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## INSECURITY AND JOB SATISFACTION AMONG PRIMARY HEALTH CARE WORKERS IN SELECTED LOCAL GOVERNMENT AREAS IN AKWA IBOM STATE, NIGERIA

**Dorcas Ajifolake Omotunde**

*Directorate of Public Order and Information Management*

*University of Uyo, Nigeria*

*flakypupa@gmail.com*

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### **Abstract**

The study examined the effect of insecurity on job satisfaction among primary health care workers in Oruk Anam, Essien Udim and Ukanafun Local Government Areas of Akwa Ibom State. The study employed ex-post facto research design. Population of the study consisted of all the staff of the primary health care centres in the study areas. The sample of the study consisted of 90 respondents derived from the population using simple random sampling techniques. Data were collected with researcher's designed research instrument entitled: "Insecurity and Satisfaction Assessment Scale (ISAS)". The research instrument-ISAS were validated by experts and obtained .82 reliability using Cronbach Alpha Coefficient. Data were collected and analysed using percentage mean scores. The results revealed that the respondents perceived that the level of insecurity in the workplace environment is high. Meanwhile, the respondents perceived the level of satisfaction in their workplace in terms of insecurity as they are not satisfied (55.56%). The results also indicate that insecurity threatens the satisfaction level of the staff by making the workplace not comfortable; eroding the interest, attention, and zeal for active participation. However, the results indicate that males were the primary target because they are presumed to be combatants who can defend and counter the plans of the criminals (violators). It is therefore concluded that the high level of insecurity experienced by public servants in the course of delivering their statutory responsibilities has shown to have remarkable negative effect on the job satisfaction. Against this, it is recommended that Government and corporate individuals as a matter of urgency should provide strategic security mechanisms that will eliminate psyche of threat in the public organization.

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**Keywords: Insecurity, Job Satisfaction and Health Workers**

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### **Introduction**

The potentials of public health care centres (PHCC) in providing essential health services to the people cannot be overemphasized. The establishment of PHCC was essentially to provide healthcare from the cradle to the grave for the individual by focusing on broad and inclusive determinants of health and through the provision of comprehensive care, promotion of health friendly practices through health education, prevention and treatment of infectious and non-infectious diseases, public health management as well as rehabilitation and palliative care for all persons (World Health Organisation cited in Alonge, 2020). However, the actualization of these tasks by the PHCC revolves around various variables within the primary health care (PHC) workers, working environment and the security of lives and properties assumingly taking the centre stage. These three input variables have the potency to determine the viability, functionality and effectiveness of PHC in the implementation of delivering quality health services.

Fundamentally, health sector revolves around delivering of quality health care services such as testing and diagnosis, screening, ensuring patients/public adherence to health care protocols; and treatment of various health challenges. This service delivery can only be handled by the PHC workers. In other words, PHC workers are the handlers of all the process and input variables in PHCC vis-à-vis the determinant of the quality of efficiency and effectiveness of the PHC. Effiong (2022) maintained that

employees are the essential element that propels the achievement of the organisation's mission and vision. Nevertheless, this quality expectation of a PHC is equally a function of the working environment.

Primary health care centres' working environment is also a veritable factor that has the tendency to regulate the level of effectiveness of workers. It serves as a bedrock for the actualization of PHCs objectives. When adequately provided, working environment promotes staff loyalty, level of commitment, efficiency, effectiveness, and productivity (Raziqa *et al.*, 2014). One of the cardinal roles of a working environment is to guarantee the safety and the security of the personnel. This goes to say that the effectiveness of any worker to render quality services is a function of peaceful working environment; a key determinant of workers' job performance (Elaho and Odion, 2022, Bushiri, 2014). Invariably, quality job performance depends on quality job satisfaction (Fadlallh, 2015, Khan, Nawa, Aleem and Hamed, 2014, Rodrigo, Kuruppu and Pthirana, 2014).

Nevertheless, the consideration of job satisfaction especially among the public health workers is paramount as they are the catalysts that most determine the wellness of the society through effective management of other material resources, creating a viable information base to the people; as well as attending to health challenges presenting before them. However, many factors have been mentioned as could have remarkable effect on PHC workers such as brain drain, poor remuneration, obsolete infrastructure, inadequate medical facilities, and underfunding of the hospitals (Omoleke, and Taleat, 2018). Meanwhile, one that could inimically contribute to PHC workers' job satisfaction is the case of insecurity.

Cases of insecurity implications on health workers have been reported in Nigeria. Like in the case of Borno State, Obi and Eboreime (2017), World Health Organisation Reports (2016) and Olarewaju (2021) reported that insecurity has led to the destruction of health facilities, killing, as well as increasing health workers' attrition rate. Reisel *et.al.* (2010) affirmed that issues of insecurity contribute immensely to promoting fear, vulnerability, leading to burnout, and reduction of workers' effectiveness. These resulted from threat, kidnapping, killing, victimization, destruction of properties; and creation of rationalization of being victimized. Be that as it may, it becomes imperative to ascertain whether this has been the case in Ikot Ekpene Senatorial District of Akwa Ibom State premised on the fact that this area in recent times has experienced certain level of reported cases of insecurity (Nigeria's Police Force, Akwa Ibom State Command, 2022). Also, whether the cases of reported insecurity have any ripple negative implication on PHC workers' job satisfaction and performance is a contemplation for an examination.

Meanwhile, different scholars explained insecurity in diverse ways. Ojukwu (2017) refers to insecurity as the state or quality of being insecure. Within the purview of this definition of insecurity, it is insinuated contentiously though without consensus that insecurity remarkably affect job satisfaction in various ways. This also varies with gender. While some authors maintained that insecurity really affect female folks more than the male counterparts (World Health Organisation, 2022); other inferred that males are the primary target because they are presumed at be combatants (Durhan, Droegge, Cameron and Murphy, 2022). Arising from this contentious positions, it becomes critically urgent to examine the effect of insecurity on job performance among primary health care workers in Oruk Anam, Essien Udim and Ukanafun Local Government Areas of Akwa Ibom State. This formed the basis for the study.

### **Statement of the Problem**

No society or any sector of the society can develop without ensuring optimization in the area of effective security of the people and the properties. Some of part of Akwa Ibom State recently has

experience rising tension on the issue of insecurity. This become more worrisome as one of the essential sectors (PHCs) established to cater for the wellbeing of the people seems to be remarkably affected.

Public Health Centres which has struggled to assume the expected standard seem to be impeded by the emerging cases of insecurity especially in Ikot Ekpene Senatorial District. These cases of insecurity as reported by social analysts and Nigeria's Police Force (2022) resulted from cultism, kidnapping, boundary war, and armed robbery. These have led to destruction of private and public properties, causing threat and vulnerability; as well as undermining quality health service delivery.

Holistically, a stroll to some of these PHCCs in Akwa Ibom State reveals incessant public health workers' absenteeism, excessive complaints on lack of medical/health utilities, equipment and facilities due to vandalism; and unwillingness of workers to remain in their offices/workplaces. Worst still, these PHCCs lack visible security personnel that can at least deter the intruders/invaders from the centres not to mention CCTV Cameras, fence, and other security gadgets essential in the 21<sup>st</sup> century society. This has really exposed PHCs workers to vulnerability and could constitute immense tension with remarkable debilitating effect on their job performance. On this note, it becomes imperative to critically examine if the level of insecurity in these areas has any ripple effect on PHCs workers' satisfaction which may in turn, affect their overall job effectiveness and performance. Therefore, the researcher poise to ask: could insecurity constitute any effect on PHC workers' job satisfaction in Oruk Anam, Essien Udim and Ukanafun Local Government Areas of Akwa Ibom State? If yes, what is the extent of effect? This formed the basis of the study.

### **Objective of the Study**

The study examined the:

- i. effect of insecurity on primary health care workers' job satisfaction in Oruk Anam, Essien Udim and Ukanafun Local Government Areas of Akwa Ibom State.
- ii. gender variations in the effect of insecurity on public servants' job satisfaction.

### **Research Questions**

The following research questions were raised for the study:

- i. What is the effect of insecurity on primary health care workers' job satisfaction in Oruk Anam, Essien Udim and Ukanafun Local Government Areas of Akwa Ibom State?
- ii. What is the gender variations in the effect of insecurity on public servants' job satisfaction?

### **Job Satisfaction**

The concept of staff job satisfaction according to Rodrigo, et.al. (2022) refers to the attitude and feelings people have about their work. These attitudes could be categorized into positive (favourable) and negative (unfavourable). Positive (favorable) attitudes towards the job indicate the job satisfaction while negative (unfavorable) attitudes towards the job indicate job dissatisfaction. This implies that staff job satisfaction is the sum of attitudes and feelings people have about their job; it is the degree to which an employee has positive emotions towards the job role. Factors that could regulates staff job satisfaction includes pay, promotion, benefits, trainings, working conditions or work environment, nature of the job - job security, relationship with co-workers and supervisors (Fritzsche and Parrish, 2005, Younis, etal., 2021).

Working environment according to Raziga *et al.*, (2014) plays a vital role in enhancing the job satisfaction of an employee. In an empirical study, the authors analysed the impact of working environment on employee job satisfaction. The study employed a quantitative methodology. Data was collected through a self-administered survey questionnaire. It was found that there exists a positive relationship between working environment and employee job satisfaction. The study concludes with some brief prospects that the businesses need to realize the importance of good working environment for maximizing the level of job satisfaction. When this working environment is infested by insecurity, it could have relative impact of the job satisfaction of an employee though with variability based on gender.

### Concept of Insecurity

Achumba, Ighomereho and Akpan-Roharo (2013) viewed insecurity from two angles. The first is that insecurity could be seen as the condition in which one is open to dangerous threats that could be harmful to an individual. Secondly, insecurity as a situation in which a person is exposed to risks and diverse anxieties. It therefore means that these anxieties imply unhappy emotions that individuals experience in anticipation of certain misfortunes.

Insecurity as reported in the case of Borno State, has contributed inimically to undermining the effectiveness of health care service delivery. World Health Organisation (2016) maintained that insecurity led to:

- i. Destruction of about 786 health facilities in the region.
- ii. Killing of over 1000 health workers, and over 250 injured.
- iii. Loss of up to 40 percent of Borno State health facilities, and only one third of those left remain functional.
- iv. High attrition rate of health workers (that is, loss of over 35 of its health workers to other States), and as well,
- v. Makes planning and delivering essential health intervention difficult.

More so, Olarewaju (2021) maintained that insecurity limit personnel access to basic amenities, fuel crime rate, as well as breeds atmosphere of frustrated expectation and foster widespread indignation on the part of those that are trapped in the vortex circle of abject poverty. In other words, insecurity breeds fear, thus limiting essential workers in the course of delivery of public services, and undermining the standard of living. According to Ezeah and Osayi (2014), the level of destruction meted out on the Northeast especially Maiduguri Metropolis is one that may be said to have disrupted the delivery of public services thereby making life extremely difficult for the inhabitants.

It is worthy of note that issues of insecurity affect access to health care service (Bello, in Abubakar, Kirfi and Gorko, 2022), jeopardizing timely interventions, particularly for safe delivery, increases level of suffering, reduces workers' response capacity (Lawal, Kirfi and Balarabe, 2013), as well as having remarkable influence on the economic, socio and physical cost of production and services rendered (Gassebner, cited in Abubakar, *et.al.*, 2022).

Obiechina, Abraham and Nwogu (2018) investigated perceived impact of insecurity arising from physical attacks on teachers' productivity in public secondary schools in Anambra State, Nigeria. Using mean and rank order in answering the research question and z-test statistical analysis for testing the hypothesis at 0.05 alpha levels, the finding concludes that physical attacks on teachers demoralises them and negatively affect their commitment to work, which ultimately reduces their level of productivity.

Agullo-Tomas, *et.al.* (2020) identified how gender inequality and job insecurity are related. To do so, a predictive study of insecurity, broken down to gender, was developed, considering sociodemographic and labor variables as antecedents. The sample included 1,005 employees (420 men and 585 women) aged between 18 and 65, and a linear regression was conducted for each group. Results show that women perceive greater insecurity under precarious working conditions, whereas in the case of men variables related to their professional careers (job category, education) and household incomes were relevant predictors. It is concluded that job insecurity affects both gender groups, but the conditions in which this perception grows are significantly impacted by gender inequality.

In another study, Feyertag, Childress, Langdown, Locke, and Nizalov (2021) analysed the perception data of 28,132 women and 25,048 men in 33 countries to assess potential gender imbalances. It was found out that, men and women's perceived tenure security as does not differ significantly. However, significant in-country differences exist that can in part be explained by gender-differentiated sources of insecurity. Women are more likely to feel threatened by internal sources of insecurity from within the family or the community, particularly when faced with scenarios of divorce or spousal death over the long-term expected duration of their tenure. Men, in turn, are significantly more likely to cite external sources of insecurity such as government expropriation or private investment in the near- or middle-term. These studies do not actually provide clearer perspective on the effect of insecurity on public servants' job satisfaction based on gender, thus formed the basis for this assessment.

## Methods

The study employed ex-post facto research design. This was because ex-post facto research is a research model whose events have occurred before the research is carried out, only revealing the symptoms that have occurred before, so there is no need to give treatment to the variables in the study (Arikunto 2010; Etudor-Eyo, 2015). Population of the study consisted of all the staff of the primary health care centres in Oruk Anam, Essien Udim and Ukanafun Local Government Areas of Akwa Ibom State. The sample of the study consisted of 90 respondents derived from the population using simple random sampling techniques. This involved selection of 30 respondents from one Primary Health Care Centre in each of the three local government areas that participated in the study.

Data for the assessment of the effect of insecurity on public servants' job satisfaction were collected with researcher's designed research instrument entitled: "Insecurity and Satisfaction Assessment Scale (ISAS)". The ISAS consisted of 10 items designed on four rating scale with positive perspective of strongly agreed (SA), agreed (A), disagreed (D), and strongly disagreed (SD). The options were coded as 4, 3, 2, and 1 respectively. The research instrument-ISAS were validated by experts and reliability tested using Cronbach Alpha Coefficient to obtained .82.

Data were collected using mean scores. The variables (insecurity, and public servants' job satisfaction and gender) with lowest mean score indicated the one with highest effect of insecurity on public servants' job satisfaction. When the mean scores are similar or closely related, it points to a no difference in the effect of insecurity independent variables on the dependent

## Results

### Respondents' Gender

| Gender       | Frequency | Percentage |
|--------------|-----------|------------|
| Female       | 56        | 62.2       |
| Male         | 34        | 37.8       |
| <b>Total</b> | 90        | 100.0      |

(Source: Field Survey, 2023)

The Table shows that majority of the respondents (62.2%) were females. This perhaps may relate to the disposition of the females in taking care of the patients as well as the fact that nurses mostly constitute higher percentage of workforce in health care service sector.

### Respondents' Perceived Level of Insecurity in Their Work Place

| Items<br>(Level of Insecurity) | No. of Respondents | Percentage |
|--------------------------------|--------------------|------------|
| Very High                      | 11                 | 12.2       |
| High                           | 56                 | 62.2       |
| Low                            | 10                 | 13.3       |
| Very low                       | 6                  | 6.7        |
| None                           | 5                  | 5.6        |
|                                | 90                 | 100.0      |

(Source: Field Survey, 2023)

This Table indicates that majority of the respondents (62.2%), perceived that the level of insecurity in the workplace environment is high. Only the least of the percentage (5.6%) perceived that they do not feel any level of insecurity. This aligned with the report of Nigeria Police Force, Akwa Ibom State Command (2022), of rising incidence of insecurity in Ikot Ekpene senatorial district of Akwa Ibom State.

**Research Question 1:** What is the effect of insecurity on primary health care workers' job satisfaction in Oruk Anam, Essien Udim and Ukanafun Local Government Areas of Akwa Ibom State?

### Mean Scores of the Effect of Insecurity on Public Servant Job Satisfaction in Akwa Ibom State (N=90)

| Sn | Items Description                                                   | Mean | Remark |
|----|---------------------------------------------------------------------|------|--------|
|    | <b><i>The level of insecurity in my workplace makes me.....</i></b> |      |        |
| 1  | Feel satisfied with the level of security mechanism.                | 1.41 | D      |
| 2  | Not threatened                                                      | 1.46 | D      |
| 3  | Not feel like relocating to another place of work.                  | 1.16 | SD     |
| 4  | Contented with the profession without planned attrition.            | 1.20 | SD     |
| 5  | Comfortable going to work daily.                                    | 1.21 | SD     |
| 6  | Feel satisfied with option of remaining in the work place.          | 2.82 | A      |
| 7  | Feel satisfied with workplace-community relationship.               | 1.18 | SD     |
| 8  | Feel comfortable with management of security in the workplace.      | 1.16 | SD     |
| 9  | Feel more interested in attending to tasks in the workplace.        | 1.88 | D      |
| 10 | Actively engaged in all the activities in the workplace.            | 2.40 | D      |
|    |                                                                     | 1.58 | D      |

(Source: Field Survey, 2023)

The results as indicated in Table showed that insecurity threatens the satisfaction level of the staff by making the workplace not comfortable; eroding the interest, attention, and zeal for active participation. When this occurs, the staff start considering attrition, focusing on lobbying for transfer to another location

and in turn, may affect the level of effectiveness, productivity and efficiency of staff on the job. In essence, insecurity decline the job satisfaction level of public servants in Akwa Ibom State. The findings aligned with the study conducted by Obiechina *et al.*, (2018) on the perceived impact of insecurity arising from physical attacks on teachers' productivity in public secondary schools in Anambra State, Nigeria, which revealed that insecurity affects the productivity of the staff negatively. Therefore, it is concluded that physical attacks on public servants has the potency of demoralizing them and negatively affecting their commitment to work, which ultimately reduces their level of productivity.

**Research Question 2:** What is the gender variations in the effect of insecurity on public servants' job satisfaction?

**Table 5: Mean Scores of the Effect of Insecurity on Public Servant Job Satisfaction in Akwa Ibom State (N=90)**

| Sn | Items Description<br><i>The level of insecurity in my workplace makes me.....</i> | Mean of<br>Female | Mean of<br>Male |
|----|-----------------------------------------------------------------------------------|-------------------|-----------------|
| 1  | Feel satisfied with the level of security mechanism.                              | 1.00              | 1.82            |
| 2  | Not threatened                                                                    | 1.31              | 1.61            |
| 3  | Not feel like relocating to another place of work.                                | 1.12              | 1.20            |
| 4  | Contented with the profession without planned attrition.                          | 1.10              | 1.30            |
| 5  | Comfortable going to work daily.                                                  | 1.11              | 1.31            |
| 6  | Feel satisfied with option of remaining in the work place.                        | 3.43              | 2.21            |
| 7  | Feel satisfied with workplace-community relationship.                             | 1.15              | 1.21            |
| 8  | Feel comfortable with management of security in the workplace.                    | 1.12              | 1.20            |
| 9  | Feel more interested in attending to tasks in the workplace.                      | 1.55              | 2.21            |
| 10 | Actively engaged in all the activities in the workplace.                          | 2.45              | 2.35            |
|    |                                                                                   | 1.53              | 1.64            |

(Source: Field Survey, 2023)

Results of research question two answered indicated that there was a difference in the effect of insecurity on public servants' job satisfaction based on gender. This goes to say that the ways cases of insecurity affect female and male staff's job satisfaction differ. Arising from the details as shown in Table 5, female public servants feel satisfied with the option of remaining in the workplace as well as actively involving in the activities of the workplace were more than their male counterparts. However, the female public servants' job satisfaction was really affected negatively by the cases of insecurity in Akwa Ibom State as indicated with the low mean score (1.52) as compared to that of the males (1.64). This finding aligned with Durham, *et al.*, (2022) position that males are the primary target because they are presumed to be combatants which can defend and counter the plans of the criminals (violators) (Durhan, Droegge, Cameron and Murphy, 2022).

## Conclusion and Recommendations

The insecurity has been shown to be prevalent in the working environment in Ikot Ekpene Senatorial District, Akwa Ibom State. The high level of insecurity experienced by public servants in the course of delivering their statutory responsibilities has shown to have remarkable negative effect on the job satisfaction. This especially led to the dropped in the interest, active participation, and attention given to the efficiency and effectiveness of the public servants. Although the menace of insecurity has remarkable negative implications on general job satisfaction of public servants, the male especially in the areas of threatening their safety, comfortability and relationship with the community members. This has made them

to often plan for relocating to a better secured place of work. Hence, insecurity erode the staff of job satisfaction.

It is premised on this results that the study recommended as that Government and corporate individuals as a matter of urgency should provide strategic security mechanisms that will eliminate psyche of threat in the public organization. This can be done by recruiting private security personnel to the organisations; installation of CCTV Cameras around the work premises; retraining of personnel; and ensuring workplace-community members partnership in tackling cases of insecurity. These measures will serve as deterrent to intruders and these with criminal tendencies.

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