

**HEALTH SYSTEM DETERMINANTS OF JOB SATISFACTION AMONG
MORTUARY STAFF IN SELECTED PUBLIC AND PRIVATE MORTUARIES
IN NAIROBI CITY COUNTY, KENYA**

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Q140/CTY/PT/26348/2013

**A THESIS SUBMITTED IN PARTIAL FULFILLMENT OF THE
REQUIREMENTS FOR THE AWARD FOR THE DEGREE OF MASTER OF
SCIENCE (HEALTH MANAGEMENT) IN THE SCHOOL OF HEALTH
SCIENCES OF KENYATTA UNIVERSITY**

JUNE, 2024

DECLARATION

This thesis is my original work and has not been presented for a degree in any other University or for any other award.

Signature: .....

Date: 28/6/2024.....

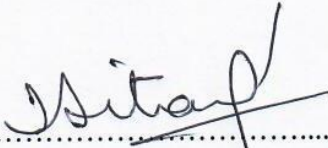
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DEDICATION

This thesis is dedicated to my husband, sons, parents and siblings who tirelessly supported me throughout the program. Their constant prayers and encouragement enabled my project completion.

ACKNOWLEDGEMENTS

First and foremost, I would like to thank the God Almighty for giving me good health, source of knowledge and wisdom through which the completion of this thesis was enhanced.

My sincere gratitude goes to my supervisors, Dr. Peterson Warutere and Dr. Andre Yitambe for their generous contributions, positive criticisms, advice and commitment in guiding me through the entire process of developing this thesis.

Special appreciation goes to Kenyatta University, School of Public Health and Department of Health Management and Informatics, especially my lecturers for their maximum cooperation, extra devotion and help to successfully undertake this course.

I am also thankful for the invaluable input and cooperation from the selected Nairobi City County mortuaries including; Kenyatta National Hospital mortuary, Kenyatta University mortuary, Mbagathi Hospital mortuary, Mama Lucy Hospital mortuary, Pumwani Hospital mortuary, Chiromo mortuary, Umash Funeral home, Montezuma Funeral Home, Lee Funeral Home and City mortuary.

Last but not least, I am greatly indebted to my family, friends and relatives for their financial, moral and spiritual support without which this thesis could not have been completed successfully.

I would finally wish to pay tribute to all those people who in one way or the other participated in the completion of this piece of academic work.

God bless you all.

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ACRONYMS

COK	Constitution of Kenya
FUSAK	Funeral Service Association of Kenya
HIC	High Income Country
HRH	Human Resource for Health
LMIC	Low-Middle Income Country
MOH	Ministry of Health
NCD	Non-Communicable Diseases
PPP	Public Private Partnership
SDG	Sustainable Development Goals
UHC	Universal Healthcare Coverage
WHO	World Health Organization

OPERATIONAL DEFINITION OF TERMS

- Job Satisfaction:** The positive perception an individual has about their job, which can be influenced by various factors such as work environment, leadership, and organizational culture.
- Mortuary:** A building or room, typically part of a hospital or funeral home, where dead bodies are kept before burial, cremation, or identification.
- Mortuary staff:** Professionals who work in mortuaries, which are hospital departments that handle deceased individuals and provide support to their families. Their role includes preparing the deceased body for viewing and final disposition, contributing to medical and technical tasks such as autopsies and sample collection. Other mortuary staff can also carry out administrative roles within the facility.

ABSTRACT

Job satisfaction has been widely studied and presented on published account as a key factor that influences efficiency and effectiveness among workers including healthcare workforce. Due to the interlinkage between job satisfaction and performance and the organizational efficiency, a lot of attention has been paid to the job satisfaction amongst various occupations of various groups. However, one notable category that has been largely overlooked by researchers are the mortuary staff in part because of the stigma surrounded in the topic of death. This study sought to address this gap by examining health system determinants of job satisfaction among mortuary staff in selected public and private mortuaries in Nairobi. More specifically, investigated how work environment, remuneration and training affect the job satisfaction of mortuary staff. The theory underpinning this study was the Maslow Hierarchy of Needs Theory and Herzberg's Two-Factor Theory. For this study, cross sectional study design was applied since it gives an image of a population at the time and makes it possible to draw conclusions. Stratified sampling was also applied to ensure representativeness with each mortuary facility constituting a stratum. This study used both quantitative and qualitative data collection methods to obtain information. Quantitative data was collected using pretested open and closed ended questionnaires, whereas qualitative data was collected through Key Informant Interviews with mortuary superintendents. A sample size of 193 respondents were selected from public, private and institutional mortuaries in Nairobi City County and the study had a 79% response rate. Quantitative data analysis was done using Statistical Package for Social Sciences (SPSS) version 2.0 with additional use of Microsoft Excel Programme to generate tables, graphs and pie charts. Inferential statistics were calculated using Chi-Square tests ($p < 0.05$) done at 95% confidence interval to establish the association between study variables. Qualitative data from the key informants was organized into thematic areas, coded using NVivo and further presented as quotes and extracts to support the qualitative data. The study revealed that the overall satisfaction level was 44.7%. Chi-square analysis revealed significant relationship between; marital status ($p = 0.033$), workload appropriateness ($p = 0.035$), solidarity among employees in the department ($p = 0.024$), timely payment ($p = 0.001$), rewards for working overtime ($p = 0.001$) and opportunities for continued learning and training ($p = 0.001$). To conclude, the study revealed a suboptimal job satisfaction level among mortuary staff in the selected facilities in Nairobi City Council. The study recommends that mortuaries in Nairobi City County should invest in good work environment, fair and timely remuneration and presence of training opportunities to enhance job satisfaction. This research will create a better understanding of the dynamics of job satisfaction among mortuary staff by facility administrators as well as policy makers. Such information is integral to future policy development and decisions about appropriate strategies for intervention.

CHAPTER ONE: INTRODUCTION

1.1 Background to the study

The topic of job satisfaction has been widely assessed by scholars among various categories of healthcare workers and presented on published accounts. Different definitions have been used to describe the concept, one of them being the fulfillment that an employee derives from one's job experience (Judge et al., 2020). In many instances, job satisfaction has been seen to influence organizational variables such as productivity, quantity and quality of work (Dziuba et al., 2020; Tharikh et al., 2016). While many scholars have worked on investigating and ascertain job satisfaction levels across various cadres of healthcare workers in the world, one notable category that has been largely overlooked are the mortuary staff (Dartey et al., 2021; Guidetti et al., 2021). The mortuary staff and the funeral industry at large is highly ignored by researchers in part because of the stigma surrounded in the topic of death (Laan & Moerman, 2017). Additionally, very few people are willing to undertake profession in the funeral industry, hence those who are willing are overworked and their job satisfaction level is affected negatively (Ganesh, 2019).

In comparison to Low Middle-Income Countries (LMICs), most High-Income Countries (HICs) have a strong institutional framework generally for their healthcare workers including their mortuary staff (Sabitova et al., 2019). However, even with the significant progress in HICs, there are still gaps according to studies undertaken by the National Funeral Directors Association in the US, UK and Canada; the findings indicated that if the needs of mortuary staff are not well catered for, there will be a mass migration from the profession crippling the service operations for the dead and bereaved (Ballaro &

Meade, 2021; Foley et al., 2022). Further studies have indicated that good working environments directly correlates to better performance and reducing workplace tension (Guidetti et al., 2021; Iorga et al., 2020).

Despite the progress made by African countries regarding studies on job satisfaction models, they are mostly based on theoretical grounds heavily borrowed from High Income Countries (HIC) including the United States of America (USA), United Kingdom (UK) and Asia (Olaniran et al., 2022). Additionally, majority of the existing literature on mortuary staff narrowly focus on their occupational safety aspect, and few on their job satisfaction levels (Douglas & Peterside, 2016). In many LMIC settings, mortuary staff are largely neglected and work in deplorable conditions that may result to low morale while performing their duties (Dartey et al., 2021). Similarly, when it comes to priority setting in healthcare institutions, majority of the resources, which are still limited, are allocated for curative services, leaving out departments such as the mortuary. This was ascertained in a study carried out viewing the conditions in the public mortuary facilities in Uganda (Kazungu et al., 2015).

Within the Kenyan setting, mortuary staff have been one of the highly understaffed categories of health workers. According to the Funeral Service Association of Kenya (FSAK), the current number of qualified mortuary attendants stands at approximately 200 against the targeted 1000 countrywide (Mwangi, 2019). Additionally, mortuary staff, especially those in public facilities, operate in poor working environment with lack of proper equipment exposing them to health hazards and reducing their levels of job satisfaction (Nakakuwa et al., 2024; Simiyu, 2014). With the global healthcare landscape undergoing rapid transitions and countries striving to achieve Universal Healthcare

Coverage (UHC), it is pertinent that they look for efficient and effective ways of delivering their health services and utilisation of their human resources (Cometto et al., 2020). Therefore, the mere availability of mortuary attendants is not enough, it additionally calls for their occupational satisfaction and empowerment for them to deliver their services efficiently and effectively (Ballaro & Meade, 2021; Dartey et al., 2021).

1.2 Problem Statement

The current death rate in Kenya stands at 5.488 deaths per 1000 people and majority of them are preserved in morgues (United Nations, 2020). However, according to the Funeral Service Association of Kenya (FUSAK), there is a critical shortfall of morticians in the country, with lack of regulation and professionalism cited as some of the reasons for disinterest in the job (Mwangi, 2019). This number which stands at approximately 250 has also been deemed far less than sufficient to meet labor-turnover requirement. Additionally, due to the stigmatization associated with this career, there is a shortage of talent entering the profession, and in most instances, individuals currently holding these positions often lack the opportunity to fully maximize their performance (Ganesh, 2019). This in return results into low job satisfaction levels as well as limited literature, which impedes negatively on the health systems over time (Dartey et al., 2021).

With changes in Kenya such as devolution, issues of morale and motivation of health workers have been negatively affected due to uncertainty over their professional futures (Tsofa et al., 2017). To date, Kenya, including Nairobi County have witnessed several strikes by mortuary staff and resignation by some of them due to poor working conditions and uncompetitive payment packages (Hudson, 2018). This shortage has resulted into overworking of the few mortuary staff hence increasing stress levels and significantly

reducing the quality of health service delivery. Additionally, lack of skill development opportunities and career mobility have resulted into low job satisfaction levels, with health managers, especially in public health facilities being reluctant to release their staff to gain the extra training due to fear of understaffing in their facilities (Guidetti et al., 2021). As a result, career mobility has become more restricted and mortuary staff are less motivated. With these aspects in mind, this study was developed to explore the understanding on job satisfaction among mortuary staff in Nairobi City County.

1.3 Justification of the Study

Just like any other category of healthcare workers, mortuary staff undertake a vital part in sustaining the healthcare system in the country. Critical to this would be understanding what motivates them and how they can continually be motivated in their work places so as to promote efficiency and effectiveness in their operations (Nakakuwa et al., 2024). Although several studies have addressed job satisfaction among health care workers worldwide including Kenya, most of them are generalized to all health professions and other cadres such as on doctors and nurses (Afulani et al., 2021; Nemmaniwar & Deshpande, 2016).

Nairobi, as the capital and largest city of Kenya was chosen since it has a high population density and significant healthcare demands, including a substantial number of mortuary services. The city's mortuaries handle a large volume of cases, which place additional stress on mortuary staff. These workers are often underpaid and worked in challenging conditions, exacerbating issues of job dissatisfaction. Furthermore, the impact of the COVID-19 pandemic was pronounced in urban areas like Nairobi, where healthcare

facilities faced increased pressure, and mortuary staff were on the frontline dealing with the aftermath of the pandemic.

Few targeted studies have been carried out to ascertain job satisfaction among mortuary staff in the County and Country at large. Owing to the noticeable partiality in the literature, this study was endeavored to fill this aspect. This study will also make an empirical contribution to the intrinsic and extrinsic factors that influence the job satisfaction of mortuary staff be it in a positive or a negative way and inform ways in which they can be enhanced or improved.

1.4 Research Questions

1. What are the socio-demographic factors influencing job satisfaction among mortuary staff in Nairobi City County?
2. What are the work environment factors influencing job satisfaction among mortuary staff in Nairobi City County?
3. What are the remuneration factors influencing job satisfaction among mortuary staff in Nairobi City County?
4. What are the training factors influencing job satisfaction among mortuary staff in Nairobi City County?

1.5 Hypothesis

Ho: Socio-demographic factors, work environment, remuneration and training are not associated with mortuary staff job satisfaction in Nairobi City County.

1.6 Research Objectives

1.6.1 Main Objective

The main objective of the study was to investigate health system determinants of job satisfaction among mortuary staff in selected institutional, public and private mortuary facilities in Nairobi City County.

1.6.2 Specific Objectives

1. To determine the socio-demographic factors influencing job satisfaction of mortuary staff in Nairobi City County.
2. To examine how work environment influences job satisfaction of mortuary staff in Nairobi City County.
3. To determine how remuneration has influenced job satisfaction of mortuary staff in Nairobi City County.
4. To determine the training factors influencing job satisfaction among mortuary staff in Nairobi City County.

1.7 Significance and Anticipated Output

This study sought to provide insights on health system determinants of job satisfaction among mortuary staff in Nairobi City County. It shall assist both players in public and private sectors to draw experience, reinforce the benefits of critical factors, thereby escalate the importance of job satisfaction among mortuary staff. Additionally, while Kenya is striving to make strides towards Universal Healthcare Coverage, this study shall inform the policies to be adopted at both National and County level, hence expedite the realization of its Sustainable Developmental Goal 3 which focuses on good health and wellbeing.

This study will also be added to the available repository for students and academicians by generating and creating learning areas to refer by acting as a source of secondary data for future research and academic studies. To the scholars, it may draw criticism and discussions on the need for better policies and methodologies while addressing issues on job satisfaction among mortuary staff.

1.8 Delimitation and limitation

One of the limitations was that accessibility to the hospital premises and morgues was a challenge due to formalities that are required before carrying out a study as well as the emergence of the COVID-19 pandemic, resulting to delays in acquiring information. Additionally, there was also lack of effective communication and interaction with most respondents due to the nature of their work this is because they were busy most of the time while others were on night duty hence little time for interacting one on one and filling the questionnaires. To address these limitation, the formal advance agreements were done with the institutions in addition to utilizing virtual interviews and remote data collection methods to ensure timely acquisition of the required information.

1.9 Theoretical Framework

To understanding job satisfaction among mortuary staff, two theories including Maslow's Hierarchy of Needs and Herzberg's Two-Factor Theory were applied (Gawel, 2019). Maslow's theory shows that human needs are arranged in a hierarchical order, starting with basic physiological needs and progressing through safety, social, esteem, and self-actualization needs. Applied to the workplace, this suggests that mortuary staff must have their basic and security needs met before they can achieve higher levels of job satisfaction and professional fulfillment. On the other hand, Herzberg's Two-Factor Theory divides

workplace factors into hygiene factors and motivators. Hygiene factors, such as salary, working conditions, and job security, can lead to job dissatisfaction if not adequately addressed, while motivators, such as recognition, responsibility, and opportunities for personal growth, can enhance job satisfaction and motivation. Combining these theories provided a detailed approach to identifying and addressing the various needs of mortuary staff, aiming to improve their overall job satisfaction.

1.10 Conceptual Framework

The conceptual framework of the study illustrated the anticipated association between the independent variables and job satisfaction, the dependent variable. The independent variables included socio-demographic factors (age, gender, level of education, marital status, and work experience), work environment (physical aspects like ventilation, noise, infrastructure, and amenities; mental aspects such as fatigue, monotony, boredom; and social aspects like relationships with employees and employers), remuneration (salary, allowances, health insurance benefits, overtime benefits, and annual leave policies), and training (continuous professional development, capacity building, and opportunities for advanced training). These factors collectively influenced the job satisfaction of mortuary staff.

**Independent Variable
Variable**

Dependent

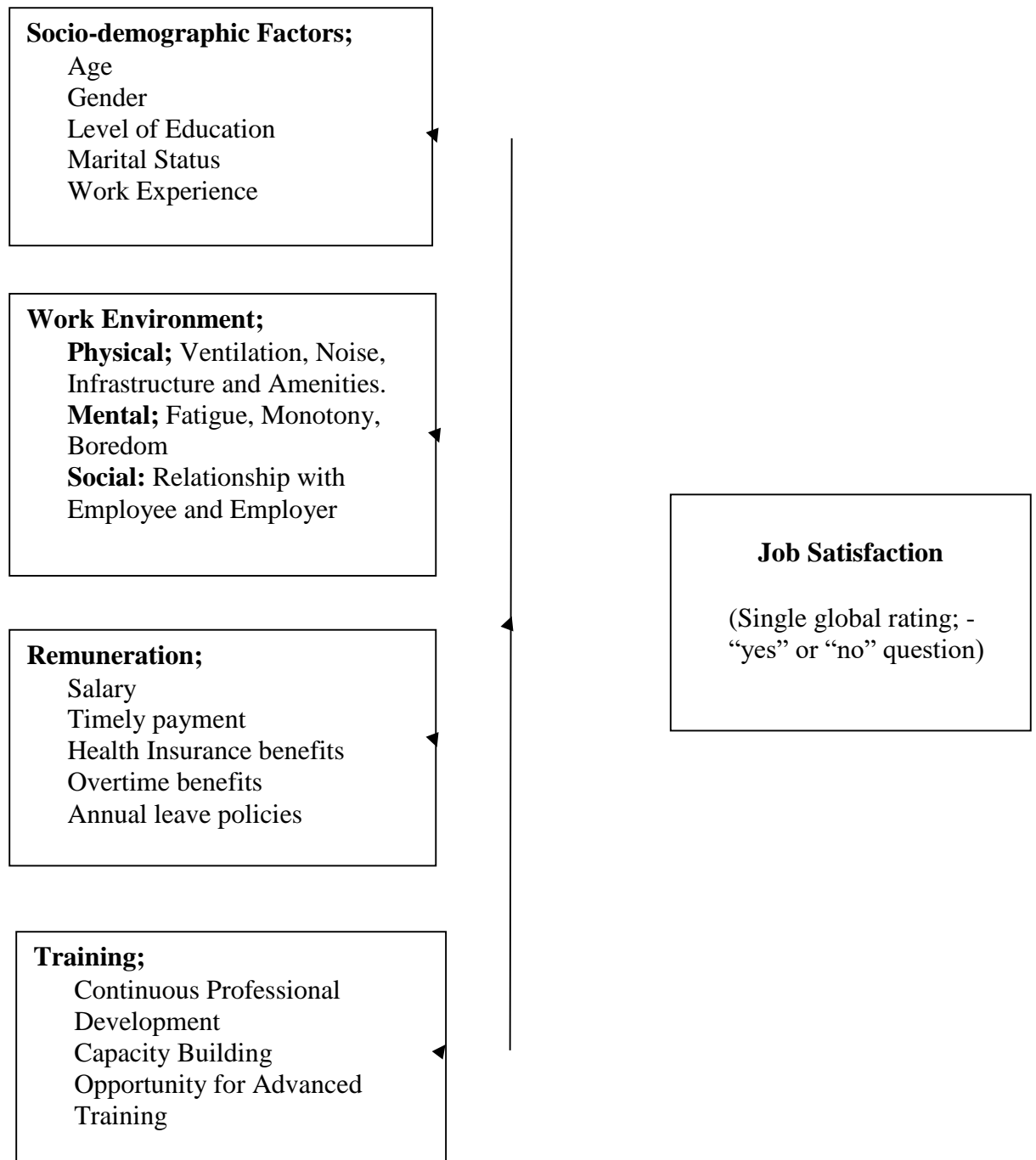


Figure 1.1: Conceptual framework.

Source: Adapted from the literature review (2020).

CHAPTER TWO: LITERATURE REVIEW

2.1 Introduction and Theoretical Review

Various theories have been developed to ascertain determinants of job satisfaction and motivation among individuals and organizations. This study was guided by Maslow's Hierarchy of Need theory and Herzberg Two-factor theory.

2.1.1 Maslow's Hierarchy of Needs Theory

Maslow's hierarchical model of human needs (1943) is among the theories that can be used to ascertain determinants of job satisfaction. The Maslow model comprises of five bottom up hierarchical levels including; physiological, safety, love/ belonging, esteem, and self-actualization (Stoyanov, 2017). The theory understands and recognizes that different individuals have varying needs according to the level of the hierarchy in model they reside in at the moment.

To understand how the individuals or healthcare workers derive their job satisfaction, Maslow's model can be applied. The model employs a bottom-up approach where if the need at the lower level of the pyramid is met, individuals tend to focus on satisfying the need on the next level of the pyramid (Ştefan et al., 2020). The lowest level of the physiological needs in employment settings can include the pay package and medical benefit. The second level which is the safety needs can focus on the general work environment or the equipment provided by the employer for the physical safety (Staempfli & Lamarche, 2020). Social needs can be met through the feeling of belonging while esteem needs can be met through self-respect and recognition. Self-actualization is the highest need where one's full potential is realized (Pham, 2016). Therefore, for the employer to fully meet the needs of their employees, it is pertinent for them to recognize

where their employees fall in the hierarchy hence tailor responses that will motivate them and improve their performance.

2.1.2 Herzberg's Motivator-Hygiene Theory

One of the largely used theoretical framework to guide job satisfaction has been the Herzberg's Theory of Motivation-Hygiene Factors (1959). Herzberg's theory can also be defined as the dual-factor theory and it recognizes factors or elements embedded in workplace that influence or result to job satisfaction or dissatisfaction (Tan et al., 2016). While hygiene factors look at extrinsic factors linked with performance, motivating factors concentrate on the intrinsic factors that influence job satisfaction (Holmberg et al., 2018).

Several factors have been enlisted by Herzberg as motivating factors or strong determinants for job satisfaction, including opportunity for advancement or promotion, work itself, achievement, responsibility and recognition. According to this theory, working condition, supervision, remuneration, organization policies etc., are some of the extrinsic factors that result to job dissatisfaction. The Herzberg theory further explains that job satisfaction and dissatisfaction are not contrasting opposites in the spectrum while determining job attitudes (Bevins, 2018). The extrinsic and intrinsic factors are viewed as individualistic and not opposites hence job satisfaction and dissatisfaction should be determined independently (Rai et al., 2021).

This theory further proposed that job satisfaction will not be resultant from extrinsic factors in as much as it will eradicate employees' work dissatisfaction. Additionally, intrinsic or motivator factors do not result to neither job satisfaction or dissatisfaction but

may lead to internal growth and enhance productivity (Garza & Taliaferro, 2021; Rai et al., 2021). Information from the Herzberg's theory in this study helped in ascertaining facets of the job that should be looked into when ascertaining job satisfaction among mortuary staff in Nairobi City County.

2.2 Socio-Demographic Factors and Job Satisfaction among Mortuary Attendants

Socio-demographic factors are some of the characteristics that largely influence job satisfaction among health workers including mortuary staff. These mainly include; age, gender, level of education, marital status and work experience (Temesgen et al., 2018). In many Low- and Middle-Income countries, very few studies focus on job satisfaction for lower-level cadre healthcare workers with majority of the published account focusing on doctors and nurses. Demographic factors have been seen to be critical and should be highly considered when seeking to understand factors influencing job satisfaction (Nguyen et al., 2017). Various studies have indicated different results when it comes to associating age and levels of job satisfaction. While some of them show that there is no relationship between job satisfaction and age, other studies indicate an influence whereby the elderly professionals (over 61 years) and younger professions (between 20-30 years) appeared to be more satisfied with their jobs in comparison to the middle- aged professionals (between 41-50 years) (Carvajal & Popovici, 2018; Sharma, 2017).

In terms of gender and job satisfaction levels, various studies have been done to ascertain how some occupations have gender segregation. For instance, one study indicated that many young people seek into entering fields where their gender is highly represented and they have witnessed their success (Wright et al., 2015). Gender differences may be seen in different aspects including; opportunity for promotion, type of contract, wages among

others(Miao et al., 2017). Even with the entry of women into fields that have been thought to be more male dominated, aspects of gender inequality are still observed (Penepent, 2017). In high income countries where mortuary science is highly advanced, one of the studies indicated that there is still discrimination against women with majority of funeral directors indicating that they prefer hiring male mortuary attendants over their female counterparts (Diah, 2014).

In one of the studies done to investigating the correlation between marital status and job satisfaction for professionals in highly stressful environments, the findings indicated that married workers exhibited high levels of satisfaction in comparison to those who are single, divorced and widowed (Azim. M, et al., 2013; Guidetti et al., 2021). They argued that the two critical areas of life are job and family hence balancing out the needs of these two domains is vital. In terms of educational background, studies have shown that the more a healthcare professional is considered highly qualified the more it presents to them opportunities for self-sufficiency, promotion and their professional achievement and development (Lu et al., 2016).

2.3 Work Environment and Job Satisfaction among Mortuary Attendants

Work environment can be defined as the physical, mental and social factors that influencing employees' morale, productivity and engagement, both positively and negatively thus affecting their job satisfaction levels (Cometto et al., 2013). Research conducted by Nguyen et al., (2017) indicated that a positive work environment can help increase job satisfaction among workers, whereas it decreases in negative working circumstances. Therefore, this presents a need for healthcare institutions to foster a good

working conditions since it will directly influence how the employees will respond and be viewed through their performance (Anitha, 2014).

Mortuary staff work in high stress level jobs and are exposed to various occupational hazards including psychological, ergonomic and musculoskeletal (Litana & Kapambwe, 2017). Additionally, there is a critical shortage in their numbers leading to instances of long working hours (Nöthling et al., 2015). A study done to ascertain the influence of work environment on service delivery among professionals in public hospitals in Kenya indicated that the current work environment is not conducive for service delivery leading to poor service delivery (Tuwei & Benjamin, 2017). This goes to show the importance of work environment on productivity.

Given that mortuary staff, especially the mortuary attendants come into direct contact with human remains which may harbor infections, it is pertinent to ensure that mortuaries are safe working environments (Douglas & Peterside, 2016). Unfortunately, many public mortuaries especially in developing countries are run down with very minimal resources allocated to them (Kazungu et al., 2015). For instance, City Mortuary which is the largest and busiest public mortuary in Kenya is often overcrowded with unidentified bodies, which is further coupled by poor refrigeration and unhygienic standards which provide a breeding ground for rodents (Simiyu, 2014). Such environments may negatively affect the health of the mortuary staff hence calling for provision of clean and safe environment (Flynn, McCarroll, et al., 2015).

Job satisfaction is also largely influenced by mental and social factors including relationship with employers and employees (Lu et al., 2016). Due to working in highly stressful environments and exposure to deceased victims who at times maybe disfigured,

studies have shown that mortuary staff are likely to fall in depression and other psychiatric disorders (Nöthling et al., 2015). Additionally, their association with death may lead to isolation from the general population as well as other healthcare workers in health facilities (Kazungu et al., 2015). In a study done in the United Kingdom (UK), the findings indicated that to promote the well-being of the mortuary staff, other hospitals highly encouraged them to participate both formal and informal meetings and events to encourage integration (Walsh et al., 2013). To encourage a wholistic approach, other cadres of healthcare workers were encouraged to physically visit the mortuary hence demystify the misconceptions of what happens in the mortuary (Ba, 2013). This approach encourages hospital workers in other cadres to integrated their roles and daily tasks with that of mortuary staff at the facility hence provide a synergy in how activities are undertaken in the hospital as a whole (Walsh et al., 2013).

2.4 Remuneration and Job Satisfaction Among Mortuary Attendants

One of the biggest incentives for job satisfaction of employees is the rates by which they are paid including other benefits accrued while working in an institution (Lu et al., 2016). In most instances, employees derive satisfaction from what they expect to be paid and what they are actually paid. This satisfaction is further fueled by the equity principle where employees assess their remuneration based and compare it to what other people working in the same situation and circumstances as them are paid (Ge et al., 2021). Many published accounts show that employees performance increase when they are in positions where they are paid well for duties they undertake (Litwin, 2015). As described by the expectancy theory, people are often motivated with rewards such as promotion or pay rise hence they increase their efforts in carrying out their duties. Additionally, they believe

that if they work hard in their places of work, then their performance will increase and they will be rewarded with a pay rise or promotion (Park & Kim, 2017). This will in return cause increase in their job satisfaction level.

Although there is limited literature on remuneration of mortuary staff, a study in the United Kingdom suggested that the regulatory and appraisal structure for mortuary staff is weak hence calling for a need to establish a robust and democratic system (Tandelilin et al., 2018). Some of the respondents from the study felt that remuneration should directly correlate with the amount of work that an individual is expected to undertake and also take into consideration the pay grade and scale across all the cadres without favoritism (Tandelilin et al., 2018). Additionally, there have been instances of pay disparities between women and men who work in the funeral industry with the latter receiving a higher pay and higher chances of being promoted while women advanced in position at a slower pace as indicated by a study done in Australia (Penepent, 2017). This goes to show a pay gap even in high income countries.

Kenya has witnessed several strikes among its healthcare workers which has crippled the health service delivery in the country. One of the commonly cited reason has been poor remuneration packages offered by the government (Irimu et al., 2018). More specifically, there has been instances of strikes among mortuary staff in Kenya who have complained of poor pay and delays in their benefit packages (Maureen, 2019). According to the Funeral Service Association of Kenya (FUSAK) chairperson, the current pay for mortuary attendants is quite low with the average take home being between 10,000 (100 USD) and 11,000 (110 USD) Kenyan Shillings per month. Low pay in some instances has resulted to stealing of body parts by some mortuary attendants with the aim of making

more money. The association reported that better remuneration package would reduce such incidences and enhance professionalization among mortuary workers (Hudson, 2018).

2.5 Training and Job Satisfaction among Mortuary Attendants

According to Price & Reichert (2017), training has been defined as the process that one gathers thoughts that influence their knowledge and how they handle responsibilities. Many scholars believe that one's thought process and the way of handling duties and responsibilities, both new and old within an organization is influenced through engaging in training (Abad, 2014).

To be an efficient mortuary staff requires possessing knowledge and abilities to perform one's duties efficiently and effectively (Litana & Kapambwe, 2017). Employers must ensure that mortuary staff in their facilities have training and capacity building opportunities so as to help them in improving their skills in a bid to expand their competency levels (Guidetti et al., 2021). In addition, mortuary staff must be adequately trained and supervised by qualified individuals on how to use and operate the equipment that aid their day to day operations (Dartey et al., 2021). Lack of this vital knowledge may lead to exposure to hazards hence putting the health and lives of mortuary staff at risk.

Continuous training for mortuary staff on soft skills such as stress management is also vital because it helps in ensuring their mental wellbeing at their place of work (Walsh et al., 2013). In a study piloted investigating the correlation of mental well-being and working at a mortuary facility, emphasis was placed on testing the effectiveness of training as a coping strategy (Nöthling et al., 2015). Trauma education and empowerment

for better use of social support were the focal competencies seen to promote effective coping (Leandra, 2018).

The world has recently witnessed a profound change in disease patterns with the occurrence and rise of the COVID-19 pandemic which has resulted to negative consequences on health care workers and the health systems at large. By end of June 2020, more than 10 million cases had been confirmed with more than 500,000 deaths recorded worldwide (Romanov, 2020). The mortuary staff have been one of the categories who have been largely affected given the nature of their work (World Health Organization, 2020a). Therefore, it is pertinent for governments to put in place targeted training to protect mortuary attendants against the risks of infection as they perform their duties amidst the pandemic (World Health Organization, 2020b).

2.6 Summary of Literature Review and Existing Gaps

In as much as job satisfaction has elicited health workers and academic interest globally and in the African context, there are evident gaps of information specifically focusing on low- and middle-income countries. Even so, the available literature majorly focusses on other cadres of health workers such as doctors and nurses with few studies targeted at mortuary staff. Additionally, very few studies have looked at how mortuary staff are influenced by both extrinsic and intrinsic factors in their workplaces. To the best of the researcher's knowledge, no study has been done on job satisfaction of mortuary staff in Nairobi County and this study aims to fill the knowledge void in this area.

CHAPTER THREE: METHODOLOGY

3.1 Research Design

For this study, descriptive cross sectional study design was applied since it gives an image of a population at the time and makes it possible to draw conclusions (Kothari, 2008). It also involves collection of data from large area by use of questionnaires to determine characteristics within the population (Wang & Cheng, 2020). A mixed method of qualitative and quantitative data collection techniques was also be used to complement and enhance the quality of data collected for analysis.

3.2 Study Variables

3.2.1 Independent Variable

Independent variables in the study included;

- (i) **Socio-demographic Factors:** This aspect focused on; Age, Gender, Level of Education, Marital Status and Work Experience.
- (ii) **Work Environment:** This focused on three aspects including; (a) Physical; Ventilation, Noise, Infrastructure and Amenities; (b) Mental; Fatigue, Monotony, Boredom (c) Social: Relationship with Employee and Employer
- (iii) **Remuneration:** This focused on; Salary, Allowances, Health Insurance benefits, Overtime benefits and Annual leave policies.
- (iv) **Training:** The focus was on; Continuous Professional Development, Capacity Building and Opportunity for Advanced Training

3.2.2 Dependent Variable

The dependent variable in this study was; job satisfaction of mortuary staff. To transform Likert scale results into a single global rating for job satisfaction, numerical values were

assigned to each response (e.g., 1 for strongly disagree to 5 for strongly agree). Individual scores were summed for each participant, and a threshold based on the midpoint of the possible score range determined satisfaction. Scores above the threshold indicated satisfaction, while scores below indicated dissatisfaction. Overall job satisfaction was then assessed by calculating the percentage of satisfied versus dissatisfied workers.

3.3 Location of the Study

The study was done in Nairobi City County which has the highest population in the Country of 4,397,073 (Kenya National Bureau of Statistics, 2019). With City mortuary being the largest funeral parlor in Nairobi City County with more than 300 body capacity, there are more than ten mortuaries spread across government, private, faith based and non- governmental institutions. The top five causes of morbidity for under-five in the County are; diseases of respiratory system, diarrhea, and diseases of skin, pneumonia and confirmed malaria while the top five causes of morbidity for adults are; respiratory diseases, urinary tract infections, diarrheal, dental disorders and typhoid fever (Nairobi County Integrated Development Plan, 2018). Majority of the case fatalities are preserved in morgues.

3.4 Target population and Study Population

The study targeted all mortuary staff working in public and private mortuaries in Nairobi City County. The study population included 193 mortuary staff in the selected public, private and institutional mortuaries in Nairobi City County. These mortuaries were selected due to their high-level capacity of operation. The institutional mortuaries included; Kenyatta National Hospital mortuary, Kenyatta University mortuary, Mbagathi Hospital mortuary, Mama Lucy Hospital mortuary, Pumwani Hospital mortuary and

Chiromo mortuary. The private mortuaries included; Umash Funeral home, Montezuma Funeral Home and Lee Funeral Home. The public mortuary was City mortuary.

3.4.1 Inclusion Criteria

The study included all the mortuary staff working in the selected public, private and institutional mortuaries in Nairobi City County for more than six months who were present during the time of the study and had given informed consent.

3.4.2 Exclusion criteria

The study excluded mortuary staff who had worked for less than six months, were absent at the time of the study or were unwilling to take part in the study.

3.5 Sampling Techniques

Nairobi City County was purposively chosen since it is one of the most populated counties in Kenya. Each mortuary facility was also purposively chosen and using the lists obtained from each of the facility, the study respondents were randomly selected using computer generated random numbers to ensure that they stood an equal chance of being picked. The total number of mortuary staff who received the questionnaires across the ten facilities was 193.

Additionally, ten (10) Key Informant Interviews were carried out targeting one (1) mortuary superintendent from each of the ten facilities in order to obtain additional information that was used to inform the study. Qualitative interview is deemed ideal to capture any information that may be useful in studies pursuing new ideas in relation to job satisfaction among mortuary staff.

3.6 Sample Size Determination

Statistical sample size was determined using a formula by Fisher et al., (1998) as shown:

$$n = \frac{Z^2 P (1-P)}{d^2}$$

Where;

n=Sample size

Z=Standard Normal deviation (1.96 for a 95% confidence level)

P= Proportion of sample population estimated to have characteristics being measured (0.5)

d=the level of accuracy desired, or the sampling error (Standard value of 0.05).

Therefore;

$$n = \frac{(1.96)^2 0.5(1-0.5)}{(0.05)^2} = 384 \text{ Respondents}$$

Since the population in the institutional, public and private mortuaries is less than 10,000 (The total population of the mortuary staff at the facilities is 320); the sample size was adjusted using the formulae:

$$nf = \frac{n}{1+(n/N)}$$

Therefore;

$$nf = \frac{384.16}{1 + (384.16/320)} = 175$$

An additional allotment of 10% of the approximated sample size (18 respondents) was included to cater for non-response translating to a total sample size of 193 respondents.

Table 3.1: Proportion of respondents selected from each hospital.

Institutional Mortuaries	No of Mortuary Staff			Sample Size		
	Total	Femal e	Male	Tota l	Femal e	Mal e
Kenyatta National Hospital	54	10	44	33	6	27
Kenyatta University	43	13	30	26	8	18
Mbagathi Hospital	22	5	17	13	3	10
Mama Lucy Hospital	19	3	16	11	2	9
Pumwani Hospital	17	7	10	10	4	13
Chiromo Mortuary	35	11	24	21	7	14
Total	190	49	141	114	30	84
Public Mortuaries	No of Mortuary Staff			Sample Size		
	Total	Femal e	Male	Total	Femal e	Mal e
City Mortuary	28	12	16	17	8	9
Total	28	12	16	17	8	9
Private Mortuaries	No of Mortuary Staff			Sample Size		
	Total	Femal e	Male	Total	Femal e	Mal e
Montezuma Funeral Home	42	17	25	25	10	15
Umash Funeral Home	33	9	24	20	5	15
Lee Funeral Home	27	11	16	17	7	10
Total	102	37	65	62	22	40
GRAND TOTAL	320	98	222	193	60	133

Source: Health facility documents.

3.7 Construction and Research Instruments

Questionnaires were constructed to focus on the objectives of the study. Quantitative data from the mortuary staff was collected using a semi-structured questionnaire. The questions were either open-ended, in which the respondent provided his/her own answer,

or close ended such as in multiple choices in which the respondent selected from a set of given responses. Additionally, qualitative data was gathered using topic guides. The Key Informant Interviews were done using a topic guide that was developed drawing on document review and literature. The KIIs was conducted in English and lasted about thirty minutes. Interviews were recorded, if consent was given by the respondent and notes taken concurrently. Notes were written up and recordings transcribed verbatim.

3.8 Pre-Testing

A study preliminary was conducted in order to evaluate the achievability of the study prior to performance of the larger research project. The researcher collected this data from Kiambu Level 5 Hospital mortuary, which is a public hospital in Kiambu County, given that the characteristics and respondents were similar to that of the study site hence it helped in predicting the actual study projection. A total of 20 mortuary staff representing 10% of the study sample were randomly selected to pre-test the validity and ensure reliability of the research instruments.

3.9 Validity

Internal validity was achieved through developing of research questions that are interlinked with the objectives of the study as well as using pre constructed questionnaires that have been employed in similar studies. The researcher also worked closely and extensively consulted with the assigned supervisors to define and refine the questionnaire.

3.10 Reliability

The reliability of the research instruments was ensured by carefully selecting research assistants who were thoroughly trained and familiarized with the study area and topic. The instruments were pre-tested at Kiambu Level 5 hospital mortuary before the actual

study to ensure they were clearly understood by the respondents, allowing for any necessary adjustments to be made.

3.11 Data Collection Techniques

The proposed study utilized self-administered questionnaires that were used to collect quantitative data from the targeted respondents. The lead researcher and one research assistant delivered the questionnaires to the respondents as well as collected them to improve their response rate. Qualitative data collection was moderated by the lead researcher with assistance from a note taker. Appointments were sought beforehand from the interviewees to avoid disruption on their work schedule.

3.12 Data Analysis

The proposed study utilized both qualitative and quantitative data collection approaches. Quantitative data analysis was done using SPSS statistical software for analysis, version 2.0. The descriptive analysis was presented using percentages, tables, frequencies and charts. Chi-Square tests (95% CI; 0.05 margin of error) were used for inferential statistics to show the association between dependent and independent variables. The analysis of qualitative data from Key Informant Interviews (KII) drew on the Framework Approach. A more detailed coding tree was then prepared and refined. The refined tree was then used to code the entire dataset, using NVIVO. The coded sections was later organised into thematic charts to facilitate identification of patterns in responses.

3.13 Logistical and Ethical Considerations

The study protocol was taken through the scientific and ethical clearing processes at the Kenyatta University Ethics Review Committee (KU-ERC) and National Council of Science, Technology and Innovation (NACOSTI). All participants were approached for

interview only after authorization from the institution authorities. Informed consent was sought from the mortuary staff recruited for the study. The purpose and nature of the study was explained to them, and privacy and confidentiality assured before consenting. It was made clear that: participation was fully voluntary and no identifiable details would be disclosed to any other person during the study period and/or dissemination of findings unless with prior explicit consent of the participant and that there were no direct material benefits to the study participants.

CHAPTER FOUR: RESULTS

4.1 Study response rate

A total of 193 questionnaires were issued. Out of these, 152 questionnaires were returned having been filled completely and seen as adequate to answer the objectives of the study. This represented a figure of 79% response rate out of the possible 100%.

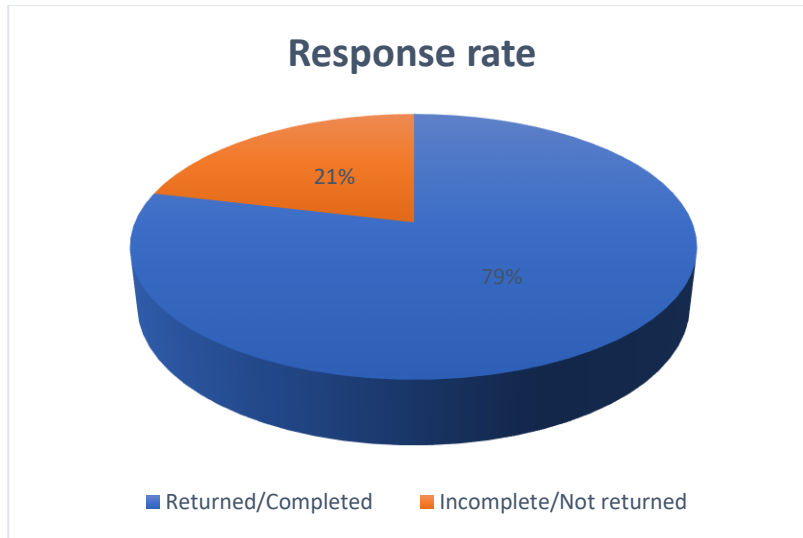


Figure 4.1: Study response rate

4.2 Socio-demographic characteristics of respondents

Regarding the gender of the respondents, the study found that majority were male 99(65.1%), while the females were 53(34.9%). These results corroborated with that of the key informants, majority of whom indicated that the profession is majorly dominated by men.

“A lot of workers in this profession are men, even though the previous years have witnessed ladies warming up to the profession, majority of workers, especially at the morgues are men.”

Key Informant 5, Public Facility

The study further indicated that less than half of the respondents were aged between 30-39 55(36.2%), followed closely by those between the ages of 20-29 47(30.9%). 29(19.1%) of the mortuary workers were of ages between 40-49, whereas 21(13.8%) were above the age of 50. In terms of level of education, almost half of the respondents had

reached certificate level 48(31.5%), closely followed by those who had attained secondary school education 37(24.3%) and diploma level of education 27(17.8%). The remaining respondents stood at; Bachelor’s degree 19(12.5%), no formal education 3(1.9%) and master’s degree at 2(1.4%). One of the respondents illustrates;

“With my 15 years of experience in this industry, whereas most people shunned away from this profession and associated it with uneducated people, a lot of people have started embracing it in the recent years. We even have courses such as mortuary science being offered in the Country.”

Key Informant 7, Private Facility

Concerning the years of experience, less than half of the respondents had between 6-10 56(36.8%) years followed by those with 11-15 43(28.3%) years and those with 16-20 23(15.1%). Those with the least years of experience had worked between 2-5 years 19(12.5%) and over 21 years 11(7.2%). The results depicted that more than half of the workers were married at 91(59.9%), with the least number of workers being widowed 7(4.6%). One of the key informants described the situation;

“Most of us used to suffer from stigmatization from the community at large, we were labelled as outcasts. But with the profession gaining popularity, we are even able to marry and bring up respectable people of the society.”

Key informant 3, Private Facility

Table 4.1: Socio-demographic characteristics of respondents (n=152)

Variable	Response	Frequency (N)	Percentage (%)
Gender	Male	99	65.1
	Female	53	34.9

Age	20-29	47	30.9
	30-39	55	36.2
	40-49	29	19.1
	≥50	21	13.8
Level of Education	No formal education	3	1.9
	Primary level	16	10.5
	Secondary level	37	24.3
	Certificate	48	31.5
	Diploma	27	17.8
	Bachelor's degree	19	12.5
Years of experience	Master's	2	1.4
	2-5	19	12.5
	6-10	56	36.8
	11-15	43	28.3
	16-20	23	15.1
	≥21	11	7.2
Marital status	Single	41	26.9
	Married	91	59.9
	Divorced	13	8.6
	Widowed	7	4.6

4.3 Relationship between socio-demographic factors and job satisfaction

The study revealed that more than half of the men 45(66.2%) were satisfied with their job. Further analysis showed no statistical significance association ($p=0.854$) between gender and job satisfaction among the mortuary staff. Regarding age and job satisfaction, the results showed that less than half of those who were satisfied were in the age bracket of 30-39 at 27(39.7%), whereas those who were least satisfied were above 50 years at 7(10.3%). Additionally, there is no statistically significant association between age and job satisfaction $p=0.384$. Concerning the level of education, the findings showed that less than half of those who were satisfied with their jobs had certificate level of education

21(30.9%), followed by those who had attained secondary level of education 14(20.6%). Those who were least satisfied were those with master's degree 1(1.5%). There was no statistically significant association between the level of education and level of job satisfaction ($p=0.342$).

Table 4.2: Relationship between socio-demographic factors and job satisfaction

Independent variable	Respondent response	Dependent variable (Mortuary staff job satisfaction)		Statistical significance
		Satisfied (N=68)	Dissatisfied (N=84)	
Gender	Male	45 (66.2%)	54 (64.3%)	$\chi^2 = 0.0334$, df=1, p=0.854
	Female	23 (33.4%)	30 (35.7%)	
Age	20-29	24 (35.3%)	23 (27.4%)	$\chi^2=3.063$ df=3 p=0.384
	30-39	27 (39.7%)	28 (33.3%)	
	40-49	10 (14.7%)	19 (22.6%)	
	≥ 50	7 (10.3%)	14 (16.7%)	
Level of Education	No formal education	2 (2.9%)	1 (1.2%)	$\chi^2 = 6.822$, df=6, p=0.342
	Primary level	9 (13.2%)	7 (8.3%)	
	Secondary level	14 (20.6%)	23 (27.4%)	
	Certificate	21 (30.9%)	27 (32.1%)	
	Diploma	13 (19.1%)	14 (16.7%)	
	Bachelor's degree	8 (11.8%)	11 (13.1%)	
	Master's	1 (1.5%)	1 (1.2%)	
Years of experience	2-5	9 (13.2%)	10 (11.9%)	$\chi^2=4.151$ df=4 p=0.385
	6-10	24 (35.3%)	32 (38.1%)	
	11-15	18 (26.5%)	25 (29.8%)	
	16-20	12 (17.6%)	11 (13.1%)	
	≥ 21	5 (7.4%)	6 (7.1%)	
Marital status	Single	16 (23.5%)	25 (29.8%)	$\chi^2=8.731$ df=3 p=0.033
	Married	41 (60.3%)	50 (59.5%)	
	Divorced	6 (8.8%)	7 (8.3%)	
	Widowed	5 (7.4%)	2 (2.4%)	

4.4 Work environment and job satisfaction

Those who were interviewed qualitatively felt that the work environment plays a key role in the job satisfaction level with some making a comparison between the public and private sectors. One respondent said;

“There is a saying that you are the product of your immediate environment. The physical setting has a high impact on your productivity and ultimately job satisfaction. There is a stark difference in some of our public and private mortuaries or funeral homes, and you can even see this reflecting from the workers.”

Key informant 6, Public Facility

To further establish the association between work environment on job satisfaction, respondents were asked a series of questions. When asked whether the management provides the right tools and resources, there was an almost mixed view from respondents with 49(32.2%) disagreeing and 45(29.6%) agreeing with the statement. These views were also shared by one of the key informants from a public mortuary;

“For us in public facilities, you can find that the tools are rarely replaced, at times we are forced to improvise, and this may be risky even to our employees. Although we raise this with the managers occasionally, they always cite lack of finances.”

Key Informant 11, Public Facility

Less than half of the respondents at 53(34.9%) also disagreed with the statement that the management is keen on providing and even replacing their work gear. One of the key informants from a public facility expressed fear that it may lead to infections.

The results showed that the higher number of the respondents 48(31.6%) agreed that cleanliness level and ventilation of the buildings was well done. This was however

followed by those who disagreed at 39(25.7%). One of the respondents from a private facility who agreed with the statement illustrates;

“For us you cannot even tell you are in a morgue. We thoroughly clean the facility at regular intervals and after every procedure. The preservation of bodies is also up to international standards.”

Key Informant 12, Private Facility

55(36.2%) of the respondents agreed that the work environment is also free from hazardous materials that may cause injuries. However, in a sharp contrast, 69(45.4%) respondents strongly disagreed with the appropriateness of the workload and the working hours at their facilities. Similarly, majority of the respondents felt that the level of staffing was not relevant to the workload, with 65(42.8%) strongly disagreeing. A respondent expresses concern;

“One of the challenges we have is the staffing levels. I normally attribute it to the low level of pay or the fact that many people have not really embraced the professions linked to mortuaries due to stigmatization from the society. You now find that they few people who have accepted the profession are highly overworked.”

Key Informant 1, Public Facility

Table 4.3: Work environment factors among respondents (n=152)

Independent variable	Response	Frequency (N)	Percentage (%)
The management provides the right tools and resources I need to do my job	Strongly disagree	26	17.1
	Disagree	49	32.2
	Neutral	17	11.2
	Agree	45	29.6
	Strongly agree	15	9.9
The management provides the correct protective gear and work clothing	Strongly disagree	45	29.6
	Disagree	53	34.9
	Neutral	7	4.6
	Agree	33	21.7
	Strongly agree	14	9.2
The offices and buildings I use for my daily activities are clean and well ventilated	Strongly disagree	28	18.4
	Disagree	39	25.7
	Neutral	15	9.9
	Agree	48	31.6
	Strongly agree	22	14.5
The workplace is free from hazards that may cause injuries	Strongly disagree	17	11.2
	Disagree	40	26.3
	Neutral	16	10.5
	Agree	55	36.2
	Strongly agree	24	15.8
The daily working hours and workload are appropriate	Strongly disagree	69	45.4
	Disagree	34	22.4
	Neutral	8	5.3
	Agree	27	17.8
	Strongly agree	14	9.2
The level of staffing in the mortuary department is relevant to the workload	Strongly disagree	65	42.8
	Disagree	33	21.7
	Neutral	9	5.9
	Agree	29	19.1
	Strongly agree	16	10.5
There is solidarity among employees working within the mortuary department	Strongly disagree	16	10.5
	Disagree	25	16.4
	Neutral	13	8.6
	Agree	47	30.9
	Strongly agree	51	33.6

4.5 Relationship between work environment factors and job satisfaction

Table 4.4 shows the bivariate analysis between work environment factors and job satisfaction among the mortuary staff. The results generally showed no statistically significant association between work environment factors and job satisfaction. A higher number of the respondents from those who were satisfied disagreed that the institution provided the right tools and the right protective gear for them to carry out their duties efficiently and effectively, 21(30.9%). While less than half of the respondents 22(32.4%) who were satisfied agreed that the buildings were clean and well ventilated, there was an almost equal tie between those who agreed and those who disagreed with the effort that their organizations put in place to eliminate workplace hazards, at 21(30.9%) and 18(26.5%) respectively.

The results showed that from the respondents who were satisfied, a higher number of them strongly disagreed with the appropriateness of their workload 26(38.2%), as well as the level of staffing in relation to the workload 24(35.3%). However, there was no correlation between these two factors and job satisfaction ($p=0.265$) and ($p=0.264$) respectively. However, there was a significant relationship between workplace solidarity and job satisfaction ($p=0.024$), a higher number of the respondents from those who were satisfied strongly agreed that there was solidarity among the employees working within the mortuary department, 20(29.4%). One of the key informants interviewed also shared the same thoughts, they illustrate;

“This profession forces you to act as a family. We have various welfares and social groups just to encourage each other due to similar experiences.”

Key Informant 13, Private Facility

Table 4.4: Relationship between work environment factors and job satisfaction

Independent variable	Respondent response	Dependent variable (Mortuary staff job satisfaction)		Statistical significance
		Satisfied (N=68)	Dissatisfied (N=84)	
The management provides the right tools, protective gear and resources I need to do my job	Strongly disagree	14 (20.6%)	12 (14.2%)	$\chi^2 = 9.033$, df=4, p=0.06 1
	Disagree	21 (30.9%)	28 (33.3%)	
	Neutral	9 (13.2%)	8 (9.5%)	
	Agree	18 (26.4%)	27 (32.1%)	
	Strongly agree	6 (8.8%)	9 (10.7%)	
The offices and buildings I use for my daily activities are clean and well ventilated	Strongly disagree	14 (20.6%)	14 (16.7%)	$\chi^2 = 3.814$, df=4, p=0.43 2
	Disagree	16 (23.5%)	23 (27.4%)	
	Neutral	6 (8.8%)	9 (10.7%)	
	Agree	22 (32.4%)	26 (30.9%)	
	Strongly agree	10 (14.7%)	12 (14.2%)	
The workplace is free from hazards that may cause injuries	Strongly disagree	8 (11.8%)	9 (10.7%)	$\chi^2 = 4.251$, df=4, p=0.37 5
	Disagree	18 (26.5%)	22 (26.2%)	
	Neutral	10 (14.7%)	6 (7.1%)	
	Agree	21 (30.9%)	34 (40.5%)	
	Strongly agree	11 (16.2%)	13 (15.5%)	
The daily working hours and workload are appropriate	Strongly disagree	26 (38.2%)	43 (51.2%)	$\chi^2 = 5.243$, df=4, p=0.26 5
	Disagree	16 (23.5%)	18 (21.4%)	
	Neutral	4 (5.9%)	4 (4.8%)	
	Agree	13 (19.1%)	14 (16.7%)	
	Strongly agree	9 (13.2%)	5 (5.9%)	
The level of staffing in the mortuary department is relevant to the workload	Strongly disagree	24 (35.3%)	41 (48.8%)	$\chi^2 = 5.264$, df=4, p=0.26 4
	Disagree	15 (22.1%)	18 (21.4%)	
	Neutral	6 (8.8%)	3 (3.6%)	
	Agree	13 (19.1%)	16 (19.0%)	
	Strongly agree	10 (14.7%)	6 (7.1%)	
There is solidarity among employees working within the mortuary department	Strongly disagree	10 (14.7%)	6 (7.1%)	$\chi^2 = 11.244$, df=4, p=0.02 4
	Disagree	13 (19.1%)	12 (14.2%)	
	Neutral	8 (11.8%)	5 (5.9%)	
	Agree	17 (25.0%)	30 (35.7%)	
	Strongly agree	20 (29.4%)	31 (36.9%)	

4.6 Remuneration and job satisfaction

Less than half of the respondents 55(36.2%) disagreed that the salaries they received matched up with the duties they were assigned, however, 39(25.7%) agreed that their salaries commensurate their duties. When asked if their salaries are subject to their qualifications, a higher number of the respondents 52(34.2%) agreed. Similarly, many of the respondents 57(37.5%) agreed that they are paid according to their work experience. One of the key informants from the private facility who agreed with the statement said;

“For us in the private sector, our duties are well laid out and there is a scale for payment. You are paid based on your qualifications as well as the duties assigned. This helps in promoting fairness and transparency.”

Key Informant 9, Private facility

In terms of benefits, many respondents 59(38.8%) strongly disagreed with its sufficiency. The same sentiments were shared regarding the timeliness of payments, with slightly less than half of the respondents 72(47.4%) strongly disagreeing that they are paid on time. A higher number of the respondents 70(46.1%) strongly disagreed with their department’s system of reward for working overtime, while 29(19.1%) agreed. When asked whether their salaries and wages are reviewed on a regular basis, there was an almost mixed response with 49(32.2%) disagreeing, while 42(27.6%) agreeing. A respondent who agreed with the statement explains;

“The review of wages is straight forward for us. Once you have completed a certain number of years at the facility, there is a guaranteed salary increment...if you decide to go to school you also get an increase once you resume.”

Key Informant 2, Private Facility

Table 4.5: Remuneration factors among respondents (n=152)

Independent variable	Response	Frequency (N)	Percentage (%)
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Staff salaries commensurate duties assigned	Strongly disagree	30	19.7
	Disagree	55	36.2
	Neutral	15	9.9
	Agree	39	25.7
	Strongly agree	13	8.6
Our salaries are subject to our qualification	Strongly disagree	25	16.4
	Disagree	31	20.4
	Neutral	13	8.6
	Agree	52	34.2
	Strongly agree	29	19.1
We are paid according to our work experience	Strongly disagree	27	17.8
	Disagree	30	19.7
	Neutral	16	10.5
	Agree	57	37.5
	Strongly agree	22	14.5
I am satisfied with the provided with benefits	Strongly disagree	59	38.8
	Disagree	47	30.9
	Neutral	5	3.3
	Agree	26	17.1
	Strongly agree	15	9.9
The staff are paid on time	Strongly disagree	72	47.4
	Disagree	31	20.4
	Neutral	3	1.9
	Agree	30	19.7
	Strongly agree	16	10.5
I am satisfied with the department's rewards concerning working overtime	Strongly disagree	70	46.1
	Disagree	37	24.3
	Neutral	4	2.6
	Agree	29	19.1
	Strongly agree	12	7.9
Salaries and allowances are regularly reviewed	Strongly disagree	27	17.8
	Disagree	49	32.2
	Neutral	5	3.3
	Agree	42	27.6
	Strongly agree	29	19.1

4.7 Relationship between remuneration factors and job satisfaction

In terms of staff salaries commensuration with the duties assigned, less than half of the respondents who were satisfied 22(32.4%) disagreed with the statement. Further to the analysis, the results showed that there was an association between salaries commensuration with duties assigned, and job satisfaction ($p=0.035$). From the respondents who were satisfied, many of them 24(35.3%), strongly disagreed that they were satisfied with the benefits provided to them, followed by those who disagreed at 19(27.9%). There was also an association between the benefits provided and job satisfaction level of the respondents ($p=0.001$).

A higher number of the respondents 21(30.9%), who agreed that their salaries were based on their qualifications were satisfied. However, further analysis revealed that there was no association between salaries based on qualifications and job satisfaction ($p=0.134$). Concerning whether respondents felt like they were paid based on their work experience, slightly less than half 38(45.2%) of those who agreed were dissatisfied. Additionally, there was a statistical association between payment based on work experience, and job satisfaction ($p=0.001$). From the respondents who were dissatisfied, half of them 42 (50.0%), strongly disagreed that they were paid on time, and there was no statistical association with job satisfaction ($p=0.102$). Similarly, from the respondents who were dissatisfied, slightly more than half of them 43(51.2%) strongly disagreed with their department's reward in relation to working overtime. Additionally, there was a statistical association between working overtime and job satisfaction ($p=0.005$). Further analysis showed that from those who were satisfied, a higher number of them 20(29.4%), disagreed that their salaries and allowances are regularly reviewed ($p=0.0681$).

Table 4.6: Relationship between remuneration factors and job satisfaction

Independent variable	Respondent response	Dependent variable (Mortuary staff job satisfaction)		Frequency (N)
		Satisfied (N=68)	Dissatisfied (N=84)	
Staff salaries commensurate duties assigned and I am satisfied with provided benefits	Strongly disagree	17 (25.0%)	13 (15.5%)	$\chi^2 = 10.343$, df=4, p=0.03 5
	Disagree	22 (32.4%)	33 (39.3%)	
	Neutral	7 (10.3%)	8 (9.5%)	
	Agree	15 (22.1%)	24 (28.6%)	
	Strongly agree	7 (10.3%)	6 (7.1%)	
Our salaries are subject to our qualification	Strongly disagree	14 (20.6%)	11 (13.1%)	$\chi^2 = 7.012$, df=4, p=0.13 4
	Disagree	17 (25.0%)	14 (16.7%)	
	Neutral	4 (5.9%)	9 (10.7%)	
	Agree	21 (30.9%)	31 (36.9%)	
	Strongly agree	12 (17.6%)	17 (20.2%)	
We are paid according to our work experience	Strongly disagree	14 (20.6%)	13 (15.5%)	$\chi^2 = 27.781$, df=4, p=0.00 1
	Disagree	10 (14.7%)	20 (23.8%)	
	Neutral	14 (20.5%)	2 (2.4%)	
	Agree	19 (27.9%)	38 (45.2%)	
	Strongly agree	11 (16.2%)	11 (13.1%)	
The staff are paid on time	Strongly disagree	30 (44.1%)	42 (50.0%)	$\chi^2 = 7.763$, df=4, p=0.10 2
	Disagree	15 (22.1%)	16 (19.0%)	
	Neutral	2 (2.9%)	1 (1.3%)	
	Agree	14 (20.6%)	16 (19.0%)	
	Strongly agree	7 (10.3%)	9 (10.7%)	
I am satisfied with the department's rewards concerning working overtime	Strongly disagree	27 (39.7%)	43 (51.2%)	$\chi^2 = 14.844$, df=4, p=0.00 5
	Disagree	18 (26.5%)	19 (22.6%)	
	Neutral	3 (4.4%)	1 (1.2%)	
	Agree	12 (17.6%)	17 (20.2%)	
	Strongly agree	8 (11.8%)	4 (4.8%)	
Salaries and allowances are regularly reviewed	Strongly disagree	14 (20.6%)	13 (15.5%)	$\chi^2 = 2.291$, df=4, p=0.68 1
	Disagree	20 (29.4%)	29 (34.5%)	
	Neutral	2 (2.9%)	3 (3.6%)	
	Agree	17 (25.0%)	25 (29.8%)	
	Strongly agree	15 (22.1%)	14 (16.7%)	

4.8 Training and job satisfaction

Standing at 52(34.2%), a higher number of the respondents disagreed that they were satisfied by the opportunities offered for continuous learning by the management.

However, 39(25.7%), agreed that they were satisfied with the training opportunities provided. Whereas 23(15.1%) strongly disagreed, 19(12.5%) strongly agreed with the opportunities provided. To triangulate these findings with those from the qualitative interviews, one of the respondents who strongly agreed with the statement said;

“Our institution is very deliberate on the worker’s expending their knowledge with the changing times. For instance, new workers have to be thoroughly trained on their immediate working environment. Also, with the change in the disease landscape, there is targeted training for the workers aimed at guiding them how to handle bodies differently based on the suspected cause of death.”

Key Informant 4, Private Facility

There was an almost similar view from respondents regarding their satisfaction with the creation of fair conditions for the staff to learn and grow. While 45(29.6%) agreed with the statement, 39(25.7%) disagreed. Regarding the relevance of training to their work, a higher number of the respondents agreed that it was relevant 48(31.6%), closely followed by 37(24.3%) who disagreed. One of the key informants who disagreed with the statement said;

“At times it feels as though we are just put together with all the other departments whenever there is a funded training. I will not even fault the management much because most of the time you will find that the funders are quite rigid and wants to train on a specific topic regardless of the needs.”

Key Informant 10, Public Facility

Concerning the frequency of the training provided to encourage knowledge gain for workers, 52(34.2%), disagreed that they were frequent enough, whereas 43(28.3%) agreed that they were sufficient. When asked whether they felt that the training received matched up with the changing needs of the workplace, a higher number of the respondents 47(30.9%) agreed with the statement, followed by 34(22.4%), who disagreed. Further to this, there was a tie for those who strongly agreed and strongly disagreed with the adaptability of the training at 25(16.4%).

Respondents were asked whether the training was planned and purposeful, and out of the 152 responses, 51(33.6%) agreed while 43(28.2%) disagreed. This was strongly followed by those who strongly agreed at 31(20.4%). A higher number of the respondents 47(30.9%) agreed that training and development were encouraged and rewarded, whereas 38(25.0%) disagreed. This was followed by 35(23.0%) who strongly agreed, 17(11.2%) who strongly disagreed, and 15(9.9%) who were neutral. One of the respondents who agreed with the statement said;

“Besides number of years one has worked and their level of experience, a key factor that attributed to promotion is the level of education and even add-on courses. You find that workers are allowed to take a study leave and in most instances their salaries are still paid in full.”

Key Informant 12, Private Facility

Table 4.7: Training factors among respondents (n=152)

Independent variable	Response	Frequency (N)	Percentage (%)
I am satisfied with the opportunities for	Strongly disagree	23	15.1
	Disagree	52	34.2

continuing learning provided by the management	Neutral	19	12.5
	Agree	39	25.7
	Strongly agree	19	12.5
I am satisfied with the department's creation of fair conditions for staff to learn and grow	Strongly disagree	26	17.1
	Disagree	39	25.7
	Neutral	15	9.9
	Agree	45	29.6
	Strongly agree	21	13.8
The training opportunities provided are relevant to my work	Strongly disagree	22	14.5
	Disagree	37	24.3
	Neutral	17	11.2
	Agree	48	31.6
	Strongly agree	28	18.4
The training opportunities provided are frequent enough to enable gain of skills	Strongly disagree	22	14.5
	Disagree	52	34.2
	Neutral	16	10.5
	Agree	43	28.3
	Strongly agree	19	12.5
The department provides learning/training opportunities to meet the changing needs of my workplace	Strongly disagree	25	16.4
	Disagree	34	22.4
	Neutral	21	13.8
	Agree	47	30.9
	Strongly agree	25	16.4
In my department, learning is planned, deliberate and purposeful rather than accidental	Strongly disagree	16	10.5
	Disagree	43	28.3
	Neutral	11	7.2
	Agree	51	33.6
	Strongly agree	31	20.4
Training and development are encouraged and rewarded in my department	Strongly disagree	17	11.2
	Disagree	38	25.0
	Neutral	15	9.9
	Agree	47	30.9
	Strongly agree	35	23.0

4.9 Relationship between training factors and job satisfaction

From the respondents who were satisfied, a higher number 28(41.2%) of them disagreed with satisfaction with the opportunities for continued learning provided by the

management. Similarly, majority 23(33.8%) of those who were satisfied, disagreed with the department's creation of fair conditions for learning and growth, however, there was no statistical association with job satisfaction ($p=0.193$).

Regarding the training opportunities provided being relevant to their work, majority 21(30.9%) of those who agreed were satisfied, and there was a significant statistical association with job satisfaction ($p=0.017$).

From the respondents who were dissatisfied, many 33(39.3%) of them disagreed that the training opportunities provided were frequent enough to enable gain of skills. Additionally, there was a statistical association between this fact and job satisfaction from the analysis ($p=0.001$). From the respondents who were satisfied, a higher number of them 20(29.4%) of them agreed that their department provided learning and training opportunities to meet the changing needs of their workplace. However, there was no significant statistical association with job satisfaction ($p=0.173$)

Table 4.8: Relationship between training factors and job satisfaction

Independent variable	Respondent response	Dependent variable (Mortuary staff job satisfaction)		Frequency (N)
		Satisfied (N=68)	Dissatisfied (N=84)	
	Strongly disagree	13(19.1%)	10(11.9%)	

I am satisfied with the opportunities for continuing learning provided by the management	Disagree	28(41.2%)	24(28.6%)	$\chi^2=8.23$, df=4,p=0.083
	Neutral	7(10.3%)	12(14.2%)	
	Agree	11(16.2%)	28(33.3%)	
	Strongly agree	9(13.2%)	10(11.9%)	
I am satisfied with the department's creation of fair conditions for staff to learn and grow	Strongly disagree	14(20.6%)	12(14.2%)	$\chi^2 =6.084$, df=4,p=0.193
	Disagree	23(33.8%)	16(19.0%)	
	Neutral	6(8.8%)	9(10.7%)	
	Agree	19(27.9%)	26(30.9%)	
	Strongly agree	6(8.8%)	15(17.9%)	
The training opportunities provided are relevant to my work	Strongly disagree	10 (14.7%)	12(14.3%)	$\chi^2 =6.311$, df=4,p=0.17
	Disagree	18(26.5%)	19(22.6%)	
	Neutral	7(10.3%)	10(11.9%)	
	Agree	21(30.9%)	27(32.1%)	
	Strongly agree	12(17.6%)	16(19.0%)	
The training opportunities provided are frequent enough to enable gain of skills	Strongly disagree	17(25.0%)	5(5.9%)	$\chi^2 =25.332$, df=4,p=0.001
	Disagree	19(27.9%)	33(39.3%)	
	Neutral	10(14.7%)	6(7.1%)	
	Agree	12(17.6%)	31(36.9%)	
	Strongly agree	10(14.7%)	9(10.7%)	
The department provides learning/training opportunities to meet the changing needs of my workplace	Strongly disagree	11(16.2%)	14(16.7%)	$\chi^2 =6.384$, df=4,p=0.173
	Disagree	14(20.6%)	20(23.8%)	
	Neutral	10(14.7%)	11(13.1%)	
	Agree	20(29.4%)	27(32.1%)	
	Strongly agree	13(19.1%)	12(14.2%)	
Training and development are encouraged and rewarded in my department	Strongly disagree	6(8.8%)	11(13.1%)	$\chi^2 =13.342$, df=4,p=0.010
	Disagree	14(20.6%)	24(28.6%)	
	Neutral	8(11.8%)	7(8.3%)	
	Agree	21(30.9%)	26(30.9%)	
	Strongly agree	19(27.9%)	16(19.1%)	

CHAPTER FIVE: DISCUSSIONS, CONCLUSIONS AND RECOMMENDATIONS

5.1 Discussions

5.1.1 Socio-demographic factors

From the analysis, the study revealed that most of the respondents were male. This can be attributed to the fact that there is still high level of segregation based on gender and the mortuary attendant profession is majorly male dominated. These results were consistent with two studies done in the United States of America (USA) that sought to analyze the gender stereotyping in the funeral industry; even though the Civic Right Act forbid employment discrimination based on age, gender and race, the funeral industry still did not meet these employment standards (Diah, 2014; Penepent, 2017). Similarly, the situation in Kenya displays the stark difference of male versus female employees in the funeral industry through its healthcare workforce report (Ministry of Health in Kenya, 2015). The study revealed that there was no significant relationship between gender and job satisfaction. However, different results were observed in a study that was analyzing occupation segregation based on gender where men were more satisfied (Wright et al., 2015).

In terms of age, the study showed that a higher number of the respondents were between 30-39 years. This can be attributed to the fact that the later years have witnessed more people warming up to the mortuary profession unlike in the past years where the profession was heavily discriminated. This results have also been depicted in the workforce report in Kenya (Ministry of Health in Kenya, 2015). There was no statistically significant association between age and job satisfaction as per the study. However,

literature denotes different findings with some indicating that there is no correlation between age and job satisfaction (Concialdi, 2014), while others show that older professionals are more satisfied (Carrillo-García et al., 2013). Satisfaction in older professionals was linked to factors such as increased benefits and remuneration packages as well as an established relationship with the management.

When it comes to level of education, many of the respondents had certificate level as their qualification. This could be associated with the fact that the most mortuary facilities have now shunned from employing staff with basic high school education and have started embracing those with formal training on the profession (Guidetti et al., 2021). There was no significant association between education and level of job satisfaction. However, literature with different results has shown that advanced education provides more avenues for professional development and this has been attributed to increased remuneration and employment stability (Al Jazairy et al., 2014; Lu et al., 2016).

Majority of the respondents from the study were married. Recent years have witnessed reduced stigmatization of mortuary staff from the community, and this could be one of the attributions to the results. Subsequently, the study revealed a positive association between marital status and job satisfaction with those being married depicting a high level of satisfaction. These findings were similar to a study done in the United States which showed that people who work in high level stress occupations tend to be more satisfied with their jobs when they have a strong support system such as through marriage and family (Ballaro & Meade, 2021). However, the results differed with a study done in Bangladesh; the results showed that there was no statistical significance or relationship with job satisfaction when one was married or unmarried (Azim. M, et al., 2013).

5.1.2 Work environment factors

The study showed that majority of the respondents felt that the management did not provide the right tools and resources for their work. However, there was no significant relationship between provision of the right tools and resources and job satisfaction. These results were however different to that of a study done in Nigeria with the aim of ascertaining factors that highly influence the job satisfaction among physicians (Bello et al., 2018). The results showed that workers tend to be more satisfied with their workplace if they are given the right resources since it promotes efficiency and effectiveness in operation.

Besides getting the right tools for operation, a key factor that would affect workers in occupations where there is high rate of infections is getting the right working gear. The results portrayed that the management lagged in provision and even replacement of their work gear. Despite this, there was no significant relationship between provision of the right working gear and overall job satisfaction. Although, a study done in Jordan showed that employees were more satisfied if they had the right working gear and as a result, they treated and interacted with the customers better (Abuhashesh et al., 2019).

Critical to job satisfaction is the provision of good working conditions including cleanliness and well-ventilated buildings. The results however showed no correlation between job satisfaction and working conditions. Arguments have been brought forth by studies such as one done in Indonesia which linked industrial unrest with poor working conditions (Abuhashesh et al., 2019). However, giving a different point of view, some studies have shown that if working conditions are “too favourable”, some employees may take advantage of this and lower their productivity levels (Abuhashesh et al., 2019).

The results showed that majority of the respondents felt that their workload was inappropriate since they worked for long hours. The results were further supported by views from most of the respondents who felt that they were understaffed. Further to this, there was no correlation between workload, staffing levels and job satisfaction. Studies done in other countries have however revealed different results, owing to the fact that there is still stigma around mortuary staff especially in African setting (Leandra, 2018; Mwangi, 2019).

Solidarity and social support among employees was seen to have a statistically significant relationship with their job satisfaction. The results additionally showed that majority of the respondents agreed that there was solidarity amongst them. Healthcare workers especially in high stress occupation such as mortuary attendants have been seen to benefit largely from support from their management and even more from their colleagues (Flynn, Mccarroll, et al., 2015). Additionally, such support has been argued to create a sense of togetherness and identity among these workers hence promoting their job satisfaction levels (Aklilu et al., 2020). Critical to this would be management of healthcare organizations setting environments that provide room for social support (Aklilu et al., 2020).

5.1.3 Remuneration factors

Monetary rewards awarded to employees play a major role in their job satisfaction. From this study, the results showed that majority of the respondents felt that the salaries they received did not match up with the duties they were assigned. To attain the goals and objectives of an organization, it is critical to redefine the policies around remuneration (Nyaribo & Nyakundi, 2016). Past studies have shown that the more favorable and

attractive the remuneration terms are, focusing on factors such as their qualification and work experiences, the more committed the employees are (Blanz, 2017; Chumba et al., 2018; He et al., 2020; Nyaribo & Nyakundi, 2016). This is because they feel their needs are met and as a result their job satisfaction levels are seen to increase and improve (Mabaso & Dlamini, 2017; Md. Shamimul Islam et al., 2018; Reddy & Santosh, 2021).

Similarly, non-monetary compensation is fundamental in employees job satisfaction (Allahem, 2018). This study also examined the impact of non-monetary compensation on job satisfaction and revealed that there was a significant statistical association between the two factors. The results were consistent with previous studies which have shown that employees appreciate and lean towards organization that compensate them fairly beyond the monetary aspect (Ali et al., 2016; Anik et al., 2013). This can include aspects such as recognition, paid leave and flexible working hours among other factors (Guidetti et al., 2021). Therefore, it is pertinent for employers to expand their benefits beyond monetary compensation to increase job satisfaction among its employees.

5.1.4 Training factors

The study revealed that most employees were not satisfied with the opportunities that were provided for continued growth. This is because the employees felt that they were not consistent and in other instances not targeted. Similar studies have ascertained a significant association between opportunities for career growth and job satisfaction (Abad, 2014; Momanyi et al., 2016; Oladotun & Öztüren, 2013).

Further analysis revealed that beyond offering opportunities for growth, they should also be relevant to the area of work and up to date with the changing needs of the society.

Consistency in training provides an opportunity for keeping up with the changes in the specific industry (Alnıaçık et al., 2012; Munyewende et al., 2014; Price & Reichert, 2017a). Further to this, studies have shown that the healthcare industry has always evolved with new technologies and techniques being discovered at a rapid pace, this factor therefore presents a need for constant training to help employees keep pace with these changes (King et al., 2021; Price & Reichert, 2017b).

5.2 Conclusions

The study revealed that most respondents were male, highlighting ongoing gender segregation in the mortuary profession. The majority of respondents were aged 30-39 years, indicating a growing acceptance of the profession. Most had certificate-level qualifications, reflecting a shift towards hiring formally trained staff. Additionally, a significant number of respondents were married, possibly due to reduced stigmatization. No significant relationships were found between gender, age, or education level and job satisfaction. However, marital status was positively associated with higher job satisfaction, suggesting that personal support systems may play a role in job satisfaction among mortuary staff.

The study showed that most respondents felt management did not provide adequate tools and resources, but this did not significantly affect job satisfaction. Similarly, insufficient work gear and poor working conditions like cleanliness and ventilation also had no correlation with job satisfaction. Many respondents felt overworked due to long hours and understaffing, yet these factors did not impact job satisfaction either. However, there was a significant relationship between job satisfaction and solidarity and social support

among employees, underscoring the importance of support from both management and colleagues in high-stress jobs like mortuary work.

The study concluded that the majority of respondents felt their salaries did not match their assigned duties, indicating a need to redefine remuneration policies to enhance job satisfaction. While monetary rewards were crucial, non-monetary compensation also played a significant role, with a strong association found between non-monetary benefits and job satisfaction. Factors such as recognition, paid leave, and flexible working hours were highly valued, suggesting that a comprehensive approach to employee compensation, incorporating both monetary and non-monetary elements, is essential for improving job satisfaction.

The study revealed that most employees were dissatisfied with the opportunities provided for continued growth, citing inconsistency and irrelevance. Further analysis highlighted the importance of offering growth opportunities that are relevant to the specific area of work and aligned with societal needs. Consistent training helps employees keep up with industry changes, particularly in rapidly evolving fields like healthcare. The study highlighted the need for constant and targeted training to ensure employees remain current with new technologies and techniques, enhancing their job satisfaction and effectiveness.

5.3 Recommendations

5.3.1 Study recommendations

1. The Ministry of Health together with the County government of Nairobi should consider undertaking well organized job satisfaction surveys which are structured and

regular to ascertain the satisfaction level among healthcare workers in unpopular cadres such as mortuary staff. This will help in identifying their needs and attitudes toward their job, hence looking for and defining ways of increase their job satisfaction level.

2. Mortuary staff have long operated in deplorable conditions with lack of defined policies to define the operation within their cadres. The Ministry of Health together with the County government of Nairobi should therefore work on defining their scope of practice, together with improving their working conditions through; building well-structured and equipped infrastructure, providing avenues for social support due to the high stress levels in the mortuary staff occupation. This will ensure that the health and well-being of the mortuary staff is well taken care of as they carry out their daily activities hence improving their job satisfaction level.
3. It has been noted that the salary scale for some of the cadres such as the mortuary staff is not well defined in Kenya with stark disparities across institutions, whether public or private. Therefore, the Ministry of Health together with the County government of Nairobi should work at harmonizing the salary scales based on qualification and work experience. Further to this, other non-monetary benefits should be included in the packages given to the mortuary staff. This will help in improving the employees' attitude hence improving their overall job satisfaction levels.
4. The world has recently witnessed profound changes in the healthcare space including changes in disease patterns and demography among populations. For instance, the novel COVID-19 created a need for change in handling of patients as well as the

deceased. Such instances call for constant training among healthcare workers to improve their skills and operations in handling such changes. This will in turn increase the healthcare workers confidence in carrying out their duties, hence improving their job satisfaction levels.

5.3.2 Recommendations for further research

1. Although the study was undertaken in both public and private mortuary facilities, the major limitation for this study was that it was only undertaken in Nairobi City County. Further comparative studies should be undertaken in other Counties for better comparison due to variations in County characteristics.
2. The study majorly focused on health system determinants that affect job satisfaction among mortuary staff. Further focused research should be undertaken to expand the scope and ascertain other factors such as psychological which have been seen to highly influence the job satisfaction especially for workers in highly stressful employment such as mortuary staff.

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APPENDICES

Appendix 1: Informed consent

Health System Determinants of Job Satisfaction Among Mortuary Staff in Selected Public and Private Mortuaries in Nairobi City County, Kenya.

Introduction

My name is Dosila Achieng Ogira, a student from Kenyatta University undertaking a master's degree in Health Management. I am investigating the above stated study in; Kenyatta National Hospital mortuary, Kenyatta University mortuary, Mbagathi Hospital mortuary, Mama Lucy Hospital mortuary, Pumwani Hospital mortuary, Chiromo mortuary, Umash Funeral home, Montezuma Funeral Home, Lee Funeral Home and City mortuary. I wish to request for permission from you to participate in this study.

Study purpose

The study aims at establishing determinants of job satisfaction among mortuary staff in the selected public and private mortuaries in Nairobi City County thus addresses the barriers to their job satisfaction. The study results will assist both players in public and private sectors to draw experience, reinforce the benefits of critical factors, thereby escalate the importance of job satisfaction among mortuary staff.

Study Procedure

Participation in this research involves answering questions which you are asked in a research questionnaire concerning your job satisfaction as a mortuary attendant working in this facility. You are required to tick/fill your responses in the spaces provided and return the questionnaires. At any given time, you are free to seek clarification on aspects related to the study.

Voluntary Participation

You have the right to refuse participating in this research as it is purely voluntary and thus optional. You may as well decline to respond to some questions and withdraw from the interview at any particular time without any dire consequences.

Discomforts and Risks

There are no associated risks with participating in this study. Your identity as a participant will remain confidential during and after the study. However, this exercise may take a few minutes of your time during your work hours at the facility.

Benefits and Rewards

Your participation in the study will provide us with the necessary information ensuring increased job satisfaction among mortuary attendants working in public and private facilities in Nairobi County. The study will not provide any monetary rewards to participants.

Confidentiality

The information you give will be treated with utmost privacy and confidentiality. Your identity will not be revealed, and the information will be used for the purpose of this study only.

Contact Information

For any queries regarding this study as a research participant, you may contact my supervisors;

Dr Andre Yitambe: yitambe.andrew@ku.ac.ke

Dr. Peterson Warutere: warutere.peterson@ku.ac.ke

For questions about your rights as a research participant, or to discuss problems, concerns or suggestions related to the research, or to obtain information or offer input about the research, contact the Chairman – Ethics Review Committee Kenyatta University P.O. Box 43884-00100 Nairobi, Kenya. Telephone: +254(20)8714388. Email: chairman.kuerc@ku.ac.ke

Participant's Statement

The information concerning my involvement in this study has been clarified to me. I have been given an opportunity to ask questions and my concerns have been addressed adequately. Participation in this research is purely optional and voluntary. I understand

that the information I will give in this study shall be kept confidential. I can also choose to withdraw from participating from the study at any one given time.

Sign.....

Date.....

Participant's Statement

I, the undersigned, have explained to the volunteer in a language that he/she best understands the proceedings to be followed in the study and the risks and benefits involved.

Dosila Achieng Ogira: dosilaogira@gmail.com

Signature.....

Date.....

Appendix 2: Letter of introduction**Health System Determinants of Job Satisfaction Among Mortuary Staff in Selected Public and Private Mortuaries in Nairobi City County, Kenya.**

My name is Dosila Achieng Ogira, a student from Kenyatta University undertaking a master's degree in Health Management. I am investigating the above stated study; Kenyatta National Hospital mortuary, Kenyatta University mortuary, Mbagathi Hospital mortuary, Mama Lucy Hospital mortuary, Pumwani Hospital mortuary, Chiromo mortuary, Umash Funeral home, Montezuma Funeral Home, Lee Funeral Home and City mortuary. This is a partial fulfilment of the requirements for the award of the master's degree.

The study aims at establishing determinants of job satisfaction among mortuary staff in the selected public and private mortuaries in Nairobi City County thus addresses the barriers to their job satisfaction. The study results will assist both players in public and private sectors to draw experience, reinforce the benefits of critical factors, thereby escalate the importance of job satisfaction among mortuary staff.

This research study will only include individuals who are willing to undertake it. Your identity as a participant will remain confidential during and after the study.

Contact information

For any queries regarding this study as a research participant, you may contact my supervisors;

Dr Andre Yitambe: yitambe.andrew@ku.ac.ke

Dr. Peterson Warutere: warutere.peterson@ku.ac.ke

Appendix 3: Research questionnaire

**HEALTH SYSTEM DETERMINANTS OF JOB SATISFACTION AMONG
MORTUARY STAFF IN SELECTED PUBLIC AND PRIVATE MORTUARIES
IN NAIROBI CITY COUNTY, KENYA.**

QUESTIONNAIRE

This questionnaire is for academic research purposes only and any response(s) given will be treated with utmost confidentiality. We would like to ask questions regarding your job satisfaction as a mortuary staff working in this facility. All responses will be kept confidential.

Thank you for your time.

SECTION A: SOCIO-DEMOGRAPHIC INFORMATION

(Tick [√] appropriately in the response section)

1. Gender:

(a) Male

(b) Female

2. Age:

(a) 20 – 29

(b) 30 – 39

(c) 40 – 49

(d) Over 50

3. Highest level of Education:

(a) No formal education

(b) Primary Level

(c) Secondary Level

(d) Certificate

(e) Diploma

(f) Bachelor's Degree

(g) Other's

(Specify).....

4. Years of Experience in Health Profession:

(a) 2-5 years

(b) 6-10 years

(c) 11-15 years

(d) 16-20 years

(e) Over 21 years

5. Marital Status:

(a) Single

(c) Divorced

(b) Married

(d) Widowed

SECTION B: WORK ENVIRONMENT AND JOB SATISFACTION

(Tick [√] appropriately in the response section and where applicable give brief comments).

- To what extent does work environment influence your job satisfaction as a mortuary staff in this facility?

High extent

Average extent

Low extent

- On a scale of 1-5, please respond to the following statements by ticking the response that best describes your opinion where ‘1’ means ‘Strongly Disagree’, ‘2’ means ‘Disagree’, ‘3’ means ‘Neutral’, ‘4’ means ‘Agree’ and ‘5’ means ‘Strongly Agree’.

STATEMENT	1	2	3	4	5
The management provides the right tools and resources I need to do my job					
The management provides the correct protective gear and work clothing					
The offices and buildings I use for my daily activities are clean and well ventilated					
The workplace is free from hazards that may cause injuries					
The daily working hours and workload are appropriate					
The level of staffing in the mortuary department is relevant to the workload					
There is solidarity among employees working within the mortuary department					
There is fair treatment for all employees by the leaders within the mortuary department					

- Suggest any other ways by which the work environment can be used to improve your job satisfaction as a mortuary staff working in this facility

.....

.....

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.....

.....

SECTION C: REMUNERATION AND JOB SATISFACTION

(Tick [√] appropriately in the response section and where applicable give brief comments).

1. To what extent does remuneration influence your job satisfaction as a mortuary staff working in this facility?

High extent

Average extent

Low extent

2. On a scale of 1-5, please respond to the following statements by ticking the response that best describes your opinion where ‘1’ means ‘Strongly Disagree’, ‘2’ means ‘Disagree’, ‘3’ means ‘Neutral’, ‘4’ means ‘Agree’ and ‘5’ means ‘Strongly Agree’.

STATEMENT	1	2	3	4	5
Staff salaries commensurate duties assigned					
I am satisfied with the provided with benefits					
Our salaries are subject to our qualification					
We are paid according to our work experience					
The staff are paid on time					
I am satisfied with the department’s rewards concerning working overtime					
Salaries and allowances are regularly reviewed					

3. Suggest any other ways by which remuneration can be used to improve your job satisfaction as a mortuary staff working in this facility

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SECTION D: TRAINING AND JOB SATISFACTION

(Tick [√] appropriately in the response section and where applicable give brief comments).

1. To what extent does training influence your job satisfaction as a mortuary staff in this facility?

High extent

Average extent

Low extent

2. On a scale of 1-5, please respond to the following statements by ticking the response that best describes your opinion where ‘1’ means ‘Strongly Disagree’, ‘2’ means ‘Disagree’, ‘3’ means ‘Neutral’, ‘4’ means ‘Agree’ and ‘5’ means ‘Strongly Agree’.

STATEMENT	1	2	3	4	5
I am satisfied with the opportunities for continuing learning provided by the management					
I am satisfied with the department’s creation of fair conditions for staff to learn and grow					
The training opportunities provided are relevant to my work as a mortuary attendant					
The training opportunities provided are frequent enough to enable gain of skills as a mortuary attendant					
The department provides learning/training opportunities to meet the changing needs of my workplace					
In my department, learning is planned, deliberate and purposeful rather than accidental					
Training and development are encouraged and rewarded in my department					

3. Suggest any other ways by which training can be used to improve your job satisfaction as a mortuary staff working in this facility

.....

.....

.....

.....

.....

Thank you for your time and participation!

Appendix 4: Topic guide for key informants

KEY INFORMANT INTERVIEW GUIDE

Introduction before the interview; (1) Brief introduction of the interviewer. (2) Explain the purpose and nature of the assessment. (3) Assure that the interview is fully confidential, unless he/she explicitly gives consent to be mentioned by name or organization. (4) Interview will take about 20 – 30 minutes. (5) There are no “right” or “wrong” answers. Speak freely based on experience. (6) Ask for permission to audio-record the interview for note-taking purposes.

SECTION A: INTRODUCTORY QUESTIONS

1. Can you describe the department you work for and its core functions?
2. Can you describe your key role and key responsibilities?
3. How long have you worked in this department?

SECTION B: WORK ENVIRONMENT AND JOB SATISFACTION

4. What would you say is the current status of your working environment in this facility? PROBE: Equipment availability, status of infrastructure
5. In your opinion, do you think work environment influences job satisfaction among your employees?

SECTION C: REMUNERATION AND JOB SATISFACTION

6. How is the current remuneration system for your employees determined? How often are the payment terms revised among employees?
7. Is there a defined pay scale based on work experience and qualification? Would you describe the payment system to be robust?
8. In your opinion, do you think remuneration influences job satisfaction among your employees?

SECTION D: TRAINING AND JOB SATISFACTION

9. How often do your mortuary staff undergo training? How are the trainees selected by the department?
10. In your opinion, do you think training has enhanced your trainees job satisfaction?
11. Is there anything else you'd like to say which you think would be useful/relevant for this research?

Appendix 5: Research approval from Kenyatta University Graduate School



KENYATTA UNIVERSITY GRADUATE SCHOOL

E-mail: dean-graduate@ku.ac.ke

P.O. Box 43844, 00100

Website: www.ku.ac.ke

NAIROBI, KENYA
Tel. 020-8704150

Internal Memo

FROM: Dean, Graduate School **DATE:** 25th May, 2021
TO: Ms. Ogila A. Dosila **REF:** Q140/CTY/PT/26348/13
 Department of Health Management & Informatics

SUBJECT: APPROVAL OF RESEARCH PROPOSAL

We acknowledge receipt of your Research Proposal after fulfilling recommendations raised by the Graduate School Board of 31st March, 2021.

You may now proceed with your Data collection, subject to clearance with the Director General, National Commission for Science, Technology & Innovation and Ethics Review Committee, Kenyatta University.

As you embark on your data collection, please note that you will be required to submit to Graduate School completed Supervision Tracking and Progress Report Forms per semester. The forms are available at the University's Website under Graduate School webpage downloads.

Thank you.


 JULIA GITU

FOR: DEAN, GRADUATE SCHOOL



CC. Chairman, Department of Health Management & Informatics

Supervisors:

1. Dr. Andre Yitambe
 C/o Department of Health Management & Informatics
Kenyatta University
2. Dr. Peterson Warutere
 C/o Environmental Health & Occupational Health
Kenyatta University

Appendix 6: Research authorization from Kenyatta University Graduate School



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NAIROBI, KENYA

Tel. 020-8704150

Our Ref: Q140/CTY/PT/26348/2013

DATE: 26th May, 2021

Director General,
National Commission for Science, Technology
and Innovation
P.O. Box 30623-00100
NAIROBI

Dear Sir/Madam,

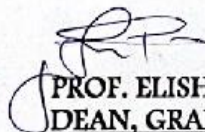
**RE: RESEARCH AUTHORIZATION FOR MS. OGIRA A. DOSILA REG. NO.
Q140/CTY/PT/26348/13**

I write to introduce Ms. Ogira A. Dosila who is a Postgraduate Student of this University. She is registered for M.Sc. degree programme in the **Department of Health Management & Informatics**.

Ms. Ogira intends to conduct research for a M.Sc. thesis Proposal entitled, **“Health System Determinants of Job Satisfaction among Mortuary Staff in Selected Public and Private Mortuaries in Nairobi City County, Kenya.”**

Any assistance given will be highly appreciated.

Yours faithfully,


PROF. ELISHIBA KIMANI
DEAN, GRADUATE SCHOOL



Appendix 7: Research permit from National Council for Science, Technology and Innovation

National Commission for Science, Technology and Innovation



REPUBLIC OF KENYA



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

RefNo: 842549 **Date of Issue: 20/September/2021**

RESEARCH LICENSE



This is to Certify that Miss. Dosila Achieng Ogira of Kenyatta University, has been licensed to conduct research in Nairobi on the topic: Health System Determinants of Job Satisfaction Among Mortuary Staff in Selected Public and Private Mortuaries in Nairobi City County, Kenya, for the period ending : 20/September/2022.

License No: NACOSTI/P/21/13125

842549



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

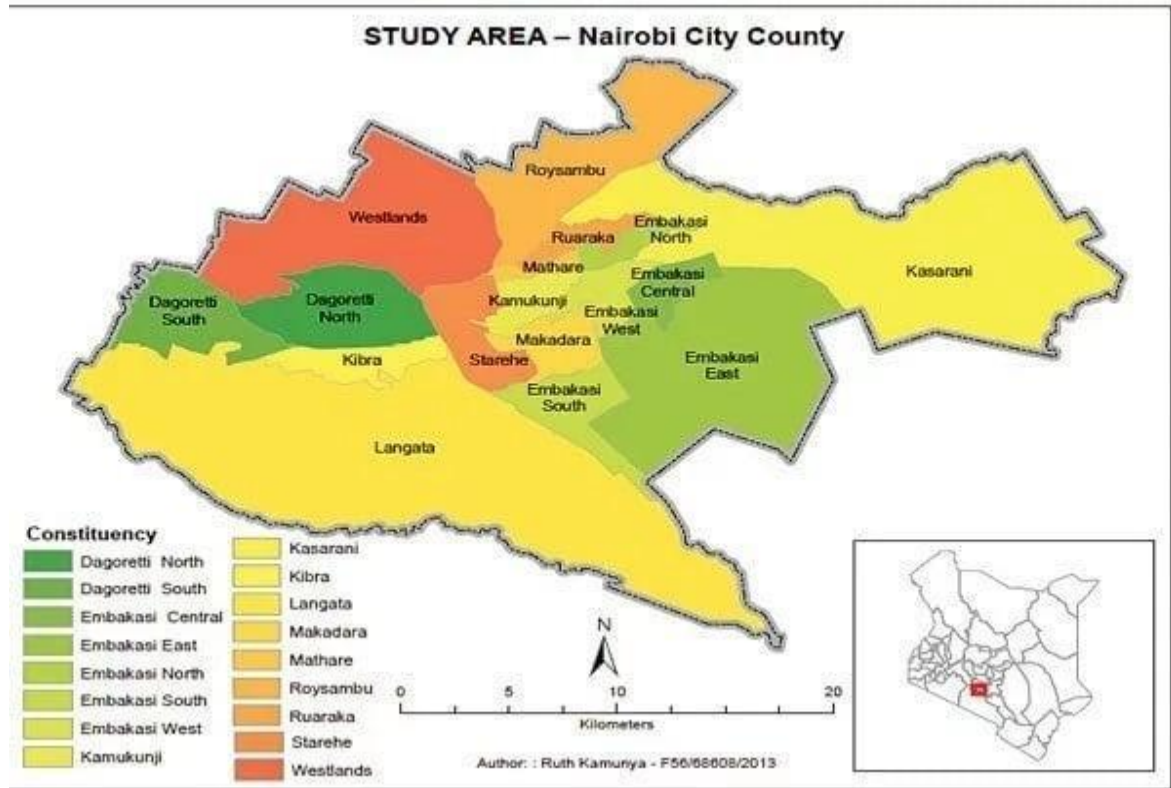
Applicant Identification Number

Verification QR Code



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Appendix 8: Map of study area



Source: Google Maps 2020