

**OCCUPATIONAL SAFETY AND HEALTH; A FOCUS ON THE SUPPORT
STAFF OF KAMPALA INTERNATIONAL UNIVERSITY, UGANDA**

TEBANYANG EMMANUEL


BEM/17516/71/DU

**A RESAERCH DISSERTATION SUBMITTED TO THE FACULTY OF ENGINEERING AND
APPLIED SCIENCES DEPARTMENT OF ENVIRONMENT MANAGEMENT
FOR PARTIAL FULFILMENT OF A BACHELOR'S IN
ENVIRONMNETAL MANAGEMENT OF
KAMPALA INTERNATIONAL
UNIVERSITY**

AUGUST 2010

DECLARATION

I TEBANYANG EMMANUEL, hereby declare that the work in this dissertation entitled, **Occupational Safety And Health; A Focus On The Support Staff Of Kampala International University, Uganda**, with exception of the acknowledged references, ideas and concerns, is my original work and it has never been submitted for fulfillment of the requirement of a degree or any other education qualification in any institution of learning.

Signed  Date 20.09.2010

TEBANYANG EMMANUEL

APPROVAL

This research entitled, **Occupational Safety and Health; A Focus on the Support Staff of Kampala International University, Uganda**, Is submitted to Kampala International University (KIU), School Of Engineering and Applied Sciences with my approval as supervisor.

Signature.......... Date.....21/09/2010.....

Mr. AMMON ORISHABA

DEDICATION

This work is dedicated utmost to my dear Parents, Mr. Arukol Samuel and Mrs. Lina Ojao for their support and care during this hard struggle, I love you daddy and mum, may God be with you always.

To my siblings Lomongin P Santos, Longole Mary, Amaese Innocent Lopor, Ilukol Massimino, Nyangan Salvatore and Nangiro Felim for the support they offered me, am proud of you.

ACKNOWLEDGEMENTS

I would like to thank the family of Mr. and Mrs. Samuel Arukol and Lina Ojao for their hard work in shaping this art piece and good character that has made everything so smooth to this very end. You are a wonderful family.

I appreciate so much the services, attention and guidance of Mr. Ammon Orishaba throughout this entire compilation and direction.

I appreciate the support rendered to me by my siblings to whom I owe a lot of thanks for the encouragement during hard times.

All Catholic Christians of Immaculate Heart of Mary at KIU deserve a special mention in this work for enriching my spiritual life and giving me a home away from home during my whole stay at KIU. You are wonderful people.

My fellow students in the struggle deserve a special mention. Andrew Otekat, Lomilo Charles, Abura Catherine, Putan David, Achuka Simon P Nangiro, Nabur Rita and a whole lot of friends whose names cannot be enumerated right here. Thank you so much for your support.

Above all, thanks be to GOD the almighty in the name of Jesus Christ for the strength and wisdom to accomplish this art piece.

ABSTRACT

Kampala International University (KIU) was founded in October 2001 as a private University which offers both undergraduate and postgraduate programs on a full time as well as part time basis. KIU has its main Campus at Kansanga location in the south eastern part of Kampala Uganda's capital and largest City. The institution lies on the coordinates of 001742N, 323615E (latitude 02950, longitude 326040). It has attracted a diverse culture and multitude of students from International and local arena.(www.kiu.ac.ug)

Since its start in October 2001, KIU has been growing exponentially both in terms of student population, human resource and housing as well as accommodation facilities. This therefore means that, the small and available area of land on which the institution sits has to be maximally put in to proper use. Generally, this rapid growth has brought about increased threats to Occupational Safety and Health of the workers, and as such, there have been a number of injuries and accidents in the recent past.

In this study, we focused on the Safety and Health of the support staffs at KIU. We used interviews, observation and questionnaires to extract information from the 32 randomly sampled respondents to help us understand how the duties assigned to the support staffs influenced their Safety and Health at work.

We arrived at findings and analyzed the data using Microsoft Excel which helped to present data, conclude and forward a few recommendations in this study to also give a general view of Occupational Safety and Health field world wide.

This work has been collected, compiled and presented in the simplest language possible, a lot of jargon has been minimized, therefore I welcome you to a piece of reading new knowledge.

ACRONYMS AND ABBREVIATIONS

AIDS- Acquired Immune Deficiency Syndrome

CDC- Centre for Disease Control

D.C- District of Columbia

EFCI- European Federation of Cleaning Industries

EU- European Union

HIV- Human Immune Virus

ILO- International Labor Organisation

KIU- Kampala International University

OSHA- Occupational Safety and Health Administration

OSH- Occupational Safety and Health

UNACOH- Uganda National Association of Community and Occupational Health

US- United States

WHO- World Health Organisation

MoH- Ministry of Health

NOTU- National Organisation of Trade Unions

TABLE OF CONTENTS

Declaration.....	i
Approval.....	ii
Dedication	iii
Acknowledgements.....	iv
Abstract.....	v
Acronyms And Abbreviations.....	vi
Table Of Contents.....	vii
CHAPTER ONE.....	1
1.0 Introduction	1
1.1 Backround Of The Study	1
1.2 Statement Of The Problem.....	4
1.3 Aims And Objectives	5
1.4 Aim	5
1.5 Objectives.....	5
1.6 Research Questions.....	5
1.7 Justification Of The Study.....	6
1.8 Scope Of The Study.....	6
1.9 Definition Of Key Concepts	6
CHAPTER TWO	8
2.0 Literature Review.....	8
2.1 Introduction	8
2.2 Duties Assigned To Support Staff And The Relationship With Safety And Health At Work Place.	8
2.2.0 Disease.....	8
2.2.1 Hiv/Aids	9

2.2.2 Postural And Ergonomics Risk Factors.....	10
2.3 Health And Safety Risks	11
2.3.0 Threats To Reproductive Health.....	11
2.3.1 Stress	11
2.3.2 Boredom.....	12
2.3.3 Inhalation	12
2.4 What Are The Concerns Of Workers And What Is Being Done?.....	13
2.5 Counter Response	14
CHAPTER THREE	16
3.0 Methodology.....	16
3.1 Introduction	16
3.2 Study Design.....	16
3.3 Study Area	16
3.4 Study Population	17
3.4 0 Sample Population	17
3.4.1 Formula For Sample Selection	17
3.4.2 Sample Selection	18
3.5 Data Collection Instruments	19
3.6 Interviews	19
3.7 Questionnaires	19
3.8 Observation.....	19
3.9 Research Procedure	20
3.10 Data Analysis And Presentation.....	20
3.11 Research Limitations	20
CHAPTER FOUR	22

4.0 Presentation Of Results And Interpretation.....	22
4.1 Introduction	22
4.2 Background Information	22
4.3 Interpretation And Analysis	23
4.4 Duties Assigned To The Support Staff	25
4.5 Effects Of Work On Health And Safety	25
4.6 Safety And Health Risks.....	27
4.7 Types Of Accidents Encountered	28
4.7.1 Sexual Abuse And Harassment.....	29
4.7.2 Occurrence Of Accidents	30
4.8 Concerns Of The Support Staffs.....	31
4.9 What Is Being Done?	33
4.9.1 Satisfaction Of The Support Staff To What Is Being Done.....	35
CHAPTER FIVE	37
5.0 Discussions, Conclusions, And Recommendations.....	37
5.1 Introduction	37
5.1.0 Summary	37
5.2 Conclusion	37
5.3 Reccomendations.....	39
Bibliography.....	42
Appendix A	44
Appendix B	48
Questionnaire For Administartion Staff	48
Appendix C	51
Appendix D.....	52

CHAPTER ONE

1.0 INTRODUCTION

This chapter seeks to explain and illustrate the understanding of the relationship between the work place and the safety and health that workers face as they go about their work. It also brings out the meaning of Occupational safety in relation to the health of the workers and what needs to be done incase risks arise from the work place. It provides a basis on which the researcher picks the topic in order to understand the challenges that half of the world's population faces in their struggle to earn a living and make the rest of the earth's components thrive.

1.1 BACKROUND OF THE STUDY

Occupational Safety and health has existed since the eighteenth century, but still remains a challenge in many fields and sectors.

Despite the availability of effective interventions to prevent occupational hazards and to protect and promote health at the work place, large gaps exist between and within countries with regard to the health status of workers and their exposure to occupational risks. Still only a small majority of the global workforce has access to occupational health services. (WHO 2008)

Since its start in October 2001, KIU has been growing exponentially both in terms of student population, human resource, and housing and accommodation facilities. This therefore means that the small and available area of land on which the institution sits, has to be maximumly put in to proper use. This has seen several buildings constructed with magnificent vertical heights to accommodate all learning facilities ranging from libraries, laboratories, lecture rooms, toilets, and office rooms. Generally, this rapid growth in industry has brought about increased threat to occupational safety and health and as such, there have been a number of injuries and accidents in the recent past. (Giraffe Magazine; Number 026 of March 2010)

The maintenance and management of these different facilities on the same buildings has been of great concern. Therefore, the Director of Estates in KIU is on toes each and every

time to ensure that the environment for learning and administration, relating with the health conditions there in, are reconciled for the sustenance of the institution. This therefore calls for more Investment on employing a large number of support staff, especially the cleaners, through the human resource at KIU.

Cleaning is a generic job carried out in all sectors and in private companies as well as in public areas. Cleaning services are one of the most dynamic areas of corporate services in Europe and continues to grow, especially in the newer EU member states. Most of the cleaning work is performed as contract cleaning where the cleaners are employed by a cleaning company but work within the premises of one or more host companies. The sector also has a large proportion of (sometimes undeclared) self employed workers, who are mostly found in domestic cleaning. The work force is predominantly female(77%) and most of the workers are working part-time (70%).In Europe, it is estimated that about 30% of cleaning workers are migrant workers, although this is probably underestimated.(European Union Occupational Safety and Health Administration, EU-OSHA 1998)

In order to understand the working conditions of the sector and the situation at stake with regard to occupational safety and health, it is important to take in to account the specific socio-economic context in which the sector operates. The cleaning sector is under constant competitive pressure. Health and safety matters are not always included in the customer's procurement and instead of being an integral part of the negotiations before hand, are discussed after the contract is signed. This leaves little room for the cleaning workers and company to be able to negotiate safe and healthy working conditions. This leads to some situations where the cleaners work in the premises of the customer where they generally have very little power to influence the working conditions and environment, and they often lack the knowledge about their rights. Cleaning services include a broad range of activities and are performed in different work environments, such as homes, offices, industries, schools, shops, aircrafts and hospitals. The risks that cleaners may be exposed to therefore depend on the tasks they perform but also on the premises they work in. (European Federation of Cleaning Industries, EFCI 2003)

Aware of the nature of environment these support staff are to work in, the Director of Estates alongside Human Resource is mandated to protect the lives and health of its workers- support staff by providing them with working duration, sensitizing them about the safety and health risks at work, First Aid in case of accidents and carrying out risk assessment to prevent workers-Support staff from harm and injury during working time. (ILO Declaration 1998)

This is because as an Institution, KIU is responsible for providing the infrastructures to ensure that workers-support staffs remain employable and that their enterprises flourish. (ILO Declaration 1998)

In the early 1970s, the Ugandan national economy crumbled due to mismanagement. Many large industries collapsed and in order to bridge the gap to provide services, small scale industries sprang up all over the country. These maximized safety at work as well as the health of their workers and remuneration. (UNACOH 2000)

The factories act, which was last amended in 1964, is still being used to enforce occupational safety and health in Uganda alongside ILO experts who are helping in reviewing the act.

Although effective occupational safety and health programs and many structural changes have improved the conditions of work in some sectors, several hazardous agents and factors such as physical, chemical, biological as well as psychosocial stress in addition to occupational accidents still threaten the health of workers in all countries continuing to cause occupational and work related diseases and injuries throughout the world. (UNACOH 2002)

The environment in and around the institution of KIU draws a special attention to the management and administration of the university. Excessive production of sewage, solid wastes, noise and so much trampling over and in the lecture theatres creates unaesthetic conditions for learning and administration.

This has seen bad odor from almost every nearby toilets in the buildings a lot of dust generated in the lecture rooms, excessive noise by the students and bangs in and around lecture rooms and office rooms, bangs from falling chairs and seats accompanied by rapid construction to develop KIU, solid wastes ranging from confectionery to scholastic materials.

Workers represent half the world's population and are the major contributors to economic and social development. Their health is determined not only by work place hazards but also by social and individual factors and access to health services. (WHO 2008). This therefore calls for a special attention to the workers safety and health all over the world, and KIU as an educational Institution.

1.2 STATEMENT OF THE PROBLEM

According to the best available estimates, 100 million workers are injured and 200,000 die each year in occupational accidents and 68-157 million new cases of occupational diseases are attributed to hazardous exposure or workloads. Such high numbers of severe health outcomes contribute to one of the most important impacts on the health of the world's population.

Occupational injuries and diseases play an even more important role in developing countries where 70% of the working population of the world lives. By affecting the health of the working population, occupational injuries and diseases have profound effects work productivity and on the economic and social well being of workers, their families and dependants. (WHO Geneva 14th OCTOBER 1994)

It is therefore against this background that the safety and health of the support staff at KIU draws much attention for study.

1.3 AIMS AND OBJECTIVES

1.4 AIM

To evaluate the Safety and Health in relation to the working conditions of the support staff at KIU

1.5 OBJECTIVES

1. To establish the duties assigned to the support staff in relation to their Safety and Health .
2. To establish the health and safety risks arising from the duties assigned to the support staff.
3. To find out the concerns of the support staff towards their work and working conditions in relation to the duties assigned.
4. To find out any efforts being done to improve the working conditions of the support staff.

1.6 RESEARCH QUESTIONS

1. What is the relationship between the duties assigned to the support staff to their safety and Health at the work place in KIU?
2. What health and safety risks are likely to arise from the duties assigned to support staff at KIU?
3. What are the concerns raised by the support staff towards their working conditions?
4. What is being done to improve the working conditions of the support staff?

1.7 JUSTIFICATION OF THE STUDY

The study above has provided a foundation for the different stakeholders in charge of Human Resource, Director of Estates, Academic Affairs and all other stakeholders in a related field, here and beyond, to respond to the concerns of the support staff.

Policy makers at KIU and beyond may use this data to suggest possible strategies to improve the working conditions

Future researchers can as well use this data as the literature, only when authorized to do so and when necessary

Successful interventions drawn by this study will imply that, the relationship between the support staff and administration will improve and the specification on work will be spelt to each party

It will also highlight the neglected health and safety risks faced by the different gender during working time at KIU and other work environments.

1.8 SCOPE OF THE STUDY

The study was designed to cover mainly the support staff at Kampala International University, whose working conditions are paramount to the academic life at KIU and it was done at the main campus.

1.9 DEFINITION OF KEY CONCEPTS

- Kampala International University` means an educational institution in Kampala that hosts both local and International students for Certificates, Diplomas, Degrees, Masters and Post Graduates as well as academic research.
- `Occupational Safety` refers to protection and general wellbeing of the worker or employee, in this case, a support staff at KIU.
- `Health` refers to having a general state of wellbeing and uprightness of one`s mind, body and surrounding.

- `Working Condition` refers to all aspects surrounding the place or designation of each activity being done, either ongoing or static at every University premise.
- `Support Staff` refers to a person charged with the duty of keeping a tidy environment at certain premises at KIU including sweepers,moppers,electricians and contingency repairs being done.
- `Guild Union` refers to a body in charge of students` ideas and welfare, a link between the University administration and the students.
- `Director of Estates` refers to a person responsible for the welfare and allocation of work to support staff including designation for use of premises and movement of equipment from one building to the other.

CHAPTER TWO

2.0 LITERATURE REVIEW

2.1 INTRODUCTION

This Chapter sought to look at the available data and information already researched up on, and compares it with what the researcher in this particular topic intended to assess and analyze.

2.2 DUTIES ASSIGNED TO SUPPORT STAFF AND THE RELATIONSHIP WITH SAFETY AND HEALTH AT WORK PLACE.

The support staffs at Kampala International University (KIU) included cleaners, painters, computer laboratory attendants and electricians. Their duties were relatively similar due to the workplace environment, and therefore, their concerns could much as be similar.

It is however estimated that 250 million work place accidents occur annually worldwide with 335,000 of the accidents fatal and the majority in developing countries where Uganda lies. (WHO 2008)

In Uganda, the causes are not known because they are not reported to the ministry of Gender, Labor and Social Development (MGLSD) as required by the Occupational Health and Safety act 2006 and the Workers' compensation Act 2000.

2.2.0 DISEASE

During the 2007 Ebola outbreak in Bundibugyo, five out of the 14 health workers who were infected with Ebola died. In 2000, seven out of 31 health workers who got infected with Ebola while treating patients in Gulu, including Dr.Mathew Lukiya passed on.Dr.Francis Ntalazi, an expert on Human Resource in the Ministry of Health (M o H) explains the infections and deaths as a result of inadequate protective gear, limited infection control measures, poor risk management and limited awareness of the potential risks of occupational hazards. (MoH Uganda 2008)

It is estimated that, only 39 Health workers claimed compensation, all of whom were victims of the 2007 Ebola outbreak.

A study done in 2005 by the MoH Mbarara Hospital indicated that, six of the 46 blood samples were positive for hepatitis B. This was attributed to exposure to infected blood fluids.

In May 2010, 850 workers at the Rosebud Flower Farm petitioned government over alleged abuse of their rights following an incident in which one of their colleagues, Mr. Safari Mazirani, was hurt while on duty and later lost his life. *'I no longer see things at a distance. I have become short sighted. I do not know whether I can be able to do any significant job in the future'* laments Mr. Ssekamatte 23 years, one of the victims of poor working conditions at Rosebud Flower Farm. Mr. Sam Ngoroye 45 years also suffered a knee dislocation after sliding and falling in a store while working at Rosebud Flower Farm store. (Daily Monitor Wednesday June 23rd 2010)

This is a clear indication of the poor policy implementation and neglect of the support staff and cleaners in organizations that needs clear and distinct attention.

2.2.1 HIV/AIDS

Many thousands of workers are estimated to be at the risk of HIV infection in the work environment, either through contact with infected utensils or administrative social arrangements. Several thousands of health workers in direct contact with infected patients were followed over a period of several months and among those who had an accidental exposure, the risk of infection was estimated between 0 and 0.76%. (WHO, ILO 1988- Geneva)

The impact of HIV and AIDS is far reaching and affects the lives of millions across Africa. The devastating ripple effects of the epidemic are certainly not limited to only the HIV infected individual, but rather present new and very challenging questions for families, communities, economies and work places. This is because the majority of people infected with HIV are in the prime of their working lives, between 15 and 49 years, where the work places and economies are determined by that under relentless strain of tender excited adolescent ages. (Jonathan Mundell 2009)

It is also estimated that 650,000 to 900,000 people in U.S are currently infected with HIV, the virus that causes AIDS. One in 6 large U.S work sites (more than 50 employees) and 1 in 16 small U.S work sites (fewer than 50 employees) have experienced an employee with HIV infection or AIDS. (C.D.C 2000)

The HIV prevalence in Uganda stands at 14.5% with more than half that number emerging from work sites (WHO 1994). 6% of employees in Uganda suffer sexual harassment from bosses or fellow workmates with women more affected regardless of employment levels in organization. (40% of women below the age of 25years). Forced sexual intercourse is also more common among young single fresh employees in Uganda and many women do not report sexual harassment for fear of stigma and loss of employment. (AIDS report Uganda 2006).

These and many others are the challenges that pose a big health and safety risk to the support staff at KIU as well.

2.2.2 POSTURAL AND ERGONOMICS RISK FACTORS

According to Woods and Buckle 2000, the main ergonomic risk factor in cleaning for support staff is the postural workload. Cleaners work for most of their time bent forward and with twisted backs. They daily perform high numbers of repetitive movements of arms and a high static and dynamic output of force is regular, for example when mopping. These types of muscular activities contribute to muscular fatigue and may lead to musculo skeletal disorders.

Millions of Americans are suffering from back pain, neck/shoulder tension, headache, lower back pain and sciatica for which they cannot find a specific cause. Most of these cases are due to repetitive strain from occupational over use syndrome. The human body was not meant to stay in one, constrained position for prolonged periods of time. It requires motion and activity to maintain normal circulation to keep muscles relaxed. The result of prolonged static postural strain is fatigue in the muscles and eventually joint, nervous or disc injury. The pain may start suddenly or gradually, but the problem was inevitably brewing for months, years or even decades. (Craig 1996).

However, the number of part time support staff-cleaners has been steadily decreasing from 80% in the late 1980s to 75% in 1995 and 66% in 2003.

According to Kruger et al 2004, there is a difference between cleaners employed in the public and private sector. In 1997, in the public sectors, most of the cleaners were employed on full time basis while 80%-90% of workers in the private sector worked part time. The average number of hours worked per week is rather low as a consequence of the high number of cleaning workers working only part time.

2.3 HEALTH AND SAFETY RISKS

The work place together with the duties and administrative arrangements there in, pose significant health and safety risks to the workers. These may be chemical, biological, physical or psychosocial hazards.

2.3.0 THREATS TO REPRODUCTIVE HEALTH

A very recent health concern is the threat to unborn children and a person's ability to reproduce that may be caused by exposure to certain workplace hazards. In so called clean rooms where computer chips are etched with acid and gases at digital equipment corporation, miscarriage among women were 39 %.(Gary M 1988)

This can be the danger awaiting the electricians and cleaners of computer laboratories at Kampala International University whose safety and health must be taken care of.

2.3.1 STRESS

The pressure of modern life, coupled with the demands of a job can lead to emotional health concerns that are collectively labeled stress. Evidence of stress can be seen everywhere from a 35year old executive who dies of sudden Heart attack to the dependable older worker who unexpectedly commits suicide. One indicator of stress is hypertension (high blood pressure).According to data provided by the Blue Cross and the Blue Shield Associations, 17million U.S workers suffer from hypertension resulting in a \$20billion loss in wages and productivity every year. (Gary M 1988)

Other problems such as alcoholism and drug abuse may result from severe emotional strain if employees use these substances to help reduce stress. (White 1983). Alcoholism however is a costly health problem. It has been estimated by a U.S government Agency that, problem drinkers on payrolls cost American Industry approximately \$8.9billion a year in lost production, mismanagement of resources, sick pay and absenteeism. Up to 10% of the American work force suffers from various degrees of alcoholism. (Cohen 1985)

The support staff at KIU is no exception of the social environment presented by the work place. A series of duties performed each day, coupled with daily concerns of life, can stress a normal person, and therefore, the support staff at KIU can be presented with the danger and risk at work which can be of great concern to the institution's performance and general welfare.

2.3.2 BOREDOM

Michael Schuster and Susan Rhodes of Syracuse University examined the records of three New York firms to find out the relationship between overtime work and accidents relating to safety and health of workers. Fatigue, defined as boredom occurs when a person is required to do the same task for a long period of time. As fatigue of these kind increases, motivation is reduced, along with decreased motivation, workers' attention wanders and likelihood of accidents increases. They examined 462 accidents and amount of overtime preceding each for a different firm. (Robert L Mathis 1988)

The support staff at KIU, especially painters, electricians and theatre cleaners can be encountered with danger of boredom, and as such, may suffer the consequences of fatigue and being in the same environment for the same duty over a period of time. Their attention may at times wander and likelihood of accidents may increase.

2.3.3 INHALATION

Support staff-cleaning workers are exposed to the inhalation risk of dust and other particulate matters re-suspended in to the air because of the cleaning process of cleaning

agents' constituents and of secondary products from reactions between substances present in the working environment. In some cases, cleaning workers mix different types of cleaning products together in order to obtain the final cleaning agent desired. A common example is mixing bleach together with Ammonia or acids in order to obtain a cleaning agent of mopping, which may create hazardous fumes of chlorine (Cl₂) or Chloramines and as a consequence lead to severe acute respiratory effects in cleaners. According to the American literature, the mixture is mostly prepared without following any instructions neither on the appropriate proportions of bleach and Ammonia or acid, nor on the safe way to do so. (OSHA 1970)

Medina-Ramon et al 1980, have linked symptoms of obstructive lung disease in domestic and institutional cleaners to the use of diluted bleach and other irritant cleaning products such as degreasing sprays/atomizers and air fresheners. They concluded that exposure to certain irritant cleaning products aggravates lower respiratory tract symptoms in female domestic cleaners with asthma or Chronic Bronchitis.

Nazaroff and Wechsler 2004, Published a table of 13 documented asthma and allergy associations related to the use of cleaning products. Among the main causing agents identified, carpet shampoo or floor-cleaning detergents with ethanolamine as active substances are main cause of respiratory diseases among cleaners.

Zock J.P et al 2003, the frequent use of common household cleaning sprays may be an important risk factor for adult asthma. According to the assessment of risks linked to non-professional home cleaning, the highest risks were found for sprays used for glass-cleaning, furniture and air refreshing, while cleaning products not applied in spray form were not associated with asthma.

2.4 WHAT ARE THE CONCERNS OF WORKERS AND WHAT IS BEING DONE?

All types of work are hazardous and workers are exposed to situations that may result in injury, disease or even death. Such occupational accidents and diseases cause great suffering and loss. (WHO 2002)

Many workers, at times are ignorant of the risks at their work place and do not make a mention of their rights and responsibilities of the employee, for fear of losing jobs. It is estimated that 150,000 U.S workers in 56 different occupations are exposed to mercury on the job, but make no mention about it. (Robert L Mathis 1988). This makes a number of workers vulnerable to occupational hazards.

2.5 COUNTER RESPONSE

Increase in International movements of jobs, products and technologies can help to spread innovative solutions for prevention of occupational hazards, but can also lead to a shift of that risk to less advantaged groups. The growing informal economy is often associated with hazardous working conditions and involves such vulnerable groups as children, pregnant women, older persons and migrant workers. (ILO 2006)

Physical Examinations. Employers may sponsor in depth general physical examinations yearly or on a regular basis. Organisations providing this service are investing in the physical health of employees who may not see a doctor regularly because of work schedules, personal reluctance, or lack of money. There are many case examples of health enhancement programs in the work place. Most of these programs have a physical fitness emphasis and are directed by physiologists. This is being done by the Xerox Corporation in the U.S that ensures that every employee is registered to a certain physiologist organization. (Wright 1982)

The U.S Air Force in 1985 made it a must that every department encourages occupational safety and Health programs for all employees.

A senior medical officer in the MoH Uganda, Dr. Friday E Agaba recommends that, occupational infections can be prevented through risk management. This involves hazard identification, assessment and control. This is the voice of many trade Unions in Uganda today, to protect the workers and their health for essential productive and decent work while at the same time reducing expenditure. (NOTU 2009)

This is also backed by the OSHA recommendations of 1970 that include;

- Personal Protective Equipment (PPE) that requires broader use of respirators, gloves, coveralls and other protective equipments and when handling hazardous chemicals, goggles, face shields, ear protection in typical industrial environments.
- Hazard Communication (Hazcom) also known as the `Right to know` standard which was issued as 29CFR1910.1200 on November 25th 1983 (48FR53280), which requires developing and communicating information on the hazards of chemical products used in the work place.
- Blood Borne Pathogens (BBP) in 1990 where OSHA issued a standard designed to prevent health care (and other) workers from being exposed to blood borne pathogens such as hepatitis B and HIV.

Many organizations and Departments (both public and private) have set up clinics for first aid and primary treatments at work places. The Director of Rosebud Flower farm, Mehta Dimpo, says there is a clinic that treats any worker injured during work in the farm before any referral is made at the expense of the farm. (Daily Monitor 2010) This is a requirement by OSH through the Occupational Health and Safety Act 1985 for Uganda, in the provision of First Aid in the work place and organizing Health and Safety training in the work place.

“We have a clinic to provide first aid to our workers, and we have evidence to show that the workers are catered for. We’ve also provided all workers with protective gadgets to stop chemicals from affecting them.” Mehta Dimpo-Manager of Rosebud Flower Farm.

CHAPTER THREE

3.0 METHODOLOGY

3.1 INTRODUCTION

This Chapter seeks to explain and emphasize how the study was carried out, how the data was collected and how the data was analyzed and presented to predict its purpose and the significant effect of the study to the population targeted. It consists of the systematic methods or techniques that were used during the study and they included among others; study design, study area, study population, sample selection, data collection methods and data processing analysis and presentation.

3.2 STUDY DESIGN

The research design was descriptive and analytical. The research assistants were equipped with knowledge about the working conditions of the support staff at KIU. This was done through observation and drafting a questionnaire suited for the control group of the support staff that provided shallow information about their working conditions. Quantitative information, basing on percentages, figures and interpretation of graphs was used to analyze the findings from both observable features and drafting a questionnaire for treatment group of support staff that was objectively selected to provide almost accurate and required information about the working conditions of the support staff. These included Human Resource Office, Director of Estates, University Clinic and a few heads of support staff at KIU.

3.3 STUDY AREA

The study was carried out in Kampala International University (KIU) main campus at Kansanga, along Ggaba Road. KIU has its main campus at Kansanga location in the South Eastern part of Kampala, Uganda's capital and largest city. It sits at the coordinates of 001742N, 323615E (latitude 029050, longitude 326040).

The environment in and around the institution of KIU draws a special attention to the management and administration of the University. Excessive production of waste, sewage, noise and so much trampling over and over again, creates unaesthetic conditions for

learning and administration. The study was narrowed down to the working conditions of the support staff, whose work though paramount, seemed neglected.

3.4 STUDY POPULATION

The study population constituted mainly of support staff, who in this case, for purposes of objectivity, are the victims of poor working conditions at KIU. A few administrators were also randomly selected to generate their views about the research.

3.4.0 SAMPLE POPULATION

The researcher made a target sample population of approximately 32 respondents. These included more than half respondents being support staff and the rest distributed to administration, who, in this case, were secondary victims of the projected situation and impacts of poor working conditions of support staff at KIU.

3.4.1 FORMULA FOR SAMPLE SELECTION

The size will be determined by Kish and Leslie (1965) formula for single proportions for Simple Random Sampling as below;

$$N = \frac{d^2}{e^2} \left(\frac{p}{p-1} \right)$$

$$e^2$$

Where N= the sample size required

d= the standard deviate for 95% confident level which is 1.96

p=the expected proportion of support staffs in KIU which is 50 %.(Assumption in that maximum number at that precision)

e=the precision of the study which is +/- 10%

N= 30 respondents

3.4.2 SAMPLE SELECTION

In this study, for purposes of accuracy and saving time and money, sampling method of Random Sampling selection was appropriate to get respondents, especially the support staff. The researcher used Simple Random Sampling technique (SRS) under the lottery method to select the respondents being support staff. In this method, the researcher listed all the names of available support staff at KIU and numbered them. The numbers were then placed on small papers and gathered in one small box, thoroughly mixed, then one blind folded support staff was asked to pick one paper at a time for a while. Whoever was picked was included in the sample frame and arranged accordingly. The Interview or interaction was done respectively with the numbers allocated in the sampling frame.

To select the administration staff, for the research study. The researcher was required to use Non-Random Sampling technique through Snow-Ball sampling. Here, the researcher was to take a personal initiative to identify individuals in the rightful offices viz; University Clinic, Director of Estates and Human Resource, who were knowledgeable about the support staff at KIU to provide appropriate information.

3.5 DATA COLLECTION INSTRUMENTS

Data are factors, figures and other relevant materials past and present serving as a basis for study and analysis, in this study both primary and secondary data was collected and used. The data collection Instruments were therefore basically self administered questionnaires for different members of different departments and comprised of open ended and closed ended questions that required respondents to answer all the questions to the best of their knowledge. Interviews were also used in data collection for selected members among the support staff and students respectively.

3.6 INTERVIEWS

An interview guide was used. The researcher carried face to face interviews with respondents. The researcher also explained to the respondents why the study was carried out. The researcher preferred this method because he had face to face interaction with the respondents and was able to ask probing questions relevant to the study.

3.7 QUESTIONNAIRES

These were pre-formulated written set of questions to which the respondents were to record their answers. It was an efficient data collection mechanism because the researcher knew exactly what was required and how to measure the variable of interest. Questionnaires were administered personally to the respondents. They consisted of open ended and closed questions set for the respondents to explain themselves fully, they also allowed originality. Closed ended questions set to specific responses where categories were exhausted, closed ended questions enabled in getting standardized answers and therefore easy to evaluate and stored for future references.

3.8 OBSERVATION

Information was gathered without asking questions by observing people in their natural work environment and recording their behaviors and concerns. The researcher played one or two roles; Non-participant observer and participant observer. As a non-participant observer, the researcher collected data in the role of private researcher without trying to become an integral part of the support staff or administration. The researcher became part

of the work team and in the process observed the support staffs' behavior, performance, duties, concerns and safety at work.

3.9 RESEARCH PROCEDURE

The researcher obtained an introduction letter from KIU faculty of Engineering and Applied Sciences, Department of Environmental Management to facilitate in the Interaction and maneuvering over the situation. Permission was sought for the researcher to conduct this study. Participants willing to provide information were guided in the questionnaires filling process and questions were asked by the researcher for clarification.

3.10 DATA ANALYSIS AND PRESENTATION

After collection of data, only correctly filled questionnaires were recorded and analyzed. Analysis was carried out on true findings and represented using tables or graphs and percentages. The Final work was combined and presented to the faculty of Engineering and Applied Sciences. If need be, it will also be presented to the Department of Human Resource at KIU as well as the Department of Estates at KIU.

3.11 RESEARCH LIMITATIONS

The researcher faced the following problems resulting from the methods and practices used in collecting data.

Confidentiality. Some support staff feared to give out some information especially on personal data because they thought it was not of any purpose to them. This was minimized by not spelling out the respondents' names; instead, the researcher used numbers.

Limited time. This was because employees were busy people and found it hard to create or find time for the researcher and this made the researcher encounter a few respondents to provide information. This was minimized through participation of researcher in duties of support staff as well as making appointments with respondents and making questionnaires precise and accurate.

Some cleaners wanted to sell out information in terms of payments so as to reveal the needed information about their situation, qualification, performance and names of other support staff. For purposes of facilitation, the researcher was encouraged to carry a little amount of money and seek accorded appointment from the respondents to increase the immunity of being coned.

CHAPTER FOUR

4.0 PRESENTATION OF RESULTS AND INTERPRETATION

4.1 INTRODUCTION

This Chapter summarizes the findings of the study and presents them as the researcher found out in the field. It also presents discussions as to why the situation exists the way it is now. This Chapter presents, analyses, and interprets the data obtained from the support staff at KIU main campus.

The purpose of the research was to understand the occupational Safety and Health risks faced by the support staff as they go about their assigned duties and to evaluate the impact of such duties to their Safety and Health.

The effectiveness of data analysis was measured in terms of what activities/duties were performed by the support staff at KIU and whether their duties had any significant impact on their Occupational Safety and Health.

The researcher targeted 32 respondents, 30 of which were support staffs and 2 administration staffs. Their responses were used in this study to draw attention to the Occupational Safety and Health of all workers.

Answers to objectives of the study were sought for easier understanding and interpretation of the results. The results in this study are presented in tables, pie charts, quotations from questionnaires and interview schedules and observation.

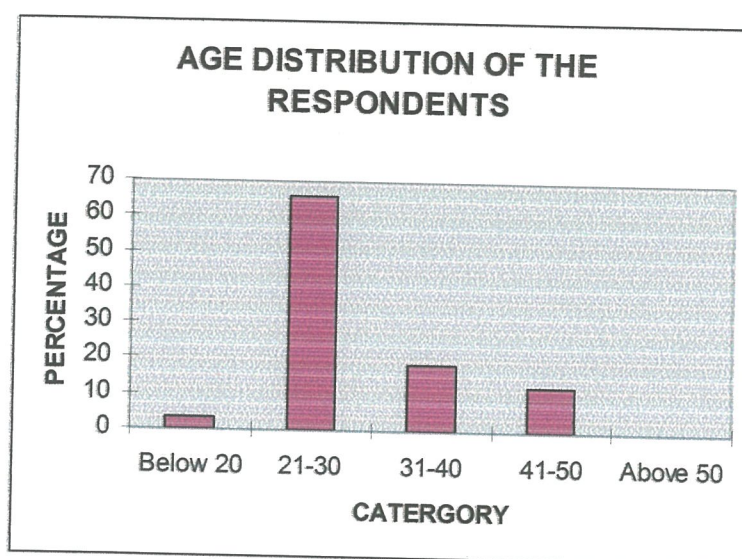
The respondents' answers were tallied to get frequency counts. The researcher then drew tables for each question and calculated the frequency counts in to percentages. The data analysis and presentation were done under four objectives as below.

4.2 BACKGROUND INFORMATION

This summarizes the cluster of respondents according to their age and gender. This was used by the researcher so as to make it easy to present the findings and analyze them accordingly.

Graph 1.0 below shows the age groups of the respondents who were involved in the study. The age groups were categorized in to five sets. This included below 20, 21-30, 31-40, 41-50 and above 50 respectively.

Graph.1



The results show that, the majority of the respondents were between the ages of 21-30 standing at 65.6% of the target population. Those above 50 years did not appear at all in any sample frame as they stood at 0%. The age group of 31-40 was relatively large standing at 18.7%, followed by 41-50 standing at 12.6% then below 20 standing at 03.1%

4.3 INTERPRETATION AND ANALYSIS

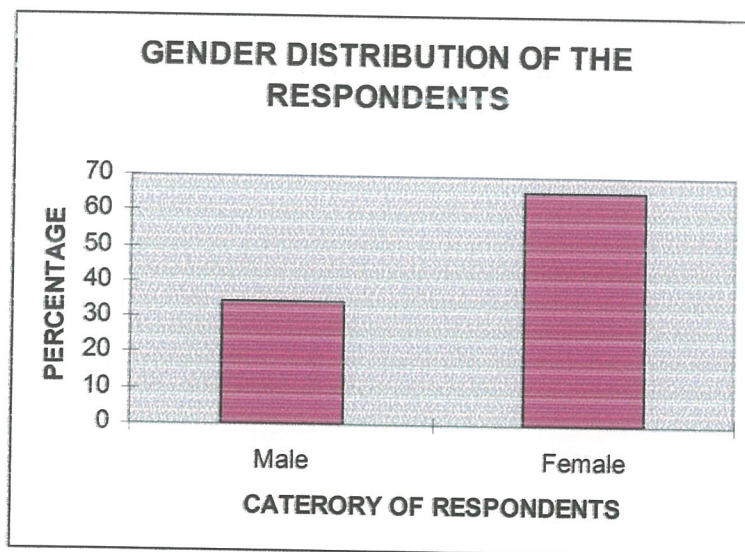
A large number of the support staffs are youths from the age of 21-30 which sampled at 65.6%. However, persons above 30 years also contribute a significant number in the sample for the support staffs while below 20 years appear the least although above 50 did not appear in any sample frame. This suggests the type of duties performed by the support staffs. It requires energy, time, health and commitment that can be offered by the youths.

`This work requires strength because you have to carry water from taps up the building for cleaning....` said one respondent. It also indicates the age bracket that is available for employment in Uganda being the youths, and points out the rate of unemployment for most

Those who after finishing their education fail to be accommodated in any other sector but resort to such duties

The graph (graph 2.0) above shows that, there were more women than men. Women standing at 65.6% with their male counter parts standing at 34.4%. It indicates that, for every two women sampled, there was only one man, almost bringing the ratio of male to female at work to 1:2. Literally, one would think that, one male works with two females, which in essence is not the case, as shown by the pie chart below.

GRAPH: 2

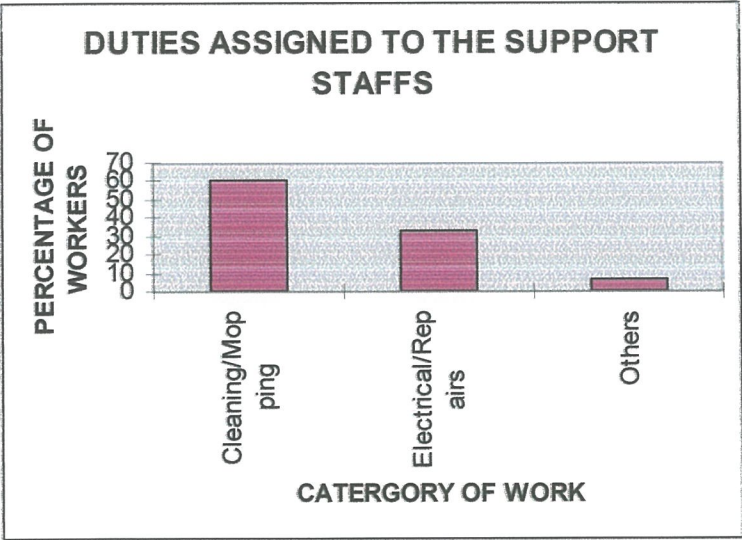


There are relatively more females than males among the support staffs of KIU. This points out the duties performed by the support staffs understood commonly as female as it pertains cleaning, mopping and service delivery. A few of the males in the sample came from departments of electricians and laboratory attendants. It also helps us understand the gender structure of Uganda that there are more women than men. This can be very unfair for the man who works among women as it poses a great risk to his sexual life. Men are known to be weak sexually and therefore may be tempted to behave weird amidst these women, yet the female counter parts are known to be over demanding sexually, which may pose a great health concern.

4.4 DUTIES ASSIGNED TO THE SUPPORT STAFF

60% of the support staffs do cleaning and mopping of offices, lecture rooms and other administrative structures at KIU.33.3% are electricians and get involved in temporary and transitional repairs in and around the institution of KIU.06.7% do other works that include slashing, trimming grasses and planting grasses, tea making as well as necessary paintings at KIU.

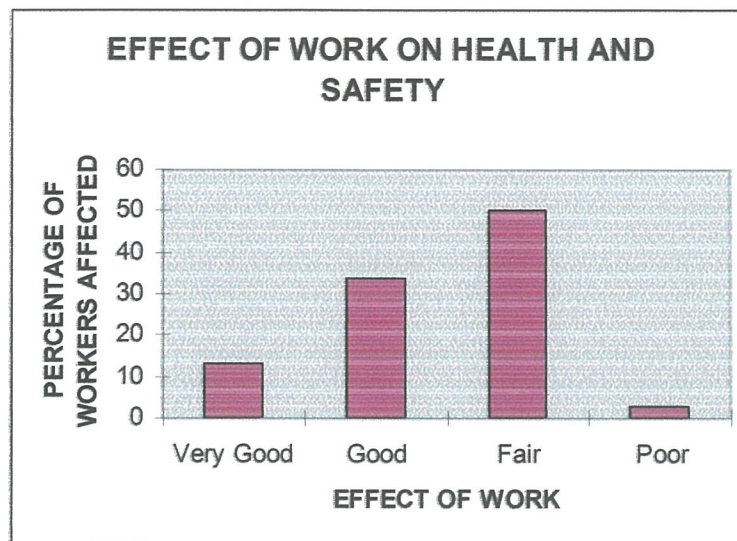
GRAPH: 3



This means that, a majority of the support staffs are involved in cleaning and mopping. It also signifies the relevance of being in tidy and safe environment and therefore, special attention should be drawn to the cleaning and mopping staffs in terms of providing working gear and remuneration as well, so as to keep them going. The Electrical and repairs have a significant number of support staffs as it requires expertise and relevant knowledge because electricity and repairs could be dangerous if mishandled.

4.5 EFFECTS OF WORK ON HEALTH AND SAFETY

GRAPH :4

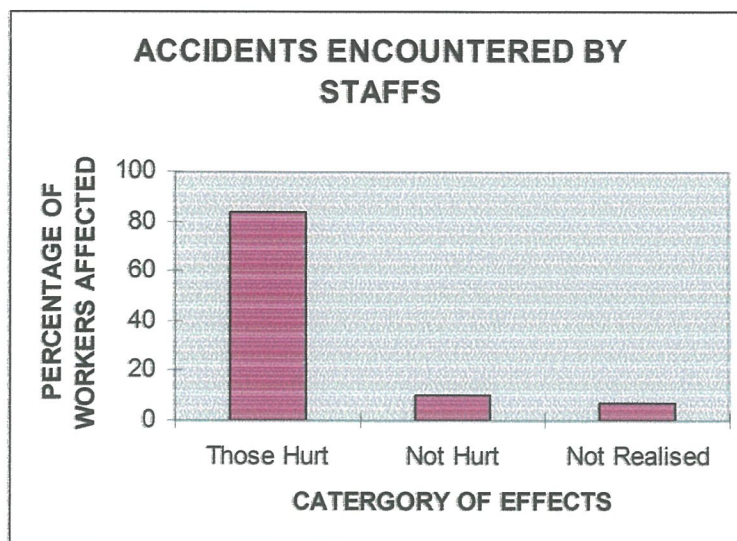


The graph above shows the effect of duties assigned to the support staffs on their Safety and Health. 50% of the workers think their work is fair compared to 03.0% who think, the working conditions are poor. 04% are very happy with the working conditions while 33.7% think the working conditions are good. This indicates that, while the field of Occupational Safety and Health is being implemented, there is still a lot to be done so as to protect the lives of the workers. Half of the respondents think the working conditions are fair. This is larger than the number of those who are happy with the working conditions although it is significantly larger than those who think the working conditions are poor. It is important to note that, a great number of those who think that the working conditions are fair and good come from the electrical and repairs department. This therefore calls for more attention and commitment to all stakeholders to provide working gear, specify work duration and allocation of duties and responsibilities.

4.6 SAFETY AND HEALTH RISKS

(a) ACCIDENTS

GRAPH :5

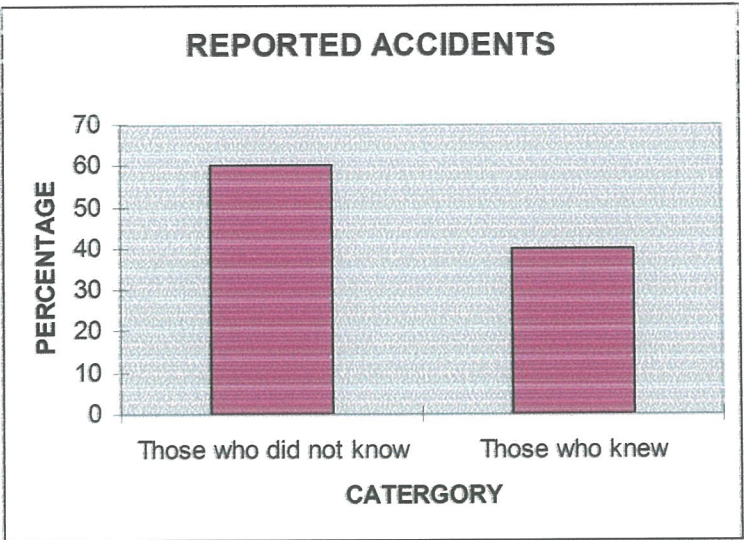


The graph above shows the number of accidents encountered by the support staffs over a period of one year. (Beginning May 2009 to May 2010). 83.3% of the support staffs encountered an accident while at work, compared to 10.0% who did not encounter any accident at work within the same period. 06.7% never realized that they were hurt or encountered an accident at work with in the same period. This is a significantly large number, standing at 83.3% plus the 06.7% who did not realize any accident. It therefore means that, there are still a lot of gaps in Occupational Safety and Health standards implementation. Almost all workers encountered an accident while at work.

(b) REPORTED ACCIDENTS

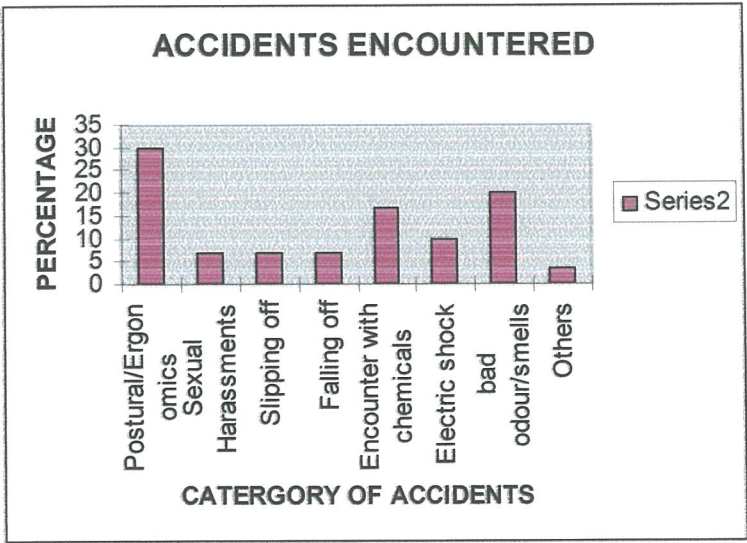
Half of the encountered accidents were reported, while 50% of them were not reported. This signifies the ignorance of the staffs about Safety and Health concerns while at work. Most of the workers also did not know where to report with a great number of them knowing where to report but were hopeless about getting any help and opted for private treatment as shown below.

GRAPH: 6



4.7 TYPES OF ACCIDENTS ENCOUNTERED

GRAPH: 7



The graph above shows the types of accidents encountered by the support staffs while at work.30% of the workers encountered Postural/Ergonomic accidents while at work. This was due to regular body movements in one place for a long period of time, and a great number of these reported back pains and leg joints because of over bending and standing.

This was mostly from the Cleaners and moppers. 20% of them encountered bad odor/smells while at work. This, to them, was caused by poor use of toilets and bathrooms that were not regularly cleaned. This was responsible for coughs and flues among the staffs. An equal number of support staffs, 06.7% encountered sexual Harassments, slipping off, and falling offs. It is important to note that, as earlier observed, there were almost two females for every one male, this explains for a great number of males who encountered sexual abuse and harassment of different ways, which included body language, dirty talks, bad dressing, touches and being over shadowed by female discussions.

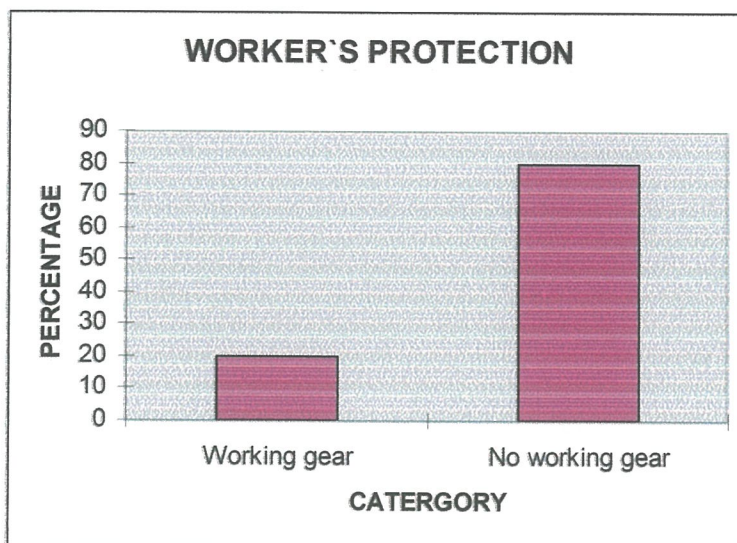
4.7.1 SEXUAL ABUSE AND HARASSMENT.

GRAPH: 8



Slipping offs and falling offs were encountered more by the cleaners and moppers working on storage buildings at KIU. Since they use Chemicals such as BLIK, detergents and Soaps that could easily be slippery to the workers that are not even worse, protected with gum boots. This increases the chances of falling off and slipping off. 16.6% and 10.0% encountered chemicals and electric shock respectively. Encounter with chemicals was much more reported by cleaners and moppers who are not fully provided with gloves and gum boots, as shown below.

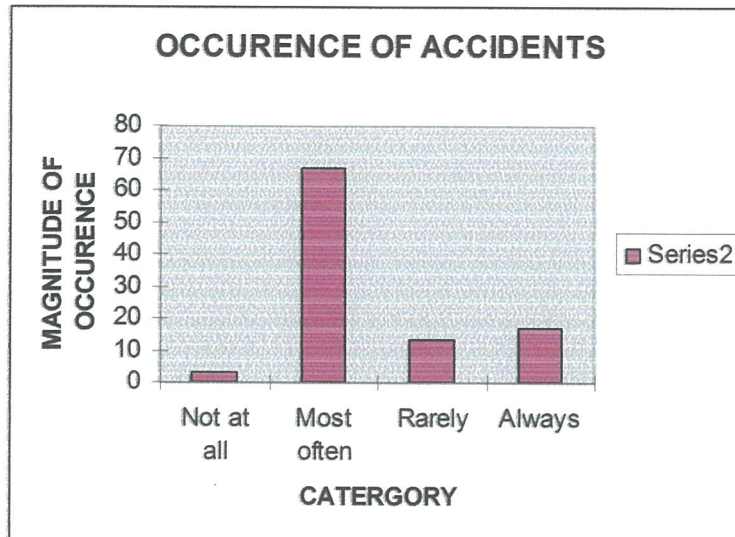
GRAPH: 9



4.7.2 OCCURRENCE OF ACCIDENTS

The graph below shows the occurrence of accidents among the support staffs at KIU. 66.7% of the support staffs reported that, they encountered accidents at work most often. 16.7% always encountered accidents while 13.3% rarely encountered accidents and 3.3% did not encounter any accident at all.

GRAPH:10



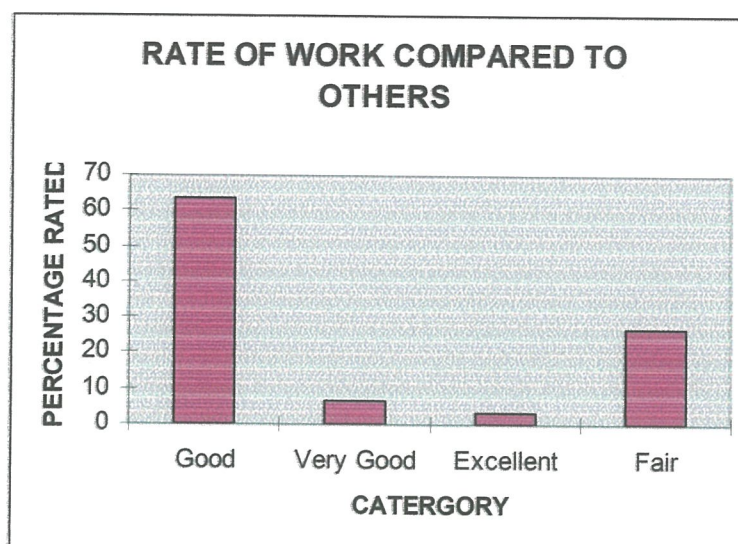
This is a clear indication that Occupational Safety and Health still demands a clear attention and strategy to safe the lives of the workers and to make sure that they remain employable .More than half of the workers here seemed to be most often exposed to accidents at work.

4.8 CONCERNS OF THE SUPPORT STAFFS

(a) RATE OF WORK COMPARED TO OTHERS.

The graph below shows how the support staffs rate their work in comparison with the other departments.63.3% of the support staffs think that their work is good enough.26.7% of the support staffs take their work as fair compared to other fields.06.7% said their work was Very good while 03.3% said their work was Excellent.

GRAPH:11



This shows the reluctance of persons to embrace the support staffs` duties and responsibilities. This is simply because they are underrated at work and underestimated. their work is considered for the illiterate and therefore under paid. Even the administration does not take this profession or yet duty as a serious field. Most of the support staffs reported being neglected and therefore lowers their profiles, this makes them desperate and many of them take the job as the last resort after failing from many other fields and sectors.

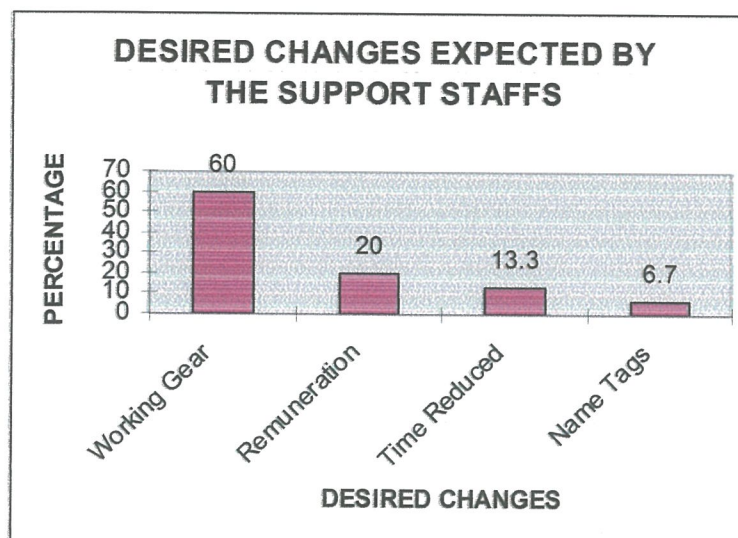
That is why a majority of the support staffs left as soon as they found some work some where else. A majority of the support staffs would opt for another job as soon as an opportunity appeared.

(b) DESIRED CHANGES

The graph shows what the support staffs desire to see in the future if Occupational Safety and Health is to be upheld. 60% of the support staffs would want working gear like gloves, gum boots, aprons and Protective gear to be availed to each worker. This, they consider, will reduce the occurrence of most accidents especially for the cleaners and moppers while at work. Relatedly, 20% of the support staffs want more pay and facilitation while at

work,13.3% want working time reduced and 06.7% want name tags indicating the department as well as the contract. This, they think, will motivate the workers and feel realized while at work.

GRAPH: 12



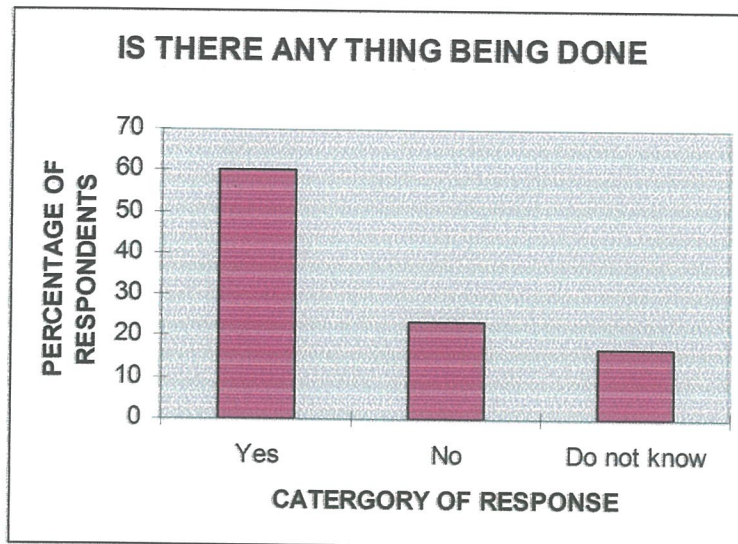
This just suggests the attention that the support staffs require. A number of them could not express more of what they wanted to see in the future due to fear, however, the occupational safety and Health Act 2006 spells the roles and responsibilities of both the employer and employee, which in essence spells out what each party must play to uphold Occupational Safety and Health Standards.

4.9 WHAT IS BEING DONE?

(a) IS THERE ANYTHING BEING DONE?

The graph below summarizes the response of the support staffs to what they think is being done.60% of the workers said, YES, there is a lot being done to improve their working conditions,23.3% said nothing is being done and16.7% did not know whether there is something being done.

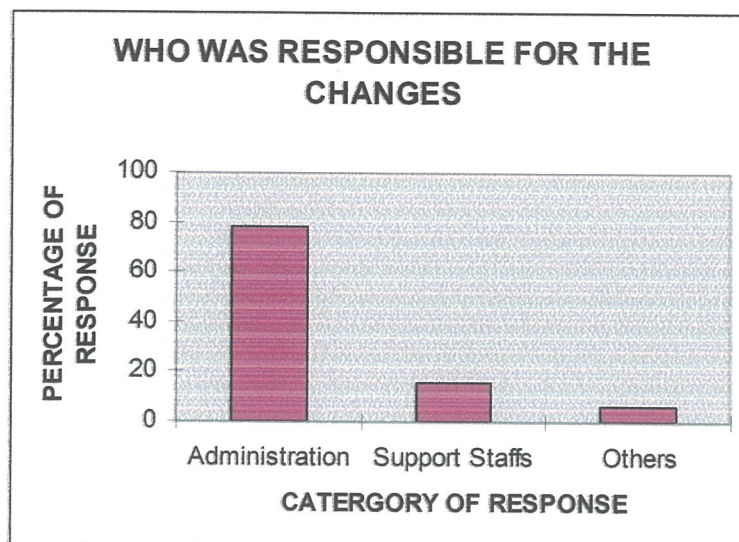
GRAPH: 13



This explains the relationship between the administration and the support staffs. A number of the support staffs complained that, a lot of changes are taking place with out their consultation that, the Occupational Safety and Health of the workers is demanding.

(b) WHO WAS POSSIBLE?

GRAPH: 14

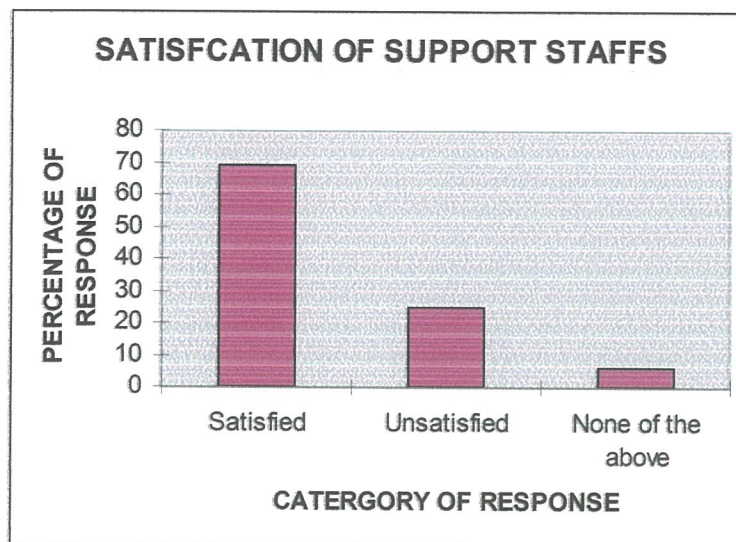


The sample support staffs were asked on who was responsible for Changes. 78.2% reported that, the administration was responsible, 15.6% reported the support staffs as being responsible for the improvements and 6.2% gave a number of players including the student body, and external organisations being responsible for providing support in their work like buying gloves, Uniforms/Aprons, gum boots and dust bins as well as cleaning materials for the cleaners and moppers. To a great extent, the employees, being the administration at KIU is doing everything possible as specified by OSH Act 1996.

4.9.1 SATISFACTION OF THE SUPPORT STAFF TO WHAT IS BEING DONE.

The graph shows the satisfaction of the support staffs to what is being done to improve the working conditions. 68.8% of the support staffs were satisfied of what is being done, compared to 25.0% who were not satisfied. 6.2% of the respondents were not bothered of the changes being done to improve their working conditions.

GRAPH: 15



As discussed earlier, these respondents are a majority of those willing to leave for another field/sector, only when that opportunity knocks, therefore, they do not mind of the working conditions, because, to them, it was just temporary. It is clear that, the administration is doing right to satisfy the support staffs by improving their working conditions.

CHAPTER FIVE

5.0 DISCUSSIONS, CONCLUSIONS, AND RECOMMENDATIONS

5.1 INTRODUCTION

This Chapter summarizes the study findings, gives conclusions and it finally provides suggestions and recommendations for the future.

5.1.0 SUMMARY

This study was carried out at KIU main campus in Kansanga to look at the Occupational Safety and Health concerns that the support staffs face as they go about their duties.

The questions were posed to the respondents to find out what they do, and how their duties relate with Occupational Safety and Health. The researcher also looked at the Occupational Safety and Health risks that the support staffs were exposed to during work and what they felt about them. The researcher went ahead to find out what was being done to address such risks, using questionnaires, Interviews, and observations.

The findings were then presented and analyzed using Microsoft Excel after figures were tabulated manually. This helped the researcher to project the likely situation.

5.2 CONCLUSION

The following conclusions were arrived at in this research, they include;

There were more females than males in support staffs sampled at KIU since the sample ratio of male to female was almost 1:2. This indicated that, most of the support staffs duties were considered more female than male like cleaning, mopping, and attending on services of tea and a few breaks. A small percentage of the men available on the sample were much more involved in the repairs and electrical.

A great number of the sampled support staffs were the youths standing at 65.7% of the ages between 21-30 years. This indicates that the work of the support staffs entirely needs energy and commitment. It also shows that, a large number of the unemployed is the youths

who desperately look for jobs and opt for better ones when the opportunity arrives. This explains the number of the workers who would leave and who left as discussed earlier.

There is relatively fair effect of work by the support staffs on their safety and Health. This is because most of the workers reported being comfortable with their work, with more than 90% of the support staffs appreciating the relationship between their work and safety and Health.

There were more workers who got hurt while at work standing at 83.3%. Among these 83.3%, 50% of them reported being hurt while 50% did not, and among the accidents most encountered while at work, Postural and Ergonomics effects were dominant at 30% followed by bad odours/smells. This simply points out the attention accorded to the support staffs during work and their knowledge about the rights and responsibilities while at work, to know when, how and where to report any accident while at work. Among the accidents encountered, they occurred most often. This indicates the fragility of the environment in which the support staffs work. 66.7% of the support staffs reported that, these accidents occurred most often compared to 3.3% who reported the non occurrence of the accidents at all.

The support staffs also rated their work as being good compared to any other work or field with 63.3% reporting good while 26.7% reported their work being fair. Although the support staffs rated their work highly, 60% of them also want good working conditions by providing them with working gear, remuneration and reduced working time (13.3%)

However, the administration is doing a lot to improve the working conditions of the support staffs. 60% of them reported something being done and 78.2% responded in support of the administration being responsible for the positive changes, and 68.8% of them were satisfied with the changes being done compared to 25% who were not satisfied.

Generally, the field of support staffs seems neglected and abused. They are considered to be in the last resort of employment and this makes them to hold and maintain a low profile among other fields in the same institution or organisation, to make it worse, their services

are not appreciated by low or under pay yet they are responsible for the general health and hygiene, if not the survival of employees in other fields. That is why 64% of the support staffs were reported to have left the field in one year for other fields. According to the available information, they felt that they were over qualified to work there and to receive such amount of pay and treatment, therefore had to part time till that opportunity knocked. This is also responsible for the 85% of the support staffs who would leave if greener opportunities came their way.

While Occupational Safety and Health did not appear to be of much trouble to the support staffs at KIU, A lot still is needed to be done. The occurrence of particular accidents at much more rapid sequence with majority of the affected not reporting these accidents to the right authorities must be cause for alarm as it may minimize the performance of the support staffs. Most of these staffs opted to private clinics and treatments which demanded both their resources and time yet this partly is the role of the employer.

Although the males did not complain a lot about the gender inequality at work, because most of the duties performed by the support staffs are considered feminine in nature, a great deal of them reported gender abuse, neglected and portrayal of inferiority complex since females undermined male presence while at work. This minimized male participation and performance while at work. Most of them also complained being sexually tempted to fall for most of these females, yet a great number of the support staffs were of tender-youthful age. This poses a threat of Sexually Transmitted Diseases (STDs) and most of all HIV/AIDS at work.

5.3 RECCOMENDATIONS

Workers represent half the world's population and are the major contributors to economic and social development. It is important to up hold their safety and health while at work. This calls for all responsible stakeholders to be informed of their roles and responsibilities in implementing the safety and Health Standards as required by the Occupational Safety and Health Act 1985 with its review of 2006 which required that;

- First Aid in the work place is a Must.

- Regulation and code of practice and manual Handling.
- Organizing Health and Safety training in the Work place.

(Source: OSH 1985)

The ILO Declaration on Fundamental Principles and Rights at work and its follow up 1998 must be put into force. This gives both the employee and employer equal rights at work in the occurrence of an accident so as to share the burden of the costs with that of the employer being relatively high. This in essence means that, the employer works hard to protect the employee from any accident so as to minimize costs of treatment or first Aid by providing working gear.

Support staffs field of work in organisations must be made professional so as to avoid desperate employees, under pay, abuse and neglect while at work. This also minimizes gender discrimination during allocation of duties so as to balance the gender in the field. This increases competence and performance.

Risk Assessment should be carried out regularly. This prevents workers from harm and injury while at work. This can be done by inspecting general cleaning at premises or offices, cleaning large retail premises and contracting an organisation or institution to over see the welfare of the support staffs which acts independently from the Institution of KIU and its responsible departments. This increases the chances of care and attention given to the support staffs.

Specifying and reducing the working duration or hours. This minimizes the occurrences of the dominant accidents and injuries like Postural and Ergonomics effects. When the body of a human being is subjected to a specific work, like cleaning, for a long time which requires regular body movements and constant bending, the body experiences musculo Skeletal disorders which if not attended to at an earlier occurrence renders the worker inefficient and unemployable in the future.

Organisations and researchers like UNACOH and students must be granted access to information regarding Occupational Safety and Health of such workers. This promotes

Safety and injury prevention as most of the harm and injury is identified earlier in advance so as to devise means of prevention.

For purposes of future research, it is necessary for the support staffs to be sensitized that, their field is fragile and important as well, therefore it draws attention of many stakeholders who may want to discover the dynamic activities taking place in the field. With this in their mind, they will be ready and willing to give accurate and necessary information to the research with out fear or trying to sale information. To the researcher, this field id complicated, since it keeps changing, a lot still needs to be researched up on so as to relate the effect/impact of the working environment on the Safety and Health of the workers generally and world wide.

BIBLIOGRAPHY

AIDS Report Uganda 2006

Centre for Disease Control, Protective Gear at work Places in the U.S 2000

Cohen Health Promotion in the Work place prescription for good Health 1985.American Psychology pages 40,213-216

Craig Liebenson, Creating a Healthy Work Environment, Ergonomic Advice for Our patients 1996 D.C

Gary M Gould PhD, Social Work in the Work Place 1988; Springer Publishing Company, New York

Giraffe Magazine. Number 026 March 2010 KIU Exploring the Heights

I.L.O Conventions on Occupational Safety and Health Number C-155

I.L.O Declaration on Fundamental Principles and rights at work and its follow up 1998

I.L.O Promotional Framework for Occupational safety and Health Convention 2006 Number C-187

I.L.O Protecting Worker`s Health Services .Number 10-Occupational exposure to Vibrations from Hand held tools

Ivan D Ivanov, Occupational Safety and Health for Development 2009, pages 798-Royal institute Stockholm

Jonathan Mundell, HIV and AIDS and the African Work places, Development and Progress, Consultancy Africa Intelligence, November 2009

Kruger et al; Administrative employment in the U.S, 6th edition 2004, Springer Publishing Company, New York

Martin Ssebunya, Workers Suffer low pay, Poor Conditions, JOBS and CAREER, Wednesday JUNE 23rd.2010.pages 13-15.A publication of Daily Monitor-Kampala

Nazaroff and Weschler, Asthma in the Work place; a call to cleaning Companies. A journal of Occupational Safety and Health 2004

Occupational Safety and Health Act 1985

Robert.L.Mathis,John.H.Jackson,Personnel/Human Resource Management, 5th edition 1988, Royal Publishers New York

White.S Recent Trends in Occupational Mental Health, 1983, San Francisco, Jossey Bass

Wright.C.C, Cost Containment through Health Promotion Programs, A journal of Occupational Medicine 1982 pages 24,965-968

Zock.J.P et al, Household Cleaning sprays in the U.S, 2003, a journal of Occupational Safety and Health.

APPENDIX A

QUESTIONNAIRE FOR SUPPORT STAFF (TREATMENT GROUP)

Dear respondent, am TEBANYANG EMMANUEL, a student of Environmental Management under the faculty of Engineering and Applied Sciences. I am carrying out a research to evaluate the working conditions of the support staff at KIU that includes moppers, cleaners, electricians, laboratory technicians and attendants. I do not represent the support staff or the University. You were chosen randomly without any bias for this interview. Your answers will be kept confidential. They will be put together with 32 other people am talking to.

(a) Number of respondent.....

(b) Gender.....

(c) Department.....

1. DUTIES ASSIGNED TO THE SUPPORT STAFF

(a). What do you do as soon as you reach the work place?

.....
.....

(b). How many males and females do you work with at the same time?.....

Males..... Females.....

(c). How does your work affect your health and safety?.....

i. Very good.....

ii. Good.....

iii. Fair.....

iv. Poor.....

2. SAFETY AND HEALTH RISKS AT THE WORK PLACE

(a). Have you ever been hurt or got an accident at the work place?.....

Yes.....

☐

No.....

☐

(b). Which accident have you ever encountered at the work place?

.....
.....

(c). What was the cause of such accident?

.....
.....

(d). How often do such accidents occur at your work place?.....

i. Always.....

☐

ii. Rarely.....

☐

iii. Most often.....

☐

iv. Not at all.....

☐

(e). What was done in the occurrence of such accident?

.....
.....

3. CONCERNS OF THE SUPPORT STAFF

a) How do you rate your work towards that of the others?

i. Good.....

☐

ii. Very good.....

☐

iii. Excellent.....

☐

iv. Fair.....

☐

b) Why do you say so

.....
.....

c) Is there anything you would want changed/improved at your work place, name them if any

.....
.....

d) Are you happy with how the University handles the support staff?

Yes..... ☐ No..... ☐

e) Why do you say so?

.....
.....

f) In your own view, how do you want the support staff to be handled?

.....
.....

4. WHAT IS BEING DONE TO IMPROVE THE SITUATION?

a) Is there anything being done to improve the working conditions of the support staff?

Yes..... ☐ No..... ☐

b) What is it?.

.....
.....

c) Who is responsible for such improvements?

.....
.....

d) In your own view, are you satisfied with such improvements?

Yes..... ☐ No..... ☐

e) Why do you say so?

.....
.....

f) In your own view, what do you understand by occupational safety and Health and what do you think should be done to support the workers` Safety and Health at KIU?.....

.....
.....
.....
.....
.....
.....
.....
.....
.....
.....
.....

Thank you for your corporation

APPENDIX B

QUESTIONNAIRE FOR ADMINISTRATION STAFF

Dear respondent, am TEBANYANG EMMANUEL, a student of Environmental Management under the faculty of Engineering and Applied Sciences. I am carrying out a research to evaluate the working conditions of the support staff at KIU that includes moppers, cleaners, electricians, laboratory technicians and attendants. I do not represent the support staff or the University. You have been chosen for this interview, because the researcher hopes you are the reliable source and have the best knowledge about the support staff at KIU. Your answers will be kept confidential. They will be put together with 32 other people am talking to.

(d) Number of respondent.....

(e) Gender.....

(f) Department.....

1. DUTIES ASSIGNED TO THE SUPPORT STAFF

a) How many categories of support staff exist in KIU, name them

.....
.....
.....

b) What are the support staff expected to do when they report for work?

.....
.....

c) In your own view, how does their work affect their safety and health?

.....
.....

2. SAFETY AND HEALTH RISKS

- a) Have the support staffs reported any accident from their work place?

Yes.....

☐

No.....

☐

- b) Which accidents have been reported by the support staff?

.....
.....

- c) How often are such accidents reported?

.....
.....

3. CONCERNS OF THE SUPPORT STAFF

- a) How do the support staff respond to their work and working conditions compared to the response of other departments?

.....
.....

- b) Is there anything you would want changed/Improved at the work place of the support staff, what could that be?

.....
.....

- c) Briefly explain the need for such changes and improvements if any

.....
.....

4. WHAT IS BEING DONE?

- a) Is there anything being done to improve the safety and health of the support staff, what is that?

.....
.....

b) Who is responsible for such changes/improvements?

.....
.....

c) Are you satisfied with such changes/improvements, why do you say so?.....

.....

d) Do you think the administration is doing enough to safeguard the safety and health of the support staff at KIU, why?

.....
.....

e) Is there anything you would want to add to this information, regarding the safety and health of the support staff at KIU?

.....
.....
.....
.....
.....

Thank you for your corporation

APPENDIX C

TIME SCHEDULE OF ACTIVITIES

ACTIVITY	PERIOD	OUTPUT
Proposal Writing	18/01/2010	Proposal submission for approval
Field customization	January 2010	Initial information collection
Developing instruments	February 2010	Developing of instruments
Data Collection	February-March 2010	Coding and entering data
Data Analysis	March-April 2010	Analyzing and interpretation of data
Preparation of report	May-June 2010	Submission of dissertation

APPENDIX D

BUDGET ESTIMATIONS

NUMBER	ACTIVITY	COSTS (UGSHs)
1	Stationary	60,000=
2	Typing and Printing	35,000=
3	Transport	50,000=
4	Meals	50,000=
5	Photocopying	15,000=
6	Internet and Airtime	45,000=
7	Miscellaneous	100,000=
TOTAL	355,000=UGSHs only	