

**ASSESSMENT OF THE INFLUENCE OF BURNOUT ON SERVICE DELIVERY  
AMONG TEACHING STAFF OF SELECTED KENYA MEDICAL TRAINING  
COLLEGES, KENYA**

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## ABSTRACT

Burnout is a form of work-related strain. It is the result of a significant accumulation of work-related stress. The energy that an individual once had to devote to his or her work is depleted, leaving him or her without the emotional and physical resources to perform his or her work. Burnout has significant negative impact on employees in many workplaces. This has caused a huge concern among the employees and employers. Available literature has reported a lot with regard to causes of burnout, however there is little information on the influence of burnout on services delivery among teaching staff of Kenya Medical Training Colleges. Therefore the current study sought to assess the influence of burnout on service delivery among teaching staff of selected Kenya Medical Training Colleges. The study was guided by the following objectives; to find out the prevalence of burnout, to assess the influence of burnout on service delivery, and to establish the interventions put in place as a way of reducing burnout among the teaching staff of selected Kenya Medical Training Colleges. To achieve these objectives the study adopted a cross-section survey design. The target population was 110 teaching staff from Nakuru, Thika and Murang'a Medical Training Colleges. The sample size was 100 teaching staff of the selected Medical Training Colleges. The study used stratified random sampling and each of the three Medical Training Colleges was used as a stratum. Simple random sampling was used to select the employees to be studied from each stratum and on data collection. Data was collected using Questionnaires. Questionnaires were preferred since it allowed the researcher to get the views, opinions and perceptions of the respondents and also suited the literate population. Data collected was cleaned, coded and analyzed using SPSS version 20.0. Data was analyzed using descriptive statistics and summarized into frequencies and percentages. The findings revealed that there were high prevalence levels of burnout among the teaching staff of selected Kenya Medical Training Colleges. The teaching staff had fatigue due to huge workload they were assigned. Also revealed was that there were inadequate promotion opportunities in the workplace, very few upgrading opportunities in the workplace and the teaching staffs were not satisfied with the amount of salary they received as this was not equivalent to their job. On interventions put in place to reduce burnout, it was evident that majority of the teaching staff never participated in sporting activity in the institution, more than a half of the teaching staff would like to seek counseling services when they are stressed and engaging in support group. The study concluded that there were high prevalence of burnout among the teaching staff of selected Kenya Medical Training Colleges. There was inadequate promotion opportunities in the workplace, amount of salary not equivalent to the job, no upgrading opportunities and too much work without time for relaxing and socializing were among the major influence of burnout on service delivery. It was established that engaging in sports activities, seeking counseling services, going for retreats, workshops and seminars were the interventions to be put in place to reduce burnout among teaching staff. It is recommended that the management of Kenya Medical Training Colleges should: employ more teachers to balance the ratio of teacher to students ratio, improve its facilities on sports and encourage the staff members to participate in sporting activities, open a counseling centre majorly for the staff to assist them when they need the services, organize for retreats where the teaching staff will be able to go out and have fun and the institution should be able to recognize the good work done by the staff and reward them.