

**AN ASSESSMENT OF ETHICAL FACTORS AFFECTING WORKERS
IN SERVICE DELIVERY: (A CASE STUDY OF NURSES AT
PUMWANI MATERNITY HOSPITAL NAIROBI)**

**PATRICK K. B. AFWANDE, MASTER OF ARTS IN GOVERNANCE AND
ETHICS**

SUPERVISOR: DR JAPHETH AFWAYI KHAMASI

ABSTRACT

The research project analyses the ethical factors affecting workers in service delivery. It specifically assesses the effect of ethical factors on service delivery among Nurses at Pumwani Maternity Hospital-Nairobi. As the case in most public hospitals in Kenya, Pumwani Maternity Hospital faces the challenge of high public expectations for efficient and effective services from the nurses. Nurses are expected to provide efficient services in line with the nursing professional code of ethics. The research design was descriptive; it brings out the perspectives and characteristics of Nurses at Pumwani Maternity Hospital-Nairobi. Simple random sampling was used in the study because any member of the target population could adequately answer the questions asked in the study. The target population was 190 Nurses. The sample size was 30%, i.e 57 Nurses as respondents. The instruments used for data collection were questionnaires and unstructured interviews. Questionnaires were issued to respondents through a research assistant. An interview was held with the hospital Matron to get the management perspective regarding the enforcement of ethical values among nurses at the institution. Data was analyzed and interpreted according to research questions and objectives. Data was analyzed using descriptive statistics of tables and pie charts to represent data of quantitative nature and to enhance presentation.

From the findings, most respondents indicated to be conversant with, and did acknowledge the importance of ethical values as they are key in determining levels and quality of service delivery. The important ethical factors of professional code of conduct, iv personal integrity, accountability, loyalty, commitment, honesty and equality need to be enforced to provide for effective delivery of services among nurses. From interview with the hospital Matron, the management perspective regarding the enforcement of ethical factors among the nursing staff was captured. It is recommended that effective control and supervision, capacity building, adequate staffing, better pay, among other measures, be considered for the nurses. The study offers insight into the place of ethics in service delivery among employees in organizations.