AN INVESTIGATION OF THE FACTORS THAT CAUSE DOCTORS UNREST IN KENYA:
A CASE OF KENYATTA NATIONAL HOSPITAL

BY

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This is a research project submitted in partial fulfillment of the requirements of the award of Diploma in Human Resource Management at The University of Nairobi.

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DECLARATION

This research project is my original work and has never been submitted for an examination or award in any other university

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ABSTRACT

The purpose of the study was to establish the causes of doctor’s unrest in public health sectors with reference to Kenyatta National Hospital (KNH). The specific objectives were to find out how technology, communication channels, employee’s capacity and financial resources affect doctors in public health sectors. The findings of this study are expected to be of importance to the management of Kenyatta National Hospitals, human resource professionals and researchers in the human resource field.

The study used descriptive research design where a sample size of 61 employees were selected from the target population of 1900 derived using stratified random sampling technique. Questionnaires containing both close-ended and open-ended questions were administered to the respondents for the purpose of collecting data. The data collected was analyzed using both quantitative and qualitative data analysis in order to give a more ideal, helpful and realistic presentation. The results of these analyses have been presented in frequency tables, pie charts and bar graphs.

The findings show that majority of the respondents (62%) agreed that technological advancement influenced the provision of service quality hence a cause of doctors unrest. Majority of the respondents (67%) indicated that the level of employees qualification also influenced doctors unrest in the public sector. On the issue of communication, majority of the respondents (80%) indicated that poor communication channels influenced doctors unrest while on financial resources, majority (75%) indicated that financial resources influenced doctors unrest.

It is therefore recommended that the hospital should invest in more technology to ensure quality services to the people as this will motivate the staff to do their work. The hospital should also employ qualified staff to ensure patients get the best healthcare. A two way communication channel should be encouraged to ensure that doctors and management are able to address any issue that arises in the shortest time possible. Employees should be compensated well for the services they give to the public so as to increase their morale.