UNIVERSITY OF NAIROBI

SCHOOL OF NURSING SCIENCES

A RESEARCH PROPOSAL PRESENTED IN PARTIAL FULFILMENT OF THE AWARD OF THE DEGREE OF BACHELOR OF SCIENCE IN NURSING OF THE UNIVERSITY OF NAIROBI.

TITLE:
FACTORS AFFECTING JOB SATISFACTION OF REGISTERED NURSES IN KITALE AND MBAGATHI DISTRICT HOSPITALS.

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DATE: AUGUST, 2007
DECLARATION

I, Lydia Chebet Sielei, declare that the undersigned research proposal is my original work and has not been presented for award of degree or diploma in any university.

Signature ................................

Date 3/09/09 ................................
SUPERVISOR AUTHORITY

This research proposal has been presented for examination for the degree of Bachelor of Sciences in Nursing of the University of Nairobi with my approval as University supervisor.

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God bless you all. Thank you.
DEDICATION

To my parents, Mr. and Mrs. Sielei, my sisters, Sandra and Irene, my aunt, Flora and my lovely cousin, Kiptoo.
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LIST OF ABBREVIATIONS

AMREF – African Medical and Research Foundation.
BSc.N – Bachelor of Science in Nursing.
K.N.H – Kenyatta National Hospital.
OPERATIONAL DEFINITIONS

Nurse job satisfaction; - Nurse satisfaction with pay, benefits, professional opportunities, interaction, and autonomy.

Pay; - Kenyan shillings remuneration received for work done.

Autonomy; - Amount of job related independence, initiative and freedom, either permitted required in daily work activities.

Benefits; - Any form of reward other than pay

Interaction; - Opportunities presented for both formal and informal social and professional contact.

Professional opportunities; - Activities that enhance continuous nursing education to expand knowledge.
EXECUTIVE SUMMARY

Lack of nurse job satisfaction leads to reduced motivation, performance and quality of service and health care, which in turn reduces patient satisfaction and organization’s overall performance.

This is a cross-sectional descriptive survey that seeks to assess the factors affecting job satisfaction of registered nurses in Kitale and Mbagathi District Hospitals in Trans nzoia and Nairobi, Kenya.

The study will be conducted in Kitale and Mbagathi District Hospitals. Data will be collected from randomly selected subjects.

The main data collection tool will be a questionnaire. The participants will be required to be as truthful as possible. Two research assistants will be selected from third year in the School of Nursing Sciences to assist in Data collection.

The study will be conducted in duration of about 19 weeks and at an estimate cost about Ksh.134,486.
CHAPTER ONE: INTRODUCTION

1.1 BACKGROUND INFORMATION

Nurses’ job dissatisfaction has been reported as the primary predictor of intent to leave and organizational commitment (Ingersoll et al 2002; Larrabee et al 2003).

In a study conducted in five countries (USA, Canada, Scotland, England and Germany), Aiken et al. (2001) found out that almost a third of 43,000 nurses in these countries were dissatisfied with their jobs, the nurses also reported reducing standards of care and high levels of burnout. Job satisfaction levels are lessened over the years, a finding that is influenced by years of experience, job position, geographical area and hospital retirement plans (Chen-Chung et al, 2003)

One of the major problems confronting health care institutions at the moment is that of nurse shortage (Kettering-Murray 2002).

1.2 PROBLEM STATEMENT

In an annual report on global health, the WHO said Africa, which bears ¼ of the world’s burden of disease, has just 3% of the world’s health workers. The report shows that for every 100,000 Americans there are 937 nurses. In Kenya, the estimate is 114 nurses while in Ethiopia the estimate is 21 nurses (Prothero et al, 2000)
Although much has been achieved by the GOK in improving the health care system in Kenya, there has been reports of nurses striking, shortage of nursing staff in government health facilities and migration of nurses to other countries for greener pastures (AMREF, 2000). All these may be clues to nurse job dissatisfaction, which lead to burn out of the nurses, reduced standard of care to clients, death of patient and increased hospital stay for patients awaiting discharge during the strikes.

According to a study done in Tokyo (Chen-Chung et al, 2003), among the factors that affect recruitment and retention problems include nurses’ job dissatisfaction. The sources of dissatisfaction being working conditions such as inadequate staffing, heavy workloads, increased use of overtime, lack of sufficient support staff and the adequacy of wages.

In Kenya, nurse shortage, strikes and migration are the problems mostly affecting the health care delivery system; especially in government health facilities. These affect the quality of care, client satisfaction and organizational performance.

1.3 STUDY JUSTIFICATION

Very few studies (Bame, 2000; Kaplan et al, 2001; Koorts et al, 2003; Mrayyan, 2006) have been carried out in Africa concerning nurse job satisfaction yet we are the most affected continent with the problems of nursing shortages, strikes and migration. Africa trains a lot of nurses, who end up going abroad to look for better opportunities leading to nurse
shortage which in turn leads to burnout. Nurse job satisfaction has been found to influence other factors like patient care and organization’s overall performance, which are essential issues in the health care sector.

The study is particularly relevant in this difficult time of nursing shortages throughout the healthcare industry in the world. The findings will establish what factors affect nurses’ job satisfaction and offer recommendations to the government and administrators on the factors that lead to nurse job dissatisfaction hence improving the health sector.

1.4 STUDY QUESTIONS

1. What factors affect job satisfaction among nurses in Kitale and Mbagathi district hospitals?
2. What are their job related feelings?
3. How many registered nurses are job satisfied or not?
4. Does the geographical area affect the nurse job satisfaction?
5. What changes would help in making them more job satisfied?

1.5 OBJECTIVES

1.5.1 BROAD OBJECTIVE
To determine factors affecting job satisfaction of registered nurses in Kitale and Mbagathi District Hospitals.