



INSTITUTE OF HUMAN RESOURCE ADVANCEMENT
University of Colombo

MASTER OF SCIENCE IN SERVICE MANAGEMENT
MSM 6600 – THESIS

**Impact of work-related attitudes on employee
engagement: A study among Medical
Laboratory Technologists in Colombo district,
Sri Lanka.**

**THIS THESIS IS SUBMITTED AS A PARTIAL FULFILMENT OF THE
MASTER OF SCIENCE IN SERVICE MANAGEMENT
IN THE
INSTITUTE OF HUMAN RESOURCE ADVANCEMENT
*University of Colombo***

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REGISTRATION NO: IHRA/MScSM/E/07/50
INDEX NO: MSM/E/568
DATE OF SUBMISSION: 15.05.2024

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Abstract

Work-related attitudes are the perceptions of the workplace and its surroundings. They influence employee engagement to some extent. This study aims to investigate how work attitudes affect workers' participation as Medical Laboratory Technologists. Work-related attitudes are considered to be feelings about the coworkers and the workplace itself. The major attitudes that are important for employee engagement are job satisfaction, job involvement, and organizational commitment. Hospital patient care in medical laboratories is crucial. In this medical laboratory field, employee service engagement may be impacted by work-related attitudes. Technologists in medical laboratories work every day of the week. Since their labor cannot be performed by another person, they are required to work even on holidays. Most of them have to sacrifice their personal lives for effective patient care. They must strike a balance between their personal and professional lives. Effective job performance management is required to meet company goals and objectives. The objectives of this study were to identify the impact of work-related attitudes on employee engagement in Medical Laboratory Technologists in Colombo district, Sri Lanka and to identify the relationship between work-related attitudes and employee engagement. Data were collected from 100 Medical Laboratory Technologists in government sector hospitals in Colombo district by using a questionnaire with five-point Likert scale. The study showed that there is a significant impact of work-related attitudes on employee engagement in Medical Laboratory Technologists. Moreover, when considering the independent sub variables job satisfaction, job involvement, and organizational commitment all the sub variables jointly have significant impact on employee engagement in Medical Laboratory Technologists. Moreover, there was significant positive correlation between work-related attitudes and employee engagement. Therefore, for a better employee engagement, for an effective patient care, work related attitudes are very important.

Key words: Work-related attitudes, job satisfaction, job involvement, organizational commitment, employee engagement