WORKPLACE STRESS AND EMPLOYEE PERFORMANCE IN GOVERNMENT HOSPITALS IN KAMPALA-UGANDA: A CASE OF MULAGO NATIONAL REFERRAL HOSPITAL

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ABSTRACT

The general objective of the study was to establish the effect of workplace stress on employee performance in government hospitals of Uganda, with the main focus on Mulago National Referral Hospital in Kampala as the case study. The specific objectives were to examine the effect of work overload on employee performance, to establish the effect of work life balance on employee performance and to find out the effect of work relationships on employee performance in Mulago National Referral Hospital. From these specific objectives, research questions and hypotheses were formulated. The study adopted a cross-sectional case study research design which involved triangulation (use of multiple data collection techniques simultaneously) i.e. utilising both quantitative and qualitative approaches at the same time. The study population consisted of 290 employees at both management and operational level. Respondents were selected from the 9 departments of Mulago National Referral Hospital. A sample size of 165 respondents was determined based on Krejcie & Morgan table of 1970, to determine sample size from a given population. The findings revealed that, Work life balance had a positive and significant correlation with employee performance ($r = 0.441^{**} p < 0.01$), there was a positive and significant relationship between Work overload and employee performance ($p < 0.01$, $r = 0.615^{**}$). The findings further reveal that, the relationship between Work relationships and employee performance was positive but not significant ($p > 0.05$, $r = 0.139$). The study concluded that the negative implications of work stress are recognized as a challenge to both employers and workers being more likely to have high strain jobs. Those with such jobs perceived their work to be physically demanding and less satisfying. Low personal incomes and low levels of education were also associated with higher stress. The study recommended that the organization must consider needs assessment for an Employee Assistance Program to reduce Workplace Stress of medical practitioners, the selected Government hospital in Kampala, Uganda should emphasize more on employees' motivation by paying Employee salaries on time and giving them what is equivalent to their input (equity and not equality). The government should enhance medical practitioners' training through workshops to promote development careers of medical practitioners and improve on their salaries, and indeed according to the study, there was a poor performance on employees due to too much work stress, and yet the patient ratio is high.