

**WORK PLACE STRESS AND EMPLOYEE PERFORMANCE IN GOVERNMENT
HOSPITALS IN KAMPALA-UGANDA: ACASE OF MUTAGO NATIONAL
REFERRAL HOSPITAL**

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**A THESIS SUBMITTED TO THE COLLEGE OF HIGHER DEGREES AND
RESEARCH IN PARTIAL FULFILMENT OF THE REQUIREMENT FOR THE
AWARD OF A MASTER'S DEGREE IN HUMAN RESOURCE MANAGEMENT OF
KAMPALA INTERNATIONAL UNIVERSITY**

NOVEMBER, 2017

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. utilizing both quantitative and qualitative approaches at the same time. The study population constituted 290 employees at both management and operations 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 finding 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 on employee performance ($p < 0.01$, $r = 0.613^{**}$). The findings further revealed that, the relationship between Work relationships and employee performance was positive but not significant ($p > 0.027 > 0.01$, $r = 0.139$). 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 conduct 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.