

# Factors associated with negative attitude towards clients among service providers from MMT Clinics in China



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## OVERVIEW

This study wants to explore the factors associated with the negative attitude towards clients among service providers, including demographic characteristics, job satisfaction, perceived risk and MMT knowledge.

## INTRODUCTION

The negative attitude towards the clients in MMT clinics can affect the delivery of high-quality medical care service. This study was to examine the factors associated with the negative attitude towards clients among service providers from MMT clinics in China.

## METHODS

- This data came from the baseline of an intervention pilot including 418 service providers from 68 clinics in China.
- Service providers completed the self-reported questionnaire where job satisfaction and negative attitude were measured with scales.
- The general linear regression model was used to analyze the association.

## RESULTS

- Age was negatively associated with negative attitude towards the clients;
- Job satisfaction was negatively associated with negative attitude towards the clients;
- Perceived job-related risk wasn't correlated with negative attitude towards the clients.

**Results of General Linear Regression on Negative Attitude toward Clients**

Variable	Constant	Std
<b>gender (Ref=female)</b>		
Male	-0.66	0.39
<b>age group (Ref= less than 30yrs)</b>		
30-40yrs	-0.92*	0.43
≥40yrs	-0.87*	0.40
<b>Education Years(Ref= less than 12yrs)</b>		
12-16yrs	-0.17	0.39
≥16yrs	-0.57	0.52
<b>Profession(Ref=doctor)</b>		
Nurse	-0.22	0.47
Others	0.23	0.39
<b>Job satisfaction</b>	-0.04**	0.01
<b>MMT knowledge</b>	-0.11	0.08
<b>Perceived risk</b>	-0.08	0.04

\* p<0.05 \*\* p<0.001

## CONCLUSION

The study results suggest that accessing service providers' negative attitude towards the clients in MMT clinics needs to consider their age and job satisfaction.

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