

**THE INFLUENCE OF BURNOUT ON THE PERFORMANCE OF PASTORAL
MINISTRY IN THE AFRICA GOSPEL CHURCH IN BOMET COUNTY, KENYA**

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ABSTRACT

The study sought to examine how burnout affects the delivery of pastoral ministry services in the Africa Gospel Church (AGC) in Bomet County, Kenya. Specifically, the study sought to establish the relationship between working hours and the performance of pastors, the influence AGC members' expectation on the execution of planned pastoral ministry activities, examine how church leaders contributed to pastors' physical and emotional exhaustion and to explore the effectiveness of any measures that pastors and the church leadership are using to ensure effective delivery of the strategic plan, amidst stress the pastors are facing. The study was justified because it propose and/or refine existing approaches to alleviating the effects of burnout among pastors, and help the AGC church devise strategies for mitigating associated effects on the particularly the emotional health of the pastors, resulting in productive and effective delivery of pastoral services. This study adopted descriptive survey design. The sample consisted of 30 pastors, 28 church members and 6 church leaders. In total, 64 from the anticipated 76 respondents participated in the study representing a return rate of 84.2% of the total sample and considerably adequate for analysis. Data analysis was done using computer statistical package for social sciences (SPSS) version 21 and Microsoft Excel software. The study established that pastors on full time employment work for longer hours compared to those on part time employment. Pastors lack enough time to accomplish all the planned activities of the day because of too many demands from their members which finally exhaust them physically and emotionally. The study found out that unexpected emergencies were a hindrance to pastors from adequately executing planned work. This makes them postpone work and find it difficult to reject members' requests even when time does not permit. Pastors are overwhelmed with the long hours they work. They feel strained trying to meet the diverse expectations of the congregations which finally translate to burnout. On the contribution of pastors' and the church leadership' expectation on pastors physical and emotional exhaustion; the study established that pastors' expectations does lead to physical and emotional exhaustion. By failing to recognize pastors' achievements (50%); too much demands from the members that trigger bickering and divisions in the church (33.4%); delays and lack of payment of pastors' salaries (90%); too much work (46.7%); and lack of cooperation (80%) were considered as ways through which the church leadership was contributing to pastors' physical and emotional exhaustion. The study also noted there is support from the church leadership though the support is not adequate. In order to attain desired results from the pastors there is need to address the myriad of challenges that pastors continue to face. On measures that pastors and church leadership can use to reduce cases of burnout among pastors in the delivery of pastoral services; these measures were in three folds including measures that could be undertaken by the pastors, members of the church and the church leadership.