AN INVESTIGATION INTO THE RELATIONSHIP BETWEEN JOB SATISFACTION AND RETENTION OF NURSES: A CASE OF NAIROBI CITY COUNCIL

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ABSTRACT

The interest for this study was drawn from an issue that the researcher noted among Nairobi City Council workers. The issue was that despite many problems including delayed salaries, poor systems and procedures, and a highly bureaucratic organizational structure (especially evident in the public health department), very low turnover (0.98%) has been noted among NCC nurses. This dissertation was a survey that aimed at establishing the relationship between employee level of job satisfaction and retention on the job. The focus was particularly on establishing the said relationship among nurses working in Nairobi City Council health centers.

The objectives that guided this study were; (I) to establish how NCC nurses rated their job satisfaction levels, (II) to examine the factors that facilitated nurses' stay on the job, (III) to investigate the levels of the various job satisfaction facets among NCC nurses and how they influence nurses desire to stay on the job. Objective (IV) was to establish the demographic population of nurses that were willing to quit the job. There were six hypotheses drawn from five job satisfaction facets (JDI) and the JIG (overall feelings about the job).

The data was generated quantitatively using two standardized tools namely; JDI and JIG scales, well validated and used internationally. The analysis of the data was carried out quantitatively too, giving a general view of low levels of job satisfaction among NCC nurses despite them being retained. Highlighting the limitations of the research, the researcher made recommendations to NCC, and gave suggestions on possible areas for further research.

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