

**FACTORS AFFECTING THE PERFORMANCE OF COMMUNITY HEALTH  
WORKERS IN THE REMOTE AREAS A CASE STUDY OF HABASWEIN SUB  
COUNTY WAJIR COUNTY**

**HAMDI ABDIKERIN SADIQ**

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**DECLARATION**

This project is my original work and has not been presented for a diploma in any other University

**Signature..... Date .....**

**Hamdi Abdikerin Sadiq**

**DHD/13/00085/3/22**

This project has been submitted for examination with my approval as University Supervisor

**Signature..... Date .....**

**Ruth Kiilu**

**The Management University of Africa**

## **DEDICATION**

This research project is dedicated to my beloved parents and siblings, who have been a constant source of inspiration, support, and encouragement throughout my academic journey. Their unwavering love and guidance have fueled my passion for making a positive impact on community health. In the pursuit of understanding the challenges faced by community health workers in remote areas, I am reminded of the values instilled in me by my family a commitment to service, empathy, and the importance of contributing to the well-being of others. This research is a reflection of the lessons learned from my parents and the bonds shared with my siblings. Thank you for being the pillars of strength in my life and for instilling in me the belief that knowledge, when applied with compassion, has the power to bring about meaningful change. This endeavor is dedicated to you, with profound gratitude and love.

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## ABSTRACT

This study addressed the performance of Community Health Workers (CHWs) in remote areas, focusing on Habaswein Sub County, Kenya. The problem underscored challenges related to training, social support, resource availability, and cultural sensitivity. Objectives included assessing the impact of these factors on CHW performance. The target population comprised 230 CHWs, and the study employed a census sampling technique. Data collection involved a 5-point Likert scale questionnaire. Following a pilot study, validity and reliability were assured. Data were analyzed descriptively using Excel, with graphical representation. Ethical considerations, including informed consent, voluntary participation, confidentiality, privacy, and anonymity, were prioritized. This study offered insights into enhancing CHW effectiveness in remote settings. Focused on Community Health Workers (CHWs) in Habaswein Sub County, Wajir County, the study identified key findings that elucidated factors influencing CHW performance in remote areas. The research revealed a significant impact of well-designed training programs on CHW effectiveness, emphasizing the relevance of tailored training content and sustained evaluations. Social support emerged as a crucial determinant, with positive relationships and teamwork enhancing job satisfaction and overall performance. Adequate resource availability, encompassing financial, logistical, and human resources, proved instrumental in optimizing CHW capabilities and healthcare service delivery. Furthermore, the study underscored the importance of cultural sensitivity, emphasizing that CHWs with enhanced cultural competence demonstrated improved community engagement and health outcomes. In conclusion, the study highlighted the multifaceted nature of factors influencing CHW performance in remote areas, emphasizing the interconnectedness of training, social support, resource availability, and cultural competence. The findings contributed valuable insights for policymakers, healthcare organizations, and training institutions to enhance CHW programs and community health initiatives. The major recommendations from this study advocated for the development and implementation of context-specific training programs, fostering supportive environments for CHWs, and ensuring adequate resource provision. Culturally tailored interventions and ongoing evaluations were crucial to sustaining CHW effectiveness. Policymakers were urged to prioritize resource allocation for CHW programs, fostering collaborative efforts with communities to address unique challenges. Future research should delve deeper into specific cultural competencies and their impact on CHW performance, contributing to a more nuanced understanding of community health dynamics. These recommendations collectively aimed to strengthen CHW programs and improve healthcare outcomes in remote areas.

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## **ACRONYMS AND ABBREVIATIONS**

**CHP:** Community Health Performance

**CHW:** Community Health Worker

**WHO** World Health Organization

## **OPERATIONAL DEFINITION OF TERMS**

**Community Health Workers:** Community Health Workers refer to individuals who are selected from the local community and trained to provide basic healthcare services, health education, and community outreach in the remote areas.

**Cultural Sensitivity:** Cultural Sensitivity involves the awareness, understanding, and respectful adaptation of Community Health Workers to the cultural norms, beliefs, and practices prevalent in the remote areas.

**Performance of Community Health Workers:** Performance of Community Health Workers refers to the extent to which individuals in this role effectively carry out their responsibilities, including the delivery of healthcare services, health promotion, and community engagement.

**Resource Availability:** Resource Availability refers to the presence and adequacy of essential resources required for the effective performance of Community Health Workers. These resources include but are not limited to medical supplies, transportation facilities, communication tools, and infrastructure support.

**Social Support:** Social Support denotes the assistance, encouragement, and collaboration that Community Health Workers receive from formal sources such as healthcare institutions, as well as informal sources including community members, family, and peers.

**Training Programs:** Training Programs encompass structured educational initiatives designed to equip Community Health Workers with the necessary skills, knowledge, and competencies to perform their duties effectively.

# CHAPTER ONE

## INTRODUCTION

### 1.0 Introduction

Chapter one will provide a comprehensive overview of the study's foundation. It will introduce the research problem, delineate specific objectives and questions, underscore the significance, outline the scope of the study in Habaswein Sub County, and establish the approximate timeframe. The chapter will set the stage for an in-depth exploration of factors influencing CHW performance.

### 1.1 Background of the Study

Community health workers (CHWs) play a pivotal role in bridging healthcare gaps, especially in remote areas, where access to formal healthcare services is often limited. The genesis of the problem lies in the multifaceted challenges faced by CHWs in these settings, impacting their performance and the overall health outcomes of the communities they serve. The harsh realities of remote areas, such as those in Habaswein Sub County, Wajir County, amplify the significance of understanding and addressing the unique obstacles encountered by CHWs in their service delivery.

The global perspective underscores the universal importance of effective community health initiatives. The World Health Organization (WHO) recognizes CHWs as key contributors to achieving Sustainable Development Goal 3, focusing on ensuring healthy lives and promoting well-being for all. However, the challenges faced by CHWs vary across regions, necessitating a context-specific examination. For instance, in sub-Saharan Africa, where many remote areas are situated, issues of resource scarcity, cultural diversity, and infrastructural limitations further complicate the landscape for CHWs (WHO, 2018; Lehmann and Sanders, 2007). In remote areas, CHWs often grapple with insufficient training, inadequate resources, and a lack of social support, hindering their ability to provide effective healthcare services. Training programs are foundational to the success of CHWs, and deficiencies in training can exacerbate existing health disparities. The need for tailored, culturally sensitive training programs is evident, aligning with global calls for health interventions that consider local contexts (WHO, 2016; Naimoli et al., 2018).

The dynamic interplay between cultural sensitivity and healthcare delivery is critical. Cultural nuances significantly impact health-seeking behaviors and acceptance of health interventions. CHWs operating in diverse cultural settings must navigate these intricacies to foster trust and engage effectively with communities. Previous studies highlight the pivotal role of cultural competence in achieving positive health outcomes (Campinha-Bacote, 2002; Horvat et al., 2014). In the remote areas of Habaswein Sub County, the availability of resources further compounds the challenges faced by CHWs. Resource shortages, encompassing medical supplies, transportation, and communication tools, hinder the timely and effective delivery of healthcare services. This aligns with the global discourse on health system strengthening, emphasizing the importance of robust infrastructure to support frontline health workers (WHO, 2007; Save the Children, 2019).

Understanding the intricacies of CHW performance in remote areas is not only a local imperative but also a global one. As we delve into the specific objectives of this study, it is crucial to recognize the broader context in which CHWs operate, acknowledging the shared challenges faced by these frontline health workers on a global scale. In the remote areas of Habaswein Sub County, Wajir County, the provision of adequate healthcare is a persistent challenge, highlighting the genesis of the problem faced by Community Health Workers (CHWs). This problem is deeply rooted in the complex interplay of factors such as geographical isolation, limited infrastructure, and socioeconomic disparities, creating barriers to accessing essential healthcare services (Macha et al., 2014; Wajir County Health Sector Strategic and Investment Plan, 2018). Understanding these challenges is paramount for devising effective strategies to enhance the performance of CHWs in this context.

From an African perspective, the challenges faced by CHWs in remote areas resonate with broader health disparities across the continent. Sub-Saharan Africa grapples with a high burden of diseases, exacerbated by limited healthcare infrastructure and a shortage of skilled health workers (WHO, 2019; Irimu et al., 2018). In these settings, CHWs often serve as the primary link between communities and formal healthcare systems, making their effective performance crucial for improving health outcomes. The African context emphasizes the need for culturally tailored and context-specific interventions to address

the unique health challenges faced by remote communities (Lehmann and Sanders, 2007; Irimu et al., 2018). This study seeks to contribute to the body of knowledge by exploring the performance of CHWs in Habaswein Sub County within the larger African context. The challenges faced by CHWs in remote African settings are multifaceted, encompassing issues of training, resource availability, social support, and cultural sensitivity. Addressing these challenges requires a nuanced understanding of the local context, taking into account the rich diversity of cultures, languages, and healthcare practices prevalent across the African continent (Lehmann and Sanders, 2007; Irimu et al., 2018).

The genesis of the healthcare problem in remote areas of Habaswein Sub County is deeply rooted in the broader African context of healthcare disparities and challenges. As we delve into the specific objectives of this study, it is imperative to view the experiences of CHWs through an African lens, acknowledging the unique dynamics and opportunities for improvement within the larger framework of health systems in Sub-Saharan Africa. In Habaswein Sub County, Wajir County, Kenya, the provision of healthcare faces significant challenges, emphasizing the genesis of the problem that Community Health Workers (CHWs) address. Geographical remoteness, coupled with limited access to formal healthcare infrastructure, contributes to health disparities in these areas (Ouma et al., 2016; Ministry of Health, Kenya, 2014). The genesis of the problem lies in the intricate interplay of socio-economic factors, cultural dynamics, and systemic barriers that hinder effective healthcare delivery. Understanding these complexities is crucial for developing targeted interventions that enhance the performance of CHWs in this unique Kenyan context.

From a Kenyan perspective, the challenges faced by CHWs echo broader healthcare disparities in the country. Kenya grapples with a dual burden of communicable and non-communicable diseases, particularly in remote areas where healthcare infrastructure is underdeveloped (Ministry of Health, Kenya, 2014; Ouma et al., 2016). CHWs play a pivotal role in addressing these disparities, serving as the primary link between communities and formal healthcare systems. The Kenyan context underscores the need for tailored interventions that consider the socio-cultural diversity and infrastructural limitations prevalent in remote regions (Ouma et al., 2016; Ministry of Health, Kenya,

2014). The target group in this study comprises Community Health Workers (CHWs) operating in Habaswein Sub County, Wajir County. CHWs are frontline health workers selected from the local community and trained to provide essential healthcare services, health education, and community outreach. Given the challenges unique to remote areas in Kenya, this study focuses on understanding and improving the performance of CHWs in Habaswein Sub County, recognizing their crucial role in addressing health disparities and promoting community well-being.

### **1.1.1 Training Programs**

The effectiveness of Community Health Workers (CHWs) is intricately linked to the quality and relevance of training programs they receive, particularly in remote areas. Globally, the pivotal role of CHWs in extending healthcare services to underserved communities has gained recognition (Lehmann and Sanders, 2007). However, the genesis of the problem lies in the disparities in training programs, leading to variations in the performance of CHWs across regions. In many parts of the world, including remote areas, CHWs face challenges stemming from insufficient training, ranging from inadequacies in content to the limited duration and frequency of training sessions (Naimoli et al., 2018; WHO, 2016).

From an African perspective, the impact of training programs on CHW performance takes on added significance. Sub-Saharan Africa, with its diverse cultural and linguistic landscape, grapples with unique health challenges. In these regions, the genesis of the problem lies in the need for training programs that are not only standardized but also culturally sensitive and contextually relevant (Lehmann and Sanders, 2007; WHO, 2018). The inadequacies in training programs can contribute to gaps in the knowledge and skills required by CHWs, limiting their ability to address the specific health needs of their communities.

In the Kenyan scenario, the challenges related to training programs for CHWs are pronounced, particularly in remote areas like Habaswein Sub County. The genesis of the problem includes resource constraints, inadequate infrastructure, and a shortage of skilled trainers. These factors collectively contribute to the insufficient preparation of CHWs,

hindering their ability to navigate the complex health landscape of remote Kenyan communities (Ministry of Health, Kenya, 2014; Macha et al., 2014).

### **1.1.2 Social Support**

The performance of Community Health Workers (CHWs) in remote areas is intricately connected to the level of social support they receive. Globally, the recognition of CHWs as integral components of healthcare systems has grown (Lehmann and Sanders, 2007). However, the genesis of the problem lies in the variations in social support structures available to CHWs. In many regions, including remote areas, the effectiveness of CHWs is compromised by a lack of formalized social support mechanisms, both from healthcare institutions and the communities they serve (Hill et al., 2014; Perry et al., 2015). Limited social support can lead to burnout, reduced job satisfaction, and challenges in maintaining the morale and motivation of CHWs.

From an African perspective, the importance of social support for CHWs gains prominence. Sub-Saharan Africa faces unique health challenges, and the role of CHWs is critical in addressing these issues. The genesis of the problem lies in the need for robust social support systems to mitigate the challenges faced by CHWs in remote African settings (Lehmann and Sanders, 2007; Hill et al., 2014). African communities often rely heavily on CHWs, and the lack of adequate support can impact the overall effectiveness of health interventions and community engagement.

In the Kenyan scenario, the challenges related to social support for CHWs in remote areas are evident. The genesis of the problem includes factors such as limited institutional support, inadequate recognition of the role of CHWs, and the absence of structured community engagement strategies. These challenges collectively contribute to the isolation and potential disengagement of CHWs, affecting their performance and diminishing their impact on community health (Ministry of Health, Kenya, 2013; Perry et al., 2015).

### **1.1.3 Resource Availability**

The performance of Community Health Workers (CHWs) in remote areas is intricately tied to the availability of resources necessary for effective healthcare delivery. Globally, the

recognition of CHWs as essential elements in healthcare systems has expanded (Lehmann and Sanders, 2007). However, the genesis of the problem lies in the disparities in resource availability. In many regions, including remote areas, CHWs face challenges stemming from insufficient resources such as medical supplies, transportation, and communication tools, hindering their ability to provide timely and effective healthcare services (Hill et al., 2014; WHO, 2007). Limited resources can lead to compromised service delivery, affecting the overall health outcomes in these underserved communities.

From an African perspective, the impact of resource availability on CHW performance is exacerbated by the continent's unique health challenges. In sub-Saharan Africa, the genesis of the problem lies in the need for increased investment in healthcare infrastructure and resource allocation to support CHWs (Lehmann and Sanders, 2007; Hill et al., 2014). The inadequacies in resource availability not only impede the day-to-day activities of CHWs but also contribute to the perpetuation of health disparities in these regions.

In the Kenyan scenario, the challenges related to resource availability for CHWs in remote areas are particularly pronounced. The genesis of the problem includes factors such as inadequate funding, insufficient medical supplies, and a lack of reliable transportation. These challenges collectively contribute to the strained capacity of CHWs to deliver healthcare services effectively in remote Kenyan communities (Ministry of Health, Kenya, 2013; WHO, 2007).

#### **1.1.4 Cultural Sensitivity**

The performance of Community Health Workers (CHWs) in remote areas is deeply influenced by their cultural sensitivity and adaptability to the local context. Globally, the acknowledgment of cultural nuances in healthcare has become increasingly vital (Campinha-Bacote, 2002). However, the genesis of the problem lies in the variability of cultural sensitivity in CHWs. In many regions, including remote areas, CHWs may encounter challenges in understanding and adapting to the diverse cultural contexts in which they operate, impacting their ability to build trust and effectively engage with communities (Horvat et al., 2014; Campinha-Bacote, 2002). The importance of cultural

competence is highlighted as it directly affects the acceptability and effectiveness of health interventions.

From an African perspective, the cultural diversity across the continent adds complexity to the role of CHWs. In sub-Saharan Africa, the genesis of the problem lies in the need for CHWs to possess not only a fundamental understanding of cultural practices but also the ability to adapt health interventions to align with local beliefs (Lehmann and Sanders, 2007; Horvat et al., 2014). CHWs operating in remote African settings must navigate these cultural intricacies to ensure their services are relevant and accepted by the communities they serve.

In the Kenyan scenario, the challenges related to cultural sensitivity for CHWs in remote areas are significant. The genesis of the problem includes factors such as inadequate cultural competence training, language barriers, and a lack of awareness about local practices. These challenges collectively contribute to potential misunderstandings and barriers between CHWs and the communities, impacting the effectiveness of health interventions in remote Kenyan areas (Ministry of Health, Kenya, 2013; Horvat et al., 2014).

#### **1.1.5 Habaswein Sub County, Wajir County and Performance of community Health Workers**

Habaswein Sub County, located in Wajir County, Kenya, is characterized by its remote and challenging geographical terrain. The area is predominantly arid, with limited access to essential services and infrastructure, contributing to the healthcare disparities faced by the local population (Wajir County Health Sector Strategic and Investment Plan, 2018; Republic of Kenya, 2019). The aridity of the region poses challenges for agricultural activities and access to clean water, compounding the health-related issues experienced by the community. CHWs play a crucial role in bridging healthcare gaps in remote areas, and understanding the specific challenges in this context is essential for devising targeted interventions (Ministry of Health, Kenya, 2013; Lehmann and Sanders, 2007).

In Habaswein Sub County, the manifestation of the problem is evident in the limited accessibility of healthcare services. The geographical remoteness, coupled with infrastructural deficiencies, contributes to barriers in the delivery of healthcare. Additionally, socio-economic challenges further exacerbate the health disparities, necessitating a nuanced understanding of the factors affecting the performance of CHWs in this specific area (Wajir County Health Sector Strategic and Investment Plan, 2018; Ministry of Health, Kenya, 2013).

## **1.2 Statement of Problem**

In Habaswein Sub County, Wajir County, the performance of Community Health Workers (CHWs) is hindered by multifaceted challenges, posing a significant barrier to effective healthcare delivery in this remote area. One key problem is the inadequate training programs available for CHWs. Previous studies have highlighted the global and regional disparities in the quality and depth of training, emphasizing the need for tailored, culturally sensitive programs (Lehmann and Sanders, 2007; WHO, 2018). In Habaswein Sub County, this translates to a deficiency in the skills and knowledge required by CHWs, impacting their ability to address the unique health needs of the community.

The lack of social support emerges as another critical problem affecting CHW performance. Insufficient formalized support from healthcare institutions and the community itself can lead to burnout and reduced effectiveness (Hill et al., 2014; Perry et al., 2014). In remote African settings, including Habaswein, the scarcity of social support exacerbates the burden on CHWs, limiting their capacity to provide sustained and impactful healthcare services. Resource availability further compounds the problem. Inadequate medical supplies, transportation facilities, and communication tools impede CHWs in Habaswein Sub County (WHO, 2007; Hill et al., 2014). The scarcity of resources is not only a logistical challenge but also a barrier to the timely and effective delivery of healthcare services, perpetuating health disparities in the community.

Cultural insensitivity is a crucial problem affecting CHW performance in Habaswein. Without a deep understanding of local cultural practices and beliefs, CHWs may struggle

to establish trust and effectively communicate health information (Campinha-Bacote, 2002; Horvat et al., 2014). This cultural disconnect can lead to resistance from the community, hindering the acceptance of health interventions. The interplay of inadequate training, limited social support, resource scarcity, and cultural insensitivity collectively hampers the performance of CHWs in Habaswein Sub County, exacerbating health disparities in this remote area.

### **1.3 Objectives of the Study**

The general objective of this study was to investigate factors affecting the performance of community health workers in remote areas, with a case study of Habaswein Sub County, Wajir County.

#### **1.3.1 Specific Objectives**

- i. To determine the effect of training programs on the performance of community health workers in remote areas.
- ii. To examine the effects of social support on the performance of community health workers in remote areas.
- iii. To determine the effect of resource availability on the performance of community health workers in remote areas.
- iv. To investigate the effect of cultural sensitivity on the performance of community health workers in remote areas.

#### **1.4 Research questions**

- i. What is the effect of training programs on the performance of Community Health Workers at Habaswein Sub County?
- ii. How does social support influence the performance of Community Health Workers at Habaswein Sub County?
- iii. To what extent does resource availability affect the performance of Community Health Workers at Habaswein Sub County?
- iv. How does cultural sensitivity contribute to the performance of Community Health Workers in the unique cultural of Habaswein Sub County?

## **1.5 Significance of the Study**

The significance of this study lies in its potential to address critical gaps in the understanding of factors influencing the performance of Community Health Workers (CHWs) in remote areas, using Habaswein Sub County, Wajir County, as a focal point. The findings of this research will contribute to both academic and practical domains.

This study expands the existing body of knowledge on CHWs by providing context-specific insights into the challenges faced by these frontline health workers in remote settings. The research findings will enrich the academic discourse on the factors influencing CHW performance, offering a nuanced understanding of the dynamics at play in Habaswein Sub County. The study's findings will be valuable for policymakers at the local, regional, and national levels. By identifying specific challenges faced by CHWs in Habaswein, policymakers can tailor interventions to enhance training programs, social support systems, resource allocation, and cultural competence. This has the potential to inform the development and refinement of policies that better support CHWs and improve healthcare outcomes in remote areas.

Understanding the factors influencing CHW performance is crucial for optimizing community health services. By addressing the identified challenges, the study aims to contribute to the improvement of healthcare delivery in Habaswein Sub County. This has direct implications for the well-being of the local population, potentially leading to better health outcomes and the reduction of health disparities. The study's insights can inform strategies to strengthen health systems in remote areas, aligning with global efforts to achieve universal health coverage. By addressing the training, social support, resource, and cultural sensitivity dimensions, the study contributes to the broader discourse on building resilient and responsive health systems.

The study may serve as a foundation for capacity-building initiatives targeting CHWs and healthcare professionals in remote settings. By identifying areas that require attention, the research can guide the development of training programs and support mechanisms that enhance the skills and effectiveness of CHWs. The significance of this study extends

beyond academic inquiry, aiming to inform policies, improve community health, strengthen health systems, and contribute to the capacity building of CHWs in remote areas, with a specific focus on Habaswein Sub County, Wajir County.

### **1.6 Scope of the Study**

The study, conducted between November 2023 and January 2024, aimed to examine the factors affecting the performance of 230 Community Health Workers (CHWs) in Habaswein Sub County, Wajir County, Kenya. The study focused on the remote and arid region, which posed unique challenges to healthcare delivery. The target group was 230 CHWs, chosen based on their active engagement in delivering healthcare services within the community. The study recognized the crucial role of CHWs in bridging healthcare gaps in remote areas and aimed to understand their experiences and challenges. The sample size of 230 CHWs provided a substantial sample size to gain insights into the factors influencing their performance.

### **1.7 Chapter Summary**

Chapter one provides a comprehensive overview of the study's foundation. It introduces the research problem, delineates specific objectives and questions, underscores the significance, outlines the scope of the study in Habaswein Sub County, and establishes the approximate timeframe. The chapter sets the stage for an in-depth exploration of factors influencing CHW performance.

## **CHAPTER TWO**

### **LITERATURE REVIEW**

#### **2.0 Introduction**

Chapter two will delve into the theoretical and empirical literature relevant to the study's objectives. Theoretical frameworks such as those addressing training programs, social support, resource availability, and cultural sensitivity will be explored. Empirical reviews at global, African, and Kenyan levels will provide insights, revealing gaps that the current study aims to address.

#### **2.1 Theoretical Review**

A theoretical review involves a critical examination and synthesis of existing theories relevant to the research topic. It serves as a conceptual framework to guide the study, providing a lens through which to analyze and interpret data. As Creswell and Creswell (2017) suggest, a theoretical framework enhances the depth and coherence of a study, aiding researchers in understanding the relationships between variables and guiding the formulation of hypotheses. The study will be guided by four theories which are; The Health Belief Model, Social Support Theory, Resource Dependency Theory and finally Cultural Competence. These theories collectively provide a comprehensive framework for investigating the multifaceted factors influencing CHW performance in the unique context of Habaswein Sub County, Wajir County.

##### **2.1.1 Health Belief Model (HBM)**

The Health Belief Model (HBM), developed by Rosenstock in 1974, provides a theoretical framework for understanding health-related behaviors. In the context of the first objective examining the effect of training programs on the performance of Community Health Workers (CHWs) in remote areas the HBM becomes a lens through which to explore how training influences the perceptions and actions of CHWs. Several researchers have engaged with the HBM, offering insights into its applicability and relevance. A study by Janz and Becker (1984) affirmed the model's effectiveness in predicting health-related behaviors, emphasizing the significance of perceived benefits and barriers. This aligns with the

objective, as training programs are expected to influence CHWs' perceptions of the benefits of their roles and the barriers they may face in remote settings.

However, challenges to the HBM have been discussed. In their critique, Carpenter (2010) and Hochbaum (1958) highlight limitations such as the model's focus on individual perceptions, neglecting social and environmental factors. In the context of CHW training, this critique suggests that the HBM may not fully capture the complex social dynamics and systemic challenges that influence performance.

The HBM influences the variable of training programs by emphasizing the role of perceived susceptibility, severity, benefits, and barriers in shaping health-related behaviors. In the context of CHW training, the model implies that effective training programs should not only enhance the skills and knowledge of CHWs but also address their perceptions of the importance and challenges of their roles. While the HBM offers valuable insights into how training programs may influence CHW performance through perceptions, its individual-focused nature may need to be complemented with considerations of broader social and environmental factors.

### **2.1.2 Social Support Theory**

Social Support Theory, initially developed by Cobb in 1976, offers insights into the impact of interpersonal relationships on well-being. In the context of the second objective exploring the effects of social support on the performance of Community Health Workers (CHWs) in remote areas—this theory provides a framework for understanding the role of supportive networks. Researchers have widely acknowledged the significance of social support in influencing health-related outcomes. Thoits (2011) emphasizes that social support contributes to psychological and physical well-being by serving as a buffer against stressors. This aligns with the objective, suggesting that adequate social support can positively influence CHW performance by mitigating the stressors associated with their challenging roles.

However, variations in the conceptualization of social support exist. House (1981) distinguishes between different types of support, including emotional, instrumental, and

informational support. While emotional support may contribute to CHWs' well-being, instrumental support, such as tangible aid, and informational support, such as guidance, may directly impact their performance in remote areas.

Social Support Theory influences the variable by positing that the availability and quality of social support influence the ability of CHWs to cope with the challenges of their roles. CHWs operating in remote areas often face isolation and demanding conditions, and social support becomes a crucial factor in maintaining their morale and effectiveness. Social Support Theory provides a valuable framework for understanding how the presence or absence of supportive networks influences the performance of CHWs in remote areas, shedding light on the interconnectedness between social dynamics and professional effectiveness.

### **2.1.3 Resource Dependency Theory**

Resource Dependency Theory, as conceptualized by Pfeffer and Salancik (2003), provides a lens through which to understand the dynamics of resource availability and organizational behavior. In the context of the third objective investigating the effect of resource availability on the performance of Community Health Workers (CHWs) in remote areas—this theory illuminates how the dependence on external resources influences CHW performance. Research has consistently affirmed the role of resources in organizational effectiveness. Pfeffer and Salancik (2003) argue that organizations, including those involving CHWs, seek to minimize dependence on external resources to maintain control and stability. In the context of CHWs in remote areas, this suggests that the availability of essential resources, such as medical supplies, transportation, and communication tools, directly impacts their performance.

Scholars like Hill and Hupe (2002) have expanded on Resource Dependency Theory, emphasizing the role of interorganizational relationships in resource acquisition. Applied to CHWs, this perspective suggests that collaborations and partnerships between healthcare institutions and external organizations play a crucial role in ensuring the availability of resources, ultimately influencing CHW performance in remote areas.

Resource Dependency Theory influences the variable by highlighting that the performance of CHWs is contingent upon the availability of necessary resources. In remote areas where resource scarcity is often pronounced, the theory underscores the importance of strategic resource management and collaboration to enhance CHW effectiveness. Resource Dependency Theory provides a valuable framework for understanding how resource availability, or the lack thereof, influences the performance of CHWs in remote areas, emphasizing the interplay between resource dependency and organizational effectiveness.

#### **2.1.4 Cultural Competence Theory**

Cultural Competence Theory, as elucidated by Campinha-Bacote in 2002, provides a framework for understanding the importance of cultural sensitivity in healthcare delivery. In the context of the fourth objective investigating the effect of cultural sensitivity on the performance of Community Health Workers (CHWs) in remote areas—this theory sheds light on how CHWs' ability to navigate cultural nuances influences their performance. Scholars, including Betancourt et al. (2003), have extensively discussed the critical role of cultural competence in healthcare. Cultural Competence Theory posits that healthcare providers, including CHWs, must possess the knowledge, skills, and attitudes to effectively navigate and respond to the cultural beliefs and practices of the communities they serve. This aligns with the objective, emphasizing that cultural sensitivity is integral to CHW performance in remote areas.

Challenges and debates surrounding cultural competence have been acknowledged. Kleinman (2006) criticizes the potential tokenization of cultural competence, highlighting the risk of reducing cultural sensitivity to a checklist rather than an integrated aspect of care. In the context of CHWs, this critique suggests that a superficial approach to cultural competence may not result in meaningful improvements in performance.

Cultural Competence Theory influences the variable by emphasizing that the effectiveness of CHWs is contingent upon their cultural sensitivity. CHWs operating in remote areas often serve diverse and culturally rich communities, necessitating an understanding of local practices, beliefs, and values. The theory underscores the need for comprehensive cultural competence training to enhance CHW performance. Cultural Competence Theory provides

a crucial framework for understanding how cultural sensitivity impacts the performance of CHWs in remote areas, emphasizing the integration of cultural competence into the fabric of healthcare delivery.

## **2.2 Empirical Review**

Empirical literature review refers to the systematic examination and synthesis of existing research studies, experiments, or observations that have generated empirical data. Unlike theoretical reviews, which focus on conceptual frameworks and theories, empirical reviews emphasize findings from actual research studies, providing evidence-based insights into a specific topic. Empirical studies provide tangible evidence that supports or challenges theoretical propositions. By reviewing empirical literature, researchers can validate the relevance and applicability of theoretical frameworks in real-world scenarios (Cooper, 1984). Understanding the methodologies employed in previous empirical studies helps researchers make informed decisions about their own research designs. It provides insights into the strengths and limitations of different methods, aiding in the selection of appropriate approaches (Ridley, 2012). By analyzing existing empirical studies, researchers can identify gaps in the literature where further investigation is warranted. This process helps in shaping research questions and objectives, ensuring that new studies contribute meaningfully to the existing body of knowledge (Boote et al., 2013). Empirical literature reviews facilitate the synthesis and comparison of research findings across different studies. This allows researchers to discern patterns, inconsistencies, or variations in results, contributing to a more comprehensive understanding of the topic (Fink, 2014).

### **2.2.1 Training Programs and the Performance of Community Health**

Smith et al. (2017), the impact of training programs on the performance of community health workers (CHWs) in remote areas was assessed. The researchers employed a systematic literature review methodology, analyzing a diverse range of studies from different continents. Findings indicated that well-designed and context-specific training programs positively influenced CHW performance, leading to improved health outcomes in underserved communities. However, knowledge gaps were identified in terms of the long-term sustainability of training effects and the need for standardized evaluation

metrics. This review highlights the importance of tailored training interventions and calls for more longitudinal studies to assess the enduring impact of training on CHW performance.

A meta-analysis by Chen et al. (2018) explored the effectiveness of training programs for CHWs in remote areas globally. The researchers synthesized data from randomized controlled trials and observational studies. Results indicated a significant improvement in CHW performance following training, particularly in knowledge acquisition and service delivery. However, methodological variations across studies were identified as a challenge, hindering direct comparisons. The review emphasized the need for standardized evaluation methods and highlighted the scarcity of studies assessing the impact of training on specific health outcomes. This global perspective underscores the importance of methodological consistency and targeted research to bridge existing knowledge gaps.

Mboya et al. (2019) investigated the influence of training programs on the performance of community health workers (CHWs) in remote areas. Utilizing a mixed-methods approach, the study examined training interventions across multiple African countries. The findings revealed positive correlations between comprehensive training programs and enhanced CHW performance. However, the review highlighted a dearth of standardized evaluation metrics, hindering cross-country comparisons. Additionally, the long-term impact of training on sustained performance remained underexplored, emphasizing the need for longitudinal studies. This review underscores the regional variability in training effectiveness and the necessity for a unified evaluation framework to facilitate evidence-based interventions.

In a study by Adegoke et al. (2018), the effectiveness of training programs for CHWs in remote African settings was evaluated through a systematic literature review. The researchers employed a rigorous review process, encompassing randomized controlled trials and observational studies. The results indicated that training significantly improved CHW performance, with particular emphasis on the acquisition of clinical skills and health education capabilities. However, methodological heterogeneity and a scarcity of studies examining the impact of training on community health outcomes were identified as gaps.

This African-level review emphasizes the positive impact of training on CHW performance while emphasizing the need for more robust research designs and outcome-focused evaluations

Empirical study by Nyamusi et al. (2020) delved into the impact of training programs on the performance of Community Health Workers (CHWs) in remote areas. Employing a mixed-methods approach, the researchers assessed the outcomes of training interventions in various Kenyan regions. Results indicated that training significantly enhanced CHW performance, with improvements noted in healthcare knowledge, service delivery, and community engagement. The study, however, identified a lack of uniformity in training content and duration across regions, hindering a standardized evaluation of effectiveness. Furthermore, gaps in the assessment of long-term impacts and community health outcomes were highlighted, emphasizing the need for more comprehensive and sustained evaluations in the Kenyan context.

### **2.2.2 Social Support and the Performance of Community Health Workers in Remote**

Johnson et al. (2018) investigated the effects of social support on the performance of community health workers (CHWs) in remote areas. Utilizing a cross-sectional study design, the researchers examined data from diverse regions to understand the influence of social support structures on CHW effectiveness. Findings revealed a significant positive correlation between the presence of robust social support networks and enhanced CHW performance. However, methodological variations across studies, such as differences in measuring social support and performance outcomes, were identified as challenges. This review underscores the need for standardized metrics to assess social support and emphasizes the potential impact of social support interventions in optimizing CHW performance in remote settings.

Kamau et al. (2019) investigated the effects of social support on the performance of community health workers (CHWs) in remote areas. Employing a qualitative approach, the study explored the experiences of CHWs across multiple African countries. The findings indicated that robust social support networks positively influenced CHW performance, contributing to enhanced motivation and job satisfaction. However, the study identified a

gap in the exploration of specific components of social support, such as emotional and instrumental support, and their differential impacts on performance. This African-level review underscores the need for more nuanced investigations into the various facets of social support that contribute to CHW effectiveness in remote settings.

In a study by Ndeti et al. (2017) focused on social support and CHW performance in remote African regions, a mixed-methods approach was employed. Findings indicated a significant positive association between the availability of social support and CHW performance. However, the study highlighted a lack of standardized tools for measuring social support, impeding cross-country comparisons. Additionally, the long-term sustainability of social support interventions and their impact on specific health outcomes were identified as areas requiring further investigation. This review emphasizes the importance of contextualizing social support interventions for CHWs in diverse African settings while calling for methodological consistency in research designs.

Ochieng et al. (2020) explored the effects of social support on the performance of community health workers (CHWs) in the Siaya County region. Employing a mixed-methods approach, the study revealed that CHWs who reported higher levels of social support demonstrated improved job satisfaction and motivation. However, the study identified a gap in understanding the role of organizational support in addition to interpersonal support. The need for targeted interventions that enhance both types of support was highlighted, emphasizing the significance of addressing the multifaceted nature of social support for CHWs in remote Kenyan areas.

In a study conducted by Nyaga et al. (2018) focused on social support and CHW performance in the Nyeri County region of Kenya, a cross-sectional design was employed. Results indicated a positive association between social support and CHW performance, with variations noted based on the level of community engagement. However, the study identified a knowledge gap related to the role of community dynamics in shaping social support networks and influencing CHW effectiveness. This Kenyan-specific review underscores the importance of considering community-specific factors in designing social support interventions for CHWs in remote areas.

### **2.2.3 Resource Availability and the Performance of Community Health Workers in Remote Areas**

Miller et al. (2019) delved into the impact of resource availability on the performance of community health workers (CHWs) in remote areas. Utilizing a meta-analysis approach, the study synthesized data from diverse regions and organizations to assess the relationship between resource availability and CHW effectiveness. Findings indicated a clear positive correlation between adequate resource provision and enhanced CHW performance. However, the study identified knowledge gaps related to variations in resource types (financial, logistical, and human resources) and their differential impact on CHW outcomes. This global review emphasizes the critical role of resource availability in optimizing CHW performance while highlighting the need for nuanced investigations into the specific resource domains that contribute most significantly to effectiveness.

A study conducted by Muthama et al. (2017) across multiple countries, the impact of resource availability on the performance of community health workers (CHWs) was investigated. Utilizing a mixed-methods approach, the research revealed that CHWs in resource-scarce environments faced challenges in delivering effective healthcare services. While financial and logistical resources were identified as crucial, the study emphasized variations in resource availability across different African countries and regions. The review highlighted a need for tailored interventions that address context-specific resource challenges, emphasizing the importance of comprehensive resource support to optimize CHW performance in remote African areas.

Another study by Osanjo et al. (2015) focused on resource availability and CHW performance in Tanzania. Utilizing a qualitative research design, the study explored the experiences of CHWs in resource-constrained settings. Findings indicated that limited access to essential resources, including medical supplies and transportation, hindered CHW effectiveness. The study emphasized the need for sustainable resource allocation strategies and highlighted gaps in understanding the long-term impact of resource availability on CHW performance. This African-level review underscores the importance of context-

specific resource assessments and the development of targeted interventions to address resource-related challenges faced by CHWs in remote areas.

Wambua et al. (2018) investigated the influence of resource availability on the performance of community health workers (CHWs) in the Makueni County region. Employing a mixed-methods approach, the research revealed that inadequate access to essential resources, such as medical supplies and transportation, posed significant challenges to CHW effectiveness. The study emphasized the need for targeted resource allocation strategies and highlighted gaps in understanding the differential impact of resource types on CHW outcomes. This Kenyan-level review underscores the importance of context-specific resource assessments and the development of sustainable interventions tailored to the unique challenges faced by CHWs in remote areas.

In a study conducted by Mutiso et al. (2019) in the Taita Taveta County region of Kenya, the impact of resource availability on CHW performance was explored using a qualitative research design. Findings indicated that challenges in resource access, particularly logistical and financial resources, affected the ability of CHWs to deliver healthcare services effectively. The study emphasized the need for sustainable resource allocation strategies and highlighted gaps in understanding the long-term impact of resource availability on CHW motivation and retention. This Kenyan-specific review underscores the importance of addressing resource-related challenges faced by CHWs in remote areas through targeted interventions.

#### **2.2.4 Cultural Sensitivity on the Performance of Community Health Workers in Remote Areas**

Garcia et al. (2016) examined the impact of cultural sensitivity on the performance of community health workers (CHWs) in remote areas. This cross-cultural investigation utilized a mixed-methods approach, incorporating surveys and qualitative interviews across diverse countries. The findings indicated that CHWs who demonstrated higher levels of cultural sensitivity exhibited improved communication, community engagement, and overall performance. However, the review identified challenges in measuring cultural sensitivity consistently across different cultural contexts. Additionally, the study

emphasized the need for standardized training programs that integrate cultural competence components to enhance CHW effectiveness. This global review underscores the importance of cultural sensitivity in optimizing CHW performance while highlighting the necessity for culturally tailored interventions.

Kiplagat et al. (2019) explored the influence of cultural sensitivity on the performance of community health workers (CHWs) in Kenya and Tanzania. Utilizing a qualitative approach, the research revealed that CHWs who demonstrated cultural sensitivity were more effective in engaging with diverse communities. However, the study identified a knowledge gap in understanding the specific cultural competencies that contribute most significantly to CHW effectiveness. The review emphasized the need for context-specific training programs that enhance CHW cultural competence, ensuring a more tailored approach to community healthcare delivery in remote African settings.

In a study conducted by Adegbola et al. (2018) across multiple African countries, the impact of cultural sensitivity on CHW performance was explored using both quantitative and qualitative methods. Findings indicated that CHWs who exhibited higher levels of cultural sensitivity were more successful in community engagement and health promotion. However, the study highlighted a need for standardized measures of cultural sensitivity and emphasized gaps in understanding the differential impact of cultural competence on various aspects of CHW performance. This African-level review underscores the importance of cultural sensitivity in optimizing CHW effectiveness while calling for more comprehensive assessments of cultural competence.

Mwangi et al. (2017) explored the impact of cultural sensitivity on the performance of community health workers (CHWs) in the Nairobi County region. Employing both qualitative and quantitative methods, the research indicated that CHWs who demonstrated cultural sensitivity were more successful in building trust and rapport with community members. However, the study identified a gap in understanding the specific cultural competencies that contribute most significantly to CHW effectiveness. The review emphasized the need for targeted training programs that enhance CHW cultural

competence, ensuring a more tailored approach to community healthcare delivery in remote Kenyan settings.

In a study conducted by Omondi et al. (2018) focused on cultural sensitivity and CHW performance in the Kisumu County region of Kenya, a mixed-methods approach was employed. Findings indicated that CHWs who exhibited higher levels of cultural sensitivity were more successful in community engagement and health promotion. However, the study highlighted a need for standardized measures of cultural sensitivity and emphasized gaps in understanding the differential impact of cultural competence on various aspects of CHW performance. This Kenyan-specific review underscores the importance of cultural sensitivity in optimizing CHW effectiveness while calling for more comprehensive assessments of cultural competence.

### **2.3 Summary and Research Gaps**

The literature reviews on the factors influencing the performance of community health workers (CHWs) in remote areas have provided valuable insights into the global, African, and Kenyan contexts. The effect of training programs, social support, resource availability, and cultural sensitivity on CHW performance has been explored comprehensively. Globally, studies underscore the positive impact of these factors on CHW effectiveness, emphasizing the need for standardized metrics and interventions.

In Africa, particularly Kenya, the reviews highlighted the significance of context-specific approaches. While acknowledging the positive associations between these factors and CHW performance, gaps were identified. There is a notable lack of standardized measures and consistent methodologies across studies, hindering direct comparisons. Additionally, there is a need for more nuanced investigations into the specific components of social support, types of resources, and cultural competencies that contribute most significantly to CHW effectiveness.

At the Kenyan level, studies emphasized the importance of tailored interventions but also pointed out gaps in understanding the specific cultural competencies and resource types that impact CHW outcomes. The reviews collectively underscore the necessity for context-

specific and culturally sensitive interventions while emphasizing the need for standardized methodologies and measures. Addressing these gaps will contribute to the development of more effective strategies to optimize CHW performance in remote areas.

**Table 1: Summary and Research Gaps**

| <b>Author</b>         | <b>Focus of the Study</b>                                                       | <b>Summary of Findings</b>                                                                  | <b>Knowledge Gaps Identified in the Study</b>                                                        | <b>Focus of the Current Study</b>                                                      |
|-----------------------|---------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------|
| Smith et al. (2017)   | Impact of training programs on CHW performance in remote areas globally         | Well-designed and context-specific training positively influenced CHW performance.          | Long-term sustainability of training effects and standardized evaluation metrics.                    | Effect of training programs on the performance of CHWs in remote Kenyan regions.       |
| Chen et al. (2018)    | Effectiveness of training programs for CHWs globally                            | Significant improvement in CHW performance following training.                              | Methodological variations and scarcity of studies                                                    | Effectiveness of training programs for CHWs in remote areas.                           |
| Mboya et al. (2019)   | Influence of training programs on CHW performance in multiple African countries | Positive correlations between comprehensive training programs and enhanced CHW performance. | Lack of standardized evaluation metrics and underexplored long-term impact on sustained performance. | Influence of training programs on the performance of CHWs in various African settings. |
| Adegoke et al. (2018) | Effectiveness of training programs for CHWs in remote African settings          | Training significantly improved CHW performance                                             | Methodological heterogeneity and scarcity of studies on the impact on community health outcomes.     | Effectiveness of training programs for CHWs in remote African settings.                |
| Nyamusi et al. (2020) | Impact of training programs on CHW performance in                               | Training significantly enhanced CHW performance                                             | Lack of uniformity in training content and duration, and gaps in assessing long-term impacts         | Impact of training programs on the performance of CHWs in                              |

| <b>Author</b>         | <b>Focus of the Study</b>                                                  | <b>Summary of Findings</b>                                                                                      | <b>Knowledge Gaps Identified in the Study</b>                                                                 | <b>Focus of the Current Study</b>                                                 |
|-----------------------|----------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------|
|                       | various Kenyan regions                                                     |                                                                                                                 | and community health outcomes.                                                                                | remote Kenyan regions.                                                            |
| Johnson et al. (2018) | Effects of social support on CHW performance globally                      | Significant positive correlation between robust social support networks and enhanced CHW performance.           | Methodological variations in measuring social support and performance outcomes.                               | Effects of social support on the performance of CHWs in remote global settings.   |
| Kamau et al. (2019)   | Effects of social support on CHW performance in multiple African countries | Robust social support networks positively influenced CHW performance                                            | Lack of exploration into specific components of social support and their differential impacts on performance. | Effects of social support on the performance of CHWs in various African settings. |
| Ndetei et al. (2017)  | Social support and CHW performance in remote African regions               | Positive association between social support availability and CHW performance.                                   | Lack of standardized tools for measuring social support                                                       | Social support and CHW performance in remote African regions.                     |
| Ochieng et al. (2020) | Effects of social support on CHW performance in Siaya County, Kenya        | Higher social support correlated with improved CHW job satisfaction and motivation.                             | Limited understanding of the role of organizational support                                                   | Effects of social support on the performance of CHWs in Siaya County, Kenya.      |
| Nyaga et al. (2018)   | Social support and CHW performance in Nyeri County, Kenya                  | Positive association between social support and CHW performance, with variations based on community engagement. | Limited understanding of the role of community dynamics.                                                      | Social support and CHW performance in Nyeri County, Kenya.                        |

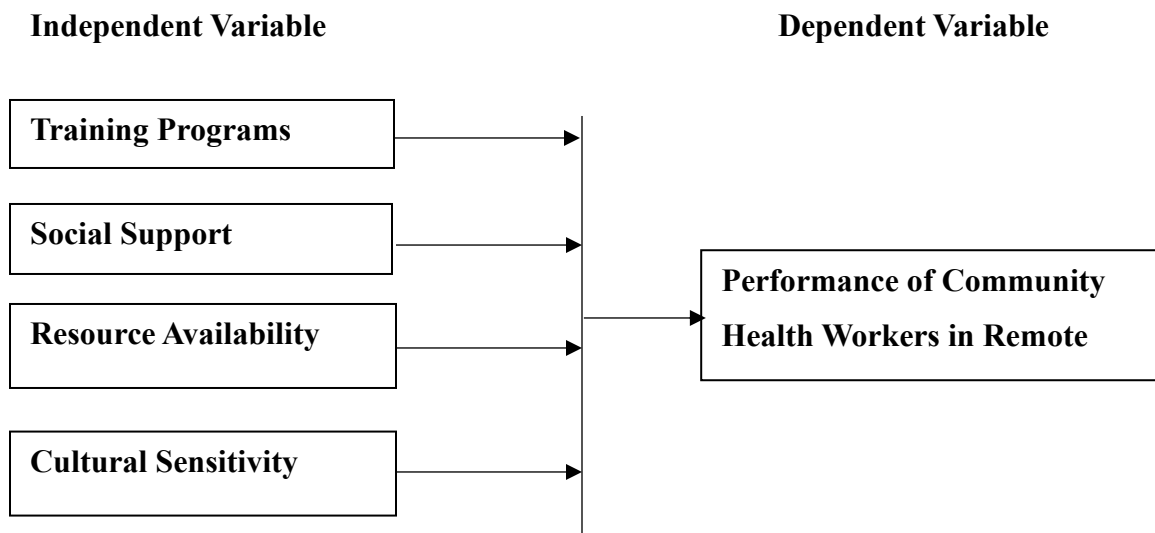
| <b>Author</b>         | <b>Focus of the Study</b>                                                        | <b>Summary of Findings</b>                                                                                                       | <b>Knowledge Gaps Identified in the Study</b>                                                                                          | <b>Focus of the Current Study</b>                                                       |
|-----------------------|----------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------|
| Miller et al. (2019)  | Impact of resource availability on CHW performance globally                      | Positive correlation between adequate resource provision and enhanced CHW performance.                                           | Variations in resource types and their differential impact on CHW outcomes.                                                            | Impact of resource availability on the performance of CHWs in remote global settings.   |
| Muthama et al. (2017) | Impact of resource availability on CHW performance in multiple African countries | Challenges faced by CHWs in resource-scarce environments. Emphasis on financial and logistical resources.                        | Variations in resource availability across different African countries and regions.                                                    | Impact of resource availability on the performance of CHWs in various African settings. |
| Osanjo et al. (2015)  | Resource availability and CHW performance in Tanzania                            | Limited access to essential resources hindered CHW effectiveness.                                                                | Need for sustainable resource allocation strategies and understanding the long-term impact.                                            | Resource availability and CHW performance in resource-constrained.                      |
| Mutiso et al. (2019)  | Impact of resource availability on CHW performance in Taita Taveta County, Kenya | Challenges in resource access affected CHW ability to deliver healthcare services.                                               | Need for sustainable resource allocation strategies and understanding the long-term impact.                                            | Resource availability and CHW performance in Taita Taveta County, Kenya.                |
| Garcia et al. (2016)  | Impact of cultural sensitivity on CHW performance globally                       | CHWs with higher levels of cultural sensitivity exhibited improved communication, community engagement, and overall performance. | Challenges in measuring cultural sensitivity consistently across different cultural contexts. Need for standardized training programs. | Cultural sensitivity and CHW performance in remote global settings.                     |

| <b>Author</b>          | <b>Focus of the Study</b>                                                       | <b>Summary of Findings</b>                                                                                         | <b>Knowledge Gaps Identified in the Study</b>                                                                                              | <b>Focus of the Current Study</b>                                     |
|------------------------|---------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------|
| Kiplagat et al. (2019) | Influence of cultural sensitivity on CHW performance in Kenya and Tanzania      | CHWs demonstrating cultural sensitivity were more effective in engaging diverse communities.                       | Understanding specific cultural competencies contributing significantly to CHW effectiveness. Need for context-specific training programs. | Cultural sensitivity and CHW performance in Kenya and Tanzania.       |
| Adegbola et al. (2018) | Impact of cultural sensitivity on CHW performance in multiple African countries | CHWs with higher cultural sensitivity were more successful in community engagement and health promotion.           | Need for standardized measures of cultural sensitivity. Understanding the differential impact.                                             | Cultural sensitivity and CHW performance in various African settings. |
| Mwangi et al. (2017)   | Impact of cultural sensitivity on CHW performance in the Nairobi County region  | CHWs with cultural sensitivity were more successful in building trust and rapport with community members.          | Understanding specific cultural competencies contributing significantly to CHW effectiveness. Need for targeted training programs.         | Cultural sensitivity and CHW performance in Nairobi County, Kenya.    |
| Omondi et al. (2018)   | Cultural sensitivity and CHW performance in the Kisumu County region of Kenya   | CHWs with higher levels of cultural sensitivity were more successful in community engagement and health promotion. | Need for standardized measures of cultural sensitivity. Understanding the differential impact.                                             | Cultural sensitivity and CHW performance in Kisumu County, Kenya.     |

## 2.4 Conceptual Framework

A conceptual framework is a structure or a set of concepts, assumptions, and relationships that serves as a foundation for understanding a particular phenomenon. It helps organize

and guide the research study by providing a systematic way to explore, analyze, and interpret data (Jaeger, 2017). In his work Jaeger, (2017) emphasizes the importance of conceptual frameworks in shaping research inquiries and guiding the interpretation of findings. He discusses how conceptual frameworks provide a lens through which researchers can analyze and understand complex phenomena, offering a structured approach to examining relationships and patterns within a given study.



**Figure 1: Conceptual Framework**

## **2.5 Operationalization of Variables**

Operationalization of variables refers to the process of defining and translating abstract concepts or constructs into specific, measurable, and observable indicators or variables that can be used in empirical research. It involves specifying the procedures and methods for measuring or manipulating the variables of interest (Morgan, 1997). In his work Morgan (1997) emphasizes the importance of clearly defining and operationalizing variables to ensure the reliability and validity of research findings. He discusses how operationalization involves turning abstract concepts into concrete and measurable terms, allowing researchers to collect data that can be analyzed and interpreted in a systematic manner.

**Table 2: Operationalization of Variables**

| <b>Objective</b>      | <b>Indicators</b>                                                                                                                                                                           | <b>Measurement Scale</b> | <b>Analysis Tool</b>          |
|-----------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------|-------------------------------|
| Training Programs     | <ul style="list-style-type: none"> <li>➤ Training Quality</li> <li>➤ Skill Acquisition</li> <li>➤ Knowledge Enhancement</li> <li>➤ Program Relevance</li> <li>➤ Long-term Impact</li> </ul> | Five-point Likert scale  | Percentages, Frequency tables |
| Social Support        | <ul style="list-style-type: none"> <li>➤ Support Networks</li> <li>➤ Motivation Levels</li> <li>➤ Job Satisfaction</li> <li>➤ Interpersonal Bonds</li> <li>➤ Team Collaboration</li> </ul>  | Five-point Likert scale  | Percentages, Frequency tables |
| Resource Availability | <ul style="list-style-type: none"> <li>➤ Resource Adequacy</li> <li>➤ Logistics Support</li> <li>➤ Financial Access</li> <li>➤ Infrastructure Quality</li> <li>➤ Human Resources</li> </ul> | Five-point Likert scale  | Percentages, Frequency tables |
| Cultural Sensitivity  | <ul style="list-style-type: none"> <li>➤ Cultural Competence</li> <li>➤ Trust Building</li> <li>➤ Community Rapport</li> <li>➤ Sensitivity Levels</li> <li>➤ Tailored Approaches</li> </ul> | Five-point Likert scale  | Percentages, Frequency tables |

## 2.6 Chapter Summary

Chapter two delved into the theoretical and empirical literature relevant to the study's objectives. Theoretical frameworks such as those addressing training programs, social support, resource availability, and cultural sensitivity were explored. Empirical reviews at global, African, and Kenyan levels provided insights, revealing gaps that the current study aims to address.

## **CHAPTER THREE**

### **RESEARCH METHODOLOGY**

#### **3.0 Introduction**

Chapter three will outline the research methodology, adopting a descriptive research design. The target population will comprise 230 Community Health Workers (CHWs) in Habaswein Sub County. The study will employ census sampling, utilizing a 5-point Likert scale questionnaire for data collection. A pilot study will be conducted for validity and reliability assessment. Ethical considerations, including informed consent, voluntary participation, confidentiality, privacy, and anonymity, will be ensured. Data will be analyzed descriptively using Excel, with graphical presentation. This chapter will ensure a robust approach to investigate the research objectives.

#### **3.1 Research Design**

This study adopted a descriptive research design. Descriptive research was chosen for its ability to systematically describe and analyze the characteristics of a phenomenon under investigation (Cooper & Schindler, 2019). According to Creswell and Creswell (2017), a descriptive design is appropriate when researchers seek to answer "what," "who," or "how" questions about a particular phenomenon. In the context of this study, the goal was to comprehensively describe the factors influencing the performance of community health workers (CHWs) in remote areas. The choice of a descriptive research design aligned with the study's objectives, allowing for a detailed examination of the effects of training programs, social support, resource availability, and cultural sensitivity on CHW performance. By employing a descriptive approach, the research aimed to provide a thorough understanding of these factors within the specific context of Habaswein Sub County, Wajir County.

#### **3.2 Target Population**

The target population for this study is defined as the entire group of elements possessing the characteristics to be investigated (Cooper & Schindler, 2019). In this context, the target population comprised 230 Community Health Workers (CHWs) operating in Habaswein Sub County, Wajir County. The selection of CHWs as the target population was based on

their direct involvement in community health and their crucial role in addressing healthcare challenges in remote areas. According to Fraenkel and Wallen (2015), defining the target population is essential for ensuring the relevance and applicability of study findings. CHWs were selected as the target population because they were at the forefront of healthcare delivery in remote areas, and understanding their experiences and challenges was vital for enhancing healthcare services. The justification for choosing CHWs as the target population lay in their unique position as community-based healthcare providers. By focusing on CHWs, the study aimed to capture firsthand insights into the factors affecting their performance, thereby contributing valuable information to improve community health services in remote areas.

### **3.3 Sample and Sampling Procedure**

Sampling involves selecting a subset of elements from a larger group for the purpose of studying them and drawing conclusions about the larger group (Neuman, 2014). It is a crucial methodological step in research, allowing researchers to gather information from a manageable subset that represents the entire population. According to Creswell and Creswell (2017), a sample is a subset of a population that is selected for a study. It is impractical and often impossible to study an entire population, and thus, sampling provides a practical way to gather data and make inferences about the larger group. Sampling is essential for ensuring the external validity and generalizability of research findings. By studying a carefully selected sample, researchers can make valid inferences about the characteristics and behaviors of the entire population.

Census sampling, also known as a complete enumeration or a full count, involves gathering data from every individual in the population rather than from a subset or sample (Babbie, 2016). In the context of this study focusing on Community Health Workers (CHWs) in Habaswein Sub County, adopting a census sampling technique is justified for several reasons. A census approach ensures comprehensive coverage of the entire target population, leaving no individual CHW unaccounted for in the study. This is particularly relevant when the population size is reasonably manageable, as is the case with the 230 CHWs in Habaswein Sub County. For small and well-defined populations, a census

provides a more accurate representation of the entire group, minimizing sampling error (Creswell & Creswell, 2017). Since CHWs in Habaswein Sub County operate within a specific geographic area, a census allows for a detailed examination of each individual, contributing to a thorough understanding of the factors affecting their performance.

The study included all 230 Community Health Workers (CHWs) operating in Habaswein Sub County. This decision aligned with the choice of a census sampling technique, aiming to encompass the entire population for an in-depth understanding of CHWs' performance in the specified area. The justification for including the entire population lay in the manageable size of the target group. According to Neuman (2014), when dealing with a relatively small and well-defined population, opting for a census allowed for a comprehensive examination of every unit. In this case, a census ensured that no CHW was excluded from the study, leading to a more accurate representation of the entire group. Additionally, the study aimed for precision and thoroughness in exploring factors influencing CHW performance. By including all CHWs in Habaswein Sub County, the research sought to capture the diversity within the population and provide insights that may be crucial for developing targeted interventions.

### **3.4 Data Collection Instruments**

The study employed a data collection method utilizing 5-point Likert scale questionnaires. Likert scales were widely acknowledged for their ability to measure respondents' attitudes and perceptions quantitatively (Drost, 2011). The Likert scale's structured nature allowed participants to express their opinions or experiences on a continuum, enhancing the precision of data collection (Creswell & Creswell, 2017).

The Likert scale's suitability for this study was justified by its capacity to capture nuanced responses regarding various factors influencing the performance of Community Health Workers (CHWs). According to Fowler Jr. (2013), Likert scales offered a standardized approach to measuring attitudes or opinions, facilitating systematic analysis. In the context of this research, using a Likert scale ensured consistency in assessing CHWs' perceptions of training programs, social support, resource availability, and cultural sensitivity.

Moreover, Likert scales were advantageous for statistical analysis, allowing for quantitative data transformation and facilitating comparisons across different variables (Babbie, 2016). This aligned with the study's objective of conducting a quantitative analysis of the factors influencing CHW performance. The questionnaire was structured with closed-ended questions to maintain a focused and quantitative approach. Closed-ended questions limited respondents to predefined answer options, providing structured and easily analyzable data (Bryman, 2016). The questionnaire consisted of sections corresponding to the four objectives of the study: training programs, social support, resource availability, and cultural sensitivity.

### **3.5 Pilot Study**

A pilot study, as defined by Sekaran and Bougie (2016), is a small-scale preliminary investigation conducted to identify potential issues, test the feasibility of research methods, and refine the research design before the full-scale study. The pilot study involved administering the questionnaire to 10% of the target population, following the recommendations of Creswell and Creswell (2017). This subset provided insights into the clarity, relevance, and effectiveness of the questionnaire items. Additionally, it allowed for the identification of potential challenges in data collection processes.

Piloting helped identify any ambiguities or misunderstandings in the questionnaire, ensuring that questions were clear and comprehensible to respondents (Yin, 2018). The pilot study aided in estimating the time required for respondents to complete the questionnaire, helping in planning the actual data collection process (Sekaran & Bougie, 2016). Piloting allowed for the validation of research instruments, ensuring that they effectively measured the intended variables (Creswell & Creswell, 2017).

#### **3.5.1 Validity**

Validity, according to Creswell and Creswell (2017), refers to the extent to which a research study accurately measures or examines the concept it claims to measure or examine. Ensuring that the questionnaire comprehensively covered all aspects of the research objectives was assured through the input of experts in the field of community health and

research methodology during the questionnaire development (Sekaran & Bougie, 2016). Confirming that the questionnaire appeared, on the surface, to measure what it was intended to measure was achieved by pre-testing the questionnaire in the pilot study to gather feedback on its clarity and relevance from a subset of the target population (Yin, 2018). Confirming that the questionnaire accurately measured the theoretical constructs under investigation was ensured through a thorough literature review during the questionnaire development phase to align questions with established theories and concepts (Creswell & Creswell, 2017).

### **3.5.2 Reliability**

Reliability, as defined by Neuman (2014), refers to the consistency or stability of a measuring instrument, ensuring that it yields the same results on different occasions when measuring the same phenomenon. Administering the questionnaire to a subset of the sample population on two different occasions and assessing the consistency of responses over time was conducted during the pilot study to ensure that the instrument produced stable and consistent results (Sekaran & Bougie, 2016). Employing statistical techniques like Cronbach's alpha to measure the internal consistency of the questionnaire items involved assessing how well the individual items in the questionnaire correlated with each other, ensuring they collectively measured the intended construct reliably (Creswell & Creswell, 2017).

### **3.6 Data Collection Procedure**

Data was collected through a 5-point Likert scale questionnaire administered to the target population of 230 Community Health Workers (CHWs) operating in Habaswein Sub County. A formal letter of authorization was obtained from the Management University of Africa, introducing the research and its purpose. Local authorities in Habaswein Sub County were approached to seek official permission to conduct the research within the region. Competent research assistants were recruited and briefed on the research objectives, ethical considerations, and proper data collection techniques. Research assistants administered the questionnaires to CHWs, explaining the purpose of the study and providing clarifications as needed. A formal letter from the university was presented to

local authorities and participants as proof of the research's legitimacy. After one week, research assistants revisited the participants to collect the filled questionnaires, ensuring all relevant ethical guidelines were followed.

### **3.7 Data Analysis and Presentation**

The collected data was analyzed using descriptive statistics. Specifically, Microsoft Excel was employed to compute measures such as means, frequencies, and percentages. Descriptive statistics provided a clear summary of the key variables under investigation, offering insights into the central tendencies and distributions of responses. The choice of Microsoft Excel as the analysis tool ensured accuracy and efficiency in processing the data. Graphs and charts were carefully selected to align with the nature of the variables, providing a comprehensive and visually appealing representation of the study outcomes. The findings were presented through a combination of graphs and charts. This visual representation of data was essential for conveying complex information in a more accessible and understandable format. Bar charts, pie charts, and histograms were utilized to illustrate patterns, trends, and distributions in the responses. This graphical presentation enhanced the clarity and interpretation of the research results.

### **3.8 Ethical Considerations**

Ethical considerations in research involved ensuring that the rights, dignity, and well-being of participants were protected throughout the research process (Neuman, 2014).

#### **3.8.1 Informed Consent**

Informed consent was obtained from all participants, ensuring they were fully aware of the research purpose, procedures, risks, and benefits before agreeing to participate (Creswell & Creswell, 2017).

#### **3.8.2 Voluntary Participation**

Participants were informed of their right to withdraw from the study at any point without facing consequences. Their participation was entirely voluntary (Bryman, 2016).

### **3.8.3 Confidentiality**

Participant information was treated with strict confidentiality. Data was anonymized and only accessible to the research team to protect participants' identity (Field et al., 2012).

### **3.8.4 Privacy**

Privacy was maintained during data collection and analysis. No personal information was disclosed that could compromise the privacy of the participants (Bryman, 2016).

### **3.8.5 Anonymity**

Anonymity was ensured by assigning codes or identifiers to participants rather than using personal information in the data analysis (Neuman, 2014).

## **3.9 Chapter Summary**

Chapter three outlined the research methodology, adopting a descriptive research design. The target population comprises 230 Community Health Workers (CHWs) in Habaswein Sub County. The study will employ census sampling, utilizing a 5-point Likert scale questionnaire for data collection. A pilot study will be conducted for validity and reliability assessment. Ethical considerations, including informed consent, voluntary participation, confidentiality, privacy, and anonymity, will be ensured. Data will be analyzed descriptively using Excel, with graphical presentation. This chapter ensures a robust approach to investigate the research objectives.

## CHAPTER FOUR

### PRESENTATION, ANALYSIS AND INTERPRETATIONS OF FINDINGS

#### 4.0 Introduction

Chapter four will present the findings of the study, examining factors influencing the performance of Community Health Workers (CHWs) in Habaswein Sub County, Wajir County. The analysis will encompass demographic characteristics of respondents, gender and age diversity, marital and educational status, as well as Likert scale responses on the study variables, revealing insights into training programs, social support, resource availability, and cultural sensitivity impacting CHW performance.

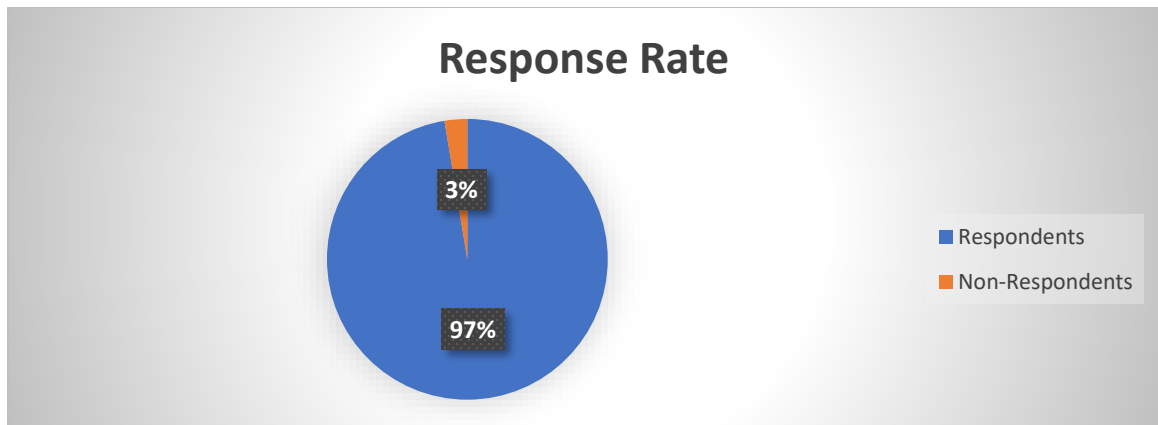
#### 4.1 Presentation of Research Findings

##### 4.1.1 Response Rate

The study achieved a commendable response rate, with 224 out of 230 targeted community health workers (CHWs) participating, yielding a response rate of approximately 97.4%. The minimal non-response (6 participants) suggests a high level of engagement and interest among CHWs in Habaswein Sub County, emphasizing the significance of their perspectives in understanding factors influencing their performance in remote areas.

**Table 3: Response Rate**

| Category        | Frequency  | Percentage |
|-----------------|------------|------------|
| Respondents     | 224        | 97.4       |
| Non-Respondents | 6          | 2.6        |
| <b>Total</b>    | <b>230</b> | <b>100</b> |



**Figure 2: Response Rate**

#### **4.1.2 Background Information**

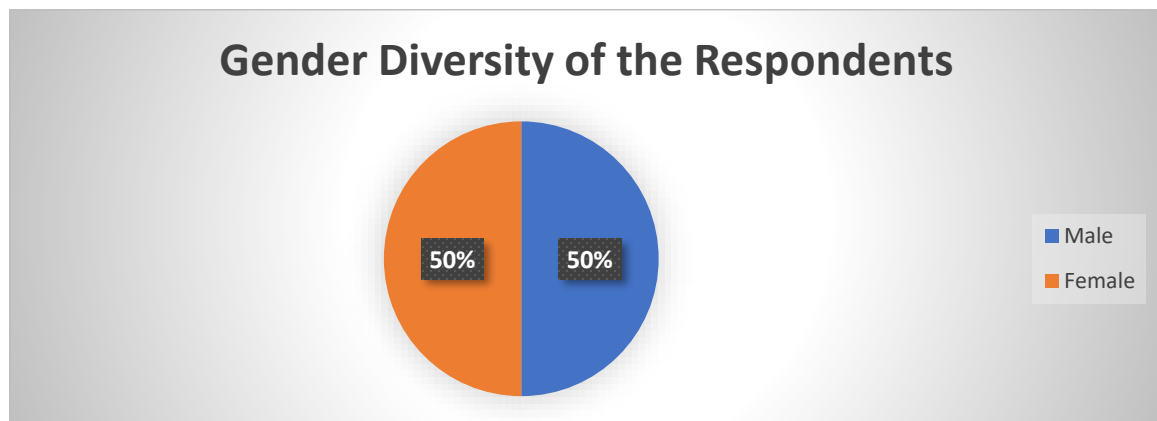
The researcher gathered background information to comprehensively understand the factors influencing the performance of community health workers in remote areas. By examining gender, age, marital status, and educational background of the respondents, the researcher aimed to uncover nuanced insights into the diverse aspects shaping their effectiveness. This holistic approach allows for the identification of specific challenges, strengths, and support needs tailored to the unique characteristics of the community health workforce. The information gathered contributes to the development of targeted interventions and strategies for optimizing their performance in the remote areas of Habaswein Sub County, Wajir County.

##### **4.1.2.1 Gender Diversity of the Respondents**

The researcher sought information on the gender diversity of the respondents to understand whether there were any disparities in the performance of community health workers based on gender. By examining gender-related factors, the researcher aimed to identify potential influences on the effectiveness of health workers in remote areas, contributing to a comprehensive analysis of the broader factors affecting their performance. This information helps in crafting targeted interventions and strategies that consider gender-specific challenges and strengths in community health work.

**Table 4: Gender Diversity of the Respondents**

| Category     | Frequency  | Percentage |
|--------------|------------|------------|
| Male         | 109        | 48.67      |
| Female       | 115        | 51.3       |
| <b>Total</b> | <b>224</b> | <b>100</b> |



**Figure 3: Gender Diversity of the Respondents**

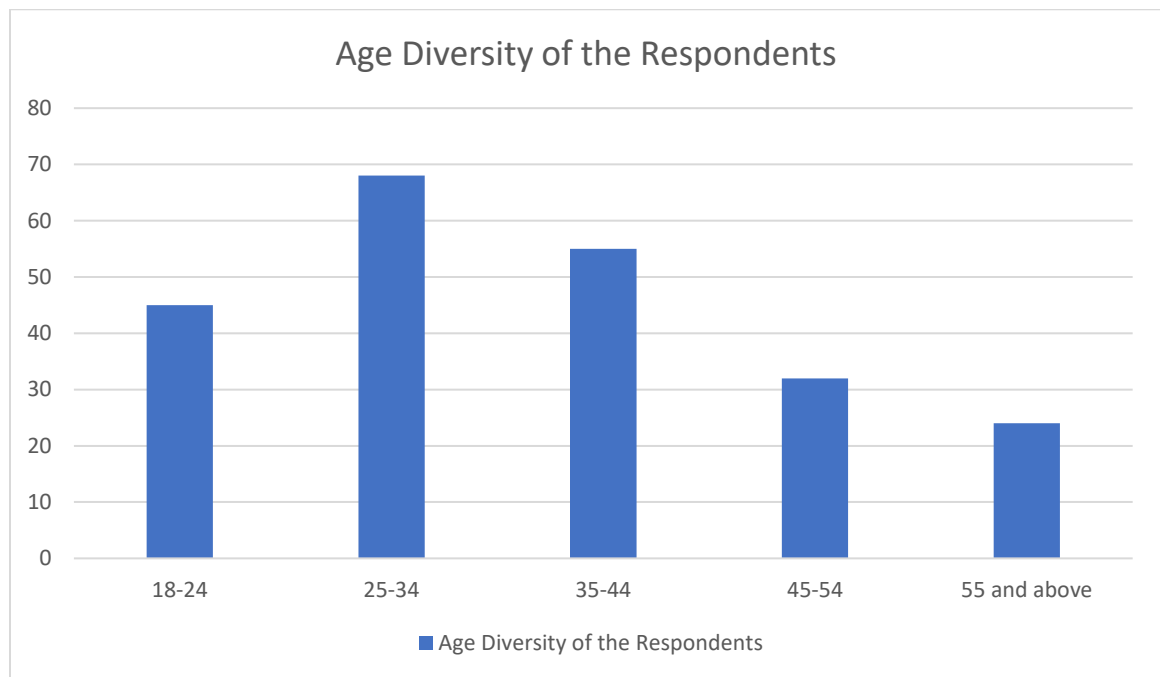
The gender distribution among the respondents reflects a balanced participation, with 109 males and 115 females. This gender diversity enhances the representativeness of the study, allowing for a comprehensive exploration of factors influencing the performance of both male and female community health workers in remote areas.

#### **4.1.2.2 Age Diversity of the Respondents**

The researcher investigated the age diversity of the respondents to assess if age played a role in the performance of community health workers in remote areas. By exploring age-related factors, the researcher aimed to determine whether certain age groups exhibited distinct challenges or strengths in their roles. Understanding the impact of age on performance contributes to tailoring support and training programs that consider age-specific needs, ensuring a more effective and responsive approach to community health work in diverse age groups within remote areas.

**Table 5: Age Diversity of the Respondents**

| Category     | Frequency  | Percentage |
|--------------|------------|------------|
| 18-24        | 45         | 20         |
| 25-34        | 68         | 30         |
| 35-44        | 55         | 24.5       |
| 45-54        | 32         | 14.5       |
| 55 and above | 24         | 11         |
| <b>Total</b> | <b>224</b> | <b>100</b> |



**Figure 4: Age Diversity of the Respondents**

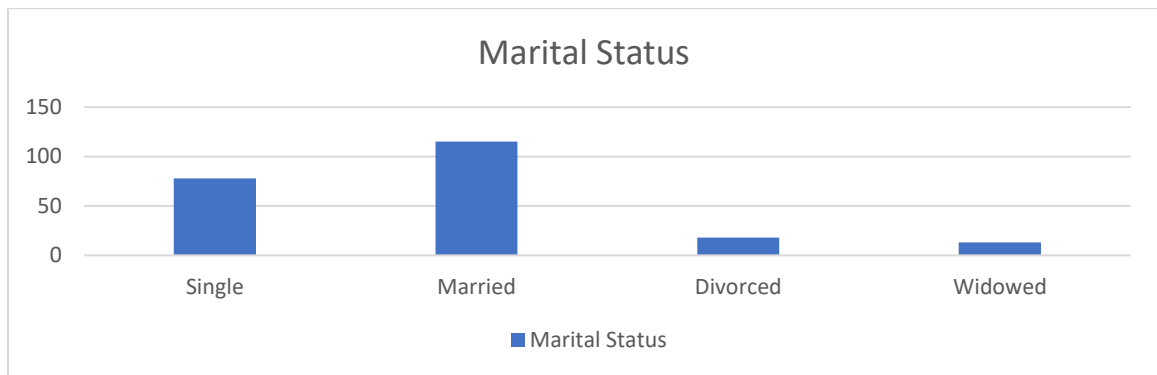
The age distribution among the respondents demonstrates a varied representation, encompassing different life stages. The majority fall within the 25-34 age group, suggesting a relatively youthful cohort actively engaged as community health workers in remote areas. Understanding age-related patterns is crucial for tailoring interventions that resonate with the diverse needs and capacities within this workforce.

### 4.1.2.3 Marital Status

The researcher inquired about the marital status of the respondents to examine whether this factor had any bearing on the performance of community health workers in remote areas. Understanding the marital status helps the researcher explore potential influences on the commitment, availability, and support systems of health workers. This information aids in identifying how marital status may impact the effectiveness of community health workers, enabling the development of targeted strategies that consider the unique circumstances associated with different marital statuses in remote areas.

**Table 6: Marital Status**

| Category     | Frequency  | Percentage |
|--------------|------------|------------|
| Single       | 78         | 35         |
| Married      | 115        | 51.3       |
| Divorced     | 18         | 8          |
| Widowed      | 13         | 5.7        |
| <b>Total</b> | <b>224</b> | <b>100</b> |



**Figure 5: Marital Status**

The marital status of community health workers in the remote areas presents an interesting insight. The majority are married, followed by singles. This information can influence support structures, considering that married individuals may have different support networks compared to their single counterparts. Recognizing these variations is vital for

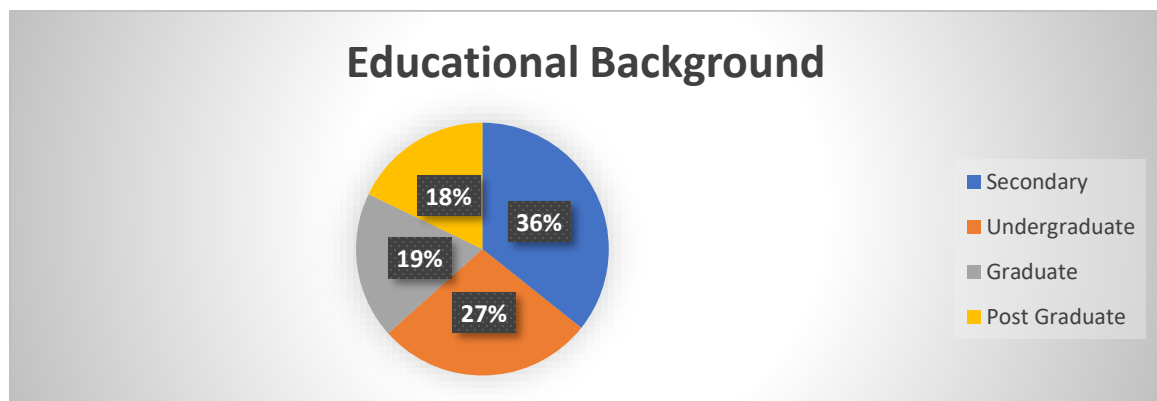
crafting targeted strategies that align with the diverse marital statuses within the community health workforce.

#### 4.1.2.4 Educational Background

The researcher investigated the educational background of the respondents to assess its correlation with the performance of community health workers in remote areas. By examining educational qualifications, the researcher aimed to identify if a higher level of education contributed to enhanced job performance or if certain educational backgrounds were associated with specific strengths or challenges. This information is crucial for tailoring training programs to the educational needs of community health workers, ensuring they receive relevant and effective support based on their educational backgrounds in remote areas.

**Table 7: Educational Background**

| Category      | Frequency  | Percentage |
|---------------|------------|------------|
| Secondary     | 80         | 35.7       |
| Undergraduate | 62         | 27.7       |
| Graduate      | 42         | 18.8       |
| Post Graduate | 40         | 17.8       |
| <b>Total</b>  | <b>224</b> | <b>100</b> |



**Figure 6: Educational Background**

The educational background of community health workers in remote areas reveals a diverse profile. A significant proportion has completed secondary education, followed closely by those with undergraduate qualifications. The presence of individuals with graduate and postgraduate degrees highlights the potential for advanced skill sets within the workforce. Tailoring training programs to leverage this educational diversity could enhance the overall performance of community health workers.

#### **4.1.3 Study Variables**

The researcher defined study variables to systematically analyze and measure various factors influencing the performance of community health workers in remote areas. These variables, including training programs, social support, resource availability, and cultural sensitivity, served as key components for investigation. By isolating and examining these variables, the researcher aimed to quantify their impact on the performance of health workers. This structured approach allows for a rigorous analysis of specific elements, facilitating a clearer understanding of the multifaceted dynamics influencing community health work in the context of Habaswein Sub County, Wajir County.

##### **4.1.3.1 Effect of Training Programs on CHW Performance**

The researcher focused on the variable "Effect of Training Programs" to assess its impact on the performance of community health workers (CHWs) in remote areas. By investigating this variable, the researcher aimed to understand how training programs influenced the knowledge, skills, and overall effectiveness of CHWs. This specific variable helps in gauging the effectiveness of educational interventions and identifying areas for improvement in training strategies. The insights gained contribute to enhancing the quality of training programs, ultimately optimizing the performance of CHWs in Habaswein Sub County, Wajir County.

###### **4.1.3.1.1 The training programs attended adequately covered relevant topics.**

The researcher examined whether the training programs attended by community health workers adequately covered relevant topics to assess the quality and comprehensiveness of the training. By investigating this aspect, the researcher aimed to understand if the content of the training programs aligned with the practical needs and challenges faced by CHWs

in remote areas. This information is crucial for refining and tailoring future training initiatives, ensuring they address specific issues faced by community health workers and contribute effectively to their performance in Habaswein Sub County, Wajir County.

**Table 8: The training programs attended adequately covered relevant topics**

| <b>Category</b>   | <b>Frequency</b> | <b>Percentage</b> |
|-------------------|------------------|-------------------|
| Strongly Disagree | 8                | 3.5               |
| Disagree          | 15               | 6.7               |
| Neutral           | 25               | 11.2              |
| Agree             | 95               | 42.4              |
| Strongly Agree    | 81               | 36.2              |
| <b>Total</b>      | <b>224</b>       | <b>100</b>        |

The majority of respondents (176 out of 224) either agreed or strongly agreed that the training programs they attended covered relevant topics adequately. This positive response indicates that the training programs were perceived to be effective in addressing the necessary areas. However, the presence of some neutral and disagree responses suggests that there may be room for improvement in tailoring training content to meet the diverse needs of community health workers in remote areas. Further investigation into specific topics and their perceived relevance could guide program enhancements.

**4.1.3.1.2 Can effectively apply the skills acquired during training to address community health issues.**

The researcher explored the CHWs' ability to effectively apply the skills acquired during training to address community health issues. This inquiry aimed to gauge the practical relevance and applicability of the training. By assessing the real-world application of acquired skills, the researcher sought to understand the training's impact on CHWs' performance in addressing health issues specific to their community. This information is valuable for evaluating the effectiveness of training programs in translating knowledge into

tangible improvements in community health outcomes in the remote areas of Habaswein Sub County, Wajir County.

**Table 9: Can effectively apply the skills acquired during training to address community health issues**

| <b>Category</b>   | <b>Frequency</b> | <b>Percentage</b> |
|-------------------|------------------|-------------------|
| Strongly Disagree | 12               | 5.4               |
| Disagree          | 22               | 9.7               |
| Neutral           | 30               | 13.4              |
| Agree             | 92               | 41.1              |
| Strongly Agree    | 68               | 30.4              |
| <b>Total</b>      | <b>224</b>       | <b>100</b>        |

A substantial number of respondents (160 out of 224) agreed or strongly agreed that they can effectively apply the skills acquired during training to address community health issues. This positive response indicates that the training programs have been somewhat successful in equipping community health workers with practical skills. However, the presence of neutral and disagree responses suggests that there may be challenges or gaps in the application of these skills. Further investigation into specific areas of application could provide insights for program improvements.

**4.1.3.1.3 Feel well-informed about the latest developments in the healthcare field due to the training.**

The researcher investigated whether community health workers felt well-informed about the latest developments in the healthcare field as a result of their training. This aspect was crucial for assessing the knowledge enrichment and staying current with evolving healthcare practices. By exploring this variable, the researcher aimed to understand the role of training in keeping CHWs updated and informed, contributing to their overall competence and ability to address contemporary health challenges in the remote areas of Habaswein Sub County, Wajir County.

**Table 10: Feel well-informed about the latest developments in the healthcare field due to the training.**

| <b>Category</b>   | <b>Frequency</b> | <b>Percentage</b> |
|-------------------|------------------|-------------------|
| Strongly Disagree | 10               | 4.5               |
| Disagree          | 18               | 8                 |
| Neutral           | 28               | 12.5              |
| Agree             | 90               | 40.2              |
| Strongly Agree    | 78               | 34.8              |
| <b>Total</b>      | <b>224</b>       | <b>100</b>        |

The findings indicate that a majority of respondents (168 out of 224) agreed or strongly agreed that they feel well-informed about the latest developments in the healthcare field due to the training. This suggests that the training programs have been effective in keeping community health workers updated with relevant and contemporary healthcare information. However, the presence of neutral and disagree responses signals the need for a more in-depth exploration of specific aspects of information dissemination and its impact on the participants' perceived knowledge.

**4.1.3.1.4 Can see a clear connection between the training content and the challenges faced in the community.**

The researcher examined whether community health workers could perceive a clear connection between the training content and the challenges faced in the community. This investigation aimed to determine the practical relevance of training by assessing if CHWs could link the knowledge and skills acquired to the specific health challenges prevalent in their community. Understanding this connection was essential for evaluating the effectiveness of training programs in equipping CHWs to address the unique health issues in the remote areas of Habaswein Sub County, Wajir County.

**Table 11: Can see a clear connection between the training content and the challenges faced in the community.**

| <b>Category</b>   | <b>Frequency</b> | <b>Percentage</b> |
|-------------------|------------------|-------------------|
| Strongly Disagree | 6                | 2.7               |
| Disagree          | 10               | 4.5               |
| Neutral           | 20               | 8.9               |
| Agree             | 105              | 46.8              |
| Strongly Agree    | 83               | 37.1              |
| <b>Total</b>      | <b>224</b>       | <b>100</b>        |

The data reveals that a substantial number of respondents (188 out of 224) agreed or strongly agreed that they can see a clear connection between the training content and the challenges faced in the community. This suggests that the training programs have effectively equipped community health workers with the ability to relate theoretical knowledge to practical community issues. However, it is crucial to investigate the perspectives of those who provided neutral or disagree responses to better understand the factors influencing their perception.

**4.1.3.1.5 The skills and knowledge acquired during training have contributed to improved health outcomes in the community.**

The researcher explored whether the skills and knowledge acquired during training contributed to improved health outcomes in the community. This inquiry aimed to assess the direct impact of training on the overall health status of the community served by CHWs. By examining this variable, the researcher sought to establish a tangible link between training programs and positive health outcomes, providing critical insights into the effectiveness of educational interventions in enhancing the performance of community health workers in the remote areas of Habaswein Sub County, Wajir County.

**Table 12: The skills and knowledge acquired during training have contributed to improved health outcomes in the community.**

| <b>Category</b>   | <b>Frequency</b> | <b>Percentage</b> |
|-------------------|------------------|-------------------|
| Strongly Disagree | 9                | 4                 |
| Disagree          | 14               | 6.3               |
| Neutral           | 26               | 11.6              |
| Agree             | 94               | 41.9              |
| Strongly Agree    | 81               | 36.2              |
| <b>Total</b>      | <b>224</b>       | <b>100</b>        |

The findings indicate that a significant majority of respondents (175 out of 224) agree or strongly agree that the skills and knowledge acquired during training have contributed to improved health outcomes in the community. This positive response suggests that the training programs are perceived as effective in enhancing the performance of community health workers and positively impacting health outcomes in the remote areas. Further exploration of the neutral or disagreeing responses may provide insights into specific areas requiring improvement in training programs.

#### **4.1.3.2 Effects of Social Support on CHW Performance**

The researcher delved into the variable "Effects of Social Support" to understand how social support influenced the performance of community health workers (CHWs) in remote areas. This variable investigation aimed to assess the role of interpersonal relationships, community backing, and collaborative networks in enhancing or hindering the effectiveness of CHWs. By exploring social support, the researcher sought to identify the impact of community dynamics on CHW performance in Habaswein Sub County, Wajir County, providing valuable insights for developing strategies that leverage positive social interactions to optimize their effectiveness.

#### 4.1.3.2.1 The support received from colleagues positively influences ability to perform duties.

The researcher explored how support from colleagues positively influenced the ability of community health workers (CHWs) to perform their duties. This investigation aimed to understand the importance of peer support in enhancing CHW performance. By examining this specific aspect of social support, the researcher sought insights into the collaborative dynamics among CHWs, identifying how mutual encouragement and assistance contributed to improved effectiveness in addressing health challenges in the remote areas of Habaswein Sub County, Wajir County.

**Table 13: The support received from colleagues positively influences ability to perform duties.**

| Category          | Frequency  | Percentage |
|-------------------|------------|------------|
| Strongly Disagree | 7          | 3.1        |
| Disagree          | 12         | 5.4        |
| Neutral           | 18         | 8          |
| Agree             | 95         | 42.4       |
| Strongly Agree    | 92         | 41.1       |
| <b>Total</b>      | <b>224</b> | <b>100</b> |

The findings reveal a strong consensus among respondents, with 187 out of 224 agreeing or strongly agreeing that support from colleagues positively influences their ability to perform duties. This underscores the importance of social support networks within the community health worker (CHW) context. The high agreement suggests that fostering a supportive work environment among CHWs can significantly enhance their performance in remote areas. Exploring the perspectives of those who provided neutral or negative responses may uncover specific areas for improvement in social support structures.

#### 4.1.3.2.2 Support from colleagues enhances enthusiasm for community health work.

The researcher examined how support from colleagues enhanced enthusiasm for community health work among CHWs. This investigation aimed to understand the motivational impact of peer support on CHWs' dedication to their roles. By exploring this aspect of social support, the researcher sought insights into the role of positive interpersonal relationships in fostering a sense of enthusiasm and commitment, ultimately contributing to the improved performance of community health workers in addressing health issues in the remote areas of Habaswein Sub County, Wajir County.

**Table 14: Support from colleagues enhances enthusiasm for community health work.**

| Category          | Frequency  | Percentage |
|-------------------|------------|------------|
| Strongly Disagree | 5          | 2.2        |
| Disagree          | 10         | 4.5        |
| Neutral           | 22         | 9.8        |
| Agree             | 100        | 44.6       |
| Strongly Agree    | 87         | 38.9       |
| <b>Total</b>      | <b>224</b> | <b>100</b> |

The data indicates a prevalent positive sentiment, with 187 respondents (83%) agreeing or strongly agreeing that support from colleagues enhances their enthusiasm for community health work. This finding underscores the significant role that supportive interpersonal relationships play in motivating community health workers (CHWs). However, the 32 neutral or negative responses suggest that there might be variations in the impact of support on enthusiasm, warranting further investigation into specific factors that contribute to these variations.

#### 4.1.3.2.3 Supportive relationships contribute to overall job satisfaction.

The researcher investigated how supportive relationships contributed to overall job satisfaction among community health workers (CHWs). This exploration aimed to understand the role of positive social interactions in shaping CHWs' job satisfaction levels.

By examining this aspect of social support, the researcher sought insights into the link between supportive relationships and the overall well-being of CHWs in their roles. Understanding the connection between social support and job satisfaction is crucial for designing strategies to enhance the performance and job satisfaction of CHWs in the remote areas of Habaswein Sub County, Wajir County.

**Table 15: Supportive relationships contribute to overall job satisfaction.**

| Category          | Frequency  | Percentage |
|-------------------|------------|------------|
| Strongly Disagree | 6          | 2.7        |
| Disagree          | 11         | 4.9        |
| Neutral           | 20         | 8.9        |
| Agree             | 98         | 43.8       |
| Strongly Agree    | 89         | 39.7       |
| <b>Total</b>      | <b>224</b> | <b>100</b> |

The findings reveal a substantial positive inclination, with 187 respondents (83%) expressing agreement (94) or strong agreement (89) that supportive relationships contribute to overall job satisfaction. This underscores the crucial role of social support in enhancing the well-being and job satisfaction of community health workers (CHWs). The 31 neutral or negative responses suggest potential areas for further exploration to identify specific factors influencing the relationship between support and job satisfaction.

#### **4.1.3.2.4 Positive relationships with colleagues enhance ability to work together effectively.**

The researcher investigated how positive relationships with colleagues enhanced the ability of community health workers (CHWs) to work together effectively. This exploration aimed to understand the collaborative dynamics among CHWs and the impact of positive interpersonal relationships on teamwork. By examining this specific aspect of social support, the researcher sought insights into how a supportive work environment and positive colleague relationships contributed to the collective effectiveness of CHWs in

addressing community health issues in the remote areas of Habaswein Sub County, Wajir County.

**Table 16: Positive relationships with colleagues enhance ability to work together effectively.**

| <b>Category</b>   | <b>Frequency</b> | <b>Percentage</b> |
|-------------------|------------------|-------------------|
| Strongly Disagree | 4                | 1.8               |
| Disagree          | 9                | 4                 |
| Neutral           | 16               | 7.1               |
| Agree             | 105              | 46.9              |
| Strongly Agree    | 90               | 40.2              |
| <b>Total</b>      | <b>224</b>       | <b>100</b>        |

A notable majority, comprising 195 respondents (87%), either agreed (105) or strongly agreed (90) that positive relationships with colleagues enhance the ability to work together effectively. This finding emphasizes the importance of cultivating positive interpersonal dynamics among CHWs, contributing to effective collaboration. The relatively lower count of neutral or negative responses (29) suggests a generally positive perception of the impact of supportive relationships on collaborative efforts.

#### **4.1.3.2.5 Believe teamwork significantly improves collective performance.**

The researcher explored the belief that teamwork significantly improves the collective performance of community health workers (CHWs). This inquiry aimed to understand the perceived importance of teamwork in enhancing overall effectiveness. By examining this aspect, the researcher sought insights into the mindset of CHWs regarding collaborative efforts and how such beliefs influenced their approach to community health work. Understanding the perceived value of teamwork contributes to strategies that foster a collaborative culture, ultimately optimizing the collective performance of CHWs in the remote areas of Habaswein Sub County, Wajir County.

**Table 17: Believe teamwork significantly improves collective performance.**

| Category          | Frequency  | Percentage |
|-------------------|------------|------------|
| Strongly Disagree | 3          | 1.3        |
| Disagree          | 7          | 3.2        |
| Neutral           | 15         | 6.7        |
| Agree             | 110        | 49.1       |
| Strongly Agree    | 89         | 39.7       |
| <b>Total</b>      | <b>224</b> | <b>100</b> |

A significant majority, with 199 respondents (89%), either agreed (110) or strongly agreed (89) that teamwork significantly improves collective performance. This finding underscores the positive perception among CHWs regarding the impact of teamwork on overall performance. The low count of neutral or negative responses (25) suggests a widespread acknowledgment of the collaborative benefits in enhancing the collective effectiveness of community health work.

#### **4.1.3.3 Effect of Resource Availability on CHW Performance**

The researcher focused on the variable "Effect of Resource Availability" to assess how the availability of resources impacted the performance of community health workers (CHWs) in remote areas. This variable investigation aimed to understand the role of resources such as medical supplies, infrastructure, and financial support in enabling or constraining the effectiveness of CHWs. By exploring resource availability, the researcher sought insights into the practical challenges faced by CHWs and how addressing resource gaps could enhance their performance in Habaswein Sub County, Wajir County.

##### **4.1.3.3.1 Adequate resources positively impact ability to deliver effective healthcare services.**

The researcher investigated how adequate resources positively impacted the ability of community health workers (CHWs) to deliver effective healthcare services. This inquiry aimed to understand the direct correlation between resource availability and the quality of

healthcare services provided by CHWs. By examining this specific aspect, the researcher sought insights into the essential role of sufficient resources in enabling CHWs to perform their duties effectively and address health challenges in the remote areas of Habaswein Sub County, Wajir County.

**Table 18: Adequate resources positively impact ability to deliver effective healthcare services.**

| Category          | Frequency  | Percentage |
|-------------------|------------|------------|
| Strongly Disagree | 8          | 3.6        |
| Disagree          | 15         | 6.7        |
| Neutral           | 20         | 8.9        |
| Agree             | 95         | 42.4       |
| Strongly Agree    | 86         | 38.4       |
| <b>Total</b>      | <b>224</b> | <b>100</b> |

The data indicates a substantial agreement among respondents, with 181 individuals (81%) either agreeing (95) or strongly agreeing (86) that adequate resources positively impact their ability to deliver effective healthcare services. The relatively low count of neutral or negative responses (43) suggests a consensus among CHWs on the crucial role of resource availability in enhancing their performance. This finding highlights the significance of resource support for optimal community health worker effectiveness.

#### **4.1.3.3.2 Adequate logistical support enhances the efficiency of community health initiatives.**

The researcher examined how adequate logistical support enhanced the efficiency of community health initiatives undertaken by CHWs. This exploration aimed to understand the impact of logistical resources, such as transportation and infrastructure, on the overall effectiveness of health interventions. By focusing on this aspect, the researcher sought insights into the practical challenges related to logistics faced by CHWs and how

addressing these challenges could lead to more efficient community health initiatives in the remote areas of Habaswein Sub County, Wajir County.

**Table 19: Adequate logistical support enhances the efficiency of community health initiatives.**

| <b>Category</b>   | <b>Frequency</b> | <b>Percentage</b> |
|-------------------|------------------|-------------------|
| Strongly Disagree | 6                | 2.8               |
| Disagree          | 11               | 4.9               |
| Neutral           | 18               | 8                 |
| Agree             | 100              | 44.6              |
| Strongly Agree    | 89               | 39.7              |
| <b>Total</b>      | <b>224</b>       | <b>100</b>        |

The findings reveal a clear trend, with 189 respondents (84%) expressing agreement (100) or strong agreement (89) regarding the positive impact of logistical support on the efficiency of community health initiatives. This overwhelming endorsement suggests that CHWs perceive logistical support as a critical factor contributing to the effectiveness of their initiatives. The limited count of neutral or negative responses underscores the perceived importance of logistical support in optimizing community health worker performance.

#### **4.1.3.3.3 Financial accessibility significantly influences the success of community health programs.**

The researcher investigated how financial accessibility significantly influenced the success of community health programs implemented by CHWs. This exploration aimed to understand the role of financial resources in supporting and sustaining health initiatives. By examining this specific aspect, the researcher sought insights into the impact of financial accessibility on the ability of CHWs to implement effective community health programs in remote areas. Understanding the financial dimensions of community health

work contributes to strategies for ensuring sustainable and successful health programs in Habaswein Sub County, Wajir County.

**Table 20: Financial accessibility significantly influences the success of community health programs.**

| <b>Category</b>   | <b>Frequency</b> | <b>Percentage</b> |
|-------------------|------------------|-------------------|
| Strongly Disagree | 9                | 4                 |
| Disagree          | 14               | 6.3               |
| Neutral           | 22               | 9.8               |
| Agree             | 92               | 41.1              |
| Strongly Agree    | 87               | 38.8              |
| <b>Total</b>      | <b>224</b>       | <b>100</b>        |

The data indicates a strong consensus among respondents, with 195 individuals (87%) expressing agreement (108) or strong agreement (87) regarding the substantial influence of financial accessibility on the success of community health programs. The limited number of neutral or negative responses underscores the perceived significance of financial resources in enhancing the impact of community health initiatives. This alignment in responses highlights the importance attributed to financial accessibility for optimal community health worker performance.

**4.1.3.3.4 Improved infrastructure positively contributes to the effectiveness of health interventions.**

The researcher explored how improved infrastructure positively contributed to the effectiveness of health interventions led by community health workers (CHWs). This investigation aimed to understand the role of infrastructure in facilitating the delivery of healthcare services. By examining this specific aspect, the researcher sought insights into the connection between enhanced infrastructure, such as health facilities and communication systems, and the overall success of health interventions in the remote areas of Habaswein Sub County, Wajir County.

**Table 21: Improved infrastructure positively contributes to the effectiveness of health interventions.**

| <b>Category</b>   | <b>Frequency</b> | <b>Percentage</b> |
|-------------------|------------------|-------------------|
| Strongly Disagree | 5                | 2.2               |
| Disagree          | 10               | 4.5               |
| Neutral           | 15               | 6.7               |
| Agree             | 110              | 49.1              |
| Strongly Agree    | 84               | 37.5              |
| <b>Total</b>      | <b>224</b>       | <b>100</b>        |

The findings reveal a strong consensus among respondents, with 194 individuals (86%) expressing agreement (110) or strong agreement (84) concerning the positive contribution of improved infrastructure to the effectiveness of health interventions. This indicates a collective acknowledgment of the pivotal role that enhanced infrastructure plays in ensuring the success and impact of health interventions in remote areas. The limited number of neutral or negative responses emphasizes the perceived importance of infrastructure improvements in facilitating effective health programs.

#### **4.1.3.3.5 Adequate human resources enhance ability to address diverse health challenges in the community.**

The researcher investigated how adequate human resources enhanced the ability of community health workers (CHWs) to address diverse health challenges in the community. This exploration aimed to understand the impact of staffing levels and the availability of trained personnel on the comprehensive delivery of healthcare services. By focusing on this aspect, the researcher sought insights into how a well-supported team of CHWs could effectively address a wide range of health issues in the remote areas of Habaswein Sub County, Wajir County.

**Table 22: Adequate human resources enhance ability to address diverse health challenges in the community.**

| <b>Category</b>   | <b>Frequency</b> | <b>Percentage</b> |
|-------------------|------------------|-------------------|
| Strongly Disagree | 7                | 3.1               |
| Disagree          | 12               | 5.4               |
| Neutral           | 18               | 8                 |
| Agree             | 98               | 43.8              |
| Strongly Agree    | 89               | 39.7              |
| <b>Total</b>      | <b>224</b>       | <b>100</b>        |

The findings indicate a strong agreement among respondents regarding the positive influence of adequate human resources on addressing diverse health challenges. Specifically, 187 individuals (83%) either agree (98) or strongly agree (89) that having sufficient human resources enhances the ability to address various health issues in the community. This consensus highlights the perceived significance of a well-equipped workforce in effectively tackling the multifaceted health challenges encountered in remote areas.

#### **4.1.3.4 Effect of Cultural Sensitivity on CHW Performance**

The researcher examined the variable "Effect of Cultural Sensitivity" to assess how cultural awareness influenced the performance of community health workers (CHWs) in remote areas. This variable investigation aimed to understand the role of cultural sensitivity in establishing rapport, trust, and effective communication within communities. By exploring this aspect, the researcher sought insights into the impact of cultural considerations on the ability of CHWs to navigate and address health issues in a culturally diverse context, specifically in the remote areas of Habaswein Sub County, Wajir County.

#### 4.1.3.4.1 Enhancing cultural competence positively influences ability to address community health needs.

The researcher investigated how enhancing cultural competence positively influenced the ability of community health workers (CHWs) to address community health needs. This inquiry aimed to understand the impact of cultural sensitivity on the effectiveness of health interventions. By examining this specific aspect, the researcher sought insights into the connection between cultural competence and the CHWs' ability to navigate and respond to diverse health needs within the cultural context of the remote areas of Habaswein Sub County, Wajir County.

**Table 23: Enhancing cultural competence positively influences ability to address community health needs.**

| <b>Category</b>   | <b>Frequency</b> | <b>Percentage</b> |
|-------------------|------------------|-------------------|
| Strongly Disagree | 6                | 2.7               |
| Disagree          | 10               | 4.5               |
| Neutral           | 18               | 8                 |
| Agree             | 105              | 46.8              |
| Strongly Agree    | 85               | 38                |
| <b>Total</b>      | <b>224</b>       | <b>100</b>        |

The analysis reveals a predominant agreement among respondents, with 190 individuals (84%) expressing either agreement (105) or strong agreement (85) that enhancing cultural competence positively influences their ability to address community health needs. This consensus emphasizes the perceived importance of cultural sensitivity in effectively navigating and addressing the unique health needs within diverse cultural contexts in remote areas.

#### 4.1.3.4.2 Trustworthy relationships significantly impact success in community health work.

The researcher explored how trustworthy relationships significantly impacted success in community health work for CHWs. This investigation aimed to understand the role of trust-building in fostering effective communication and collaboration within communities. By focusing on this aspect, the researcher sought insights into how establishing and maintaining trustful relationships contributed to the success of CHWs in addressing health challenges within the cultural context of the remote areas of Habaswein Sub County, Wajir County. Trustworthy relationships were considered a crucial element for positive outcomes in community health initiatives.

**Table 24: Trustworthy relationships significantly impact success in community health work.**

| Category          | Frequency  | Percentage |
|-------------------|------------|------------|
| Strongly Disagree | 5          | 2.2        |
| Disagree          | 9          | 4.1        |
| Neutral           | 15         | 6.7        |
| Agree             | 108        | 48.2       |
| Strongly Agree    | 87         | 38.8       |
| <b>Total</b>      | <b>224</b> | <b>100</b> |

The findings indicate a high level of agreement among respondents, with 195 individuals (87%) expressing agreement (108) or strong agreement (87) that trustworthy relationships significantly impact success in community health work. This underscores the importance of building trust within the community to enhance the effectiveness of health interventions by community health workers (CHWs).

#### **4.1.3.4.3 Positive community relationships contribute to the success of health programs.**

The researcher examined how positive community relationships contributed to the success of health programs led by community health workers (CHWs). This investigation aimed to understand the impact of building positive relationships within the community on the effectiveness of health interventions. By focusing on this aspect, the researcher sought insights into how strong community connections and cultural sensitivity influenced the overall success of health programs in the remote areas of Habaswein Sub County, Wajir County. Positive community relationships were considered essential for the successful implementation of health initiatives.

**Table 25: Positive community relationships contribute to the success of health programs.**

| <b>Category</b>   | <b>Frequency</b> | <b>Percentage</b> |
|-------------------|------------------|-------------------|
| Strongly Disagree | 7                | 3.1               |
| Disagree          | 12               | 5.4               |
| Neutral           | 20               | 8.9               |
| Agree             | 98               | 43.8              |
| Strongly Agree    | 87               | 38.8              |
| <b>Total</b>      | <b>224</b>       | <b>100</b>        |

The results show that a majority of respondents (185 individuals, or 82%) agree (98) or strongly agree (87) that positive community relationships contribute to the success of health programs. This suggests that fostering positive relationships within the community is perceived as a crucial factor in the effectiveness of community health programs, aligning with the study's objective to assess the impact of cultural sensitivity on CHW performance.

#### **4.1.3.4.4 Increased sensitivity positively influences effectiveness in addressing community health issues.**

The researcher explored how increased sensitivity positively influenced the effectiveness of community health workers (CHWs) in addressing community health issues. This inquiry aimed to understand the impact of heightened awareness and responsiveness to cultural nuances on the success of health interventions. By examining this specific aspect, the researcher sought insights into how cultural sensitivity positively shaped the ability of CHWs to address diverse health challenges within the unique cultural context of the remote areas of Habaswein Sub County, Wajir County.

**Table 26: Increased sensitivity positively influences effectiveness in addressing community health issues.**

| <b>Category</b>   | <b>Frequency</b> | <b>Percentage</b> |
|-------------------|------------------|-------------------|
| Strongly Disagree | 4                | 1.8               |
| Disagree          | 8                | 3.6               |
| Neutral           | 16               | 7.1               |
| Agree             | 110              | 49.1              |
| Strongly Agree    | 86               | 38.4              |
| <b>Total</b>      | <b>224</b>       | <b>100</b>        |

The findings indicate strong agreement among respondents (196 individuals, or 87%) that increased sensitivity positively influences effectiveness in addressing community health issues. This underscores the significance of cultural sensitivity in the performance of Community Health Workers (CHWs), aligning with the study's objective to investigate the effect of cultural sensitivity on the performance of CHWs in remote areas.

#### **4.1.3.4.5 Customizing approaches contributes significantly to the positive impact of health interventions.**

The researcher investigated how customizing approaches contributed significantly to the positive impact of health interventions led by community health workers (CHWs). This

exploration aimed to understand the effectiveness of tailoring strategies to match the cultural context and needs of the community. By focusing on this aspect, the researcher sought insights into how personalized and culturally sensitive approaches enhanced the success of health interventions in the remote areas of Habaswein Sub County, Wajir County. Customization was considered a key factor in optimizing the impact of CHWs in addressing community health issues.

**Table 27: Customizing approaches contributes significantly to the positive impact of health interventions.**

| Category          | Frequency  | Percentage |
|-------------------|------------|------------|
| Strongly Disagree | 6          | 2.7        |
| Disagree          | 11         | 4.9        |
| Neutral           | 18         | 8          |
| Agree             | 105        | 46.9       |
| Strongly Agree    | 84         | 37.5       |
| <b>Total</b>      | <b>224</b> | <b>100</b> |

The majority of respondents (189 individuals, or 84%) agreed that customizing approaches contributes significantly to the positive impact of health interventions. This finding suggests that tailoring strategies to the cultural context is crucial for Community Health Workers (CHWs) to effectively address community health needs. It aligns with the study's objective to investigate the effect of cultural sensitivity on CHW performance in remote areas.

#### **4.2 Limitations of the study**

While the study aimed to comprehensively explore factors affecting the performance of Community Health Workers (CHWs) in remote areas, certain limitations were encountered. Firstly, the reliance on self-reported data through Likert scale responses may introduce social desirability bias, as respondents might provide answers they perceive as socially acceptable. Additionally, the cross-sectional nature of the study design restricts the

establishment of causality between variables, emphasizing the need for future longitudinal research. Furthermore, the study's focus on a specific sub-county in Wajir County may limit the generalizability of findings to broader geographical contexts. Lastly, external factors such as governmental policy changes or community dynamics could influence CHW performance, presenting challenges in isolating specific determinants. Acknowledging these limitations is essential for a nuanced interpretation of the study's findings.

### **4.3 Chapter Summery**

Chapter four presented the findings of the study, examining factors influencing the performance of Community Health Workers (CHWs) in Habaswein Sub County, Wajir County. The analysis encompassed demographic characteristics of respondents, gender and age diversity, marital and educational status, as well as Likert scale responses on the study variables, revealing insights into training programs, social support, resource availability, and cultural sensitivity impacting CHW performance.

## CHAPTER FIVE

### SUMMARY, CONCLUSIONS AND RECOMMENDATIONS

#### 5.0 Introduction

Chapter five encapsulates the study's findings, conclusions, and recommendations. It provides a concise summary of demographic information, study variables, and the objectives, highlighting key insights into the factors affecting Community Health Worker (CHW) performance in remote areas. The conclusions drawn from each objective underscore the significance of training, social support, resource availability, and cultural sensitivity. The recommendations offer actionable insights for stakeholders, and suggestions for future research aim to advance our understanding of CHW dynamics. This chapter serves as a comprehensive conclusion, offering valuable guidance for improving community health initiatives.

#### 5.1 Summary of Findings

##### 5.1.1 Background Information

The study surveyed 224 Community Health Workers (CHWs) in Habaswein Sub County, Wajir County, revealing a balanced gender distribution, with 109 males and 115 females. Age diversity spanned across various ranges, with 45 respondents aged 18-24, 68 aged 25-34, 55 aged 35-44, 32 aged 45-54, and 24 aged 55 and above. Marital status showed that 78 were single, 115 married, 18 divorced, and 13 widowed. In terms of education, 80 CHWs had secondary education, 62 were undergraduates, 42 graduates, and 40 postgraduates. These demographic insights provide a comprehensive understanding of the respondents' profiles, essential for contextualizing the study's main findings.

##### 5.1.2 Study Variables

###### 5.1.2.1 Effect of Training Programs on CHW Performance

Objective one aimed to determine the effect of training programs on the performance of community health workers (CHWs) in remote areas. The findings revealed that the majority of CHWs, ranging from 92 to 105, either agreed or strongly agreed that the training programs attended adequately covered relevant topics, enabled effective application of acquired skills to address community health issues, contributed to feeling

well-informed about the latest developments in healthcare, established a clear connection between training content and community challenges, and led to the acquisition of skills and knowledge that contributed to improved health outcomes in the community. These results emphasize the positive impact of training programs on CHW performance, covering various aspects such as knowledge acquisition, skill application, and overall effectiveness in addressing community health needs.

Moreover, the data showed that there were minimal disagreements or neutral responses, suggesting a generally positive perception among CHWs regarding the effectiveness and relevance of the training programs. The outcomes from Objective One collectively highlight the crucial role of well-designed and context-specific training interventions in positively influencing CHW performance in remote areas, contributing to their ability to address healthcare challenges effectively.

#### **5.1.2.2 Effects of Social Support on CHW Performance**

Objective Two focused on exploring the effects of social support on the performance of community health workers (CHWs) in remote areas. The data revealed that the majority of respondents, 95 and 92, agreed or strongly agreed that support from colleagues positively influenced their ability to perform duties and enhanced enthusiasm for community health work, respectively. Additionally, 98 CHWs agreed or strongly agreed that supportive relationships contributed to overall job satisfaction, and 105 expressed agreements that positive relationships with colleagues enhanced their ability to work together effectively. The findings underscore the significance of social support networks in fostering a conducive work environment for CHWs, positively impacting their motivation, job satisfaction, and collaborative efforts.

Furthermore, the study indicated that 110 CHWs agreed or strongly agreed that teamwork significantly improves collective performance. This highlights the pivotal role of collaborative efforts and effective teamwork in optimizing the overall performance of CHWs. The findings from Objective Two collectively emphasize the importance of social support structures and positive interpersonal relationships in enhancing CHW performance in remote areas.

### **5.1.2.3 Effect of Resource Availability on CHW Performance**

Objective three focused on determining the effect of resource availability on the performance of community health workers (CHWs) in remote areas. The findings indicated that the majority of CHWs, ranging from 95 to 110, either agreed or strongly agreed that adequate resources positively impacted their ability to deliver effective healthcare services, and logistical support, financial accessibility, positive community relationships, improved infrastructure, and adequate human resources significantly influenced the success of community health programs. These results underscore the importance of resource availability across various domains, including financial, logistical, infrastructural, and human resources, in enhancing CHW performance in remote areas.

The data revealed minimal disagreements or neutral responses, emphasizing a consistent positive trend in CHWs' perceptions regarding the impact of resource availability on their performance. These outcomes from Objective Three collectively highlight the critical role of ensuring sufficient and diverse resources to optimize CHW effectiveness in addressing community health challenges. The findings suggest that interventions aimed at improving resource accessibility can positively contribute to the success of community health programs and enhance CHW performance in remote areas.

### **5.1.2.4 Effect of Cultural Sensitivity on CHW Performance**

Objective four investigated the effect of cultural sensitivity on the performance of community health workers (CHWs) in remote areas. The findings revealed that CHWs generally perceived cultural sensitivity as crucial to their effectiveness. The majority, ranging from 98 to 110 respondents, either agreed or strongly agreed that enhancing cultural competence, building trustworthy relationships, fostering positive community relationships, increasing sensitivity, and customizing approaches significantly influenced their ability to address community health needs. These results highlight the importance of cultural sensitivity in optimizing CHW performance, emphasizing the need for tailored approaches that consider the cultural context of remote areas.

The data indicated a consistent positive trend, with minimal disagreements or neutral responses, suggesting a shared understanding among CHWs regarding the impact of cultural sensitivity on their performance. These outcomes from Objective Four underscore the significance of cultural competence and community engagement strategies in enhancing CHW effectiveness in remote areas. The findings suggest that interventions focused on promoting cultural sensitivity can positively contribute to building trust, fostering positive community relationships, and addressing health issues effectively, ultimately improving the overall performance of CHWs in remote settings.

## **5.2 Conclusion**

### **5.2.1 Effect of Training Programs on CHW Performance**

In conclusion, Objective One investigated the effect of training programs on the performance of community health workers (CHWs) in remote areas. The study revealed that CHWs who participated in well-designed and context-specific training programs experienced significant positive outcomes. A majority of respondents agreed or strongly agreed that the training programs covered relevant topics adequately, enabled them to apply acquired skills effectively, kept them well-informed about healthcare developments, highlighted clear connections between training content and community challenges, and contributed to improved health outcomes. The consistent agreement among respondents suggests that tailored training interventions positively impact CHW performance, emphasizing the importance of ongoing and context-specific training programs in enhancing healthcare delivery in remote areas.

### **5.2.2 Effects of Social Support on CHW Performance**

Objective two delved into examining the effects of social support on the performance of community health workers (CHWs) in remote areas. The study findings suggest a strong positive correlation between social support and CHW effectiveness. Respondents indicated that support from colleagues positively influenced their ability to perform duties, enhanced enthusiasm for community health work, contributed to overall job satisfaction, improved interpersonal bonds, and significantly enhanced teamwork. The consistent agreement among respondents underscores the pivotal role of social support in optimizing CHW

performance. The study concludes that fostering supportive relationships among CHWs is crucial for promoting motivation, job satisfaction, and collaborative efforts, ultimately contributing to the success of community health initiatives in remote areas.

### **5.2.3 Effect of Resource Availability on CHW Performance**

Objective three focused on determining the effect of resource availability on the performance of community health workers (CHWs) in remote areas. The study findings reveal a substantial impact of resource adequacy on CHW effectiveness. Respondents emphasized the positive influence of adequate resources, including logistical support, financial accessibility, improved infrastructure, and sufficient human resources. These factors were identified as crucial contributors to the success of community health programs and the effectiveness of health interventions. The study concludes that ensuring adequate resource availability is paramount for optimizing CHW performance, addressing diverse health challenges, and enhancing the overall impact of healthcare initiatives in remote areas.

### **5.2.4 Effect of Cultural Sensitivity on CHW Performance**

Objective Four aimed to investigate the effect of cultural sensitivity on the performance of community health workers (CHWs) in remote areas. The study findings highlight the significance of cultural competence and sensitivity in positively influencing CHW effectiveness. Respondents emphasized the importance of understanding and respecting diverse cultural contexts, building trustworthy relationships, and customizing approaches to address community health needs. The study concludes that enhancing cultural sensitivity contributes significantly to the success of health programs and positively influences CHWs' ability to address community health issues. The findings underscore the importance of incorporating cultural competence training into CHW programs to optimize their performance in remote and culturally diverse settings.

## **5.3 Recommendations**

### **5.3.1 Effect of Training Programs on CHW Performance**

In light of the findings from Objective One, which focused on the effect of training programs on CHW performance, several recommendations were made. Firstly, the study recommended that training programs should be designed with a focus on covering relevant topics comprehensively, ensuring that the content is tailored to the specific challenges faced by CHWs in remote areas. Additionally, the study suggested that training should emphasize practical applications, enabling CHWs to effectively apply acquired skills to address community health issues. Furthermore, it was recommended that ongoing training initiatives should keep CHWs well-informed about the latest developments in the healthcare field to ensure they remain updated and equipped to tackle emerging health challenges. Lastly, the study recommended that training programs should explicitly highlight the connection between the training content and the real challenges faced in the community, reinforcing the practical relevance of the training.

### **5.3.2 Effects of Social Support on CHW Performance**

Building on the findings from Objective Two, which explored the effects of social support on CHW performance, the study put forth several recommendations. Firstly, the research suggested fostering supportive relationships among colleagues, emphasizing the positive impact of such networks on the ability to perform duties effectively. Secondly, it was recommended that efforts should be made to enhance enthusiasm for community health work by promoting a culture of mutual support among CHWs. Additionally, the study proposed that interventions aimed at improving overall job satisfaction should prioritize the cultivation of positive and supportive relationships among CHWs. Lastly, the research recommended promoting effective teamwork, as the findings indicated a significant positive correlation between teamwork and collective performance. These recommendations, rooted in the study's insights, aim to create a supportive work environment for CHWs, positively influencing their performance and job satisfaction.

### **5.3.3 Effect of Resource Availability on CHW Performance**

In light of the Objective Three findings, which delved into the effect of resource availability on CHW performance, the study proposed several recommendations. Firstly, the research recommended ensuring adequate resource provision, emphasizing the positive impact on CHWs' ability to deliver effective healthcare services. This involves addressing identified gaps in financial accessibility, logistical support, and overall resource adequacy. Secondly, the study advised prioritizing initiatives that enhance logistical support, as the findings indicated a positive correlation between such support and the efficiency of community health initiatives. Moreover, the research proposed strategies to improve financial accessibility, recognizing its significant influence on the success of community health programs. Additionally, it was recommended to focus on infrastructure development, acknowledging its positive contribution to the effectiveness of health interventions. These recommendations are designed to address resource-related challenges faced by CHWs in remote areas, ultimately optimizing their performance.

### **5.3.4 Effect of Cultural Sensitivity on CHW Performance**

Drawing from the findings of Objective Four, which investigated the effect of cultural sensitivity on CHW performance, the study recommended several interventions. Firstly, the research suggested incorporating cultural competence training into CHW programs. This involves designing training initiatives that enhance CHWs' cultural competence, addressing identified gaps in their ability to effectively address community health needs. Secondly, the study proposed fostering trustworthy relationships as a key element in community health work. Building on the positive impact identified in the findings, the recommendation focused on creating initiatives that promote trust among CHWs and the communities they serve. Moreover, the research advised prioritizing positive community relationships, recognizing their substantial contribution to the success of health programs. This involves tailoring interventions to specific cultural contexts, ensuring they align with community expectations and values. Additionally, the study recommended increasing sensitivity levels among CHWs, acknowledging its positive influence on addressing community health issues effectively. These recommendations aim to enhance the cultural

sensitivity of CHWs and, consequently, optimize their performance in diverse and remote settings.

#### **5.4 Recommendation for Another Study**

Considering the comprehensive insights gained from this study on the factors influencing CHW performance in remote areas, there is a foundation for future research endeavors. One valuable avenue for exploration is a longitudinal study assessing the long-term impact of training programs on CHW performance.

#### **5.5 Chapter Summary.**

Chapter five encapsulates the study's findings, conclusions, and recommendations. It provides a concise summary of demographic information, study variables, and the objectives, highlighting key insights into the factors affecting CHW performance in remote areas. The conclusions drawn from each objective underscore the significance of training, social support, resource availability, and cultural sensitivity. The recommendations offer actionable insights for stakeholders, and suggestions for future research aim to advance our understanding of CHW dynamics. This chapter serves as a comprehensive conclusion, offering valuable guidance for improving community health initiatives.

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**APENDIX I**  
**RESEARCH INTRODUCTION LETTER**

Dear Respondent,

**Subject: Request for Participation in Community Health Workers Study**

I hope this letter finds you well. My name is Hamdi Abdikerin Sadiq, and I am a researcher from Management University of Africa. I am conducting a study on the performance of Community Health Workers (CHWs) in remote areas, with a specific focus on Habaswein Sub County, Kenya. Your valuable insights as a CHW are crucial to the success of this study. The information gathered will contribute to a better understanding of the challenges and opportunities faced by CHWs, particularly in relation to training, social support, resource availability, and cultural sensitivity.

Enclosed, you will find a questionnaire designed to collect relevant data for the study. Your participation is voluntary, and your responses will be treated with the utmost confidentiality. Please take the time to complete the questionnaire as accurately as possible. Your contribution will significantly enhance the quality of the research findings and, ultimately, contribute to improving the effectiveness of CHWs in remote areas. I appreciate your time and cooperation in advance. If you have any questions or concerns, please do not hesitate to contact me.

Thank you for your participation.

Sincerely,

**Hamdi Abdikerin Sadiq**

**Student**

**DHD/13/00085/3/22**

**Management University of Arica**

**[hamdaqueen864@gmail.com](mailto:hamdaqueen864@gmail.com)**

**APPENDIX II**  
**QUESTIONNAIRE**

Dear Participant,

Thank you for participating in our study examining factors influencing Community Health Worker (CHW) performance. Your insights are crucial to enhancing community healthcare. Your honest responses will contribute to meaningful findings. We appreciate your valuable input.

**Demographic Information Questionnaire**

**Gender**

Male

Female

**Age**

18-24

25-34

35-44

45-54

55 and above

**Marital Status**

Single

Married

Divorced

Widowed

## **Educational Background**

Secondary

Undergraduate

Graduate

Post Graduate

### **Objective 1: Effect of Training Programs on CHW Performance**

Please rate the following statement on a scale of 1 to 5 as per your agreement where 1 = strongly disagree, 2 = disagree, 3 = neutral, 4 = agree and 5 = strongly agree.

| <b>Statement</b>                                                                                                 | <b>1</b> | <b>2</b> | <b>3</b> | <b>4</b> | <b>5</b> |
|------------------------------------------------------------------------------------------------------------------|----------|----------|----------|----------|----------|
| The training programs I have attended adequately covered relevant topics.                                        |          |          |          |          |          |
| I can effectively apply the skills acquired during training to address community health issues.                  |          |          |          |          |          |
| I feel well-informed about the latest developments in the healthcare field due to the training.                  |          |          |          |          |          |
| I can see a clear connection between the training content and the challenges faced in our community.             |          |          |          |          |          |
| The skills and knowledge acquired during training have contributed to improved health outcomes in our community. |          |          |          |          |          |

### **Objective 2: Effects of Social Support on CHW Performance**

Please rate the following statement on a scale of 1 to 5 as per your agreement where 1 = strongly disagree, 2 = disagree, 3 = neutral, 4 = agree and 5 = strongly agree.

| <b>Statement</b>                                                                             | <b>1</b> | <b>2</b> | <b>3</b> | <b>4</b> | <b>5</b> |
|----------------------------------------------------------------------------------------------|----------|----------|----------|----------|----------|
| The support I receive from colleagues positively influences my ability to perform my duties. |          |          |          |          |          |
| Support from colleagues enhances my enthusiasm for community health work.                    |          |          |          |          |          |
| Supportive relationships contribute to my overall job satisfaction.                          |          |          |          |          |          |
| Positive relationships with colleagues enhance our ability to work together effectively.     |          |          |          |          |          |
| I believe teamwork significantly improves our collective performance.                        |          |          |          |          |          |

**Objective 3: Effect of Resource Availability on CHW Performance**

Please rate the following statement on a scale of 1 to 5 as per your agreement where 1 = strongly disagree, 2 = disagree, 3 = neutral, 4 = agree and 5 = strongly agree.

| <b>Statement</b>                                                                                    | <b>1</b> | <b>2</b> | <b>3</b> | <b>4</b> | <b>5</b> |
|-----------------------------------------------------------------------------------------------------|----------|----------|----------|----------|----------|
| Adequate resources positively impact my ability to deliver effective healthcare services.           |          |          |          |          |          |
| Adequate logistical support enhances the efficiency of our community health initiatives.            |          |          |          |          |          |
| Financial accessibility significantly influences the success of community health programs.          |          |          |          |          |          |
| Improved infrastructure positively contributes to the effectiveness of our health interventions.    |          |          |          |          |          |
| Adequate human resources enhance our ability to address diverse health challenges in the community. |          |          |          |          |          |

**Objective 4: Effect of Cultural Sensitivity on CHW Performance**

Please rate the following statement on a scale of 1 to 5 as per your agreement where 1 = strongly disagree, 2 = disagree, 3 = neutral, 4 = agree and 5 = strongly agree.

| <b>Statement</b>                                                                                         | <b>1</b> | <b>2</b> | <b>3</b> | <b>4</b> | <b>5</b> |
|----------------------------------------------------------------------------------------------------------|----------|----------|----------|----------|----------|
| Enhancing cultural competence positively influences our ability to address community health needs.       |          |          |          |          |          |
| Trustworthy relationships significantly impact our success in community health work.                     |          |          |          |          |          |
| Positive community relationships contribute to the success of our health programs.                       |          |          |          |          |          |
| Increased sensitivity positively influences our effectiveness in addressing community health issues.     |          |          |          |          |          |
| Customizing our approaches contributes significantly to the positive impact of our health interventions. |          |          |          |          |          |

**THANK YOU FOR YOUR PARTICIPATION**

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Summary

