

Job Satisfaction and Good Laboratory Practice (GLP) in an East African Medical Research Center

Fransuave L. Moore¹, Emily P. Moody¹, Alexandra L. Wright², Malissa A. Clark, Ph.D¹

¹ Department of Psychology, University of Georgia, Athens, GA
² London School of Hygiene & Tropical Medicine University, London, UK



INTRODUCTION

In previous studies, I-O Psychologists have researched job satisfaction in a number of different western workplaces. In the summer of 2018, our research team conducted interviews and administered surveys at the National Institute of Medical Research (NIMR), Amani Centre in Muheza, Tanzania to explore job satisfaction in a comparatively under-researched context.

The purpose of the study was to investigate job satisfaction in relation to Good Laboratory Practice (GLP) and the implications they can have on a research center in a low and middle-income country. We explored job satisfaction through questions about job satisfaction and three constructs correlated with job satisfaction: job control, occupational position, and perceived organizational support. In addition, we asked questions pertaining to GLP to understand participants' current knowledge and attitudes of GLP.

For this poster, we will discuss the job satisfaction of the site through perceived organizational support, the implications of GLP, how it affects the employees, and some hopeful results of GLP standards regarding the future of the lab.

We hope that this poster will highlight the benefits of employee job satisfaction and GLP in an East African medical research center.

METHODS

We choose a mixed methods design and utilized an inductive approach to best allow the discovery of emergent themes about job satisfaction.

- Our original data collection materials were based on job satisfaction literature and three constructs correlated to job satisfaction: job control, occupational position, and perceived organizational support.
- Total of 30 employees volunteered to be interviewed.

Data Collection materials

Semi-structured Interviews

- Primary data collection tool.
- Semi-structured, face-to-face interviews
- Halfway through the study, questions were added to gauge participants' thoughts on the GLP project.
 - Do you know about GLP?
 - How do you feel about GLP?

Surveys

- Secondary data collection tool
- Likert-type questions.
- Used to triangulate data and cross-check semi-structured interview responses to ensure validity.

Focus Group

- Twenty-two
- Asked 5 questions rooted in the responses given in the surveys and interviews.
- This allowed us to gather data in an open and honest environment that aligned with cultural expectations.

RESULTS & DISCUSSION

Table 1 - Job satisfaction and perceived organizational support

Dimension	Question	Example Comment	Number of Comments
Care	Do you feel as though the lab and its employees care about your general satisfaction at work?	"Yes"	20
Cooperation	Do you feel as though the lab and its employees care about your general satisfaction at work?	"Because of the cooperation we have here."	12
Feedback	Do you receive feedback on tasks?	"Yes"	27
Resources	Do you feel satisfied with your job?*	"Yes, but there is a lack of some facilities which could help me perform all my activities."	11

*This question elicited the most responses for the given sub-category. While the example comment is representative of the # of participants included in the sub-category, some of the participants gave their response to various other questions.

The exploration of the job satisfaction of the employees at the site led to the discovery of several major themes. One being high levels of workplace socioemotional needs being met, and another being low levels of resource availability need to complete work.

Workplace socioemotional needs are an important aspect of an employee's perceived organizational support. Socioemotional needs include things such as caring, affiliation, and approval.

- Employees indicated high levels of socioemotional needs being met through caring, cooperation, and feedback.

A second important aspect of perceived organizational support is availability of resources from the organization that are needed for an employee to complete work.

- Participants indicated low levels of resource availability needed for them to complete work. Examples include things such as facility space, sufficient payment, on-time payment, and office space.

Table 2 - Good Laboratory Practice

Dimension	Number of Comments	Sample Comment
GLP is positive	16	"It is so important to us as it will improve and upgrade our works and we will work at the international level."
Dislikes current conditions	10	"Whenever I want to do research and there are no facilities available."
Dislikes lack of income	7	"Generally salaries are not sufficient, things are not good because of the payments."
Dislikes lack of organization	9	"When asking something and the same not implemented on time, this is the thing that annoy me mostly."

The table above describes several dimensions found within responses regarding the questions pertaining to job satisfaction. These dimensions, when viewed in relation to GLP, are interesting. Specifically, should the lab gain GLP certification, many of the comments participants had regarding the state of the lab and materials available could very well be resolved with potential additional funding received through certification.

CONCLUSIONS

- Good Laboratory Practice** is important to increase the research capacity of a site. GLP provides a standard for all low and middle-income country research sites, which ensures that the organizations that fund these sites are receiving quality research outputs.
- Job satisfaction** is an important construct to measure while a site is undergoing a Good Laboratory Practice project (GLP). By measuring job satisfaction, we are able to indirectly measure the effects GLP has on the perspective of the employee.
- Increasing the research capacity** of medical research centers in low and middle-income countries while being informed about employee job satisfaction is critical for addressing and combating tropical diseases such as malaria. Job satisfaction is highly correlated to job performance. GLP increases the research capacity of a medical research center. Having employees who are satisfied with their jobs and are therefore more likely to have high job performance allows the increased research capacity of a medical research center to be properly utilized.



Image 1

First room for semi-structured, face-to-face interviews.



Image 2

Before concluding data collection, we held a focus group. This allowed additional data to be gathered with questions rooted in responses from the semi-structured interviews.