

# Job performance and associated factors among health workers in public hospitals of West Hararghe zone, Oromia Region, Eastern Ethiopia.



By

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## ABSTRACT

**Background:** The success of any organization always depends on the participation and job performance of their employees. Health workers job performance level is cornerstone for better productivity of any health care organizations. Less performance of health workers reduces public hospital productivity and a reason for poor hospitalized patient health outcome. However, little was understood about job performance and associated factors in low-income countries like Ethiopia including the study area.

**Objectives:** To assess level of job performance and associated factors among health workers in public hospitals of West Hararghe zone, Oromia Region, East Ethiopia.

**Methods:** A health facility based cross-sectional study design was conducted by using quantitative methods among 422 health workers. The study was conducted from August 27 to September 17, 2018 on public hospitals in West Hararghe zones (Chiro, Galemso and Asebot Hospitals). Simple random sampling technique was used to select study participants. Data were collected from participants by using self-administered questionnaire. The data were entered in to Epidata version 3.1 and then exported to SPSS version 23 for analysis. Descriptive statistics such as frequency, percentages, mean and standard deviation were used to summarize the data. In bivariate analysis variables which had p-value  $p < 0.25$  were taken to multivariate regression model. Multivariate logistic regression was computed to identify predictor variables associated with level of job performance and variables with  $p \leq 0.05$  were considered statistically significant with 95% CI.

**Result:** A total of 361 study participants were involved in the study with response rate of 86%. Among the respondents, 196 (54.3% were males. In professional types 243 (67.3%) were health professionals. The most predicting variable of health workers job performance: sex [AOR=1.896(1.130, 3.180)], marital status [AOR=1.910 (1.11, 3.27)], working hours [AOR=2.910(1.653, 5.123)], working condition [AOR=2.164(1.128, 3.844)] and job satisfaction [AOR= 2.480(1.374, 4.476)].

**Conclusion:** The findings our study has indicated that health workers in West Hararghe zone in public hospitals have poor level of job performance. The strong predicting variable such as sex, marital status, working hours, working condition and job satisfaction were significantly associated with job performance. Regional Health office, Zonal health office and hospitals should give more attention on job satisfaction and working condition to improve health worker's job performance.

**Key word:** Job performance, Health workers, working condition, working environment, job satisfaction.

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## ABBREVIATIONS

1. AOR..... Adjusted Odd Ratio
2. CHW..... Community Health Workers
3. CI..... Confidence Interval
4. COR.....Crude Odd Ratio
5. ETB..... Ethiopian Birr
6. HO.....Health Officers
7. HP..... Health post
8. HRH..... Human resource for health
9. MSQ .....Minnesota Satisfaction Questionnaire
10. OHA..... Ontario Hospital Association's
11. PHC..... Primary Health Care
12. SPSS..... Statistical Package for Social Sciences
13. WHO..... World Health Organization

## CHAPTER ONE

### 1 INTRODUCTION

#### 1.1 Background of the study

A health system is the sum total of all the organizations, institutions and resources whose primary purpose is to improve health. The workforce is among the most important inputs to any health system and has a strong impact on the performance of health facilities. The quality of health services, their efficacy, efficiency, accessibility, and viability depend on the performance of health workers those who delivering these services(1). Employers should provide working conditions which support the performance of employees(2).

Job performance is the general attitude that people have about their jobs. An individual output and performance are highly dependent on the surroundings physical environment of the institution. Human resource is the key factor in building of any organization. It is imperative to deploy the right person on right place on right time for service delivery organization on effective performance(4).

Job performance, its evaluation and risk factors is expressed as one of the organizational issues of our time to increase or decrease in job performance and organizational commitment and is the key to success and increasing the efficiency of the organization. Performance of healthcare organizations depends on the knowledge, skills and motivation of individual employees. Employers should provide working conditions which support the performance of employees since the quality, efficiency and equity of services depend on the availability of sufficient and skilled providers, competent health professionals when and where they are needed(3).

Study done in Jordan on nurses career commitment has been found that nurses' job performance is positively influenced by holistic management ,clinical skills , social support , job satisfaction , recognition of achievement, education and professional communication and negatively influenced by old age, understaffing and heavy workload, job stress, leadership difficulties and lack of skills needed to perform the job(5). Level of education is negatively correlated with job performance, indicating that the higher the level of education, the lower job performance of nurses(6). The relationship between job satisfaction and performance was found to be even higher for complex(professional) jobs than for less complex jobs(7).

Working environment such as absenteeism, physical and social environment, learning opportunity, health and save environment, communication, supervision, staff relation, hospital location, and family supports affect the job performances of health workers. The current cost burden of unhealthy and unsafe workplaces for organizations and society includes reduced worker commitment and job satisfaction, absenteeism and lost productivity(8).

Working condition such as commitment, workload, supervision, management and others also affect job performances of health workers in health institution. Job performances have positively correlated with organizational commitment(2). Other studies indicated that an increase in the workload resulted in increased absenteeism and a decrease in quality of care(2). Job performance is found to be affected with satisfaction with several aspects of work conditions, including working hours, physical surroundings and access to supplies and equipment as a significant predictor of job performance(9).

Job satisfaction of employee is the fulfillment, gratification, and enjoyment that come from work. It is not just the money or the fringe benefits, but the feelings employees receive from the work itself. The most used research definition of job satisfaction is by Locke who defined it as “a pleasurable or positive emotional state resulting from the appraisal of one’s job or job experiences(7).

Motivation can be seen as an inner force that drives individuals to attain personal and organization goals. Motivating factors are those aspects of the job that make people want to perform, and provide people with satisfaction, for example, achievement in work, recognition, and promotion opportunities (7).

Motivating factors such as achievement, recognition, rewards, the work itself, responsibility, advancement and growth or promotion and hygiene factors such as supervision, working conditions, interpersonal relations, pay and security, organization policy and administration affect job performances of health workers in health institution. Job dissatisfied employee is most likely to show poor performance at work which indirectly affects the productivity of the organization(10).

## 1.2 The Statements of problems

Job performance is influenced by many factors. The main factors that influence ability of performing employees from their job among employees in public health institution or organizations are the abilities, motivational factors, organizational supports and commitment of employees. The management is facing difficulty in managing the employees especially when the employees’ attitude and behavior towards their work is not at satisfactory level(11).

The consequences are believed to cause poor work performance and delivering good services in health services are also affected. Health workers in public facilities are often absent during working hours, or they simply “sit around” while patients are waiting, and these complaints are acknowledged by health workers. How they feel about the work and the results from it, have a direct impact on the organization’s performance and ultimately its stability(1).

Employers are supposed to ensure performance of a high standard by employees, or put measures in place to detect and rectify poor performance of first-line health care workers who are in contact with clients, patients and the community. Improving the productivity and performance of health care workers in order to enhance efficiency in health interventions, is a major challenge for African countries(2). All most all countries face one or more of the following challenges: shortage of health workers, inadequate skills and competencies, skill mix imbalance, mal distribution, poor working environment and weak knowledge base to plan and manage the health workforce(12).

Poor performance is a result of health staff not being sufficient in numbers, or not providing care according to standards, and not being responsive to the needs of the community and patients. Poor performance of health service providers leads to inaccessibility of care and inappropriate care, which thus contribute to reduced health outcomes as people are not using services or are mistreated. These are a problem if health managers do not know what the health workers do, how they perform their daily tasks they cannot make changes to better health improvement(11).

### 1.3 Significance of the study

After a review of the literature specific to health workers job performance we just realize the importance of the issue in our country and more than that many researches were undertaken by developed countries but little were found in developing countries specifically Ethiopia.

Prior studies done on job performance were focused on only professional health especially selecting nurse's job performances. Since health workers include all individuals' employees in public health organization and delivering services for communities by health professional and non-health professionals the service given for communities cannot delivered by only health professionals, assessing job performance of all individuals and identifying their performance level were necessary.

On the other hand, In Ethiopia very few studies were done, but until there is no study done on this topic in Eastern Ethiopia, West Hararghe zone. This study is intended to assess level of job performance and associated factors among all health workers both health professional and non-health professional of public hospitals in West Hararghe zone

The study used as a baseline for future researchers who have interested into a similar area of study. The finding of the study used to provides valuable and up to date information that was important for federal government, policy makers.

## CHAPTER TWO

### 2 LITERATURE REVIEW

#### 2.1 Level of Job Performance

A number of factors ranging from the individual to national level operate together to influence how health workers take up interventions to improve their work practices. Often this influence works through the local personal, education, professional, community, or institutional environment in which work takes place, or the social, cultural, economic, and political environments more generally(13).

Study done in Jordan on Nurses' career commitment and job performance, state that performance is influenced by relationships at work, including patient appreciation of nurses, cooperation among staff, as well as physicians' respect towards nurses and the decisions they make(5). This study has been found that nurses' job performance is positively influenced by management, clinical skills, social support , job satisfaction, recognition of achievement, education and professional communication and negatively influenced by old age, understaffing and heavy workload, job stress, leadership difficulties and lack of skills needed to perform the job(5).

Level of education is negatively correlated with job performance, indicating that the higher the level of education, the lower job performance of nurses(6). The relationship between job satisfaction and performance was found to be even higher for complex(professional) jobs than for less complex jobs(7). Employee performance is supposed to be one of the most important factor affecting the overall organization performance and the success of the organization in the competitive market nowadays(13). Whatever the case, the inadequate performance of individual health workers leads to poor health sector performance(14).

Study done in Saudi Arabia on nurses job performance indicate from results of the regression analysis in that several variables contribute to overall self-rated performance, satisfaction with supervision, promotion, pay, work conditions. Organizational commitment, overall satisfaction, and years of experience also influence performance. Other factors examined were not shown to be predictors of job performance, including educational level, satisfaction with the job itself, and relationship at work(6).

The study examines self-rated performance levels among nurses working in Ministry of Health hospitals in Riyadh Region show moderate levels of job performance were identified, however, some aspects of performance are lacking, specifically, ability to improve personal skills, and the ability to improve work methods(6). The results of this study indicate the importance of social support from coworkers. The positive effect of social support on job performance could help in enhancing the quality of care(15).

The study done in Ghana indicates that job satisfaction is a main drive to work performance as employees enjoy providing healthcare services to patient. A satisfied worker has the desire to work hard since inner joy and happiness is the motivating factor for the work. This study indicated that motivation is a major determinant of work performance for workers. Motivation is relevant for organizational performance; thus, a motivated worker is physiologically stable, psychologically balanced, and socially minded to effectively perform his/her duties with the needed attention. Motivation is a good thing; if managers and administrators appreciate what drives workers to give an effective work performance, resources will be channeled to get the maximum output from employees. Health workers are motivated by intrinsic and extrinsic factors. Thus, appreciating key financial and nonfinancial motivating factors is relevant for effective work performance among health workers(16).

According to study done in Uganda, employed family members are expected to provide financial support for their immediate and extended family members. Furthermore, higher levels of job satisfaction and job performance were found in nurses with no children than in nurses who had children. These results demonstrate the influence of family size in relation to job stress, job satisfaction and job performance for nurses in Uganda(17).

This study also explained that, the lower job performance found among experienced nurses may also be as a result of the fact that nurses who have worked for more than 10 years are often seeking promotion or advanced opportunities. These nurses could also be interested in becoming involved in decision and policy making at their workplace or receiving recognition for good work(17). The studies done in Amhara regional state, Bahirdar indicated that workers who had years of work experience between 16 and 20 were threefold more likely to perform the assigned tasks compared to whose experience below five years(18).

## 2.2 Factors associated with job performance

The study done on education level and work experience on the worker's performance in Indian indicates that the performance of the employees gradually increases with their experience and after an experience of 20 years the performance is again getting lower. This might be due to the fact that the employees lose interest in their work for having done their work for a long time and they feel sense of boredom in the work and there by perform lesser(19). Results of this study show that level of education is negatively correlated with job performance, indicating that the higher the level of education, the lower job performance of nurses(6).

Working environment also has a strong positive relationship with job performance(20). Health care providers seem to be influenced by office building to stay in the office and work comfortably. Therefore, health workers do not only require being motivated financially but also non-monetary motivation like presence of a good office with quality furniture can help to motivate workers to perform well(21).

The effect of level of interaction (interaction with fellow worker) on health workers Productivity Performance Interaction with fellow worker has effect to health workers performance. Availability of drugs in relation to the competence performance of reproductive and child health care provider the result of this study indicates that most respondents reported that presence of drugs influences health provider competence performance. Hence district management needs to find ways to make sure that drugs are sufficiently available whenever they are needed so as to improve health worker competence performance. Without availability of drugs, even the best trained providers cannot perform effectively and this may jeopardize the quality of service offered by health providers and as a result it may lead to prolonged diseases and even death of patients(21).

Having the right materials and equipment make achieving tasks easier and quicker and this leads to improved performance. Materials such as gloves, syringes, and oxygen outlets enable health professionals to work more efficiently. Their absence could slow work down and prevent staff from delivering quality service. Moreover, without adequate gloves, health professionals may expose themselves to harmful and hazardous materials and this may prevent them from working efficiently(22). Physical environment, which consists of office design, ventilation, lighting and other basic amenities have a great impact on the performance of workers in the health facility(23).



Health worker' performance can be influenced by salary increase and bonuses, but this is short lived and have a limited effect compared to the impact workplace environment has on the performance of the employee. It is the quality of the employee's workplace environment that most impacts on their level of motivation and subsequent performance. How well they engage with the organization, especially with their immediate environment, influences to a great extent their error rate, level of innovation and collaboration with other employees, absenteeism and ultimately, how long they stay in the job(23).

Healthy Hospital Employee Survey found that positive employment relationships, safe and supportive working environment s and increased satisfaction were related to employee self-reported health status, absenteeism, job performance and intention to quit(8). Staff at the hospital sided with this study as they noted that creating an enabling. Working environment is a form of intrinsic motivation that affects their work performance at the hospital(24). They therefore hinted that accommodation and means of transportation are key determinants that influence their work performance at the hospital. Studies, confirmed that accommodation and means of transportation are retention factors of health workers in rural and other specialized hospitals(24).

An individual output and performance are highly dependent on the surroundings physical environment of the institution. Personal and psychological satisfaction regarding the organization is vital in productivity and development of the organizational output. Human resource is the key factor in building of any organization. It is imperative to deploy the right person on right place on right time for service delivery organization on effective performance(4).

Workload has significant impact on the job performance of employees. For high performance work load on employees must be according to their abilities and potential to cope with the stress(20). An organizational support system plays a significant role in generating a mutually comprehensive and healthy working environment. The lack of support and recognition of their achievements hamper the positive exchange relation between nursing staff and health care institutions(25).

Study done on Jordan hospital nurses indicate that nurses who reported having more recognition for their performance and achievements experienced less level of job stress. Low pay, poor working environment such as high workload and low social support, and high level of stress are among the reasons indicated by nurses for leaving nursing. The results also showed a positive relationship between job performance and intention to stay at work and between job performance and recognition for competent and outstanding

performance. Such results point out the effect of recognition on enhancing the levels of job performance and intention to stay at work. Working hard and receiving no or little appreciation can cause a stressful imbalance. Thus, nurse managers should pay more attention to workplace stressors as well as recognition programmed that demonstrate more recognition for nurses performance and especially for their achievements (9). A logical interpretation would be that nurses who believe that they are supported by their colleagues like their working environment and thus excel in their work and perform better than do those with less support; and feel comfortable asking for help from their coworkers in regard to certain unclear nursing tasks, thus decreasing error and enhancing performance. Nurses who learn the importance of cooperation and social integration during their education might better understand the significance of coworker support in the work place(15).

Workload if not checked leads to overburdened staff who come in tired already from the previous day's work. On the other hand, when workload is within accepted range, respondents have enough rest and come in with refreshed minds and bodies ready to perform their tasks and responsibilities. This enables them to work more efficiently with less error, leading to improved performance(22). Work conditions in nursing, such working hours, shifts, and policies need to be re-examined to create more suitable work situation that motivate nurses into better performance. Physical environment, as well as availability of job-related materials and supplies needs to be improved to facilitate better performance(6).

The results of research done on job motivation in Iran showed that there was a significant and positive relationship between job motivation and job performance of health workers in health center of province. This finding could be argued that job motivation causes a person with all his strength and his ability accomplish. This issue causes improvement and increase of job performance that in result it will cause improvement and increase of organizational performance(26).

Motivation is a good thing; if managers and administrators appreciate what drives workers to give an effective work performance, resources will be channeled to get the maximum output from employees. Health workers are motivated by intrinsic and extrinsic factors. Thus, appreciating key financial and nonfinancial motivating factors is relevant for effective work performance among health workers(24). Motivation can be seen as an inner force that drives individuals to attain personal and organization goals. Motivating factors are those aspects of the job that make people want to perform, and provide people with satisfaction, for example, achievement in work, recognition, and promotion opportunities (7).

Motivating factors such as achievement, recognition, rewards, the work itself, responsibility, advancement and growth or promotion and hygiene factors such as supervision, working conditions, interpersonal relations, pay and security, organization policy and administration affect job performances of health workers in health institution. Job dissatisfied employee is most likely to show poor performance at work which indirectly affects the productivity of the organization. Job factors such as the pay, the job itself, promotion opportunities, support from supervisors and relationship with co-workers can affect employee's satisfaction(10).

Study done in Bahirdar indicated that employees whose salary belong to the range of 4284-6487 ETB were four times more likely to have a good level of performance than those salary were fallen in the range of less than or equal to 1742 ETB. Moreover, workers who had years of work experience between 16 and 20 been threefold more likely to perform the assigned tasks compared to whose experience below 5 years. Workers who, have been worked for period of years, wobbly interest in their task and felt sense of tediousness in the work there by performed lesser. In contrary to such truth, the study showed that employees who had numbers of years working between 16 and 20 were more likely to perform well compared to the counter parts, similar to previous literature (18).

### 2.3 Conceptual framework

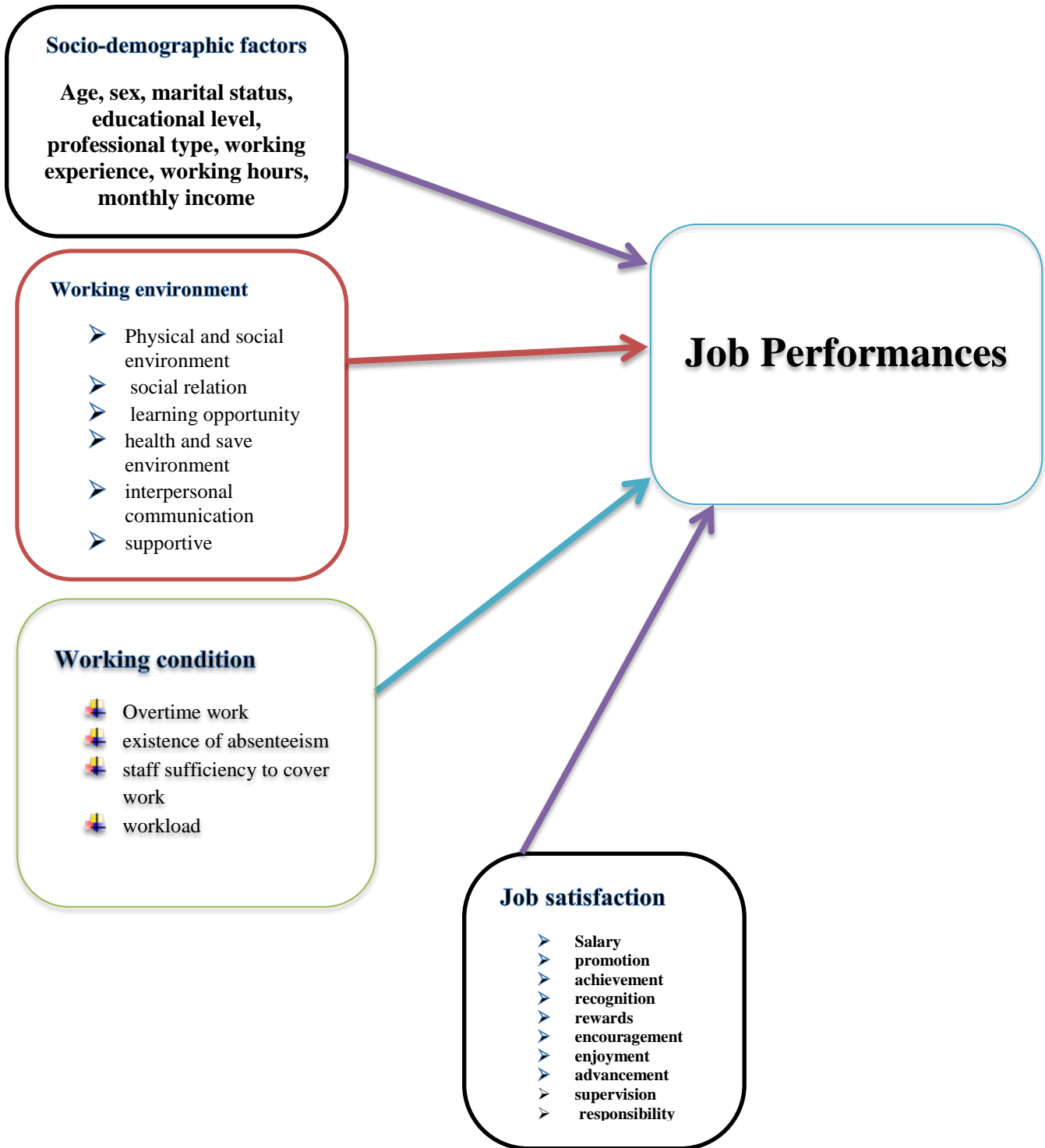


Figure 1: Conceptual frame works for job performances and associated factors among health workers in public hospitals of West Hararghe zone in 2018.

## CHAPTER THREE

### 3 OBJECTIVES

#### 3.1 General Objective

To assess job performance and associated factors among health workers in public hospitals of West Hararghe zone in September to October 2018.

#### 3.2 Specific objectives

- I. To measure level of job performance among health workers in public hospitals of West Hararghe zone
- II. To identify factors associated with job performance among health workers in public hospitals of West Hararghe zone.

## CHAPTER FOUR

### 4 METHODS AND MATERIALS

#### 4.1 Study area and period

The study was conducted in West Hararghe Zones on health workers in public hospitals (Chiro, Galemso and Asebot Hospitals). West Hararghe zone is one of 20 zonal administrations in Oromia regional state located at 326km East of Addis Ababa on the way to Harar and Dire Dawa. Total populations of the zone are 2,582,209 with male 1,318,928 and females 1,263,281. The zone shares boundaries with East Shawa and Afar Regional state in North, East Hararghe in east, Arsi in west, Bale in south directions. West Hararghe zone is divided into 14 Woredas and 2 town administrations with Chiro as its capital. There are three public hospitals: Chiro, Galemso and Asebot hospitals.

Currently a number of health workers on job are Chiro hospitals have 275 health workers, Galemso hospitals have 256 health workers and Asebot have 139 health workers. Hospitals in the zones have total of 670 health workers according to sources from their human resources records. Health workers have two categories as health professionals 489 in numbers and supportive staffs 181 in numbers were eligible for this study. Both Chiro and Galemso hospitals are General hospitals and Asebot hospital is a primary hospital. The data study was conducted from August 27, 2018 to September 17, 2018.

## 4.2 Study design

A Facility based cross-sectional study design was used.

## 4.3 Population

### 4.3.1 Source population

The source populations for the study were all health workers employed in public hospitals of West Hararghe zones.

### 4.3.2 Study population

The study populations were all randomly selected health workers in three hospitals (Chiro, Galemso and Asebot) in west Hararghe zones.

### 4.3.3 Inclusion and exclusion criteria

Health workers those permanently employed in three public hospitals and had greater than or equal 6 months' work experience were included. Health workers who were on the leave and long-term training during the data collection were excluded.

#### 4.4 Sample Size and sampling technique

##### 4.4.1 Sample Size determination

The sample size calculation is based on a *single population proportion* formula.

$$N = (Z^2 \alpha / 2pq) / d^2$$

Where n = number of sample size

p=proportion of health workers job performance, since there is lack of enough information of study done in this area on proportion of health workers toward their job performances we took 50%, 0.5=p

z= Z-score at 95% confidence interval = 1.96

d= Acceptable margin of error = 5% the formula for calculating the sample size (n) was:

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

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

$n = \underline{384}$

*Single population proportion formula*

‘N’ is the total number of health workers present in three public hospitals which means potential source population (N=670) during the study period ‘n’ is the initial sample size without correction formula (if used the selected sample size were become lower and cannot get enough representative sample size) this could be taken as sample size by adding 10% of non-response rate (384\*10%) +384 the final total sample size were reached 422.

##### 4.4.2 Sampling technique

Simple random sampling method was used to select the study participants from each hospital. The total sample size required for the study were allocated to each of the three hospitals selected as proportional to the size method based on the number of health workers exist in each hospital.



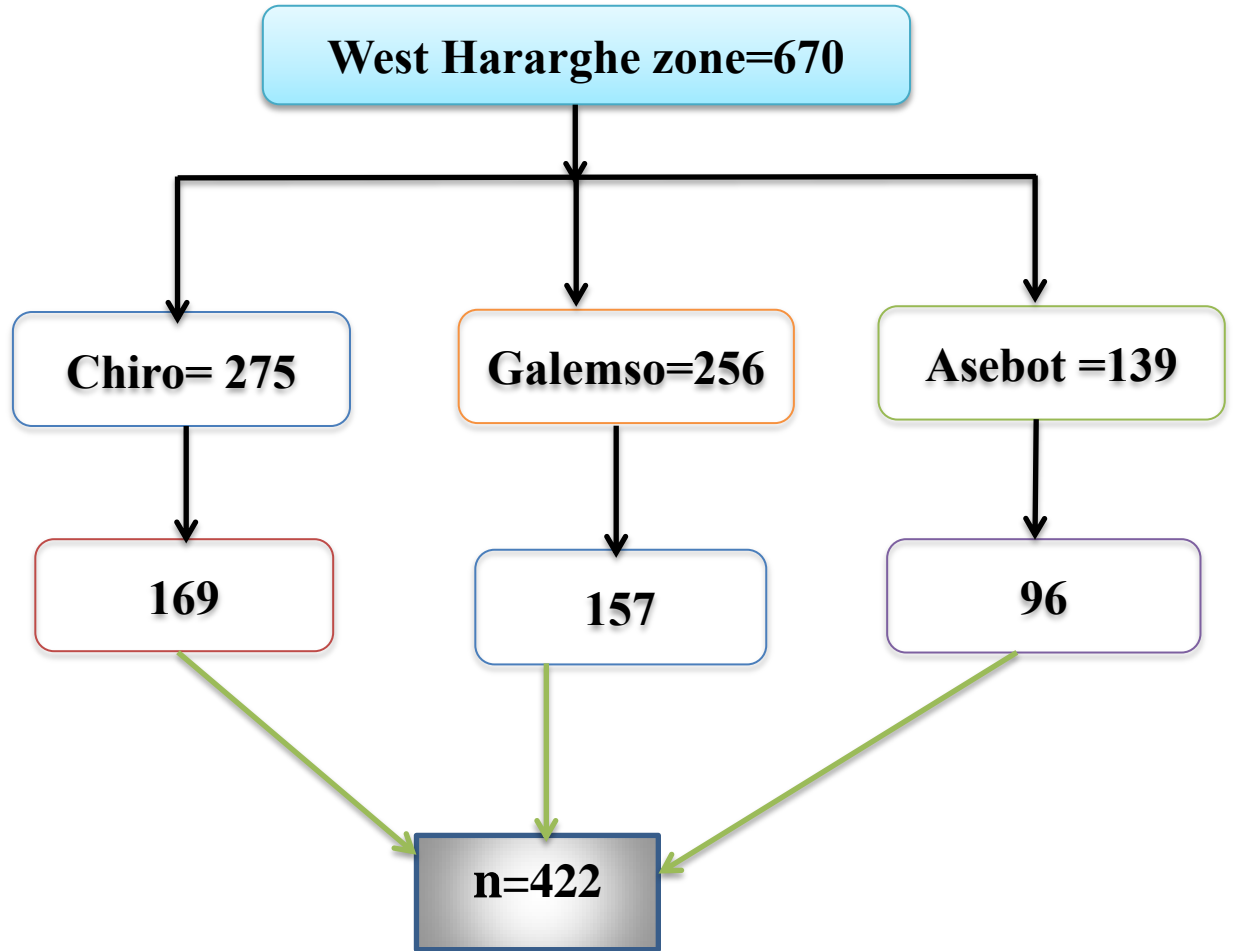


Fig 2.Sampling procedures of health workers from public hospital of West Hararghe zone in 2018

#### 4.5 Data Collection tools and Procedures

##### 4.5.1 Data collection tools

Data were collected by using self-administered questionnaire which adopted from reviewing relevant literatures from websites, books and articles(27-30).

Job performance were measured by nine items using Likert scale with five responses (1=very poor, 2= poor, 3=good, 4= very good, and 5 = excellent). Working environments consists eight items, working condition consists eight items and job satisfaction consists 11 items and all variable were measured by using Likert scale with five responses (1=strongly disagree, 2=disagree, 3=unknown, 4=agree, 5=strongly agree). The questionnaires were prepared in English and translated to the local language Afaan Oromo and back to English by two independent persons from different place to check for consistency. These two

independent individuals had educational background of masters in English language and had experiences of teaching for long period of time.

#### 4.5.2 Data collection method

The supervisor and data collectors were trained for three days intensively on the study objectives, the method of data collection, and the tools for data collection. Supervisor also took orientation on the way of successful data collection was achieved. Due to the nature of shift work in a hospital setting (off time duty) data were collected both during day and night. Completed questionnaires were checked every day by principal investigator

#### 4.5.3 Personnel

One health officer as supervisor and three nurses as data collectors were recruited from Tullo woreda Health office which is different from study area.

### 4.6 Variables for the study

#### 4.6.1 Dependent Variables

Job performances

#### 4.6.2 Independent Variables

- a) Socio-demographic factors
- b) Working environments
- c) Working condition
- d) Job satisfaction

### 4.7 Operational definitions

i) Job performances defined as the effectiveness of the person in carrying out his or her roles and responsibilities related to direct patient care. Job performance is measurement of health workers performance in terms of efficiency, effectiveness, productivity and timeliness. Effectiveness is indicates the degree to which the process output (work product) conforms to requirements. Efficiency indicates the degree to which the process produces the required output at a minimum resource cost. The timeliness aspect measures on whether a unit of work was done correctly and on time. The productivity checks on the value added by the process divided by the value of the labor and capital consume. Job performance was

measured by nine items using Likert scale with five responses (1=very poor, 2= poor, 3=good, 4= very good, and 5 = excellent).The scores were averaged so as to show each participant's job performance level ranging from 9 to 45.

Poor job performance when respondent average score of job performance was less than computed overall mean value of job performance ( $\text{Mean} < 3.56$ ).

Good job performance when respondent average score of job performance was greater than or equal to computed overall mean value of job performance ( $\text{Mean} \geq 3.56$ ).

ii) Working environment is a characteristics of the environment in which a person is expected to work. The Working environment includes physical, geographical location and social environment, learning opportunity, staff relation and benefits. It defined as environment that attracts individuals into the health professions, encourages them to remain in the health workforce and enables them to perform effectively with availability of essential materials and supplies(30).Working environment consist eight items, measured by using Likert scale with five responses. The scores were averaged so as to show each participant's working environment situation ranging from 8 to 40(1= strongly disagree, 2= disagree, 3= unknown, 4= agree, 5= strongly agree).

Bad environment when respondent with average score of working environment was less than computed overall mean value of working environment ( $\text{Mean} < 3.07$ ).

Good environment when respondent average score of working environment was greater than or equal to computed overall mean value working environment ( $\text{Mean} \geq 3.07$ ).

iii) Working condition range from working time (hours of work, rest periods, and work schedules) to remuneration, as well as the physical conditions and mental demands that exist in the workplace(28). It also defined as commitment, workloads, working hours and others that affect job performances of health workers in health institution. Working condition consists eight items which measured by using Likert scale with five responses (1=strongly disagree, 2=disagree, 3=unknown, 4=agree, 5=strongly agree). The scores were averaged so as to show each participant's working environment situation ranging from 8 to 40.

Poor working condition when respondent with average score of working condition was less than computed overall mean value of working condition ( $\text{Mean} < 3.36$ ).

Good working condition when respondent average score of working condition was greater than or equal to computed overall mean value working condition ( $\text{Mean} \geq 3.36$ ).

iv) Job satisfaction was measured by using the short form adopted from Minnesota Satisfaction Questionnaire (MSQ) (31)(32). This instrument utilizes 11 items and respondents rate their own job satisfaction level using a Likert scale with five responses (1=strongly disagree, 2=disagree, 3=unknown, 4=agree, 5=strongly agree). The scores were averaged so as to show each participant's satisfaction level ranging from 11 to 55. 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.

Dissatisfied when respondent with average score of job satisfaction was less than computed overall mean value of job satisfaction ( $\text{Mean} < 3.19$ ).

Satisfied when respondent average score of job satisfaction was greater than or equal to computed overall mean value job satisfaction ( $\text{Mean} \geq 3.19$ ).

v) Health workers' refers to all employees of the hospital.

#### 4.8 Data Processing and Analysis

Data were first checked manually for completeness, in consistencies and then entered through double entry into Epidata version 3.1 and finally exported to SPSS version 23 for analysis. Descriptive statistics such as frequency, percentages, mean and standard deviation were used to summarize the data and results were presented by using frequency tables and graphs.

Binary logistic regression was computed to see associated between each independent variables and level of job performance using crude odd ratio (COR) 95% C.I, variables which had p-value  $p < 0.25$  in bivariate analysis were taken to multivariate analysis in final models.

Multivariate logistic regression was computed to identify predictor variables associated with level of job performance using adjusted odds ratio (AOR) with 95% C.I, variables in the multivariable analysis with  $p \leq 0.05$  were considered statistically significant.

#### 4.9 Data Quality Management

For ensuring the data quality before starting data collection, the questionnaires were pretested at Hirna primary Hospital by taking 5% of sample size. Then after, the necessary comments and feedbacks were incorporated, slight modification was done in the final tool. Training was given for supervisor and data collectors on the objectives of the study, contents of the questionnaires and process of data collection. Close supervision was carried out on daily basis by the principal investigator and the questionnaires were checked during the data collection process to ensure completeness and consistency of the information.

The reliability of questionnaires for each variable was measured using the Cronbach's coefficient alpha. The results of calculated Cronbach's coefficient alpha were obtained from job performance (0.836), working environment (0.855), working condition (0.737) and job satisfaction (0.816). All variable had Cronbach's alpha value of 0.70 and above indicate that the items are reliable and considered good(20).

#### 4.10 Ethical considerations

Ethical clearance was obtained from Jimma University Institutional Research and Ethical Committee and then official letter was obtained from Jimma University, Faculty of Public Health, Department of Health Economics, Management and Policy to West Hararghe Zone of Health Office. Zonal health office were wrote letter to all selected hospitals in zone. Data collectors were delivered to letter from zone and reach at employed hospitals and communicate with managers or responsible body of the hospitals. Finally data collectors were got permission and started contacting with each participant.

Prior to administering the questionnaires, the aims and objectives of the study were explained to the participants and verbal consent was obtained from study participant after explaining the objective of study. They were also told that participation was voluntarily and confidentiality and anonymity were ensured throughout the execution of the study as participants were not required to disclose personal information on the questionnaire.

#### 4.11 Dissemination plan

The findings will be presented to the Jimma University Institute of Health, Department of Health Economics, Management and Policy. The findings will be communicated to the human resource managers working on West Hararghe zones public hospitals.

## CHAPTER FIVE

### 5. RESULTS

#### 5.1 Background characteristics of study participants

A total of 422 questionnaires were distributed to health workers in selected public hospitals and 361 were returned. The overall response rate was 86%. There were 61(14%) non-respondents due to refusal after receive, forgot to return, receive questionnaires but went to other place for holydays and other reason made slight high. Among the study participants, 196(54.3% were males. In professional types 243 (67.3%) were health professionals. Majority of the respondents 203(56.5%) were married, 138(38.4%) were single and 20(5.1%) were separated. A majority 295(82.9%) were below 35 years old. As to educational level, majority of respondents 229(64.0%) had degree and above.

Table 1: Socio-demographic characteristics of health workers, West Hararghe Zone in public hospitals August to September 2018.

variables	Variables	Frequency(n=361)	Percentage (%)
Sex	Male	196	54.3
	Female	165	45.7
Age of respondents	<35 years	295	82.9
	36-45 years	54	14.3
	>46 years	12	2.8
Marital status	Single	138	38.4
	Separated	20	5.1
	Married	203	56.5
Educational level	Diploma	132	36.6
	Degree and above	229	63.4
Professional type	Health professional	243	67.7
	Supportive staffs	118	32.3
Work experience	<10 years	302	85.8
	11-21 years	42	10.8
	>22 years	17	3.4
Working hours	Less than 8 hours	105	29.2
	More than or equal 8 hours	256	70.8
Income in ETB	Less than 4000	176	48.6
	More than or equal 4000ETB	185	51.4

## 5.2 Level of health workers job performance

Self-rated job performance assessment of health workers in public hospitals of West Hararghe zone calculated by using total measures of job performance measurement items. The overall mean level of health workers job performance was computed to be 3.56(95%, CI: 3.50-3.65) on the five point Likert scale used in this study. This overall level of health workers job performances in percentage was computed to be 71.22% (95%, CI: 69.98-72.53). Overall self-rated job performance showed that majority 187(51.8%) of health workers working in public hospitals of West Hararghe zone had poor level of job performance and 174(48.2%) of them had good level of job performance.

Job performance level of 100(51%) male was scored good job performance. Regarding with age whose below 35 years 145(49.2%) were records good job performance, while majority 150(50.8) of below 35 years old were records poor job performance. When regarding their professional type's 124(51%) health professionals have good level of job performance (**table 2**).

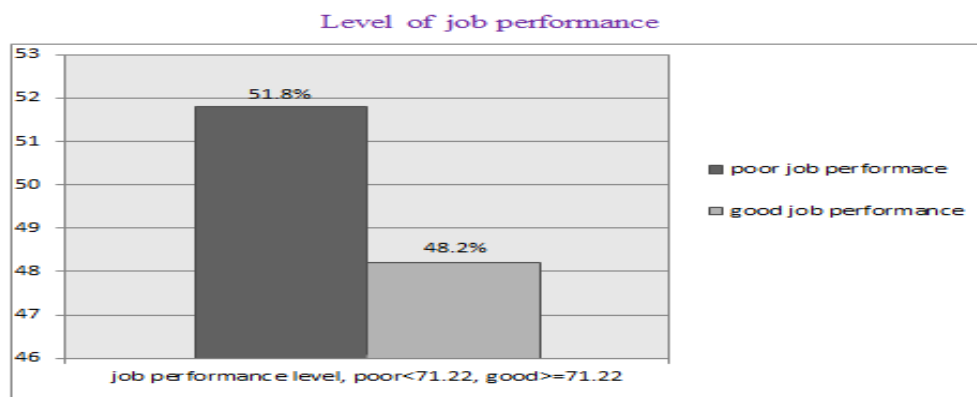


Figure 3 Level of job performance of health workers, West Hararghe Zone in public hospitals August to September 2018.

## 5.3 Factors associated with health workers job performance

Logistic regression analysis was conducted to examine the extent to which the independent variables; such as socio-demographic characteristics, working environments, working conditions and job satisfaction influence the dependent variable (job performance). Since all value were significant and have p-value <0.25 in binary logistic regression, they were entered into multivariate logistic regression.

Table: 2 Results of binary logistic regression of health workers' job performances in West Hararghe Zone in public hospitals August to September 2018.

Variables		Level of job performance		COR (95% CI)	P value
		Poor performance(n=187)	Good performance (n=174)		
Sex	Male	96(51.3%)	100(57%)	1	0.243
	Female	91(48.7%)	74(43%)	1.28(0.84,1.94)	
Age of respondents	<35 years	150(50.8%)	145(49.2%)	0.24(0.05,1.16)	0.076
	36-45 years	34(62.9%)	20(37.1%)	0.16(0.03,0.84)	0.030
	>46 years	3(25%)	9(75%)	1	
Marital status	Single	63(33.9%)	75(43.4%)	1	
	Separated	12(5.4%)	8(4.6%)	0.67(0.25,1.80)	0.043
	Married	113(60.8%)	90(52.0%)	0.67(0.43,1.03)	0.070
Educational level	Diploma	77(57.4%)	55(42.6%)	1	
	Degree and above	110(48%)	119(52%)	1.46(0.94,2.25)	0.091
Professional type	Health professional	119(49%)	124(51%)	1	
	Supportive staffs	69(57.8%)	49(42.2%)	1.42(0.91,2.23)	0.120
Work experience	<10 years	156(51.7%)	146(48.3%)	1	
	11-21 years	26(63.2%)	16(36.8%)	0.63(0.31,1.25)	0.194
	>22 years	6(16.7%)	11(83.3%)	5.34(1.15,24.79)	0.032
Working hours	Less than 8 hours	75(71.4%)	31(28.6%)	1	
	More than or equal 8 hours	111(43.5%)	144(56.5%)	3.24(1.68,4.32)	0.000
Income in ETB	Less than 4000.00	104(59.4%)	72(40.6%)	1	
	More than or equal 4000ETB	83(44.9%)	102(55.1%)	1.80(1.18,2.73)	0.000
Working environment	bad environment	105(56.1%)	58(33.3%)	1	
	good environment	82(43.9%)	116(66.7%)	2.56(1.67,3.93)	0.000
Working condition	Poor working condition	104(55.9%)	52(29.9%)	1	
	Good working condition	85(44.1%)	122(70.1%)	2.97(1.93,4.59)	0.000
Job satisfaction	dissatisfied	115(61.8%)	59(33.9%)	1	
	Satisfied	71(38.2%)	115(66.1%)	3.16(2.05,4.86)	0.000

Significant at  $p$  value  $< 0.25$

The result obtained from multivariate logistic regression indicated that socio-demographic factors such as sex of respondents, marital status, working hours, both job performance dimensions working condition and job satisfaction were significantly related to level of health workers job performance in the final logistic regression model ( $p < 0.05$ ).



Considering sex of respondents, females were likely two times [AOR=1.896(1.130, 3.180)] higher in good job performance when compared with males. By regarding marital status, respondents those married were likely two times [AOR=1.910(1.116, 3.270)] higher in good job performance than single respondents. Regarding the length of working hours, respondents who works more than or equal to 8 hours were likely three times [AOR=2.910(1.653, 5.123)] greater in good job performance than those work less than 8 hours.

When considering working condition of respondents who had good job performance were those who work in good working condition were likely two times [AOR= 2.164(1.128, 3.844)] greater than those working in poor working condition. Finally considering job satisfaction, respondents those satisfied with job were likely two times [AOR= 2.480(1.374, 4.476)] greater than in good job performance than those were dissatisfied with job.

Table: 3 Predictors by multivariate logistic regression of health workers' job performances with determinants variables in West Hararge Zone in public hospitals August to September 2018.

Variables		Level of job performance		AOR (95% CI)	P value	
		Poor performance (n=187)	Good Performance (n=174)			
1	Sex	Male	96(51.3%)	100(57%)	1	0.015
		Female	91(48.7%)	74(43%)	1.896(1.130,3.180)	
2	Marital status	Single	63(33.9%)	75(43.4%)	1	0.904
		Separated	10(5.4%)	8(4.6%)	0.937(0.327, 2.688)	
		Married	113(60.8%)	90(52.0%)	1.911(1.116,3.270)	
3	Working hours	Less than 8 hours	75(71.4%)	30(28.6%)	1	0.000
		More than 8 hours	111(43.5%)	144(56.5%)	2.910(1.653,5.123)	
4	Working condition	Bad working condition	104(55.9%)	52(29.9%)	1	0.008
		Good working condition	85(44.1%)	122(70.1%)	2.164(1.218,3.844)	
5	Job satisfaction	Dissatisfied	115(61.8%)	59(33.9%)	1	0.003
		Satisfied	71(38.2%)	115(66.1%)	2.480(1.374,4.476)	

*Significant at p value < 0.05*

## CHAPTER SIX

### 6. DISCUSSION

Health workers job performance level is cornerstone for better productivity of any health care organizations. Less performing the health workers reduces public hospital productivity and a reason for poor hospitalized patient health outcome. Health workers job performance is the common approach of assessing quality of healthcare service provision in the world. It has been also implemented in Ethiopia(18).

Findings of our study indicated that the overall level of job performance of health workers in West Hararghe zone public hospitals were scores 71.22% (CI: 69.76-72.50). The study showed that out of total respondents 174(48.2%) were scored good job performance level. This finding has slight similarities with prior study conducted in Amhara region, Bahirdar in which the overall rate of job performance was 76.64 % ( CI: 76.25-77.03)(34). This results have also indicate some relativeness with prior study done in Jimma University Special Hospital on nurses level of work performance, which overall level of nurses work performance were 67.8%(18). Even if our finding was some relation with prior findings, our finding was lower than previous findings due to different socio-demographic characteristic, year of study done.

The overall mean level of health workers job performance was computed to be (mean =3.56, SD=.64) (CI: 3.50-3.65) and over all mean of job satisfaction was (mean=3.20, SD=0.67) (CI: 3.13-3.26) on the five point Likert scale used in this study. This result was comparable with a study done on public hospitals nurses performance in Addis Ababa region which indicate that job performance (mean=2.71, SD=0.48), job satisfaction (mean=2.55, SD=0.39)(33). The finding of our results was different from that of previous study due to study period and place.

The most predicting variable such as sex, marital status, working hours, working condition and job satisfaction were significantly associated with job performance at p- value 0.05, CI 95%. Considering sex of respondents, females were likely two times [AOR=1.896(1.130, 3.180)] higher in good job performance than males. The finding from cross-sectional study done in Nigeria were indicated that female staff has higher performance than male (35). The evidence obtained were support our finding with same suggestion.

By regarding marital status, respondents those married were likely two times [AOR=1.910 (1.116, 3.270)] higher in good job performance than single respondents. Prior study done in Kenya stated as married CHWs gave a higher performance than others(36). This result has supportive suggestion with our finding.

Regarding the length of working hours, respondents who works more than or equal to 8 hours were likely three times [AOR=2.910(1.653, 5.123)] greater in good job performance than those work less than 8 hours. Even, there was shortage of related literatures on the topic, the results may resulted due to health workers who work for long hours were get additional benefits and income. To get such advantage they work for long hours this may higher their performance level.

When considering working condition, respondents who had good job performance were those who work in good working condition were likely two times [AOR= 2.164(1.128, 3.844)] greater than those working in poor working condition. Study done in Turkey were stated evidence which support our founding that employees those performed under the working conditions ranging from rarely to extremely unpleasant in terms of heat, cold, smells, noise, humidity, conditions influence employee to demonstrate low level job performance than the others who work under better conditions(37). Other study done on ‘performances of hospital nurses’ in Saudi Arabia, Riyadh showed confirmation evidence for our study and stated as work conditions in nursing, such working hours, shifts, and policies need to be re-examined to create more suitable work situation that motivate nurses into better performance(6). Both findings were better evidence for supporting our results.

Finally considering job satisfaction, respondents those satisfied with job were likely two times [AOR= 2.480(1.374, 4.476)] greater than in good job performance than those were dissatisfied with job. Prior study done in Ghana stated that job satisfaction is a main drive to work performance as employees enjoy providing healthcare services to patients. A satisfied worker has the desire to work hard since inner joy and happiness is the motivating factor for the work. A satisfied employee would have higher performance and to increase the productivity(38), (24). This finding was supported by previous study.

### Limitation of study

Asking the respondents to measure their level of job performance by self-report may not be free from bias. Qualitative study method was not used. The study did not include the other health facilities such as primary health centers, health posts and private clinics. Due to this reason, the findings of the study may not be generalized for representing all of health workers in all health facilities in the zone.

There is also shortage of literature on this topic in our country and study area the data collection tools used and comparison of the results was done with other countries which are quite different in health institutions set up.

## CHAPTER SEVEN

### 7. CONCLUSION AND RECOMMENDATION

#### 7.1 Conclusion

The findings our study has indicated that health workers in West Hararghe zone in public hospitals have poor level of job performance. The strong predicting variable such as sex, marital status, working hours, working condition and job satisfaction were significantly associated with job performance.

#### 7.2 Recommendation

##### 1. Federal ministry of health

- Policy guidelines aimed to improving job performances of health workers at individual level should be introduced.

##### 2. Regional Health office Zonal health office

- Should give more attention on job satisfaction and working condition to improve health worker's job performance.
- Should allocated human resources properly to facilitate working condition for minimize burden of workload on each health workers.

##### 3. Hospitals

- Hospitals managers should facilitate in conducive working condition for employees to improve their job performance.
- The hospitals should provide job satisfaction factors such as learning opportunity, recognition promotion and others for health workers to improve better performance.
- Hospitals management must practices the rewarding system for best performers to initiate and motivates other employee to their efforts.

##### 4. Researchers

- Further investigation on the on job performance of health workers in public and private at all level of health facilities should be done.

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## QUESTIONNAIRES (ANNEX)

### JIMMAUNIVERSITY

#### INSTITUTE OF HEALTH

JOB PERFORMANCE AND ASSOCIATED FACTORS AMONG HEALTH WORKERS IN PUBLIC HOSPITALS OF WEST HARARGHE ZONE, OROMIA REGION, EASTERN ETHIOPIA.

#### Dear Respondent

This letter is an introduction to the main reason as to why your participation in this questionnaire is required. This study is a research study conducted on “*Job performance and associated factors among health workers in public hospitals*” of West Hararghe zone, Oromia region, Eastern Ethiopia” for the partial fulfillment of Master’s in Public Health(MPH) specialized in Human Resource for Health in Jimma University Institute of Health, Department of Health Economics, Management and Policy. We received permission from Jimma University Institute of Health, Institutional Review Board and West Hararghe zone Health Office for administrators to conduct this study.

This study has the purpose of collecting information and providing a base line data for researchers on issues concerning job performance and associated factors among health workers in public hospitals. You are selected to participate in this study because you are eligible for this study. Your participation is purely based on your willingness.

You have the full right not to respond at all or to withdraw in the meantime and your name or other identifying information will not appear on the records of the information and there is not expected that any harm will happen to you because of participating in this study, but your input is very important for the success of this study. These questionnaires are prepared to get appropriate information you and the obtained information will be used only for research purpose.

Thank you for your Acceptance!!!

<u>Part-I</u> Socio-demographic characteristics			
1	Sex	1) Male      2) Female	
2	Age	_____	
3	Marital Status	1) Single    2) Separated    3)Married	
4	Educational Level/Qualification/	1) Diploma    2) Degree and above	
5	Professional Types	1) Health Professionals 2) Supportive staffs	
6	Working Experiences	_____	
7	Total working hours per days	1) Less than 8 hours 2) More than or equal 8 hours	
8	Total monthly income	1) Less than 4000 ETB 2) more than or equal to 4000 ETB	

<u>Part-II</u> Job performance						
Please respond to each items by circling on number that best describe your opinion based on how would you rate yourself the value of your job performance level as (1= very poor, 2= poor, 3=good, 4= very good, 5= excellent)						
		Very Poor	Poor	Good	Very Good	Excellent
9	You complete your work within the time allocated	1	2	3	4	5
10	You enjoy working beyond normal working hours to complete your tasks	1	2	3	4	5
11	When your performance is measured against the your productivity	1	2	3	4	5
12	You attend to your work with speed and accuracy	1	2	3	4	5
13	You always met the daily targets as per work schedule	1	2	3	4	5
14	The degree to which you work to meets your customers' requirements	1	2	3	4	5
15	You effectively use resources including time and materials	1	2	3	4	5
16	Your skills and abilities are put into use in your works	1	2	3	4	5
17	Your performance potential among coworkers in your organization	1	2	3	4	5

<u>Part-III Working environment</u>		Strongly Disagree	Disagree	Uncertain	Agree	Strongly Agree
Please respond by circling on a number that best describe your opinion based on how you evaluate the <i>working environment</i> of your hospital as (1= Strongly disagree, 2= disagree, 3= unknown, 4= agree, 5= Strongly agree)						
18	The organization supporting you by providing training to develop your skills and knowledge that will benefit your future	1	2	3	4	5
19	The organization provides learning opportunity to improve your skills and ability in your work	1	2	3	4	5
20	You provided with all the information and resources needed to perform your tasks	1	2	3	4	5
21	The existence of safe and healthy environment help to improve your performance	1	2	3	4	5
22	Your organization have all required medical equipment and drug supply that you need to provide a good quality of care	1	2	3	4	5
23	In your organization the management provides supportive supervision to each worker while maintaining a harmonious working relationship	1	2	3	4	5
24	The supervisor provides timely feedback that is correctional in nature on matters affecting your performance	1	2	3	4	5
25	Good interpersonal communication with coworkers at your workplace enhances job performance	1	2	3	4	5
<u>Part-IV Working condition</u>		Strongly Disagree	Disagree	uncertain	Agree	Strongly Agree
Please respond by circling on a number that best describe your opinion based on how you evaluate the <i>Working condition</i> of your hospital as (1= Strongly disagree, 2= disagree, 3= unknown, 4= agree, 5= Strongly agree)						
26	Would you describe the workload you have can affect your job performance	1	2	3	4	5
27	You satisfied with the present working hour	1	2	3	4	5
28	Your perception of the workload affect your performance in general	1	2	3	4	5
29	Allocated staff in your hospital is sufficient to cover the current work load	1	2	3	4	5
30	Over time work is acceptable	1	2	3	4	5
31	Absenteeism you have has high effect on your performance	1	2	3	4	5
32	There is conducive working environment to stay here	1	2	3	4	5
33	Working your job for long hour make your low performance	1	2	3	4	5

Part-V Job Satisfaction

Please respond by circling on a number that best describe your opinion based on how you evaluate your *Job Satisfaction* in hospital as (1= Strongly disagree, 2= disagree, 3= unknown, 4= agree, 5= Strongly agree)

		Strongly Disagree	Disagree	uncertain	Agree	Strongly Agree
34	The Salary you get motivates you to carry out your duties	1	2	3	4	5
35	Promotions are based on the your performances	1	2	3	4	5
36	You receive recognition for tasks well done	1	2	3	4	5
37	You are entrusted with great responsibility in your work	1	2	3	4	5
38	Your achievement in your work enhances your performance	1	2	3	4	5
39	You are satisfied with relations with your staffs	1	2	3	4	5
40	There are opportunities for career advancement in your organization	1	2	3	4	5
41	Supervisors encourage you to do well in your work	1	2	3	4	5
42	You are rewarded for the quality of your efforts	1	2	3	4	5
43	You really enjoy to your work	1	2	3	4	5
44	Do you take on additional task on your own initiative	1	2	3	4	5

# GAAFANNOOLEE

## YUNIIVARSITII JIMMAA ITTI

### INISTITIYUUTII FAYYAA

RAAWWII HOJII (HOJMAATAA) FI TAATEEWWAN HOJMAATA HOJJETTOOTA HOOSPITAALOOTAA MOOTUMMAA KEESSA JIRANIIN WAL QABATAN, BAHAA ITOOPHIYAA, NAANNOO OROMIYAATTI, GODINA HARARGEE LIXAA.

#### Kabajamoo Odeeffannoo kennitoota.

Xalayaan tun sababa (kaayyoo) ijoo gaafannoo qorannoo kana keessatti hirmaannaan keessan barbaadameef ibsiti. Qorannoon kun mata dureen isaa "*Hojmaata (Raawwii Hojii) fi Taateewwan Hojmaata Hojjettoota Hoospitaaloota Mootummaa (Ummataa) Keessa Jiraniin Walqabatan*" jedhu irratti naannoo Baha Itoophiyaa, Naannoo Oromiyaa, Godina Harargee Lixaa kan gaggeeffamuuf adeemu yoo tahu kuniis Yuniivarsitii Jimmaa, Inistitiyuutii Fayyaa, Muummee Ikonoomiiksii, Manajimantiifi Imaamata Fayyaa keessatti gamis/barbaacha/ guuttaannaa digrii Mastarsii Qabeenya Humna Namaa Fayyaaf barbaachisurratti qorannoo geggeessaa jira. Qorannicha geggeessuufi bargaafii/gaafannoolee kana raabsuuf Yuniivarsiitii Jimmaa Inistitiyuutii Fayyaa, 'Institutional Review Board' fi Godina Harargee Lixaatti Waajjira Eegumsa Fayyaarraa hayyamni guutuun laatameera.

Kaayyoon qorannoo kanaa odeeffannoo dhimmota hojmaataafi taateewwan hojmaata hojjettoota hoospitaaloota mootummaatiin wal qabatan sassaabuudha. Qorannichi dhimmoota hojmaataafi taateewwan hojmaataa hojjettoota fayyaatiin walitti hidhata qabanirratti odeeffannoo bu'uraa argachuuf qorannicha gargaara. Isin akka odeeffannitoota bargaafii kanaatti kan filatamtaniif odeeffannoo barbaadame qorannoo kanaaf laachuuf seera qabeessumaa waan guuttanii jecha. Hirmaannaan guutuu guutuutti fedhiifi hayyama keessan irratti hundaa'a.

Kanaafuu, guutuu guututti odeeffannoo laachuu dhiisuu yookiin yeroo barbaaddanitti dhaabuuf mirga guutuu qabdu. Kana malees, maqaafi odeeffannoon eenyummaa keessanii waraqaa qorannoo kanaarratti hin bahu. Kanaaf, qorannoo kanaaf odeeffannoo kennuu keessaniif miidhaan isinirra gahu tokkoyyuu hin jiru. Milkaa'iina qorannoo kanaatiif dhugoomni deebii isin kennitanii murteessaa. Bargaafiin kun kan qophaa'eef odeeffannoo barbaachisaa sassaabuuf yoo ta'u odeeffannoon guuramuus dhimma qorannoo kanaaf qofa oola.

Galatoomaa!!!

A) Ragaa Eenyummaafi Hawaasawa			
1	Saala	1) Dhiira      2) Dubara	
2	Umrii	_____	
3	Haala Bultii	1) Kan hin Fuudhin/ Tan hin heerumin 2) Kan Bultii Qabu/ Tan Bultii Qabdu 3) Kan/ Tan wal Hiikan	
4	Sadarkaa Barnootaa	1) Dipiloomaa 2) Digrii fi isaa ol	
5	Gosa Ogummaa	1) Ogeessoota Fayyaa 2) Hojjettoota Deeggarsaa	
6	Baay'ina Muxannoo Hojii	_____	
7	Sa'aatiiwwan      Waliigalaa guyyaatti Hojjetu	1) Sa'aatiiwwan 8 gad 2) Sa'aatiiwwan 8 oli	
8	Mindaa/ Galii/ Ji'aa	1) Qarshii 4000 gadi 2) Qarshii 4000 oli	

B . Raawwii Hojii Hangam takka jijjiiramoonni armaan gadii raawwii hojii keetii irratti dhiibbaa uuma. Tokko tokkoo gaafiilee armaan gadii lakkoofsa filannoo irra caalatti deebii kee ibsu itti maruun deebisi. 1=Baay'ee gadi aanaa 2= gadi aanaa 3= Gaariidha 4= Baay'ee Gaariidha 5= Baay'ee Baay'ee Gaariidha.)		Baay'ee gadiaanaa	Gadi aanaa	Gaariidha	Baay'ee	Baay'ee
9	Hojii kee yeroo ramadameef keessatti xumuruun ariitiin kee	1	2	3	4	5
10	Hojii tokko xumuruuf sa'aatiilee hojii idilee keetiin alatti hojjechuun sitti toluu	1	2	3	4	5
11	Rawwiin hojii keetii oomishtummaa yookiin bu'aadhaan madaalamu (akkam ta'a)	1	2	3	4	5
12	Saffisaafi qulqullina hojii kee ittiin hojjetu akkamitti madaalta	1	2	3	4	5
13	Yeroo mara galma guyya guyyaan saganteeffatte irra ni geessaa	1	2	3	4	5
14	Sadarkaan ati fedhii maamiloota keetii guutuuf hojjetu	1	2	3	4	5
15	Yeroo fi meeshaalee dabalatee qabeenya jiru sirnaan itti fayyadamuu kee	1	2	3	4	5
16	Dandeeitiifi ogummaan raawwii hojii keetiitiif galtee godhuu	1	2	3	4	5
17	Qulqullinni raawwii hojii keetii yemmuu fedhii maammilaa keetiif gootuun yoo madaalamu	1	2	3	4	5

C) Naannoo Hojii		Baay'een Morma	Niin Morma	Hin Beekkamu	Ittiin Amana	Baay'een itti amana
Kanneen armaan gadiitiif akkaataa ati haala hojii hospitaala keessan keessa jiru itti madaaltu irratti hundaa'uun lakkofsa filannoo yaada deebii keetiitti dhiyaatu itti maruun deebisi. (1= Baay'een Morma 2= Niin Morma 3= Hin Beekkamu= Ittiin Amana/ Sirriidha 5= Baay'een itti amana						
18	Ati carraa barachuu dhaabbata keessa hojjettu keessatti ni argatta.	1	2	3	4	5
19	Dhaabbatiichi dandeeitiifi beekkoomsa fulduraaf ogummaa kee fooyyeessu siif kenna	1	2	3	4	5
20	Hojjettoonni odeeffannoofi meeshaalee hoojii isaanii raawwachuuf (hojjechuuf) isaan barbaachisan hunda ni argatanii	1	2	3	4	5
21	Naannioo nagaya ta'e hojii kee fooyyeessuuf ni gargaara.	1	2	3	4	5
22	Argamiinsi dhiheessiiwwan akka qorichootaafi meeshaalee dhiibbaa raawwii hojii kee irratti ni uuma	1	2	3	4	5
23	Hoggantoonni hariiroo hojii tokkummaa qabu siransan supparvizyiini gargaarsaa tokko tokkoo hojjettootaatiif ni kennu	1	2	3	4	5
24	Supparvaayzaroonni duubdeebii (yaada) waytaawaa ta'e amala dhimmoota raawwii kee irratti dhiibbaa uuman kan sirreessu siif kennan	1	2	3	4	5
25	Hariiroo gaariin siifi waahillan hojii kee jidduu jiru raawwii hojii kee ni cimsa.	1	2	3	4	5
D) HaalaHojii		Baay'een Morma	Niin Morma	Hin Beekkamu	Ittiin Amana	Baay'een itti
Kanneen asii gaditti dhiyaataniif lakkoofsa filannoo yaadaafi ilaalcha keetti dhiyaatu ibsan itti maruun deebii kenni						
26	Baayinni hojii ati qabdu raawwii hojii kee irratti dhiibbaa qabaachuu	1	2	3	4	5
27	Sa'aatiiwwan hojii keekan yeroo ammaa hangam takka itti gammadda	1	2	3	4	5
28	Ilaalchi ati baayina hojii keetiif qabdu hangam takka raawwii hojii keeti irratti akka walii galaatti dhiibbaa uume	1	2	3	4	5
29	Kennitoonni(tajaajila) fayyaa ramadani jiran hojii amma jiru hunda waliin gahuuf gahaadha.	1	2	3	4	5
30	Yeroo hojii idileeti ala hojiin kee fudhatama qaba.	1	2	3	4	5
31	Hojii irraa hafuun miidhaa raawwii hojii kee irratti ni qaba	1	2	3	4	5
32	As turuuf haalli hojii naannichaa mijjaawaadha	1	2	3	4	5
33	Yeroo dheeraa hojii irra turuun raawwii hojii kee ni xiqqeessa	1	2	3	4	5



E) Hojjiitti Gammaduu Haala hospitaala keessa hojjeettutin hojii keetti gammaduu kee kanneen armaan gaditti dhiyaatan lakkoofsa filanno yaada, deebii keetii ibsuuf haalaan itti dhiyaata jettuun itti maruun deebisi		Baay'een Morma	Niin Morma	Hin Beekkamu	Ittiin Amana	Baay'een itti
34	Mindaan ati argattu dirqamoota kee akka bahattuuf si ni si'eessa (kaka'uumsa si keessatti ni uuma)	1	2	3	4	5
35	Guddinni sadarkaa raawwii hojii kee irratti hundaa'a	1	2	3	4	5
36	Hojii ati haala gaariin hojjetteef beekkamtiin siif ni kennama	1	2	3	4	5
37	Hojii kee keessatti itti gaafatamni guddaan sitti ni kennama	1	2	3	4	5
38	Milkaa'inni hojii kee keessatti gonfattu raawwii hojii keetii niguddisa	1	2	3	4	5
39	Hariiroo namoota wajjiin dalagdu waliin qabdutti gammachuu qabda	1	2	3	4	5
40	Carraan sadarkaa kee fooyyeeffachuu dhaabbata dalagduuf keessa ni jira	1	2	3	4	5
41	Supparvaayzaroonni akka ati hojii kee haala gaariin hojjettuuf si jajjabeessan	1	2	3	4	5
42	Qulqullina yookiin gatii tattaaffii keetitiif badhaasni siif laatama	1	2	3	4	5
43	Ati dhugaan hojii keetti gammadaa dha	1	2	3	4	5
44	Fedhii keetiin hojii dabalataa ni fudhatta	1	2	3	4	5

## ASSURANCE OF PRINCIPAL INVESTIGATOR

The undersigned agrees to accept responsibility for the scientific ethical and technical conduct of the research project and for provision of required progress reports as per terms and conditions of the Faculty of Public Health in effect at the time of grant is forwarded as the result of this application.

NAME OF THE STUDENT: \_\_\_\_\_

Date. \_\_\_\_\_ Signature \_\_\_\_\_

### 1. APPROVAL OF THE INTERNAL EXAMINER

Name of the Internal Examiner: \_\_\_\_\_

Date. \_\_\_\_\_ Signature \_\_\_\_\_

### 2. APPROVAL OF THE FIRST ADVISOR

Name of the First advisor: \_\_\_\_\_

Date. \_\_\_\_\_ Signature \_\_\_\_\_

### 3. APPROVAL OF THE SECOND ADVISOR

Name of the Second advisor: \_\_\_\_\_

Date. \_\_\_\_\_ Signature \_\_\_\_\_