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# Analyzing the Effect of Health and Safety Practices on Job Satisfaction: A Case Study of National Drug Authority.

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**Abstract.** *Employees in the different medical fields are exposed to many hazards at their workplace and this is likely to influence their levels of job satisfaction if the correct measures are not put in place by their employers. The most affected employees are those who work in laboratories. The objective of this study was to determine the perceived influence of occupational health and safety practices on job satisfaction among employees of National Drug Authority. The research design was cross-sectional survey and a structured questionnaire was used to collect data which was analyzed using descriptive statistics including percentages and frequencies. Out of the targeted 57 respondents 54 completed their questionnaires representing a response rate of 95%. The research established that occupational health and safety practices influence job satisfaction. Majority of the respondents had a positive perception on the occupational health and safety practices that are in place. They agreed that accident prevention measures in place, wellness programs and health benefits provided by NDA were satisfactory. It established that employees were satisfied with the health benefits, emergency care given to workers injured while on duty. They were satisfied with the wellness programs, health campaigns, health and safety information availed to them, health and safety training and education as well. However, respondents were not as satisfied with the refresher training on health and safety as well as training during change of jobs. With all that, this shows there is a strong relationship between health and safety practices and job satisfaction. It was recommended that NDA facilitate more safety training to equip workers with safety skills which enable reduce accident rates at work and also boost the level of staff job satisfaction so as to keep up with the changing trends in the labor market.*

**Keywords:** Job Satisfaction ; National Drug Authority ; Health ; Safety Practices ; Job ; Satisfaction

## Introduction

Occupational health and safety (OSH) is generally defined as the science of the anticipation, recognition, evaluation and control of hazards arising from the workplace that could impair the health and well being of workers, taking into account the possible impact of the surrounding communities and the general environment. (Bennet, 2016). It is a cross-disciplinary area concerned with protecting the safety, health and welfare of people engaged in the employment or work. According to the world health organization (WHO 1994) and International Labor Organization (ILO 2008), global strategy on occupational health and safety for all, occupational safety is aimed at the promotion and maintenance of the highest degree of physical, mental and social well-being of workers in all occupations; prevention among workers in their employment from risks resulting from factors adverse to their health, placing and maintenance of the worker in an occupational environment adapted to his or her physiological and psychological capabilities and adaptations of work to the person and of each person on their job.

In Africa, studies on human perception and experience of environmental safety management are scarce. These studies tend to focus on behavioral qualities of the workers at the workplaces. (Burton, 2006) and on issues such as occupational hygiene, global equality challenges, health and safety equality in the workplace (Clements-Croome, D. and Kaluarachchi, 2015). The areas covered in most studies in African tends to focus predominantly on disease prevention, psychosocial factors at the workplace, safety concerns at the workplace, workplace politics, workplace spirituality, epileptic medication at the workplaces, safety climate at the workplace, safety management, exposure to chemicals and perceptions of risks (Bamutire, 2014). The current occupational health and safety legislative framework of Uganda is based on the Constitution of 1995 and other laws. The main piece of legislation is the Occupational Safety and Health Act, No. 9, 2006 supported by a number of other laws which include the Workers Compensation Act, Cap 225, Laws of Uganda 2000, the Employment Act No 6, 2006, The National Environment Act Cap 153, and a number of subsidiary regulations. (ILO). Occupational health and safety effects are very important for organizations this

because working in safe environments leads to satisfaction of employees and this motivates them to work harder, job commitment, reduced absenteeism among others.

Job satisfaction refers to the level of contentment and fulfillment an individual experiences in their work or job role. Job satisfaction is a pleasurable or positive emotional state resulting from the appraisal of one's job or job experience, (Locke, 1976). It is a subjective assessment that reflects an employees' overall perception and feelings towards various aspects of their job, including the work itself, work environment, relationships with colleagues and supervisors, compensation, opportunities for growth and advancement, and the alignment of their personal values with the organization's values. Job satisfaction is an important factor in determining an individual's overall well-being and quality of life. When employees are satisfied with their jobs, they tend to be more engaged, motivated and productive. They are also likely to experience higher levels of job commitment, organizational loyalty and lower levels of absenteeism and turnover. In general job satisfaction has emotional, cognitive and behavioral components. The indicators of job satisfaction include but are not limited to, low labor turnover, high performance, low absenteeism rates, decreased complaints and accidents. It is important for organizations to understand and address the factors that contribute to the job satisfaction in order to create a positive work environment and promote employee well-being, engagement and productivity. The nature of the job and working environment are the major determinant of job satisfaction (Advisory Group, AG, 2010)

Occupational health and safety (OSH), also known as workplace health and safety is a multidisciplinary field concerned with promoting and ensuring the health, safety and well-being of workers in their work environment. It involves identifying and managing risks and hazards that may arise from work activities to prevent work related injuries, illness and accidents. Some of the objectives of OHS include; prevention of injuries and illnesses by providing safety equipment, implementing safety procedures and training employees on work place safety, compliance with regulations and standards which include relevant laws, regulations and standards related to workplace health and safety; promoting a safety culture, accident investigations among others. According to (Ali, 2013), the achievement of a healthy and safe place of the work is the responsibility of everyone employed in the organization as well as those working under contract. By reducing the rates and severity of occupational accidents, diseases, workplace violence and stress-related illness and by improving the equality of the work life for their employees, organizations can become significantly more effective (Armstrong, 2012).

Health and safety practices and standards refers to a set of guidelines, rules and regulations designed to promote and maintain a safe and healthy working environment. These standards are established by various government bodies, industry organizations and international agencies to protect workers and prevent workplace accidents, injuries and illness.. They relate more to systems of work than work environment. It involves the diagnosis and prevention of health hazards at work. It also deals with ill-health or stress, which occurs in spite of preventative actions, measurements and control of environmental hazards (Armstrong,2012). Employees working in scientific medical laboratories are exposed to many hazards at their workplace which are likely to influence their way of work, attitudes and perception towards there work hence influencing levels of job satisfaction. Employee work related accidents, injuries and illness are a significant challenge faced in organizations and these create difficulties to both the employer and employee financially, psychologically and physically sometimes.

Therefore, the study focused on the impact of health and safety practices on job satisfaction of staff at NDA laboratory. The National Drug Authority Quality Control Laboratory is a World Health Organization pre-qualified laboratory with robust equipment, qualified personnel and has a well-established and maintained quality management system. With all the work done and chemicals used, staff working in the lab are exposed to a whole lot of chemicals as they work. Various measures have been put in place to reduce the exposure.

#### Literature Review

Occupational health and safety, it is generally defined as the science of the anticipation, recognition, evaluation and control of hazards arising from the workplace that could impair the health, safety and well-being of workers, taking into account the possible impact on the surrounding communities and the environment (Bennet, 2016). It can as well be defined as a cross-disciplinary area concerned with protecting the safety, health and welfare of people engaged in employment or work.

Job satisfaction refers to the positive emotional state resulting from the appraisal of one's job or job experiences (Locke, 1976). It is important to note that job satisfaction in general has emotional (affective), cognitive (evaluative) and behavioral components. The emotional behavioral component refers to feelings regarding the job, such as boredom, anxiety, or excitement. The cognitive/evaluative component refers to beliefs regarding the job take an example that one's job is mentally demanding and challenging. The behavioral component has to do with people's actions in relation to their work, which may include being late, absenteeism among others (Achoki, 2016).

#### Occupational health and safety.

According to Jackson et al (2009) workplace safety and health are the physiological-physical and psychological conditions of a workplace that result from the work environment provided by the organization. Physiological-physical include occupational diseases and accidents like actual loss of life or body part while psychological conditions encompass symptoms of poor mental

health and job burnout. According to ILO/WHO (1995), occupational health should aim at promotion and maintenance of the highest degree of physical, mental and social well being of employees in an organization; prevention of departures from work caused by working conditions, protection of workers from risks and the placing and maintenance of the workers in a work environment that is good for their physiological and psychological capabilities. The health and safety of employees is very important and crucial in the satisfaction on job for employees and if managed carefully health and safety can bring substantial benefits to the organization. According to research, health and safety management leads to higher productivity, lower absenteeism, improved staff morale and relations. Hence, it's because of these benefits that many organizations have now decided to adopt various approaches to manage health and safety in their organizations these include; individual approach, organization approach and engineering approach. The organization approach involves job designs, developing and implementing safety polices, using safety committees and accident investigation. On the other hand, the engineering approach involves designing work settings and equipment, renewing equipment and applying ergonomic principals. Finally, the individual approach focuses on reinforcing safety motivation and attitudes, providing employee safety training and rewarding safety through incentive programs.

According to various studies that have been conducted globally over the years on occupational health and safety, they reveal that most employers have not been in position to put in place effective measures to improve and maintain the health and safety of their staff. Take an example of a study conducted in Guatemalam Sugar Industry by COVERCO and the International labor rights fund in 2005, it was discovered that the activities of the industry have a serious impact and effect on the quality of life of the people living near the fields and in the fields. The employees of the industry were prone to accidents and occupational illnesses since only 61% of the cane cutters had some form of protective equipment which didn't meet the standard requirements. 93% of the workers confirmed that there was no emergency evacuation procedure in case of a fire outbreak. Fumigators worked long hours in the field with no protective equipment and they received no raining on dangers associated to the job.

#### **Occupational health and safety practices.**

Many organizations today have adopted various number of measures to improve and maintain employee safety at the workplace. Occupational health and safety practices include all activities, policies, programs and measures undertaken by employers and organization to protect their employees. The effectiveness of occupational health and safety practices and management at a workplace depends on the nature of work performance systems and organization workplace practices as well as leadership and managerial resilience in seeking continuous improvement of employee health and safety (Armstrong, 2006). Some practices are listed below;

Safety training and education on health and safety. This is important because of acquisition of knowledge, skills and attitudes necessary for completion of any tasks. Training for all levels from to management to staff is very important and vital for the success of a safety program. Worth noting is the fact that safety education aims at building up a favorable attitude towards safety measures and precautions while training is concerned with providing immediate job knowledge, skills and methods of work and creating awareness on the hazards likely to be encountered in the course of work (Mamoria and Gankar, 2001). The process also enables accident investigation, what caused the accident and how to prevent it from happening again.

In addition to that health and safety training gives room for employees to acquire greater competencies to control their work, leading them to perform their jobs more safely. Safety education and training develops safety-consciousness among employees and results in safe handling of equipment (Saleemi, 2009). Training should be continuous to ensure effectiveness. Piran & Reynolds (1976) found that the response to safety campaigns and training was very good in the short term but later, the safety behavior of employees normalized. Management should therefore ensure regular and frequent refresher courses to produce long term results. Accident prevention and safety has escalated in the recent past because modern industrial workers are subject to, in the wake of rapid industrial advancement, mechanical, chemical, electrical and radiation hazards. According to Gupta (2009) safety engineering has several elements. These include guarding of those machines that pose danger to workers. They should be fenced or covered to prevent access and protect against unforeseen operational contingencies. Secondly, the flow of materials should be properly planned to eliminate hazards and there should be a well-designed system for detection, prevention and control of fires. In addition, inflammable liquids and materials should be stored and handled with care. Another important element is the provision of safety devices such as safety glasses, hard caps or helmets, gloves, gas masks and safety shoes. This equipment should be easy to wear, comfortable, lightweight and durable. Finally, there is need for regular maintenance of all equipment and machines to ensure that they are kept in perfect working condition.

Almost all large organizations provide a medical unit to service the needs of employees. They deal with illness injuries incurred by workers on the job and provide physical examinations to new employees. Organizations must provide adequate emergency care and hospitalization facilities. Also, there should be a professional physician and nurses who should ensure maintenance of adequate and confidential medical information. Management should show active cooperation with public health agencies as well as maintenance and supervision of satisfactory sanitation and hygiene in the factory or offices. Upon unemployment, all employees must undergo proper medical examination and thereafter annual checkup of those occupational prone diseases.

It is important to make sure that health education and information services are readily provided to all the employees at all times (Gupta, 2009). Apart from health care, the employers must provide adequate and clean drinking water in offices, proper sitting furniture among others. High levels of cleanliness should be maintained throughout and adequate sanitary materials in the washrooms provided.

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#### Job satisfaction.

Job satisfaction is simply defined as the affective orientation that an employee has towards his or her work (Price, 2001). Armstrong (2006) describes job satisfaction as the attitudes and feelings people have about their work. Positive and favorable attitudes towards the job indicate job satisfaction. The degree of satisfaction obtained by individuals largely depends upon their own needs and expectations, and the working environment. In order for employees to enjoy their jobs, Armstrong (2009) argues that jobs have to be designed /set up to provide maximum degree of intrinsic motivation for those who carry out the jobs with the view of improving performance and productivity.

According to Newstrom (2007), job satisfaction is a set of favorable or unfavorable feelings and emotions with which employees view their work. It's an affective attitude of relative like or dislike towards something. An employee may have a variety of feelings and attitudes towards different aspects of their job. For instance, one may be highly motivated by the working conditions and highly dissatisfied with the leadership style. The level of job satisfaction across groups is not constant but it's related to a number of variables. Similarly, job satisfaction is viewed as an affective or emotional response toward various facets of one's job. This implies that it is not a unitary concept; one can be relatively satisfied by one aspect of the job and dissatisfied with one or more facets (Kreitner & Kinicki, 2007). On the other hand, Jackson et al (2009) states that employee's satisfaction is determined by perceptions of whether the rewards received for performance are fair. Satisfied employees are more likely to continue to feel motivated while dissatisfied employees exert less effort, which results in declining performance and a general downward spiral to ineffectiveness. Furthermore, Diaz-Serrano and Vieira (2005) argue that job satisfaction is considered a strong predictor of overall well-being as well as a good predictor of intentions or decisions of employees to leave a job.

#### Influence of health and safety practices on job satisfaction.

The link between job satisfaction and organizational safety climate relates to the fact that the degree of an employee's job satisfaction derives from meaningful organizational values, norms, beliefs, practices and procedures operational at the workplace. If workers perceive that their organizations are supportive and that they provide safety structures, they are more likely to be satisfied. Furthermore, when employees' basic needs are met consistently, they express job satisfaction and display greater emotional attachment as well as loyalty to their organization (Rhodes 2002). According to Guastello and Guastello (1998), employees who perceive their workplace as safe report lower levels of job-related anxiety and stress as well as lower levels of exposure to fewer environmental hazards. It is also argued that a strong safety climate is associated with performance (Diaz et al 1997, Glendon et al 1995). Workplaces with active, visible safety leadership have fewer injuries and are often rated as better places to work, and have more satisfied, more productive employees who are less likely to change jobs (OSHA 2002). A good occupational health and safety program fosters a sense of security and comfort and increases job satisfaction (Ria et al 2012). Furthermore, Mamoria and Gankar (2011) argue that a comprehensive health program not only ensures good health of employees but also leads to a lowering rate of absenteeism and health insurance costs resulting in higher productivity and improved morale. For instance, a wellness program boosts employee morale and increases job satisfaction since it promotes employee health by providing education on health issues and healthy lifestyles.

Safety training programs are developed with an aim of enabling workers acquire attitudes, knowledge and skills which helps them reduce the perceived risk of their jobs. Most workplace hazards are caused by incomplete or absent training and if an employee is not trained to their job properly in order to avoid falling victim to hazards, they are likely to become frustrated. When trained correctly on health and safety measures, an employee is likely to feel much less stress and more satisfied with their job. Sieben-Thomas (2005) found that job satisfaction tended to be higher where there was access to workplace training. Studies conducted in different sectors on the influence of health and safety practices on job satisfaction reported a positive relationship between the variables. For instance, Gyekye (2005) found a positive association between job satisfaction and safety climate. Workers who expressed more satisfaction at their posts had positive perceptions of safety climate and displayed greater emotional attachment, involvement and expressed stronger feelings of allegiance and loyalty to the organization.

A survey among employees and human resource professionals on factors affecting overall employee job satisfaction by the Society for Human Resource Management (SHRM) in 2009 revealed that 54% of employees and 52% of human resource professionals interviewed indicated that feeling safe in the work environment was very important to employee job satisfaction. Similarly, Otieno (2010) reported that 57% of the respondents in study on the influence of work-life balance on job satisfaction agreed that work-life balance programs improve job satisfaction and employee performance while 69% thought that work environment played a big role in influencing job satisfaction.

#### Welfare management practices.

Welfare practices in organizations refer to various services offered to employees by the employer. It includes services like benefits and facilities offered to employees, not necessarily monetary but in any kind. This includes drinking water outlets, adequate toilet facilities, and adequate parking space and canteen services (Myers, 2009). This fringe benefit by the employer makes life better for the employees and motivates them for better performance. Welfare activities are categorized into two, Intramural and Extramural. Intramural activities are facilities provided by the organization such as medical benefits, clean water, clean toilet facilities, adequate parking space, canteens and compensation for accidents. Extramural activities include housing, sports and Educational

facilities, for both parents and children (Bamutire, 2007). Studies done on impact of employee welfare facilities and job satisfaction in South Central Railway, India have shown that proper welfare management of employees leads to job satisfaction (Oklahoma, 2001).

#### Emergency management practices.

Emergency management is the managerial function charged with creating the framework within which communities reduce vulnerability to hazards and cope with disasters. Emergency promotion programs and practices are important in the promotion of safety in both private and public universities. It has led to the concept of motivation; individual monetary incentives example, cash awards, promotions recognition and recommendation letters as well as praises and feedback like congratulatory notes (Oracle & Paper, 2011). NDA uses safety campaigns that focus on employee attention on specific accidents that are frequent in the organizations. Safety training, seminars and workshops whose main focus is on safety issues, posters and drawings, written emergency plan that covers emergency situations, first aid equipment, mechanism for alerting staff in case of an emergency, evacuations procedures, possible threats at workplace and a trained officer on disaster management. This is intended to raise safety awareness among employees, and senior management to make safety an integral feature in job performance, hence less accidents and therefore increase in productivity.

Communication on emergency procedures is key in promotion of safety at the NDA workplace examples include sensitization on how to use personal protective equipment anti-smoking campaigns, pictures and drawings on safety issues. Safety messages are used to evoke a high level of concern among employees and stress positive benefits of safety prevention activities, guidelines for risk deduction and response, use of statistics or risk data should be specific to the workplace (Smith, 2014)

A study conducted in the aftermath of a natural disaster, discovered that "tangible support, aimed at primary post-disaster needs are food, transportation, and housing this may help reduce employees' health-related strains. In this way, relief efforts may serve to control absenteeism and workers' compensation costs, which will likely increase when a disaster has affected most of the workforce (Romanyuk, 2010).

#### Workplace environment.

Work environment is the location where a task is performed. It involves the physical location as well as the immediate surroundings of a place such as a construction site or office building. It involves factors relating to the place of employment such as noise level, quality of air and adequate parking space. There is a link between employee health, lost work time and productivity. Government authorities are now making their workplace environment more conducive to its employees. Organizations with most effective work environment have shown profitable returns, higher market premiums and report more profits per employee (ILO, 2007) Employees with more conducive and safer workplace environment have low turnover rates as compared to companies or institutions with risky and unsafe workplace environment. Safe workplace environment leads to positive behavior among employees and better performance. Employees working in dangerous environment (Guthrie, 2001) perform poorly in their jobs and have low intentions to stay with the same employer. Healthy workplace leads to a healthy business matrix.

#### Physical working environment.

This is the working environment that deals with the physical or tangibles at the setting where job is performed. It includes things like machinery, office layout, temperature, ventilation and lighting. It also includes noise level and space. Aspects of work such as heat, noise, and lighting have been shown to affect a number of psychological processes in both direct and indirect ways. Noise, for example, may impair the cognitive performance of certain kinds of tasks (Adair, 2002).

The physical work environment setting can impact on the level and nature of social interaction between co-workers. The design of open plan offices, for example, and other aspects of the physical lay-out may determine the kinds of interactions that can take place. The physical environment may offer more or less physical safety. A study by Barry, P. Haynes (2008) found that whenever there is an improvement in the physical design of office building, productivity through employee performances is increased by about 5-10 percent. Similarly, the researcher concluded that the type and quality of lighting system at the workplace promotes working experience of employees which then results to increased productivity. Concerns about accidents or injury are also likely to have some effect on psychological well-being (Baas, Studies, Pakalns, Ph and Marketing, 2006).

#### Research Methodology.

##### Research design.

According to Cooper and Schindler (2000) a good descriptive design is concerned with finding out the who, what, where, when and how much. This research was conducted at National Drug Authority. The research methods used are both qualitative and quantitative. And instruments used are interviews and questionnaires. Cross sectional design was used to establish of the variables in the study and their relationship using different individual respondents. This method enabled the researcher to collect data in a short period of time.

##### Quantitative data.

This entirely depended on the numbers acquired from the survey. The number of staff that provided feedback and percentages provided.

**Population of the study.**

The target population consisted of employees of National Drug Authority, temporary and those on contract. Information was collected from the selected employees through questioners and interviews.

**Sample size and sampling techniques.**

**Sampling design.**

The researcher used simple random sampling method and systematic sampling. Randomly selected employees were interviewed and other selected ones given questioners during data collection in the Authority.

**Sample size.**

A sample of 57 people was used. 17 of which will be from the laboratory and 40 from the head office were considered to collect and analyze data and final results verified based on the samples.

N = elements of sample size

M = total population of the study

E= error tolerance.

**Formular.**

$$n = \frac{N}{(1+Ne^2)}$$

$$n = N / 1 + (Ne^2)$$

$$n = 57 / 1 + (0.05^2)$$

$$n = 57 / (1 + 0.025)$$

$$n = 56.5$$

$$n = 57.$$

Table showing sample sizes;

Respondents	Frequency
Microbiology laboratory	7
Medical devices	5
Quality management	5
Head office	40
Total	57

**The sampling methods.**

The researcher used Simple random sampling technique and systematic random sampling where a number of employees were randomly selected from the population to get data. Selective, strata and simple sampling techniques were used to collect data during the research.

**Data sources.**

The researcher used both primary and secondary data sources to collect data. The primary sources included the interviews conducted on the staff. These provided firsthand information about the employee experience. Secondary sources of data used and these included previous research papers written, annual organization reports about health and safety at the organization.

**Data collection methods.**

Primary data was collected directly from the field using structured questioners.

Primary data was collected from directly from the field using a structured questionnaire. A structured questionnaire was used where respondents were given a set of statements on occupational health and safety practices. The questionnaire had two sections; the first section captured demographic data while the second section captured information employees' perceptions on influence of occupational health and safety practices on job satisfaction. The questionnaires were administered to the selected respondents.

**Data Analysis and presentation.**

After data was collected, it was edited for completeness and consistency. It was then analyzed using descriptive statistics including percentages and frequencies was used to determine and establish the relationship between job satisfaction and occupational health and safety practices.

Data Analysis, Results and Discussion

Employees' Perception on Occupational Health and Safety Practices

**Table 1. Occupational health and safety.**

Condition	Yes	No
Provision of first aid equipment	90%	10%
Knowledgeable about emergency procedures.	95%	5%
Favorable office setup in regard to health and safety.	89%	11%

supervision in respect to the health and safety practices at NDA.	75%	25%
Existing standard operating procedures when using chemicals and hazardous substances,	100%	0
Maintenance of health and safety equipment.	98%	2%
Good security system.	98%	2%

**Source:** research data 2023.(primary data)

The findings on safety training and education provided by the company revealed that majority of respondents had a positive perception. This is confirmed by a high percentage responded on safety training and education. The respondents agreed that there is refresher training on safety. They also agreed that training is provided during change of jobs or transfer to a new job or position. The relatively high percentage in all responses implies a positive perception of the respondents about the safety training and education provided by the Authority. According to the numbers, 93% of the respondents strongly agreed that the training and education on safety is satisfactory, 6% agreed and only 1% were neutral about it. This implies that work is being put in and this will in future bring 100% agreement on the matter among all the employees of the authority.

From the findings, the greater percentage of the employees agreed that the organization adequately provides first aid equipment, with 90% of the employees used in the sample size agreeing to it. 10% of them were not satisfied with the adequacy on provision of the first aid equipment at office. A higher yes percentage implies that the employees agree and have a positive perception on provision of first aid equipment to them. In addition to that, 98% agreed that the health and safety equipment are available and properly maintained.

**Table2. (Occupational health and safety)**

Question	<i>strongly agree</i>	<i>agree</i>	<i>Neutral</i>	<i>disagree</i>	<i>Strongly disagree</i>
Comfort of work environment.	65%	15%	10%	5%	5%
Existing Supervisor employee relationship.	50%	28%	16%	2%	4%
NDA values health and safety at the workplace.	97%	3%	-	-	-
Health and safety Information is provided to satisfaction.	86%	10%	4%	-	-
NDA does health and safety training.	93%	6%	1%	-	-
NDA has a health and safety policy	83%	10%	2%	3%	2%
Emergency system present at the NDA office	90%	6%	2%	2%	1%
The housekeeping and office layout at NDA is satisfactory.	98%	2%	-	-	-
Risk assessment is carried out for the hazardous substances.	100%	0	-	-	-

**Source:** research data 2023. (primary data)

The findings show that the respondents had a positive perception on accident prevention measures in the organization. First, accident prevention has to do with provision of personal protective equipment to the staff, according to the findings 98% strongly agree that these are fully provided to them for work. Only 2% disagreed and the reason for their negative response was because the equipment is sometimes delayed.

The response from the respondents shows a positive perception towards the organizations' attention towards making sure the safety from the chemicals and substances is met. This is indicated by the 100% agreement from the respondents. With a big percentage of over 98% of the respondents agreeing to the fact that there is a good security system available at work proves that people feel safe at work. Hence meaning they have a positive perception to towards the security and are mostly satisfied with it despite a whopping 2% failing to agree to the matter.

Statement	Strongly agree		Agree		Neutral		Disagree		Strongly Disagree	
Occupational Health and Safety of Academic Multidisciplinary Research (IJAMR)	frequency	%	frequency	%	frequency	%	frequency	%	Frequency	%
Provision of resources and tools for work.	37	65	8	15	6	10	3	5	3	5
Employee well-being.	29	50	16	28	9	16	1	2	2	4
Importance of health and safety knowledge	55	97	2	3	0	0	0	0	0	0
information provided by management about health and safety at the workplace.	49	86	6	10	2	4	0	0	0	0
Health and safety training provide d at NDA.	53	93	3	6	1	1	0	0	0	0
Health and safety policy at NDA.	47	83	6	10	1	2	2	3	0	0
Emergency system present at the NDA office.	35	58	15	25			3	5	2	3
Housekeeping and office layout.	28	46	30	50			2	3	0	0

Source: research data 2023. (primary data)

From the findings, 95% Of the respondents are in agreement and are satisfied with the available emergency procedures in case of an accident occurs at the office premises. 5% of the respondents are not fully satisfied with the available emergency procedures. They have a negative perception towards the available system and feel that better can be provided and done by the Authority to guarantee satisfaction. In addition to that 90% of the respondents strongly agreed that they are satisfied with the emergency procedures meaning the Authority has put in work to ensure that this is achieved but despite that 6% just agreed and some neutral while 1% were in strong disagreement with this. On average there is appositve perception about the emergency system but that doesn't rule out the fact that there are loopholes in the emergency system and these are actually experienced by some individuals in the organization. With all that the respondents agreed that there is an emergency system and procedures available in case of an emergency.

**Table 3. Job satisfaction.**

Question	Strongly agree		Agree		Neutral		Disagree		Strongly disagree	
Job satisfaction	Frequency	%	Frequency	%	Frequency	%	Frequency	%	Frequency	%
Resource provision.	49	86	6	10	2	4	0	0	0	0
Clearly defined quality goals.	52	91	5	9	0	0	0	0	0	0
NDA does an excellent job of	49	86	6	10	2	3	1	1	0	0

keeping employees informed about matters affecting them.										
relevant skills for the job	30	52	11	20	5	8	9	15	3	5
Involvement in decisions that affect your work	42	75%	6	10%	6	10%	3	5%	0	0
professional relationship with my supervisor.	51	90	6	10	0	0	0	0	0	0
Job satisfaction	56	98	1	2	0	0	0	0	0	0

Source: research data 2023. (primary data)

From the findings of the study, it is evident that the respondents were fairly satisfied with the wellness programs. This is confirmed by a percentage of 88%. Furthermore, they were fairly satisfied with health information and services provided during the wellness outreaches. This concurs with the views of Gupta (2009) who argues that wellness programs promote employee health by providing education on health issues and healthy lifestyles which in turn boosts employee morale and increases job satisfaction. Findings on the health services provided by the organization revealed a positive perception of the respondents as shown by an average percentage of 93%. Respondents strongly agreed that all new employees undergo proper medical checkup. They also agreed that there are quality health care services provided by the different hospitals insured to which they have full-time access to with a percentage of 96% and high levels of sanitation in the workplace with a percentage of 98%. Respondents were undecided on whether the time easy access were being given, whereas they disagreed that there is an annual medical checkup for all employees.

## Conclusion and Recommendation

### 5.1 Conclusions.

From the findings of this research, it is evident that employees felt that the company management had put in place a number of health and safety practices to ensure they worked in safe and healthy environment. Most respondents agreed that there are wellness programs in place, adequate accident prevention measures, provision of health care and safety training. They were satisfied with the wellness programs, accident prevention measures and the health services provided to employees at the health facility. The respondents were dissatisfied with safety training and education. Job satisfaction is affective and by a series of factors including employee health and safety. This study revealed that occupational health and safety practices should be effective and efficient to influence employee satisfaction positively

### 5.2 Recommendations.

From the findings of the study, it is recommended that the management of the company improves the frequency of refresher training on safety to equip employees with necessary skills and knowledge in line with the changing technology and the work environment. The training should be customized to meet the needs and requirements of different jobs in different departments of the organization. The study also recommends that all employees undergo an annual medical checkup to ensure that all employees with medical issues are assisted. The government should enforce the safety laws as stipulated in Occupational Health and Safety Act by taking legal action against all employers who do not abide by the safety laws and standards.

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