትባት መኖሩ?	አዎን		ካለይገለጽ
	የለም		
ተከትበዋል ?	አዎን		
	የለም		
መልስዎ አዎን ከሆነ የተከተቡት ክትባት አይነት ይገለጽ			
የወሊድ/የእናትነት ወይም የአባትነት/ፈቃድ ያገኛሉ?	አዎን		
	የለም		
የአደጋ ተጋላጭነት አበል ያገኛሉ?	አዎን		
	የለም		
የአመት ፈቃድ ያገኛሉ?	አዎን		
	የለም		
በአመት የስንት ቀን ፈቃድ ያገኛሉ?			
መደበኛ የስራ እድገት ካለ	አዎን		
	የለም		
የጤና መድሀን ሽፋን ካለ	አዎን		
	የለም		
የሰራዊቶች የእርስ በርስ ግንኙነት	መልካም		
	ዝቅተኛ		
በቀጣዩ አመት ስራ የመልቀቅ ሀሳብ አለዎት?	አለ		
	የለም		
መልስዎ አዎን ከሆነ ምክንያትዎን ቢገልጹ?			
የሥራ አካባቢ ሁኔታ ? (የክፍል ንፅህና፣መጠን፣ወዘተ)	ጥሩ		
	የማይመች/የተጨናነቀ		
በስራ ቦታዎና በመኖሪያዎ መካከል ያለ እርቀት	ቅርብ (በ1 ሰአትውስጥ የሚደረስ)		

	ሩቅ(ከ 1ሰአት በላይ የሚወስድ)		
በመስሪያ ቤትዎ የትራንስፖርት አቅርቦት/ክፍያ/ መኖሩ	አዎን		
	የለም		
አጠቃላይ የስራ እርካታዎ ሲገለጽ	የረከ		
	ያልረከ		
ሌላ መስጠት የሚፈልጉት አስተያየት ካለዎት			

ለእነዚህ ጥያቄዎች መልስ ለመስጠት ጊዜ ስለወሰዱ እጅግ አመሰግናለሁ።

Declaration

I, the undersigned, declare that this M.Sc. thesis is my original work, has not been presented for a degree in this or any other university and that all sources of materials used for the thesis have been duly acknowledged.

M.Sc. candidate:

Abi Birhane(B.Sc.)

Signature:

Date of submission: _____

This thesis has been submitted with our approval as advisors.

Advisor: **Mistire Wolde (MSc, PhD)**

Signature: _____

Date: _____

Place: Addis Ababa, Ethiopia.

Advisor: **Kassu Desta(MSc, PhD candidate)**

Signature: _____

Date: _____

Place: Addis Ababa, Ethiopia.

