

THE RELATIONSHIP BETWEEN BURNOUT AND RESILIENCE: CASE OF ONCOLOGY
NURSES AT KENYATTA NATIONAL HOSPITAL,
NAIROBI, KENYA

By

Lucy Mbuki

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DAYSTAR UNIVERSITY

APPROVAL

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In accordance with Daystar University policies, this thesis is accepted in partial fulfilment of the requirements for the Masters in Clinical Psychology degree.

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DECLARATION

THE RELATIONSHIP BETWEEN BURNOUT AND RESILIENCE: CASE OF ONCOLOGY
NURSES AT KENYATTA NATIONAL HOSPITAL, NAIROBI, KENYA

I declare that this thesis is my original work and has not been submitted to any other college or university for academic credit.

Signed: _____
Lucy Mbuki
20-1159

Date: _____

DEDICATION

I dedicate this thesis to my husband, Luke, and my loved children; Nim, Osteen and Joy. I also dedicate it to my late mum Beth who taught me that hard work pays.

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TABLE OF CONTENTS

APPROVAL	ii
DECLARATION	iv
DEDICATION	v
ACKNOWLEDGEMENTS	vi
TABLE OF CONTENTS	vii
LIST OF TABLES	x
LIST OF FIGURES	xi
ACRONYMS AND ABBREVIATIONS	xii
ABSTRACT	xiii
CHAPTER ONE	1
INTRODUCTION AND BACKGROUND TO THE STUDY	1
Introduction	1
Background to the Study	4
Statement of the Problem	8
Purpose of the study	9
Objectives of the Study	9
Research Questions	10
Justification of the Study	11
Significance of the Study	11
Assumptions of the study	12
Scope of the Study	12
Definitions of Terms	13
Summary	14
CHAPTER TWO	15
LITERATURE REVIEW	15
Introduction	15
Theoretical Framework	15
General literature review	21
Empirical Literature Review	36
Conceptual Framework	40
Discussion	42
Summary	44
CHAPTER THREE	45
RESEARCH METHODOLOGY	45
Introduction	45
Research design	45
Study site	45

Target population	46
Sample size	46
Sampling Techniques	48
Data collection procedures	49
Data Collection instruments	49
Pre-testing	50
Data analysis	50
Ethical Consideration	51
Data management	52
Study results and dissemination	53
Limitations and Delimitations of the Study	53
Summary	53
CHAPTER FOUR	55
DATA PRESENTATION, ANALYSIS, AND INTERPRETATION	55
Introduction	55
Data Analysis and Presentation	55
Response Rate	55
Summary of key findings	68
Summary	69
CHAPTER FIVE	70
DISCUSSIONS, CONCLUSIONS AND RECOMMENDATIONS	70
Introduction	70
Discussions of Key Findings	70
Conclusions	76
Recommendations	78
Recommendation for future research	79
Chapter Summary	79
REFERENCES	81
APPENDICES	92
Appendix A: KNH-UON ERC Approval	92
Appendix B: NACOSTI License	94
Appendix C: KNH Study Registration Certificate	95
Appendix D: Questionnaires	96
Appendix E: Informed Consent	100
Appendix F: Plagiarism	105

LIST OF TABLES

<i>Table 4.1: Response Rate</i>	92
<i>Table 4.2: Respondent's Gender</i>	93
<i>Table 4.3: Age of Respondents</i>	94
<i>Table 4.4: Respondents' Marital Status</i>	95
<i>Table 4.5: Highest Academic Attainment</i>	95
<i>Table 4.6: Respondents' Nursing Specialized Training</i>	96
<i>Table 4.7: Respondents length of Work Experience</i>	97
<i>Table 4.8: Descriptive Statistics for respondent's Burnout</i>	99
<i>Table 4.9: Descriptive Statistics for respondent's Resilience</i>	101
<i>Table 4.10 Respondents workplace challenges</i>	102
<i>Table 4.11: Burnout by Respondent Gender</i>	103
<i>Table 4.12: Burnout by Respondent Age</i>	104
<i>Table 4.13: Burnout by Respondent by Marital Status</i>	104
<i>Table 4.14: Burnout by Respondent Experience</i>	105
<i>Table 4.15: Pearson Correlation Matrix</i>	106

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LIST OF FIGURES

Figure 2.1: Conceptual Framework 39

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ACRONYMS AND ABBREVIATIONS

APA	American Psychological Association
CEO	Chief Executive Officer
CD-RISC	Connor-Davidson Resilience Scale
ERB	Ethics Review Board
JDR	Job Demand Resource
KNH	Kenya National Hospital
KNH-UON	Kenya National Hospital- University of Nairobi
MBI	Maslach Burnout Inventory
NACOSTI	National Commission for Science Technology and Innovation
SPSS	Statistical Package for Social Sciences
USA	United States of America

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ABSTRACT

Burnout among oncology nurses' results from physical stressors, psychological stressors and administrative stressors. The purpose of the study was to examine the relationship between burnout and resilience among nurses working in Kenyatta National Hospital (KNH) oncology department which is in Nairobi County, Kenya. The study was conducted at KNH among oncology nurses. The study was submitted to KNH-UON ethics review committee for approval and further approval was sought from the National council of science and technology (NACOSTI). The study used descriptive cross-sectional research design. A sample size of 83 nurses was used. The study used simple random sampling among the nurses working in this department. The data was quantitative in nature. A self-administered semi structured questionnaire was used to collect the data. The data was analyzed using SPSS version 26. Data analysis was done using descriptive statistics such as mean, standard deviation and percentages. Inferential statistics (T-tests) was used to test the significance among dependent and independent variables. Pearson coefficient of correlation was used to determine the degree of relationship between the study variables. Findings depict an overall mean of 3.609 (SD=1.265) in emotional exhaustion which implies that a majority of the respondents are moderately affected by burnout, as indicated by emotional exhaustion. Findings further showed an overall mean of 2.825 (SD=1.294) in depersonalization, which implies that most of the respondents have low levels of depersonalization. Resilience was also significantly and negatively associated with burnout ($\beta = -.958$, Sig.=.000<.05). The study thus concluded that resilience significantly and negatively influences burnout among nurses working at KNH oncology wards. There is need to develop a nurses' resilience and empower health care workers due to rapid emerging incidences of cancers in the country