

Strathmore University Business School.

Consent

I have read this consent form and give my consent to participate in this study. Clicking on the **Agree** button indicates that I have read the information in the consent form, voluntarily agree to participate in this study and that I am 18 years of age or older

Agree

Disagree

Declaration by the principal investigator

I have clearly explained to the participant the purpose and expected benefits of this study and have answered his/her questions regarding this research on the date on this consent form.

Appendix II: Questionnaire

Section A: Demographic Characteristics of the Respondents

1. Your cadre in this health facility?

Hospital Administration Manager [] Medical Specialist [] Medical Officer []
Dentist [] Pharmacist [] Lab technician []
Nurse [] Pharmaceutical Technologist [] Physiotherapist []
Radiotherapist [] Radiographer/Sonographers []

2. What is your gender?

Male [] Female []

3. How old are you?

- a) 18-35
- b) 36-50
- c) 51-60
- d) 61 and above

4. What is your education level?

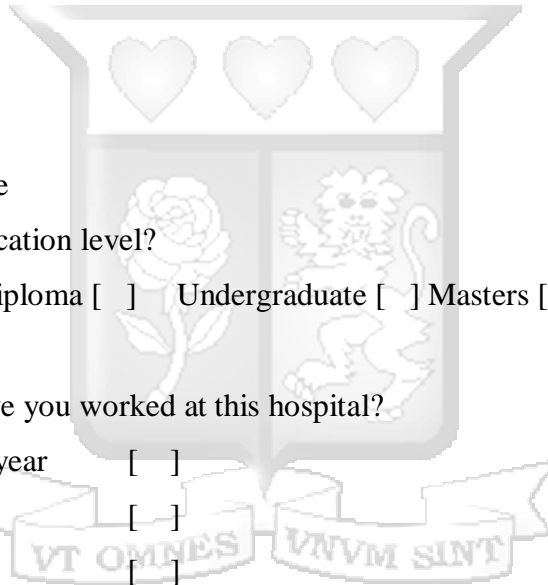
Certificate [] Diploma [] Undergraduate [] Masters [] PhD []

5. For how long have you worked at this hospital?

- a) Less than 1 year []
- b) 1 - 5 years []
- c) 6 – 10 years []
- d) More than 10 years []

6. What is your monthly gross income?

- a) Less than Ksh. 50,000
- b) Between Ksh. 50,001-100,000
- c) Between Ksh 100,001-200,000
- d) Between Ksh, 200,001-300,000
- e) Over Ksh.300,000



Section B: Effort-Reward Imbalance (ERI) Questionnaire

B1: A five-point Likert scale is used for Effort-Reward Imbalance (ERI) questions adapted from) the measurement of effort-reward imbalance at work questionnaire by Siegrist (2004). Siegrist states that when there is a work effort and reward imbalance, such that the effort supersedes the reward, the result is stress at work, leading to various adverse health outcomes. Siegrist also proposed that over-commitment (the motivation to work excessively) increases the risk of adverse health outcomes and that there is an interaction effect of over-commitment and Effort Reward Imbalance. The effort is measured by ERI 1 to ERI 3. The reward scale is measured by items ERI 4 to ERI 11, while over-commitment (effort) is measured by seven items (OCI-OC7) coded in table 1 below.

To what extent do you agree with the following statements that an effort-reward imbalance (ERI) between work effort and reward and overcommitment increases the risk of adverse health outcomes and work dissatisfaction in your health facility?

Strongly disagree (1), Disagree (2), Uncertain (3), Agree (4), strongly agree (5).

Work Satisfaction Questionnaire

		1	2	3	3	5
ERI 1	I was constantly under pressure due to a heavy workload during the COVID-19 pandemic period					
ERI 2	I had many interruptions and disturbances while doing my job during the COVID-19 pandemic period					
ERI 3	My job became more demanding during the COVID-19 pandemic period					
ERI 4	I received the respect I deserved from my superiors or a respective relevant person during the COVID-19 pandemic period					
ERI 5	Considering all my efforts and achievements, my job promotion prospects were adequate during the COVID-19 pandemic period					
ERI 6	I experienced an undesirable change at my workplace while working during the COVID-19 pandemic period					
ERI 7	My job security was poor due to the COVID-19 pandemic Period					
ERI 8	Considering all my efforts and achievements, I received the respect and prestige that I deserve at work during the COVID-19 pandemic period					

ERI 9	Considering all my efforts and achievements, my remuneration was adequate during the COVID-19 pandemic period					
ERI 10	I felt like the hospital that I am working for did not do enough to combat the COVID-19 pandemic					
OC1	I was easily overwhelmed by the pressure and demand at work during the COVID-19 pandemic period					
OC2	As soon as I got up in the morning, I started thinking about work problems during the COVID-19 pandemic period					
OC3	During the COVID-19 pandemic period, I could easily relax and switch off work when I got home					
OC4	People close to me said that I sacrificed too much for my job during the COVID-19 pandemic period					
OC5	Work rarely let me go. It was still on my mind when I got to bed during the COVID-19 pandemic period					
OC6	If I postponed something that I was supposed to do, I would have trouble sleeping at night during the COVID-19 pandemic period					
OC7	I did more than what was required of me (sacrifice) to combat the COVID-19 pandemic					

B2: The study adapted the PHQ-9 questionnaire from Kroenke, Spitzer & Williams (2001). The PHQ-9 is a multipurpose instrument used for screening, diagnosing, monitoring, and measuring the severity of depression.

To what extent do you agree with the following statements regarding the influence of mental health on work dissatisfaction amongst healthcare professionals during the COVID-19 pandemic in your health facility? **Not at all (1), Several days (2), More than half the days (3), Nearly every day (4), Everyday (5),**

Patient Health Questionnaire-9 (PHQ-9)

		1	2	3	4	5
1	I had little interest or pleasure in doing things during the COVID-19 pandemic period					
2	I used to feel down, depressed, or hopeless due to the workload during the COVID-19 pandemic period					
3	I had trouble falling asleep, staying asleep, or sleeping too much due to what I saw in COVID-19 patients wards during the COVID-19 pandemic period					

4	I always felt tired or had little energy at work during the COVID-19 pandemic period					
5	I had a poor appetite or over-ate during the COVID-19 pandemic period					
6	I feel bad about myself, or that I was failure because I could not save patients who died in the COVID-19 wards					
7	I had trouble concentrating on my work or other things, such as reading a newspaper or watching television during the COVID-19 pandemic period					
8	I moved or spoke so slowly that other people took notice. On the opposite - being so fidgety or restless, constantly on guard, watchful, or easily startled that I had been moving around a lot more than usual during the COVID-19 pandemic period					
9	I did not have anyone to talk to blow off steam when I was stressed during the COVID-19 pandemic period					
10	I had thoughts that I would be better off dead or of hurting myself in some way during the COVID-19 pandemic period					

B3: To what extent do you agree with the following statements regarding the quality of life amongst healthcare professionals during the COVID-19 pandemic in your hospital?
Strongly disagree (1), Disagree (2), Uncertain (3), Agree (4), strongly agree (5).

Questionnaire on Quality of Life

		1	2	3	4	5
1	I had ample time for recreation and leisure during the COVID-19 pandemic period					
2	I had enough time to meet and interact with my family/friends during the COVID-19 pandemic period					
3	I experienced burnout in my work due to work-life imbalance during the COVID-19 pandemic period					
4	B34 The number of hours that I worked per week were too much for me during the COVID-19 pandemic period					
5	My income/compensation and rewards at work could afford me a good quality of life during the COVID-19 pandemic period					
6	The duration of my work contract at this hospital affected my quality of life during the COVID-19 pandemic period					

7	The organizational culture and environment at my place of work was very accommodating during the COVID-19 pandemic period					
8	I had good psychosocial support system at work that helped me if I had challenges during the COVID-19 pandemic period					

Section C: Outcomes on quality-of-life mental health and work satisfaction

In your views, to what extent do you agree with the following statement?
Please tick (√) the appropriate answer. Use the scale of: 1 = strongly disagree, 2 = disagree, 3 = uncertain, 4 = agree, 5 = strongly agree

Effect of Mental health and work satisfaction on the quality of life amongst healthcare professionals	1	2	3	4	5
Mental health affected the quality of life amongst healthcare professionals at the Nairobi hospital during the COVID-19 pandemic					
Work dissatisfaction affected the quality of life amongst healthcare professionals at the Nairobi hospital during the COVID-19 pandemic					

Section D: Open-ended Questions

1. What are the things that concern you the most when exposed to COVID-19?

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2. What are the things that encourage or strengthen you during the COVID-19 pandemic as you dispense your duty/duties at the hospital?

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3. Overall, what can the hospital management do to improve the working conditions and the environment at the hospital during this COVID-19 pandemic period?

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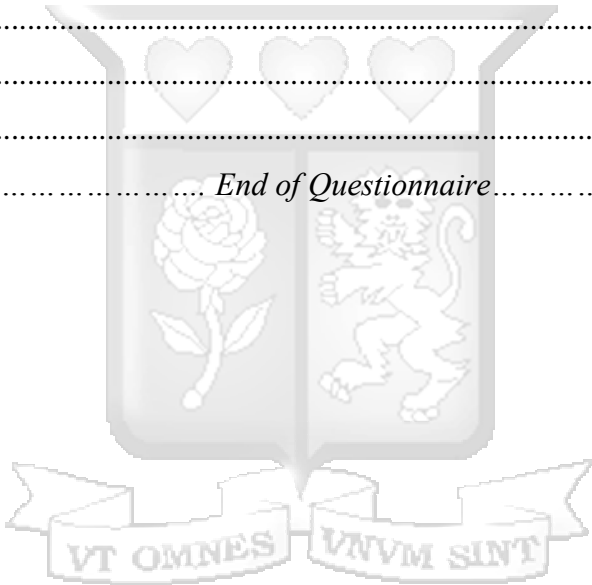
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..... *End of Questionnaire*



Appendix III: Ethical Clearance from SU-IERC

Ole Sangole Rd, Madaraka Estate,
P.O. Box 59857 00200, Nairobi, Kenya,
Cell: +254 703 414/6/7, Twitter: @S9SKenya
Email: info@sbs.ac.ke or visit www.sbs.strathmore.edu



11th November 2022

To Whom It May Concern,

RE: FACILITATION OF RESEARCH – WENDY NYEERA KIMBUI

This is to introduce Wendy Nyeera Kimbui, a Master of Business Administration in Healthcare Management (MBA-HCM) student at Strathmore University Business School, student number 111828/18. As part of our MBA-HCM Programme, Wendy is expected to do applied research and undertake a project. This is in partial fulfilment of the requirements of the MBA-HCM course. To this effect, she would like to request for appropriate data from your organization.

Wendy is undertaking a research paper on **“Impact of Healthcare Professionals’ Mental Health and Work Satisfaction on Quality of Life During COVID-19 Pandemic”** The information obtained shall be treated confidentially and shall be used for academic purposes only.

Our MBA-HCM Programme seeks to establish links with industry, and one of the ways of doing so is directing our research to areas that would be of direct use to industry. We would be glad to share our findings with you after the research, and we trust that you will find them of great interest and of practical value to your organization.

We appreciate your support and shall be willing to provide any further information if required.

Yours sincerely,

A handwritten signature in black ink, appearing to read "Njoki Kiagiri".

Njoki Kiagiri
Manager – Graduate Programmes.


Association of African
Business Schools




Strathmore Business School is a Proud member of:




Appendix IV: Research Permit from NACOSTI


REPUBLIC OF KENYA


**NATIONAL COMMISSION FOR
SCIENCE, TECHNOLOGY & INNOVATION**

Ref No: **982487** Date of Issue: **21/December/2022**


RESEARCH LICENSE




This is to Certify that Miss. WENDY NYEERA KIMBUI of Strathmore University, has been licensed to conduct research as per the provision of the Science, Technology and Innovation Act, 2013 (Rev.2014) in Nairobi on the topic: IMPACT OF HEALTHCARE PROFESSIONALS' MENTAL HEALTH AND WORK SATISFACTION ON QUALITY OF LIFE DURING COVID -19 PANDEMIC: A CASE STUDY OF THE NAIROBI HOSPITAL , KENYA. for the period ending : 21/December/2023.

License No: **NACOSTI/P/22/22797**

982487
Applicant Identification Number


Director General
**NATIONAL COMMISSION FOR
SCIENCE, TECHNOLOGY &
INNOVATION**

Verification QR Code



NOTE: This is a computer generated License. To verify the authenticity of this document, Scan the QR Code using QR scanner application.

See overleaf for conditions

Appendix V: Clearance from the Nairobi hospital



THE NAIROBI HOSPITAL

REF: TNH/DCS/DMSR/ERC/31/01/23

31st January 2023

TO: Dr. Wendy Kimbui
Principal Investigator

Dear Dr Kimbui,

RE: IMPACT OF HEALTHCARE PROFESSIONALS' MENTAL HEALTH AND WORK SATISFACTION ON QUALITY OF LIFE DURING COVID-19 PANDEMIC

This is to inform you that *The Nairobi Hospital Ethics & Research Committee* has reviewed and approved your above research proposal. Your application approval number is *TNH-ERC/DMSR/ RP/049/22*. The approval period is *31st January 2023 - 31st January 2024*.

This approval is subject to compliance with the following requirements;

- i. Only approved documents including (informed consents, study instruments, MTA) will be used.
- ii. All changes including (amendments, deviations, and violations) are submitted for review and approval by *The Nairobi Hospital Ethics & Research Committee*
- iii. Death and life threatening problems and serious adverse events or unexpected adverse events whether related or unrelated to the study must be reported to *The Nairobi Hospital Ethics & Research Committee* within 24 hours of notification
- iv. Any changes, anticipated or otherwise that may increase the risks or affected safety or welfare of study participants and others or affect the integrity of the research must be reported to *The Nairobi Hospital Ethics & Research Committee* within 72 hours
- v. Clearance for export of biological specimens must be obtained from relevant institutions.
- vi. Submission of a request for renewal of approval at least 60 days prior to expiry of the approval period. Attach a comprehensive progress report to support the renewal.
- vii. Submission of an executive summary report within 90 days upon completion of the study to *The Nairobi Hospital Ethics & Research Committee*.
- viii. Compliance with the guidelines and regulations stipulated by the study site authorization



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P.O. Box 30026 - 00100 Nairobi, Kenya | Tel: +254 020 2845000 | Fax: +254 020 2728003
Email: hosp@nbihosp.org | Website: www.nairobihospital.org

Prior to commencing your study, you will be expected to obtain a research license from National Commission for Science, Technology and Innovation (NACOSTI) <https://oris.nacosti.go.ke> and also obtain other clearances needed.

Yours sincerely,
FOR: THE NAIROBI HOSPITAL



Dr. Morris Muhinga
CHAIRMAN, TNH-ETHICS & RESEARCH COMMITTEE

CC Chief Executive Officer
Director, Medical Services & Research
Ag. Director Nursing Services
Human Resource Manager
Heads of Departments



THE NAIROBI HOSPITAL

CONFIDENTIAL DISCLOSURE AGREEMENT

Between **The Nairobi Hospital** and DR. WENDY KIRUI
 Argwings Kodhek Road MEDICAL OFFICER /
 P.O. Box 30026 - 00100, ACCIDENT + EMERGENCY
 Nairobi, Kenya DEPARTMENT.

In order to protect certain confidential information, the parties identified above agree that:

"Effective Date" shall refer to the date of signing of this document

- 1. Discloser and Recipient:** The term "Discloser" shall mean the party/ parties disclosing confidential information, and the term "Recipient" shall mean the party receiving the confidential information. The "Discloser" refers to The Nairobi Hospital, while the "Recipient" refers to the investigator seeking to undertake research at The Nairobi Hospital.
- 2. Information:** This means all information in whatever form, including but not limited to any information relating to systems, operations, plans, designs, intentions, market opportunities, data, know-how, analysis, compilations, reports, studies, experience, trade secrets and business affairs, whether in writing, conveyed orally, by machine-readable medium, digitally, or by demonstration.
- 3. Use of confidential information:** Upon being granted access to patients' confidential information, the Recipient shall utilize that for the sole purpose of obtaining the information necessary to duly fill in the study instrument. No other information should be collected.
- 4. Logistics of access to confidential information:** Internal investigators can be allowed to access confidential records directly upon attaining due clearance. However, external investigators must be chaperoned, and they will require an

<i>The Nairobi Hospital Confidentiality Disclosure Agreement</i>		Page 1 of 5
Name of the Principal Investigator	DR. WENDY KIRUI	Date Issued: February 2, 2023
Sign:	<i>Wendy Kirui</i>	Date: 02/02/2023

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- g. The Receiver shall not use the confidential information without the Discloser's prior written consent. This includes, but is not limited to, development of a dissertation/thesis and preparation of manuscripts for publication.
6. **Non-disclosure:** It is therefore agreed that in consideration for the Discloser disclosing the confidential information to the Receiver, the Receiver hereby undertakes and agrees:
- a. That any information obtained by the Receiver relating to the Discloser and/or the proposed transaction shall be treated as strictly confidential by the receiving party.
 - b. That the receiver will not directly or indirectly disclose the confidential information to any third party or disclose the fact that the confidential information has been made available to the Receiver or the fact that discussions are taking place between the parties with respect to the proposed transaction or any of the terms, conditions, or facts relating to the parties' discussions with respect to the proposed transaction or the status thereof without the prior written consent of the Discloser, and subject to such terms and conditions as may be required by the Discloser, provided however that the receiving party will be entitled to the extent strictly necessary for the purpose of this agreement and the negotiations between the parties, to disclose the confidential information.
 - c. Not to utilize, exploit, or in any other manner whatsoever use the confidential information disclosed pursuant to the provisions of this agreement for any purpose whatsoever, other than deciding whether or not to enter into a potential agreement with the discloser in respect of the proposed transaction (and then only subject to the provisions of this agreement) without the written consent of the Discloser.
 - d. That the unauthorized disclosure of the confidential information to a third party by the Recipient may cause irreparable loss, harm and damage to the discloser.

The Nairobi Hospital Confidentiality Disclosure Agreement		Page 3 of 5
Name of the Principal Investigator	Dr. WENNY KUGU	Date Issued: February 2, 2023
Sign:	<i>[Signature]</i>	Date: 02/02/2023

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- 7. **Exclusions.** This Agreement imposes no obligation on Receiver with respect to Confidential Information that (a) was in Receiver's possession prior to disclosure by the Discloser; (b) is or later becomes, through no fault of Receiver, publicly available; (c) is rightfully received by Receiver from a third party without a duty of confidentiality; (d) is independently developed by employees, agents, vendors, consultants or Affiliates of Receiver; or (e) is disclosed pursuant to the order or requirement of a court, administrative agency or other governmental body; provided, however, that the party subject to such order or requirement shall provide prompt notice of such court order or requirement to the other party to enable such party to seek a protective order or otherwise prevent or restrict such disclosure and shall limit the disclosure of Confidential Information to the utmost minimum.
- 8. **Standard of Care.** The Receiver shall be held to the same standard of care, but not less than a reasonable degree of care, in protecting Discloser's Confidential Information discovered hereunder as Receiver normally employs to preserve and to safeguard its own Confidential Information.
- 9. **No Rights.** Nothing herein shall cause any transfer of ownership of Confidential Information. No right or license under any patent application, patent or other proprietary right is granted hereunder by implication or otherwise. This Agreement imposes no obligation on either party to purchase, sell, license, transfer, or otherwise dispose of any technology, services or products.
- 10. **No Warranty.** This Agreement does not contain any representation or warranty as to the completeness or accuracy of Confidential Information and neither party has any such liability to the other party unless a representation or warranty to this effect is expressly made in a separate written agreement.
- 11. **Return of Confidential Information.** At any time, the Receiver will, upon request by Discloser, return all Confidential Information received from Discloser, except for one copy of each item of Confidential Information Receiver may retain for compliance monitoring only.
- 12. **Amendment and Assignment.** This Agreement may not be changed or modified except in writing signed by both parties. Neither party may assign this Agreement without written consent of the other party.
- 13. **Applicable Law.** This Agreement shall be governed and construed in accordance with the laws of Kenya, excluding conflict of law's principles.
- 14. **Breach.** If the Receiver breaches any of the provisions or terms of this Agreement and, where such breach is remediable, fails to remedy such breach within 7 (seven) days of

<i>The Nairobi Hospital Confidentiality Disclosure Agreement</i>		Page 4 of 5
Name of the Principal Investigator	<i>Dr. WENDY KIMBU</i>	Date Issued: February 2, 2023
Sign:	<i>[Signature]</i>	Date: <i>02/02/2023</i>

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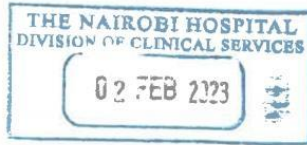
THE NAIROBI HOSPITAL

receipt of written notice requiring it to do so, the Discloser shall be entitled, in addition to any other remedy available to it at law or under this Agreement, including obtaining an interdict, to claim specific performance of any obligation, in either event without prejudice to the Discloser's right to claim damages, including without limitation the claim for loss of future income and earnings.

- 15. Dispute Resolution and Jurisdiction. Both parties agree to a good faith attempt to settle as promptly as possible any and all disputes arising from transactions pursuant to this Agreement. In the event that efforts to settle a dispute arising under this Agreement are not successful, the parties agree to the exclusive jurisdiction of the competent courts of the Republic of Kenya, with the exclusion of any other jurisdiction or arbitration.

The parties hereto have caused this Agreement to be executed by their duly authorized representatives on the date below.

Table with 3 columns: Party, The Nairobi Hospital, Principal Investigator. Rows include Signature, Name (Werner Bolo), and Date (02/02/2023).



Summary table with 3 columns: The Nairobi Hospital Confidentiality Disclosure Agreement, Page 5 of 5, Name of the Principal Investigator (Dr. W. B. K. K.), Sign: (Signature), Date: 02/02/2023.

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internal co-investigator to chaperone their access to the data

5. Confidentiality and non-use period:

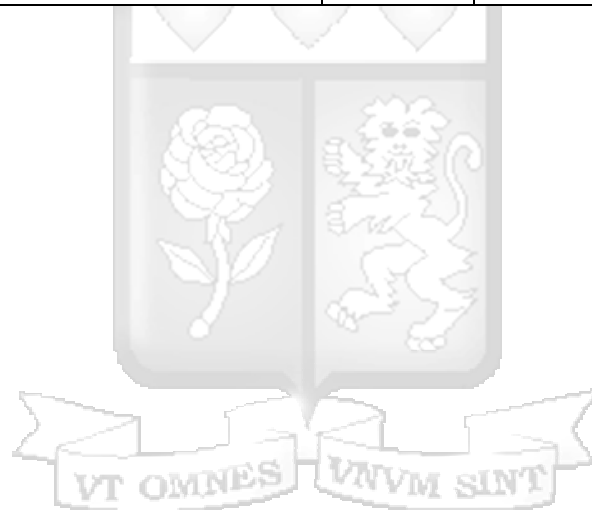
- a. The Receiver hereby undertakes and agrees to and in favor of the Discloser not to disclose to any person whomsoever (save for the Discloser's professional advisers or their employees on a strictly need-to-know basis) the confidential information disclosed by the Discloser to the Receiver pursuant to this agreement.
- b. The Receiver acknowledges receipt of the confidential information and acknowledges further that such confidential information is a valuable, special and unique asset proprietary to the Discloser and is the product of considerable time and expense expended by the Discloser and that the Discloser has a significant legitimate proprietary interest therein. The Receiver further acknowledges that the Discloser is entitled to protect such interests through an agreement of this nature.
- c. The Confidential information shall remain the property of the Discloser and its disclosure shall not give the Receiver any proprietary rights or license in respect of it.
- d. The Receiver shall not copy or reproduce the Confidential information except with the prior written consent of the Discloser and all such copies or reproductions as the case may be, shall be the property of the Discloser.
- e. It is understood that no license or right of use under any patent, copyright, trademark or other proprietary right is granted or conveyed by this agreement, except as expressly provided herein.
- f. The Receiver agrees that for a period of ten (10) years from the end of the disclosure period, it will keep confidential and not disclose any of the Discloser's Confidential information except as described in Article 5 (a), who are made aware of the confidentiality of the confidential information and who are under similar obligations of confidentiality and non-use.

The Nairobi Hospital Confidentiality Disclosure Agreement		Page 2 of 5
Name of the Principal Investigator	DR. WENDY KIMBU	Date Issued: February 2, 2023
Sign:	<i>[Signature]</i>	Date: 02/02/2022

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Appendix VI: Budget

Activity	Number.	Rate	Days	Ksh.
1. Printing fee				
▪ Proposal Printing	2	200	1	400
▪ Full project Printing	2	300	1	600
▪ Miscellaneous				1500
Sub Total 1				2,500
2. Data Collection costs				
▪ Communication		Lump-sum		1,000
▪ Report cost		Lump-sum		1,000
▪ Contingency		Lump-sum		2,000
Sub Total 2				4,000
Grand Total (Ksh)				6,500



Appendix VI: Work plan

	January 2022	June 2022	June 2022	December 2022	January 2023	June 2023	July 2023	July 2023	January 2024
Proposal writing									
Proposal defence									
Ethical Approval									
Pretesting of data tools									
Data collection									
Data entry and analysis									
Draft report writing									
Thesis defence									
Manuscript publication									

