

## **ABSTRACT**

The research is based on the effects of job satisfaction of nurses on their work performance, a case study of Narok County Referral Hospital. Job satisfaction and work performance of the employees within an organization or institution is becoming a vital concern for the organizational management and thus to achieve goals and objectives. Based on the critical literature review as clearly explored by early scholars, job satisfaction is an important and crucial aspect to work performance of the employees. The job satisfaction can be influenced by several factors including financial and non-financial rewards, salary structure, working environment and organizational commitment. The researcher has used a case study design to provide results to my research problem. The researcher's target population comprised of nurses and the beneficiaries i.e. patients. The researcher also used oral interviews, questionnaires and documentary analysis for the purposes of collecting and gathering data in accordance with research aims, objectives and research questions. The used method for presenting data was tables, charts and graphs. The research findings reveal that most of the nurses are greatly dissatisfied with the poor working conditions, low salary level, employment of nurses on contract as opposed by most of them hence lowering job security, low level of training in using advanced level of technology, short supply of drugs and low ratio of nurses to patients leading to work overload. The patients also complained of poor quality services offered by the nurses. Job satisfaction is an important aspect when it comes to employee performance, it reduces conflicts between workers and their employers, improves productivity and customer satisfaction, it enhances motivation of workers and improves quality delivery of services in relation to health sectors. Since performance of employees is determined by how well they are satisfied on the job, therefore the researcher recommends that it necessary for the government and other health officers to consider the interests of nurses in public health centers for them to deliver quality services to the citizens.