

EXPLORING THE AVAILABILITY OF SUPPORT STRATEGIES FOR UNEMPLOYED POST-COMMUNITY SERVICE PROFESSIONAL NURSES IN BOJANALA DISTRICT NORTH WEST PROVINCE, SOUTH AFRICA

By

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DEDICATION

First and foremost, I express my most sincere gratitude to my creator, whose omnipotence, omniscience, and omnipresence sustained me throughout this study. A special dedication to my dearest mom, Josephine Mokgadi Ragimane, whose countless sacrifices and positive mental attitude inspired, motivated and empowered me. You are the best!

DECLARATION

I declare that **Exploring the availability of support strategies for unemployed post-community service professional nurses in Bojanala District North West Province, South Africa**” is my work and that all the sources that I have used or quoted have been indicated and acknowledged using complete references and that this work has not been submitted before for any other degree at any other institution.

THABO MICHAEL RAGIMANE

SIGNATURE

.....

DATE

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ABSTRACT

The research study was carried out in North-West Province Bojanala district to explore and describe the availability of support strategies for unemployed post-community service professional nurses. A qualitative, explorative and descriptive method was used to explore and describe the availability of support strategies for unemployed post-community service professional nurses in Bojanala district North-West Province. In this study, the researcher applied snowball sampling to sample all unemployed post-community service professional nurses in Bojanala district North-West Province according to the inclusion criteria. The sample included all unemployed post-community service professional nurses in Bojanala District, who were available and consenting to form part of the study as they have knowledge and experience in the phenomenon investigated, that is, unemployment after completion of community service and those who were unemployed for six months after completion of the community service. Data collected was done using semi-structured interviews. The ethical principles relevant to the study were observed. The measures to ensure trustworthiness were adhered to. The two themes and nine sub-themes emerged from the data collection. The results of the study are as follows; (1) Professional nurses expressed the challenges faced regarding the employment as post-community service and (2) expectations about support from various stakeholders. The study revealed that the post-community service professional nurses who become unemployed struggle to get a job after the completion of community service. Post-community service professional nurses reported several challenges encountered in seeking for employment. These challenges resulted in a psychological and emotional drain on the participants. Recommendations were made to Nursing practice, Nursing Research, the National Department of Health and the South African Nursing Council to assist post-community service professional nurses.

Key words: exploring, availability, support strategies, post community service, professional nurses, unemployed, Bojanala district

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DEFINITIONS OF THE KEY CONCEPTS

Exploring

Exploring refers to inquiring into or discussing a subject in detail (Oxford Learners Advance Dictionary, 2020). In this study, exploring means discussing, in detail, the possible support strategies for unemployed post-community service nurses.

Availability

Availability refers to the quality of being able to be used, obtained or unoccupied (Oxford Learners Advance Dictionary, 2020). In this study, availability means a qualified professional nurse who is available and seeking employment but unable to find an advertised post.

Support

Support refers to assist with, a thing that bears the weight of something or keeps it upright (Oxford Learners Advance Dictionary, 2020). In the study support means help or assistance from the managerial level and the Department of Health for post community service professional nurses to find job or be absorbed.

Strategies

Strategies refer to ways and skills to use to deal with the problem, and the positive steps that can be taken to produce the product or solution for the problem without the use of restrictive interventions (Oxford Learners Advance Dictionary, 2020). In this study, strategies mean the employment and creation of job opportunities for unemployed post-community service nurses.

Community service

Community service refers to activities executed by newly qualified professional nurses who met the recommended requirements as stated by the regulation relating to the performance of community services published in government notice (South African Nursing

Council 2005). In this study, community services talk about the activities performed by newly graduated professional nurses in Bojanala sub-district after completing their four-year nursing degree.

Professional nurse

According to the Nursing Act (Act No. 33 of 2005), a professional nurse is a person who is qualified and competent to independently practice comprehensive nursing in the manner and to the level prescribed, and who can assume responsibility and accountability for such practice. In this study, a professional nurse is a person caring profession by registered under section 40 (3) of the Nursing Act 33 of 2005, and maintains health, caring, treats, advocate, accountable and responsible for health care users.

Unemployment

According to Chappelow and Barmier (2020), Unemployment is a phenomenon that occurs when a person who is actively searching for employment is unable to find work. In this study, unemployment refers to the status of professional nurses who, upon completing their community service, lack job opportunities and are unable to secure employment.

LIST OF ABBREVIATIONS

ANA	Afghanistan Nurses Association
CEO	Chief Executive Officer
CHC	Community Health Centre
COSATU	Congress of South African Trade Unions
DENOSA	Democratic Nursing Organisation of South Africa
DoH	Department of Health
DONS	Department of Nursing Science
HOD	Head of the Department
MoH	Minister of Health
NDoH	National Department of Health
NHS	National Health Service
ICSP	Internship Service Programmer
ICN	International Council of Nurses
TREC	Turfloop Research Ethics Committee
SA	South Africa
SANC	South African Nursing Council
SMS	Short Message Service
SREC	School of Research Ethical Committee
WHO	World Health Organization

CHAPTER ONE

ORIENTATION OF THE STUDY

1.1 INTRODUCTION AND BACKGROUND

Unemployment of professional nurses is a global issue that greatly influences providing high-quality healthcare services. The contributing factors to unemployed professional nurses include among others, health departments, with scarce skills and unutilised critical skills hindering healthcare access 20+ years post-apartheid for those in need (Hlayisi, 2020; Pillay, Tiwari, Kathard, & Chikte, 2020). According to Adebola, Tsoetsi, and Omodan (2020), adequate professional nurses are important in improving quality health service delivery and assisting newly appointed nurses in gaining the necessary expertise and knowledge. Reducing the unemployment rate of professional nurses could improve the quality of health service delivery and enhance the wellness of professional nurses. A review of the literature shows that a shortage of professional nurses may result in a bad attitude in the work environment, and increased burnout from the overwhelming workload for nurses shown by absenteeism at work (Madibana, 2021). This indicates that unemployment poses a psycho-social, mental and emotional challenge to professional nurses, which requires urgent intervention (Addae-Korankye, 2014).

Many countries in Sub-Saharan Africa, including South Africa, have a high rate of unemployed trained and qualified professional nurses (Gutsan et al., 2018). For instance, Mumbauer, Strauss, and George (2021), noted that South Africa and other low-income nations are experiencing a scarcity of professional nurses. Ashipala (2019), reported there are several contributing factors to the unemployed nurses, for example, the trained and qualified nurses who do not meet job demands. According to Gutsan et al (2018), professional nurses struggle to find employment, as a result of less available advertised posts. South Africa, like many other countries, grapples with the challenge of unemployment among professional nurses. Also, the South African public healthcare system's financial constraints, cause challenges in retaining, retaining, and remuneration of health professionals (Delobelle, 2013). According to Mahadea and Kaseeram (2018), the South African economy is not growing rapidly enough to handle the increasing number of skilled job

seekers annually -hence some professional nurses lack employment. Therefore, the healthcare labor market's capacity to accommodate the employment of new professionals while retaining the current workforce and meeting consumer needs may require thorough investigation. These challenges have prompted the South African Department of Health to implement mandatory community service for professional nurses and other health professionals.

Since 1998, South African health professional graduates have been required to work for the National Department of Health for community service as a strategy for the nurses to be certified qualified independent practitioners (Mbola et al., 2019; Reid, Peacocke, Kornick, & Wolvaardt, 2018). This strategy indirectly improved the health professionals' capacity and reduced nurses shortage of nurses within the country while retaining some of the professionals who sought employment outside of South Africa. Despite this strategy, there seems to paucity of literature regarding strategies implemented to improve the employment of nurses in South Africa due to the persistent scarcity of qualified professional nurses within the country (Mumbauer, Strauss, & George, 2021). Trade unions such as the Congress of South African Trade Unions (COSATU) and the Democratic Nursing Organisation of South Africa (DENOSA) advocate for unemployed nurses' rights and urge the government to act (Matlhaba et al., 2019). Meanwhile, South African government initiatives aim to increase the recruitment and retention of nurses through various strategies, including the provision of bursaries and the reopening of nursing schools. However, newly graduated nurses often find themselves in a precarious situation, facing unemployment and its associated psychosocial challenges post-community service.

The transition from completing community service to securing employment presents significant hurdles for professional nurses in South Africa. Literature highlights the stress and uncertainty experienced by recently graduated nurses as they navigate this period of transition (Ndaba, 2013; Murphy et al., 2021). Challenges such as lack of support, supervision, and job opportunities contribute to feelings of isolation and frustration among unemployed nurses. The situation is exacerbated by a mismatch between job demand and the availability of advertised positions, as well as specific requirements favoring residen-

tial nurses (Aboagye, 2020). The current study aims to explore support strategies for unemployed professional nurses post-community service in selected provinces in South Africa.

North West Department of health aimed to increase access to healthcare facilities by providing more nurses to curb the current shortage of professional nurses in the government (Tladi, 2021). Institutions of nursing in North West consist of more than 300 of the nurses which are newly qualified released to mandated community service in healthcare facilities as department target. For example, a target of 2013 was 342 nurses and 2014 was 389 nurses released for community service. The department health they are awarding bursaries to recruit at government nursing colleges and North-West University to study. Among the target department also planning to reopen the Nursing School for basic nursing categories in Taung Hospital, they are aimed to produce trained nurses and creating more jobs.

1.2 PROBLEM STATEMENT

The implementation of community service in the South African Healthcare system was envisaged to improve the nursing capacity and shortages, but this seems not to be the case as many qualified nurses remain jobless after completing community service (Häussinger, 2019). Community service is a mandatory service as implemented by the SA healthcare leadership and SANC. The Internship and Community Service Programme (ICSP) is a programme that plays a significant role in the placement of newly qualified nurses in various respective healthcare settings regardless of your chosen facility. The researcher has observed the issue of unemployment and discovered that nurses remain jobless post-community service which indicates limited job opportunities for nurses in South Africa. For example, post-community service professional nurses who performed or completed community service in North West Province Bojanala District experience challenges of not being absorbed or retained after completion of remunerated community service within the healthcare facility (Matlhaba et al., 2019).

Professional nurses' standard of living is affected negatively due lack of job opportunities - which results in poor mental health that affects them psychologically, financially, socially,

and emotionally since they are unable to meet their needs after completion of the community services (Nkoana, 2015). The issue of professional nurses not being retained after the completion of community service made the researcher explore the availability of support strategies for unemployed post-community service nurses in the Bojanala district. Also, there seem to be limited documented support strategies to support the employment of professional nurses post-completion of community service. According to Perish et al (2019), strategic health authorities should be set up to maximize job opportunities for unemployed post-community service nurses who have been unable to secure posts.

1.3 PURPOSE OF THE STUDY

1.3.1 Aim of the study

The aim of the study was to explore the availability of support strategies for unemployed post-community service professional nurses in Bojanala District North West Province, South Africa.

1.3.2 Objectives of the study

To explore availability of support strategies for unemployed post-community service professional nurses in Bojanala district.

To explore and describe challenges encountered by unemployed post-community service professional nurses Bojanala district.

To describe availability of support strategies for unemployed post-community service professional nurses in seeking job employment.

1.4 RESEARCH QUESTION

What are the available support strategies for unemployed post-community service professional nurses in the Bojanala District?

1.5 OVERVIEW OF RESEARCH METHODOLOGY

This investigation employed a qualitative methodology. The researcher selected all unemployed post-community service professional nurses in Bojanala District, to explore the availability of support strategies, and challenges encountered while seeking employment. Because the researcher wanted to investigate the availability of support services for unemployed professional nurses in the Bojanala District who had completed community service, a qualitative research approach was adopted. According to Grove et al. (2020), research design demonstrates how the investigator will interact with participants to attain the results required to fulfill the goals and objectives of the study. During the data-gathering process (which involved semi-structured interviews), the researcher followed descriptive and explorative designs. This allowed the researcher to identify their ideas, problems, and opinions regarding the phenomenon they were studying, especially since they were post-community service professional nurses who occasionally experienced unemployment. Chapter 3 contains the comprehensive technique.

1.6 SIGNIFICANCE OF THE STUDY

Unemployment of professional nurses remains an issue that has psychological problems in nurse's life such as stress, depression, and self-esteem. The results of the research may benefit the National Health Service, Nursing Practice, and Nursing Research. The National Department of Health, Nursing Practice, and Nursing Research needs to intervene and resolve the issue of unemployed post-community service professional nurses.

1.6.1 National Department of Health

The National Department of Health and professional nurses who have completed community service could benefit from the study's conclusions, according to the researcher. The results of the study could assist the National Department of Health in providing the provincial health departments with the resources they require to support the post-community professional nurses' professional development and retention.

1.6.2 Nursing Practice

This could help in planning how and where they should implement to improve nursing care, reduce the unemployment rate of nurses and quality healthcare service.

1.6.3 Nursing Research

The feedback could help them to be able to identify and assess the factors that contribute to the unemployment of the nurses. The research findings will help to come up with the best strategies and support strategies to reduce the unemployment of professional nurses.

1.7 ETHICAL CONSIDERATIONS

Ethical considerations are legally binding professional practices that ensure that people's participation in research is not abused or compromised. Ethical considerations describe the attitudes and behaviors of researchers (Harbour et al., 2017). Ethical procedures were maintained throughout the study. The following ethical standards were adhered to while conducting the study;

1.7.1 PERMISSION TO CONDUCT THE STUDY

Before starting the study, the researcher applied for and the Department of Nursing approved the research proposal to be sent to the School of Research Ethical Committee (SREC), the Faculty of Healthcare Science gave an endorsement letter (See Annexure A) and obtained a written ethical clearance from Turfloop Research Ethical Committee (TREC) (See Annexure F). A written permission from the provincial research committee of the Department of Health North West (See Annexure G) and Bojanala district granting permission to conduct a study (See Annexure H). The researcher ensured that the data collected was not linked to the specific facilities where the study was conducted.

1.7.2 Informed consent

Informed consent was obtained from the participants before they took part in the study. The researcher informed or shared information with the participants about the goal or aim

and objectives; the steps taken in the study; and the possible advantages, and disadvantages, this enables the participants to make decisions and understand the information provided or explained to them and the implementation of acting on the information. The informed consent forms were signed by the participants after the researcher had explained the goal of the research study; the procedures during the study; and the possible advantages, disadvantages and dangers to which participants might be exposed. Participants were informed that they were not forced to participate, and they could withdraw from participating in the study at any time.

1.7.3 Privacy and Confidentiality

Confidentiality refers to ways of keeping the information of an individual safe or secret, controlling access to and with trust not to disclose to any individual (Alhusen et al., 2012; Bender, Jarmin, Kreuter, & Lane, 2020) Confidentiality starts when an individual gives information to another individual on the condition that the receiving person will not disclose it (Garish & Lathlean, 2015; Bender, Jarmin, Kreuter & Lane, 2020). In this study, the participants were assured that the data collected would not be only disclosed to any unauthorized person without their permission. The researcher ensured that participants did not mention their names during the interview by allocating or naming a different number to each participant.

1.7.2 Principle of Autonomy

Autonomy refers to the capacity for self-determination (Gerrish & Lathlean, 2015). This is where an individual will make a rational and uninfluenced decision. In this study, the participants were informed that they had the right to volunteer to participate or not and that they could terminate at any time they wished without the risk of any penalties. The participants were informed that they could refuse to give information that they were not comfortable with. The researcher neither withheld information nor offered incorrect information to the participants while recruiting them to participate in the study (Gerrish & Lethlean, 2015).

1.7.3 Principle of justice

Participants were assured that they would not be subjected to either physical or emotional harm. Gerrish and Lethlean (2015) declare that an ethical decision that contains justice within it has a consistent logical basis that supports the decision, which is everyone is entitled to equal access to basic care necessary for living humanly. The researcher ensured that all participants were treated equally and that the same information was disseminated to all of them.

1.7.4 Principle of beneficence

The principle of beneficence refers to avoiding harm and doing good to subjects or respondents (Grove et al., 2020). The researcher ensured that participants were not harmed during the study (Brink et al., 2018). Beneficence offers the scientist a job to minimize harm and maximize profit. Participants were given extensive information about the implications of the study for concern and cooperation. Participants were assured that they would not be harmed physically and emotionally. The researcher protected the participants from any form of physical and emotional discomfort that emerged from the research study by giving the participants thorough information about the impact of the study (Burns et al., 2020).

1.8 CONCLUSION

This chapter discussed an overview of the research including the introduction and background, the research problem, the aim of the study, research objectives, the significance of the study and an overview of the research methodology. The following chapter will discuss the literature review.

CHAPTER TWO

LITERATURE REVIEW

2.1 INTRODUCTION

This chapter will discuss the literature review. The literature review aims to understand the existing research and debates relevant to a topic or area of study and to present that knowledge in the form of a written report. The researcher used different types of literature such as journals, articles, and books. The literature review is the background of the research that presents historical and current information obtained from various sources such as books, magazines, and articles. A literature review is a brief description of research on a topic of interest and is often used to place the topic in context. A description of the phenomenon of interest being investigated and information about previous research conducted by other researchers to present the reader with what has been learned about the phenomenon of interest (Pilot & Beck, 2012). According to Burns, Gray, and Grove (2020), the purpose of a literature review is to educate researchers about the topic and understand the literature before making valid claims or conclusions. Therefore, this study used a literature review to provide information on the phenomenon under study. A literature review provides additional frameworks on which to base new evidence (Pilot & Beck, 2012).

2.1.1 A psycho-social well-being of professional nurses

Loss of income for nurses caused by unemployment results in many psychological and physical health problems together with loss of income (Grubic, Badovinac & Johri, 2020). Research supports the association between unemployment and mental health problems. Studies have consistently found higher rates of depression, anxiety, and other mental disorders among unemployed individuals compared to their employed counterparts. For example, the study by Buffel, Missinne, and Bracke (2020) highlights the link between unemployment and mental health issues, emphasizing the detrimental effects of unemployment on psychological well-being. In addition, unemployment creates a loss of status

compared to their social environment and triggers health problems such as mental disorders (Buffel, Missinne & Bracke, 2020). The basic needs are expensive for unemployed professional nurses who experience psychological problems, low life satisfaction, and higher susceptibility to diseases (Van Zan et al., 2020). Numerous studies have indicated that the unemployment of professional nurses affects their mental health such as depression. Similarly, a study by Kotera et al (2020) demonstrated that professional nurses are generally poor with a high rate of depression. According to the study, it is a serious challenge, but its consequences are exacerbated as it can lead to reducing health care goals, achievement and profession development, and quality health care provision.

2.1.2 The negative impact of a shortage of nurses in health facilities

The worldwide health system is negatively impacted by the nursing shortage. These negative consequences include inadequate healthcare facilities that worsen poverty, nurses' low social status, excessive workloads for staff members, and working under pressure (Drennan & Ross, 2019). A major initiative by the International Council of Nursing (ICN) yielded important information regarding the shortage of nurses and the solution to it (Aiken et al., 2014). ICN was joined by other associations, such as the Afghanistan Nurses Association (ANA) to face the effects on nurses and the healthcare system. The collaboration between the ICN and other nursing associations, including the Afghanistan Nurses Association, signifies a commitment to global solidarity, knowledge sharing, advocacy, and support for nurses and healthcare systems worldwide. By working together, these organizations aim to address common challenges, promote professional development, and advocate for policies that enhance nursing practice and improve healthcare outcomes globally. Among the solutions by ICN are workforce planning with retention and recruitment, health sector funding and nursing leadership. For example, the English National Health Service (NHS) Employers issued a checklist outlining options to be considered in helping unemployed nurses find permanent posts (Parish & Colin, 2021). Parish and Colin (2021) further alluded that checklist options should provide an opportunity to address the shortage and unemployment of nurses, including creating jobs and promoting the nursing staff. One of the nurse's duties is for caring, treating of the patient and clinical environment to assist with strengthening the acquired skills.

2.1.3 Lack of supervision for newly qualified nurses

In Uganda despite improved curriculum, nurses graduating from nursing colleges are not competent enough to deliver quality care to patients in most hospitals (Ngaiyaye et al., 2017). The unified understanding of these challenges will guide in setting strategies limited by the content they have in relation to what newly qualified nurses need and they also lack supervision. Reflective practice is a concept at the forefront of the literature and is often linked to quality education, where the importance of allowing nurses to reflect on their clinical experiences is emphasized (Pai, 2018). According to Senti and Seekoe (2019), reflection is based on 'thinking about experiences', which allows students to understand their knowledge. This allows you to practice identifying and assessing your experiences and the factors that may influence them through reflection. In addition, an important purpose of reflection is to develop strategic support for nurses as critical thinkers and encourage them to learn from experience.

Hu, Kong, and Li (2020), stated that self-reflection can help nurses understand their difficult experiences and develop solutions to overcome and improve their limitations. The clinical environment is a place where nurses are exposed and experience nursing care. From an educational perspective, the community service programme to give the exposure of the environment for a year apply skills, knowledge and attitudes developed in the theoretical part of the curriculum are applied, developed and integrated (Herguner, 2020). It is envisaged that community service will enhance newly qualified professional nurses' ability to strengthen their skills, acquired knowledge, behavior and critical thinking will help them in their professional development (SANC, 2005). Snyder et al (2020), accounts that among professional nurses, the clinical nursing environment is perceived as the most influential context for gaining nursing skills and knowledge. From a clinical perspective, the nurses who preceptor and guide nurses throughout their community service periods see them as potential new recruits to their specialty field of nursing (Najafi & Jamshidi et al., 2020). From a health care perspective, clinical placements are both stressful and rewarding and viewed as the most important part of nursing education (Najafi et al, 2020).

Regardless of the unemployment of the post-community service nurses on ended contract, a plethora of studies have been conducted and found that environmental placement experiences may influence positively on professional nurse attitudes towards the environmental setting (Chappelow & Barmier, 2020). Newly graduated professional nurses contend that they are more likely to apply for work in settings where they had positive experiences during community service placements. It is therefore an important task to ensure good support for nurses during community service in public health care settings. Ironically, in most cases, nurses are not versed about standards and measures of clinical work which consequently restricts them in terms of function in a health care setting (Hu et al., 2020). Improvement in health care setting trends and societal demands require newly graduated professional nurses who can acclimatise to various contexts and to make correct environmental judgments (SANC, 2005). Nurses are trained to be attuned so that these desired graduate attributes might be attained. Practical exposure occurs predominantly under controlled conditions, whereas the clinical experience and learning in an authentic healthcare setting are often unpredictable and difficult to control (Streubert & Carpenter, 2019). However, clinical exposure contributes substantially to the total competency of a professional nurse. To ensure that newly graduated professional nurses are clinically competent to meet the needs of modern-day healthcare, placements in clinical settings ought to offer quality learning experiences.

2.1.4 Effects of Unemployment

Unemployment of the newly graduated professional nurses can affect them in different ways in life. When a newly graduated professional nurse is struggling to get a job, it may result in encountering psychological problems due to having no salary or income. Unemployment is explained as a situation whereby individuals make efforts to work but are unlucky to get a job and seek it. This results in the effect of socio-economic backlog and increases the level of work demand in the country (Chappelow et al., 2020). Unemployment is a critical issue in the country of South Africa and affects the lifestyle of health professionals negatively. Unemployment makes a health professional involved in bad activities and becomes frustrated due to being under financial pressure (Mfusi, Mathe, Tshabalala, and Popoola, 2019). The researcher believes that if nurses remain unemployed they will be

vulnerable to crimes. The study by Mfusi (2019) shows that most people in prisons who are more educated have qualifications due to a lack of source of income and end up being involved in criminal activities as the result of unemployment. Unemployment affects the economy of the country, as well as the economic, social, and family life. Unemployment reveals problems such as income inequality, and poverty.

According to Grubic, Badovinac and Johri (2020), unemployment statistics result in a decrease of self-esteem of the individual, and unable to get job opportunities can result in the mental and physical health of the individual. The failure to get work can affect the individual's mental. A newly graduated professional nurse has experienced a low self-esteem which also results from psychological problems (De Witte, Rothmann & Jackson, 2014). Many nurses remain unemployed post community service and nurses remain concerned about whether they will have jobs in the future (Asamani et al., 2020). A dedicated team coordinated all planned activities to ensure that the trained and qualified professional nurses were not compromised. These community services professional nurses had to sign a fixed-term contract with the District Health Board, which funded the project. At some stage there were some uncomfortable feelings regarding the availability of vacant funded posts to absorb graduates on completion of "rural service", otherwise there would be no value for money (Griffiths & Goudge, 2020). It is also stated that the implementation of the "Nurse Entry to Practice" programme increased the retention of the community service professional nurse.

What could have these professional nurses experienced during their placement of community service in the health care setting throughout their year? In recent years, nursing education has been focusing on theoretical education and the deep gap between theoretical and clinical education created. According to Patrap, Dickson and Love (2021), the United States has experienced an alarming increase in suicide rates, opioid/other drug and alcohol abuse, and poorer physical and mental health, which can be traced in part to the unemployment of nurses and the quality of living. The lack of job opportunities, hopelessness and despair have led to mental problems depression in newly graduated professional nurses, a high level of unemployment rate and health problems in African Americans (Williams, 2018).

2.1.5 Support for new qualified nurses

To avoid the effects of unemployment, it is necessary to focus on the basic causes of unemployment (Bibi, Ahmad & Majid, 2018). Turkey is struggling with the unemployment issue of nurses. The country deals with the problem of unemployment by implementing different policies; such as provision of income and protection support to individuals to address financial losses because of the loss of income due to unemployment (Madureira-Lima et al., 2013). The main goal of the passive employment policy is to reduce poverty and social exclusion by reducing the economic pressure caused by unemployment on individuals in the short term. Vocational training programs of IS-KUR, community benefit programs, entrepreneurship programs and education programs on the job are at the beginning of active employment policies applied in Turkey. However, these Turkish strategies is general for the community, with limited support targeted for nurses.

Holtom and Mitchell (2015) explained Career Development as an intentional career planning that explores opportunities and change. Recruiting adequate numbers of unemployed newly qualified professional nurses is a huge huddle if the facilities is not located within the growing developments where the community has training institutions and a good reputation for quality patient care (Hossain et al., 2016). The importance of having preceptors and strategies is emphasised to support newly qualified nurses as they make a transition into the roles of professional nurses (Marshburn, 2009). A supportive environment makes a way to engage workplace stress in newly qualified nurses (Madibana, 2021). Ostini and Bonner (2012) in their Australian study of a transitional programme in a rural setting, reported feelings of being overwhelmed by the newly qualified nurses as a result of role ambiguity and lack of supervision and delegation from senior nurses. According to Tsotetsi (2020), the supervision of the community service nurses is not efficiently done. Most of them are left unsupervised in the units, and that might compromise the provision of quality health care. Newly qualified nurses usually expect to be put through work under the supervision of senior professional nurses when they work as community service nurses (Buffel et al., 2020). Shortage of staff in facilities may contribute to a lack of support from seniors for newly qualified nurses as a result of stress related to

workload, rather than an unwillingness to offer support by respective or responsible members. Therefore, according to Townsend (2020), an adequate number of newly graduated professional nurses in her study experienced a lack of support.

2.2 THEORETICAL FRAMEWORK

Brink et al (2018), explain a theoretical framework as a research framework based on the propositional phrases of a theory. According to Investopedia (2017), the theory of unemployment is a phenomenon that occurs when a person is educated, has knowledge, experience and passion for work, but is not lucky enough to find a job. This is a state where there is no work, but work is wanted. This study describes the theory of unemployment, the factors affecting the job search of unemployed nurses and measures to keep them in organizations.

2.2.1 Theoretical Background of Unemployment

Unemployment of the nurses is a big issue worldwide. It is a similar issue in all the countries either underdeveloped or developed countries. Unemployment occurs when nurses are without a job or a situation of being out of work or need a job while having the ability to work. Pakistan is one of the countries facing a critical issue of unemployed nurses (Balogh et al., 2021). The growth rate of unemployment increases in a high level whereby it become stressful to the country. The increased rate of unemployment of nurses can create a number of social problems. Unemployment is a factor that has the strongest influence health of nurses also contributes negatively to living conditions, and it results in risking individual health (Kotera, Ting, & Neary, 2020). Unemployment results in the individual negative effect such as feeling hopeless.

Social health indicators related to unemployment have been recognized by the World Health Organization (WHO). Unemployment among nurses depletes management's ability to retain and recruit staff. Empowerment is a never-ending process as it affects almost all aspects of management and directly affects employee relations worldwide (Balog, Rairfearthaigh & Forgacs, 2009). The conceptual framework for this concept is based on Beissinger and Moeller's (2000) integrative framework for collaborative management.

In this study, Beissinger and Moeller's theory of unemployment is adopted as a theoretical framework. This concept provides a theoretical framework that guides organizations in creating a culture of empowerment (Lucas et al., 2004). Lucas et al (2004), explain that unemployment in Beissinger and Moeller's theory is related to the individual, the labour market, the local economy, and the social context. The main concepts of the theory are labour markets, individual, economic, and social context. All the elements are relevant to the research that contributes to unemployment theory and are discussed below.

2.2.2 Labour markets

Nursing shortage is a global problem in healthcare facilities which forces the organisational management to attend to the staff issues and come up with a solution. Measures used by organisations to retain employees in the workplace or environment need the positive attitude of the staff, workforce planning and recruitment, health sector funding, and nursing leadership. Employees are satisfied by the promotions positions at the workplace and rewards at some periods. However, these strategies are the annual process at some periods "band-aid" solutions, whereby it's not permitted for every organisations policy to retain employees (Rodogno & Zimmerman, 2008).

According to Wikipedia (2012), there are trends that the USA uses that affect the retention of employees. These trends are affecting healthcare facilities and professions. The USA discovered the need for employment by nurses and strategies to help empower and retain employees with adequate skills and knowledge; to avoid unemployment of nurses in the healthcare setting and enhance the quality of healthcare provision, ability to strengthen and develop the profession; an increase in the health profession maintain the standards of the practice, who prefer more organisation to govern and less bureaucracy; and collaboration of the employee, it results in positively contribution and presentation towards the organisations.

2.2.3 Local economic and social context

According to Fryer (2011), the unemployment of nurses has diverse effects on financial stability, which results in slow economic growth, which in the end constitutes the ways

that make the life of nurses hard such as being unable to take care or responsibility for the family financially. Further mentioned that the lack of money has impacts on the nurses most negatively because of the unemployment. Finance plays a role in most aspects and determines a person's life, and standards of living. Marcus (2012), stated that lack of financial income limits a nurse's autonomy, which makes it very hard to plan a satisfying lifestyle that maintains an individual well-being. If a nurse has no future and living an unsatisfied life, meaning there is no objective for future, long-term goals: the focus shifts from buying a house (Marcus, 2012). According to Draper et al (2018), the majority of nurses or individuals, are financially unstable as a result of a lack of a job is the main problem and results in depleting a good lifestyle and persistent insecurity about a household financial plan.

2.2.4 Individual

Individual who lose their work results in mental health such as anger, sadness, confusion and depression, all these emotional expressions can break individual energy. Individuals find it difficult to get a job, and this leads to the inability to have adequate finances to reach their living needs like food and housing for parenthood (Cullen, 2017). It causes the individual to socialise with the community and family get together because of low self-esteem. De Witte et al (2018), further stated that individuals present with the clinical manifestations of anxiety and psychological problems such as mental health. For a nurse or individual who is used to being occupied with the activity and routine of getting up, dressed, and going to work (Cullen et al., 2017) unemployment can be devastating. It can result in a loss of individual job identity and lack of experience.

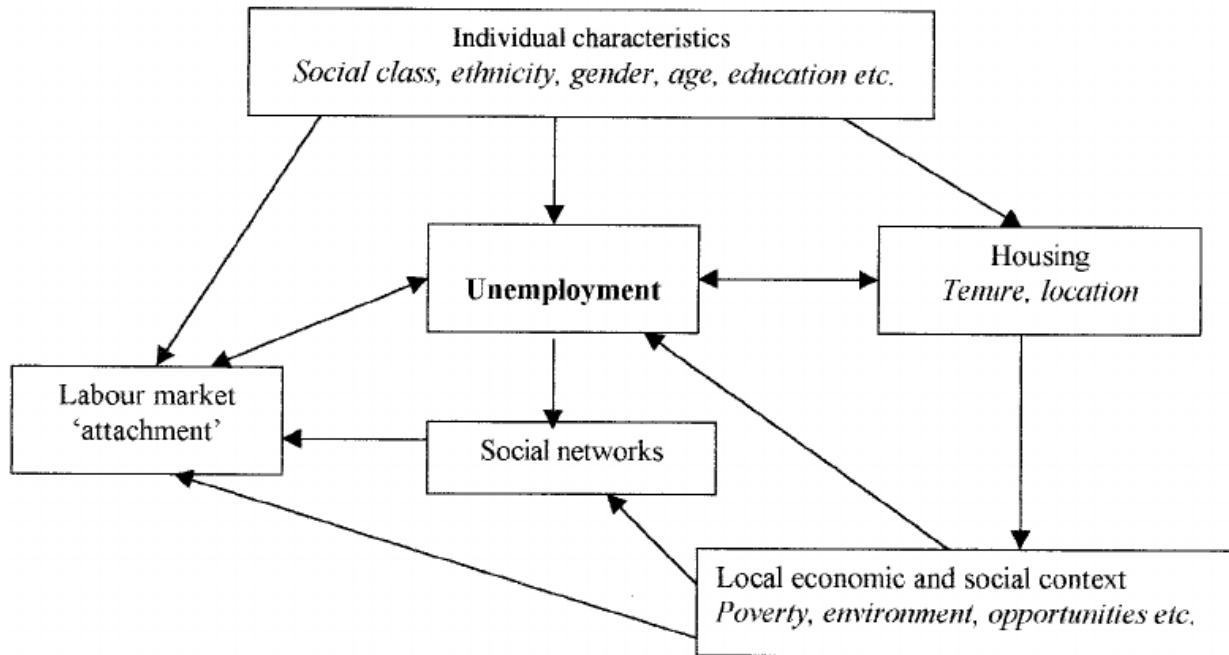


Figure 2.1 Unemployment framework: Researcher's construct.

2.2 CONCLUSION

This chapter discussed about psycho-social well-being of professional nurses and the negative impact of a shortage of nurses in health facilities which affects the quality of patient care. The effect of unemployment worldwide and the demand for work by nurses. Lack of support strategies and supervision of the senior nurses and managers in healthcare settings to newly qualified news affects the competence of nurses. An unemployed theoretical framework was adopted to describe the effect of unemployment and factors contributing to unemployed nurses seeking jobs and measures to retain them in organizations. The next chapter will discuss the research methodology.

CHAPTER THREE

RESEARCH METHODOLOGY

3.1 INTRODUCTION

Chapter three focused on the applied research methodology to answer the research question. Pilot and Beck (2012), describe research methodology as steps, procedures and strategies taken to investigate the problem being studied or identified and to analyse the collected data. According to Grove et al (2020), research methodology refers to the plan or the process for conducting specific research steps for the study. The research methodology includes the population, sampling sample, data collection and analysis. The research methodology chapter discussed the following the research setting where the study was conducted to explore available support strategies for unemployed post-community service professional nurses, research approach, research design, population, sampling, inclusion and exclusion criteria, pilot study, data collections, and data analysis, measures to ensure trustworthiness, ethical considerations and bias. Research methodology means the research map to develop or refine obtaining, organizing, or analysing data (Pilot & Beck, 2012).

3.2 RESEARCH SITE

The research was carried out in Rustenburg, North West Province of the Bojanala region. The North-West region is divided into four regions: Ngaka Modiri Molema, Bojanala, Dr. RSM and Dr KK. Bojanala District was divided into five hospitals: Job Shimankane Tabane Hospital, Brits Hospital, Moses Kotane Hospital and Koster Hospital.

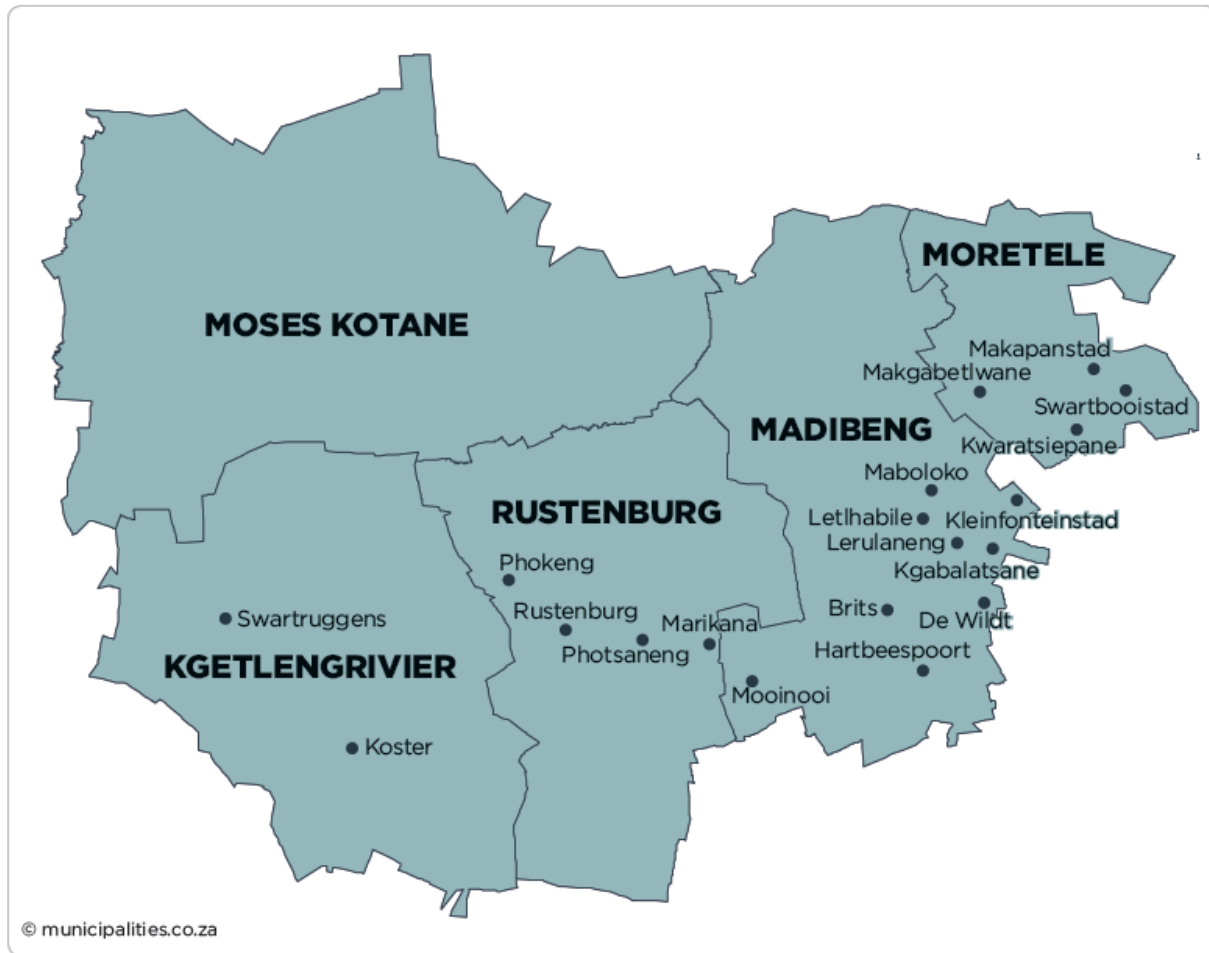


Figure 3.1 North West Bojanala district map

3.3 RESEARCH APPROACH

The qualitative research approach has been used in this study to explore and describe the availability of support strategies. The qualitative method has been used because little is known about the available support strategies for unemployed professional nurses post-community service. The researcher used an empirical approach to explore the support strategies available to unemployed social service professional nurses in the Bojanala District. Grove et al (2020), described qualitative research as a systematic and interdisciplinary approach to describe and explore the experiences of participants. According to Brink et al (2018), qualitative research is an umbrella term for many different approaches that seek to understand participants' experiences through description and exploration. It is

mainly used to describe and explore interesting situations. This is because there is a need for professional nurses after completing social work related to unemployment issues in the fields of public medicine or government. Therefore, the researcher sought to investigate the availability of support strategies for unemployed social service professional nurses in Bojanala District, North West. The researcher aimed to gather detailed information from the participants as they interacted with them or asked probe questions during the interview. The researcher chose the qualitative method because it helps obtain more information from the participants and allows them to explore and describe their experiences and challenges encountered after completion of community service.

3.3 RESEARCH DESIGNS

Research design illustrates how the researcher will engage with participants to achieve the outcomes needed to address the aim of the study and objectives (Burns, Gray & Grove, 2020). According to Brink et al.(2018), research design refers to the position of reasonable measures taken by the researcher to answer the research question. The interesting qualities of the description obtained from a qualitative approach gave an unusual sympathetic understanding of the reality of the experience (Streubert & Carpenter, 2011). Exploratory and descriptive designs were utilized in this study to explore available support needs and challenges that unemployed post-community service professional nurses encountered in the Bojanala district.

3.3.1 Exploratory design

An exploratory design aims to explore the dimensions of a phenomenon, how it occurs, and how it relates to other problems, thus giving a better understanding of the situation (Burns et al., 2020). Exploratory design refers to developing a first-hand understanding of a phenomenon to answer questions about why certain behaviors are performed (Brink et al., 2018). The researcher gained an understanding of the available strategies for unemployed professional nurses post-community service from conducting the interviews, and its findings were compared to the literature. Exploratory design is conducted to explore and explain phenomena of interest to generate new knowledge (Houser, 2015). Exploratory research examines the general nature of a phenomenon, its nature, and other

factors related to the topic (Polit & Beck, 2012). This study used an exploratory design to enable the researcher to explore the availability of support strategies and challenges faced by post-community service professional nurses after unemployment in the Bojanala region.

3.3.2 Descriptive design

Descriptive design is an accurate and efficient description of phenomena (Burns & Gray et al., 2020). According to Polit and Beck (2012), researchers using explanatory design observe, describe, and record the nature of naturally occurring information, to explain a situation. Fox and Bayat (2007) point out that descriptive design aims to show the time issues in the data collection process so that the researcher can fully describe the situation. This method is appropriate for situations where the researcher believes that the information to solve the problem is not yet available. In descriptive research, the researcher should investigate a situation, collect data, analyse and interpret it and arrive at the best solution. A descriptive design refers to research that describes a phenomenon or examines relationships between variables without attempting to determine cause and effect (Brink et al., 2012). This study used a descriptive design to describe available support strategies and challenges for professional nurses in preparing for work after unemployment.

3.2 POPULATION

A population is the total number of people that are of interest to the research (Schneider et al., 2020). The target population of this study was all unemployed post-community service professional nurses in Bojanala district, North West Province. The limitation in this regard was that, there were no obtained statistics for unemployed professional nurses post-community service. The accessible population of the study was 25 unemployed post-community service professional nurses referred to the researcher within the Bojanala District.

3.3. SAMPLING

Sampling is the process of selecting large groups of people from different contexts to collect detailed information about a topic in a way that represents the population of interest (Burns & Gray et al., 2020). Sampling means taking any portion of the population as representative of that population to obtain data regarding a phenomenon in a way that represents the population of interest (Brink et al., 2018). In this study, the researcher used snowball sampling to sample unemployed social service professional nurses in the North-West province of Bojanala district according to the inclusion criteria. Snowball sampling is a non-probability sampling technique in which existing subjects recruit future events from among their acquaintances (Naderifar, Hamideh, & Fereshteh, 2017). Snowball sampling was used because it is a very good management technique. All unemployed post-community service professional nurses in Bojanala District have been chosen as participants of interest until data saturation. The participants were chosen using snowballing sampling whereby the researcher referred to the other participants with the use of the contact details and identification of location.

3.3.1 Sample

A sample is a group of people, objects, or things taken from a larger population to measure (Brink et al, 2018). Sample criteria refer to the extent to which research participants meet or fail to meet predetermined criteria or conditions to advance research goals (Pilot & Beck, 2012). The sample consisted of unemployed professional nurses in Bojanala District who were referred to the researcher for participation in the study. These unemployed post-community service professional nurses were sampled according to the inclusion criteria mentioned in the previous chapter.

3.3.5.1 Inclusion criteria

Inclusion criteria refer to the process of taking a certain group of people with similar traits to the events and considering them as the target population (Burns & Gray et al., 2020). In this study, the inclusion criteria were used included is.

All unemployed post-community service professional nurses in Bojanala District, who are available and consenting to form part of the study were included.

Those who were unemployed for six months after completion of the community service.

3.3.5.2 Exclusion criteria

Prohibition criteria allude to the method of taking a certain bunch of individuals or components with shifted characteristics from others to be prohibited from the populace (Burns et al., 2020). In this ponder, the prohibition criteria were utilized prohibited.

All unemployed post-community service professional nurses who the researcher could not reach and those who the researcher was not referred to were excluded from participating in the study and the unemployed post-community service nurses in Bojanala District, who are not willing to form part of the study.

3.3.5.3 Sample size

The sample size is based on the informational needs which were guided by the principle of data saturation. Data saturation refers to the point at which no new data is obtained, and useful during the interviews (Pilot and Beck, 2012). In this study, data saturation was reached by “Participant 15”, however, the researcher interviewed 18 of 25 twenty-five unemployed post-community service professional nurses - since there was no more new information. A sample size of fifteen unemployed post-community service professional nurses constituted the findings of the current study (Burns & Grove, 2020).

3.3.6 Pilot study

A pilot study is a small-scale version, or a trial run of the research which is designed to test the methods to be used in a larger study (Brink, et al., 2018). In preparation for data collection, a pilot study was conducted in Rustenburg at Bojanala District North-West Province with two unemployed post-community service professional nurses. The pilot study aimed to determine possible flaws of the semi-structured interview tool, and allowed the researcher to test his interview skills. The results from the pilot study indicated that the participants did not understand the question “*What is your available support strategy*

as an unemployed post-community service professional nurse?” well because sounds familiar like central questions but are not the same. The researcher explained or unstructured the question well to the participants in the main study before data collection started. A new central question was added as a second question to the main central question “What are your support needs as an unemployed professional nurse post-community service?”. The results from the pilot study did not form part of the main study.

3.3.7 Data collection

Data collection refers to the method of collecting and describing several important topics in a systematic way that achieves the research objectives, including the research question and research methods defined about the topic (Muhammad, 2016). The study was restricted to Bojanala Districts in North West Province, thus limiting the accessible population (Brink et al., 2018). The researcher obtained the necessary permission to access the research site from the Bojanala District authorities. The researcher recruited available and willing unemployed professional nurses after community services to collect data. The researcher utilised the contact details to get access to participants via cell phone calls, WhatsApp and SMS. The researcher sent invitations to participants via email or text message. The researcher arranged with the participants via telephone communications as a method of communication to set an appointment with participants time, date, and place. The researcher waited for a response from the participants, and data was collected from those who were willing to participate in the study. The researcher agreed with the participants to organize the interviews. the researcher conducted an interview session with existing and volunteer participants. The researcher interviewed the participants in a private room to protect their privacy.

3.3.7.1 Data collection approach and method

Data collection in the descriptive and exploratory study relied primarily on in-depth interviews, including diaries and other written materials (Pilot & Beck, 2012). In this study, in-depth semi-structured interviews with a guide(Annexure J) were used to obtain detailed information regarding challenges experienced by unemployed post-community service professional nurses when seeking employment. In this study, face-to-face one-on-one

interviews were conducted to obtain the true meaning that professional nurses allocate to events and the complexity of their post-community service unemployment. Two methods were used for interviews, participants' homes and online Google or zoom meetings for those professional nurses staying far from the researcher`s workplace. The researcher collected data in a private space which included a house room convenient to the participants to avoid the disturbance of the interview session. The interview session was held in a private space, at their homes to avoid the disturbance of the session, and to ensure the privacy and confidentiality of the data. The duration of the face-to-face interview was between 30 and 45 minutes. During one-to-one interview sessions through virtual Zoom, or Google meetings, the researcher used the recording embedded in Microsoft or Zoom meetings for recording and transcription purposes. The interview session for online interviews took 30 to 40 minutes duration. Field notes and tape records were utilised to keep records of conversations during interviews. All interviews were conducted using English language as a medium of instruction. The central question asked was “*What support strategies are available for unemployed post-community service professional nurses in the Bojanala District, North West Province, South Africa?*”, the researcher then probed and did follow-up questions depending on the participants’ responses. All interviews were recorded using a tape recorder after obtaining the consent of the participants. The probing questions asked during the interview such as “*What are your support needs as an unemployed post-community service professional nurse? What were your challenges regarding seeking employment as a post-community service professional?*”.

3.3.7.2 Characteristics of the data collection instrument

The researcher used the “self” data collection instrument to collect data from the participants. All the 15 participants were asked the following central questions:

What support strategies are available for unemployed post-community service professional nurses in the Bojanala District, North West Province, South Africa?.

This was an open-ended question in which specification to the areas of exposure was considered. Such consideration allowed the participants to share more data. Some responses determined the extent of probing questions (Pilot & Beck, 2012).

Is there any question you want to ask?

The participants' responses were written verbatim as notes and recorded on audio tape to maximise the capturing of all the valuable data.

3.3.7.3 Data collection process

Fifteen (15) unemployed post-community service professional nurses participated in the data collection conducted during the times and the working areas that were agreed to by the participants and the researcher. These included agreed upon variables including their place of work during off-duty time; lunchtime for those who already found employment, and some at their homes to allow adequate time to discuss the experience encountered by unemployed post-community service professional nurses in Bojanala district North West province. Paraphrasing was done to obtain a multi-dimensional understanding and meaning of the participants' responses. Questions were asked if the researcher did not understand the responses, and pauses were allowed in the interview session to allow or give the participants the time to think clearly about what they wished to add to the interview.

3.3.7.4. Data collection skills

Data was collected using communication skills and listening skills whereby the researcher asked the participants' main question which is the central question the same way. The researcher used the listening skill whereby the researcher continued to ask probing questions so that the participants would clarify the areas that were not clear. Communication skills were effective because the researcher was consistent in asking the main question followed by probing questions related to data shared by participants. According to Ellison (2015), it was found that poor communication skills is a stumbling block to effective interviews for gathering relevant information.

3.4 ETHICAL CONSIDERATIONS

The following ethical standards were followed while conducting the study as outlined by Creswell (2011);

3.4.1 Permission to conduct the study

Ethical clearance to conduct the study was obtained from the Turfloop Research and Ethics Committee TREC (See Annexure F). Permission to conduct the study was obtained from the North West Department of Health and the research committee (See Annexure G), and Bojanala district granted permission to conduct the study (See Annexure H).

3.4.2 Informed consent

Informed consent is where full information is given to the participant as to what will be asked, how data is going to be used, and the disadvantages (Fleming & Zegwaard, 2018). The researcher informed or shared information to the participants about the goal or aim and objectives; the steps taken in the study; and the possible advantages, and disadvantages, this enables the participants to make decisions and understand the information provided or explained to them and the implementation of acting on the information. The consent was obtained verbally and in writing by signing consent form before they took part in the study. The participants were informed that they were not being forced to participate and they could withdraw from participating in the study at any time. The purpose and objectives of the study were explained to the participants. The importance of the study was explained to the participants and its advantages and disadvantages were highlighted

3.4.3 Confidentiality and privacy

Confidentiality refers to ways of keeping the information of individuals safe or secret, control access to and with the trust of not to disclose to any individual (Alhusen et al., 2012). Confidentiality starts when an individual gives information to another individual on the condition that the receiving person will not disclose it (Garish & Lathlean, 2015). In this study, the participants were assured that the data collected would not be only disclosed to any unauthorised person without their permission. However, the data will be made available to the supervisor and the independent coder. All data collected is stored for five years in a safe area (locked in a University office and in password-protected computer

files), after data analysis and interpretation have been completed to maintain confidentiality. The participants were interviewed in a private room. The researcher ensured that participants did not mention their names during the interview by allocating or naming a different number to each participant.

3.4.4 Principle of Autonomy

Autonomy refers to the capacity of self-determination (Gerrish & Lathlean, 2015). This is where an individual will make a rational and uninfluenced decision. In this study, the participants were informed that they had the right to volunteer to participate or not and that they could terminate at any time they wished without the risk of any penalties. The participants were informed that they could refuse to give information that they were not comfortable with.

3.4.5 Principle of beneficence

The principle of beneficence refers to avoiding harm and doing good to subjects or respondents (Burns et al., 2020). The researcher ensured that participants were not harmed during the study (Brink et al., 2018). Beneficence offers the scientist a job to minimize harm and maximize profit. Participants were given extensive information about the implications of the study for concern and cooperation. The researcher protected participants from emotional harm by clarifying information in the interview guide (Appendix J) and informed consent (Appendix E) to improve respondents' understanding of the research. Respondents could choose whether to participate in the study. In this study, the researcher expected to protect the well-being of the respondents.

3.4.6 Principle of justice

The principle of justice is essentially the requirement that an activity be fairly distributed among the participants. The principle of fairness includes the participant's right to fair treatment, anonymity and privacy (Botma et al., 2010). All information related to the unbiased informed consent of the participant was followed unambiguously. The interview took place in a private room, relaxed and comfortable. Confidentiality and anonymity were

maintained by deleting all I-forms collected during data collection. Participants were informed that they had the right to withdraw from the study if they wished and that they were being treated unfavorably (Appendix E). Data analysis used data coding and clustering. Authorizations given by the participants, such as the date, time, and place of the interview, were attached to (Pilot and Beck, 2018). Participants have the right to fair choice and treatment (Brink et al., 2018). Participants were assured that they would not be physically or mentally harmed.

3.5 DATA ANALYSIS

Data analysis refers to ways of giving logic, shape and ideas to a large amount of the collected data (Brink et al., 2018). The data collected were analysed qualitatively using Tesch's method of analysis as cited by Creswell (2011).

The researcher has read with consideration through all the transcriptions, writing notes of ideas that came to mind.

The researcher selected one interview and went through it to get the meaning in the information writing down thoughts coming to mind.

When the researcher had completed this task from several participants. A list of all the topics was compiled. Similar topics were clustered together and formed into columns that were arranged into major topics, unique topics and irrelevant issues; The researcher then abbreviates the topics as codes and written codes next to the appreciative segments of the text. The researcher will observe the organisation of data to check if new categories or codes emerged.

The researcher found the most descriptive wording for the topics and converted them into categories.

A final decision was made on the abbreviation of each category and the codes will be arranged alphabetically.

Data belonging to each category was put together in one place and preliminary analysis will be executed.

A summary of themes and sub-themes was done.

3.6 MEASURES TO ENSURE TRUSTWORTHINESS

3.6.1 Credibility

Credibility in research refers to the level of confidence that the researcher establishes to make readers or participants believe and trust the information provided within the study (Brink et al., 2018). It ensures that the research findings accurately interpret the original views of the participants (Allusion et al., 2019). In this study, credibility was ensured through various measures. Firstly, prolonged engagement in the study allowed the researcher to develop a deeper understanding of the participants' perspectives and experiences. Additionally, the use of audio recordings during semi-structured interviews and the taking of detailed field notes helped to capture and preserve the richness and complexity of the data (Pilot & Beck, 2018). Furthermore, the researcher exclusively interpreted the findings based on the data collected first-hand, ensuring transparency and minimizing bias. Each step of the data collection and analysis process was thoroughly explained to enhance transparency and allow for scrutiny. Moreover, the researcher ensured credibility by returning to the participants for validation of the descriptions, allowing them to confirm the accuracy and authenticity of the findings. This member-checking process helped to enhance the trustworthiness of the study findings. However, it's important to note that credibility alone is not sufficient. Dependability, or the consistency and stability of the research findings over time, is also crucial (Biklen et al., 2003). Ensuring both credibility and dependability strengthens the overall trustworthiness and validity of the research findings.

3.6.2 Dependability

Dependability refers to the stability of findings over time. This includes participant evaluation of study results, interpretations, and recommendations, all of which are supported by data obtained from study participants (Korsten & Moser, 2018). The researcher's understanding of the study environment and its characteristics is very useful when the characteristics of the selected situation to study change (Brink et al, 2018). The criteria determine whether the results of the study will be the same if repeated with different participants in different situations. In this study, reliability was ensured through survey review

because the researcher kept notes after collecting data for review purposes. Information collected during data collection, data analysis was well protected and available to independent researchers for access and similar data reflecting the research questions of the study (Botma et al., 2010).

3.6.3 Transferability

Transferability refers to the ability to use the results in other contexts or with other participants (Brink et al., 2018). Transferability refers to the extent of the data, that is, the extent to which the results can be transferred to other settings (Pilot & Beck, 2020). The researcher used snowball sampling to select participants who were social service nurses after work. The interview sessions further developed the data collection using questions to the data point, making the results available to other researchers.

3.6.4 Confirmability

Confirmability refers to results that reflect the implementation of credibility, audibility, and fittingness (Schneider et al., 2020). To evaluate your research, there should be an objective reality. Researchers who believe in and follow the principle rely on aspects such as the accuracy and fairness of the research process and the participation of other researchers, rather than creating reality from research findings. The confirmation that carries the purpose of the project, which is close to the main purpose of the research, is confirmed by other studies on the same research project (Bogdan et al., 2003). As the researcher was also one of the professional nurses who faced the difficulties of unemployment after finishing social work, she maintained the project and remained neutral during the research process, clarifying preconceived notions about the situation under investigation.

3.6.5 Authenticity

Authenticity refers to the quality of being genuine or true (McCartan et al., 2016). The researcher should be faithful and fair to the participants regardless of any situation that might touch the researcher (Pilot & Beck, 2012). In the study, authenticity was ensured maintaining bracketing whereby the researcher held his feelings and only conveyed the expression of the participant's challenges and experiences.

3.7 BIAS

Bias refers to any influence that produces a distortion in the results of a study or that strongly favors the outcome of a finding a research study (Brink et al., 2018). The bias was avoided by selecting the sample population using a snowballing sample technique which allowed the researcher to carefully select the sample based on elements that are related to the research question. The researcher was from time to time discussing the research data collection challenges with the supervisor. A prepared interview guide was used to enter into conversation with each study participant and the same questions were asked to each study participant.

3.8 CONCLUSION

This chapter discussed the research design and method in full detail of the study. The selection of the participants, data collection, and data collection instrument were explained appropriately, and data was analyzed using eight steps of Teschs, ethical consideration, and trustworthiness. The following chapter will discuss the results and interpretation of the findings of the study.

CHAPTER FOUR

RESULTS AND INTERPRETATION OF FINDINGS

4.1 INTRODUCTION

This chapter mainly presents the results and interprets the findings of the study to gather good information about each participant from the data collected using semi-structured interviews. Data findings refer to the interpretive presumptions that the researcher brought to bear on their data. This chapter focuses on presenting the results of the availability of support strategies for unemployed post-community service professional nurses in Bojanala district's North-West Province. The following table presents the demographic profile of the participants, which consists of gender, employment status, age and years of unemployment.

4.2 PARTICIPANTS PROFILE

The participants' profile is shown in **Table 4.2 below:**

Table 4.2: Participants' profile

Item	Gender	Employment status	Age	Years of unemployment
Participant 1	Female	Employed	28 years	1 year 2 months
Participant 2	Female	Employed	27 years	2 years
Participant 3	Female	Employed	27 years	10 months
Participant 4	Male	Employed	26 years	3 months
Participant 5	Male	Employed	27 years	6 months
Participant 6	Male	Employed	27 years	6 months
Participant 7	Female	Employed	27 years	7 months
Participant 8	Male	Employed	25 years	1 year 5 months

Participant 9	Male	Employed	27 years	1 year 5 months
Participant 10	Male	Unemployed	26 years	Unemployed
Participant 11	Male	Employed	25 years	3 months
Participant 12	Female	Employed	29 years	12 months
Participant 13	Female	Employed	29 years	3 months
Participant 14	Male	Employed	30 years	12 months
Participant 15	Male	Employed	30 years	1 year 2 months

Table 4.2 Above illustrates that most participants were male in the study ranging from 25-30 years age group; an indication that younger professional nurse’s interest is in other areas of development in the nursing profession. The participant's employment status was between employed and non-employed, with the majority employed and 6.6% unemployed post-community service professional nurses in the Bojanala district. The respondents in the research study were post-community service professional nurses for 3 months and 7 months (2 months and 10 months) or 63 percent. There are many of male participants aged 27 years old.

4.3 THEMES AND SUB-THEMES OF THE STUDY

The findings of the study were summarized into themes and sub-themes which are summarized in **Table 4.2** below.

The main outcomes from the analysis are presented below as the main themes:

- Professional nurses expressed the challenge faced regarding employment as post-community service professional nurses
- Expectations about support from various stakeholders

Table 4.2: Themes and sub-themes.

Themes	Sub-themes
<p>1. Professional nurses expressed the challenges faced regarding employment as post-community service professional nurses</p>	<p>1.1 Disappointment with the DoH about the insufficient funding for post-community service professional nurses</p> <p>1.2 Lack of adequate support from the union representatives</p> <p>1.3 Job hunting described as a challenge, especially outside their province</p> <p>1.4 Spending several months without a salary is a concern for most community service nurses</p> <p>1.5 Adapting to unemployment status from being employed is a challenge.</p>
<p>2. Expectations about support from various stakeholders</p>	<p>2.1 Line managers to motivate for absorption of community service nurses - Advocating for post community service professional nurses</p> <p>2.2 Budget allocation for absorbing all professional nurses who completed community service by district office or DoH</p> <p>2.3 Creation for one to two years contract for post-community service nurses - to give the opportunity to community service after serving the department health</p> <p>2.4 DoH to establish partnership with private health sectors for employing post-community service nurses</p>

The findings are discussed below according to themes and sub-themes:

4.2.1. Theme 1: Professional nurses expressed the challenges faced regarding the employment as post community service.

The phenomenon of post-community service professional nurses becoming unemployed due to financial instability within the Department of Health (DoH) has multifaceted implications for both healthcare facilities and the nursing profession. Insufficient funds allocated to the DoH directly impact the quality of healthcare services provided, particularly in terms of nursing care delivery. Firstly, inadequate funding affects the capacity of healthcare facilities to maintain adequate staffing levels, including the employment of qualified nurses. As a result, healthcare facilities may face shortages of nursing staff, leading to increased workloads and decreased quality of patient care. Nurses may be required to work longer hours, cover multiple shifts, or attend to a higher number of patients, which can compromise the safety and effectiveness of care delivery. Furthermore, limited financial resources hinder healthcare facilities' ability to invest in essential resources and equipment necessary for delivering quality nursing services. This may include medical supplies, diagnostic tools, medication, and technology infrastructure. Without access to these resources, nurses may struggle to provide optimal care and may face challenges in meeting the diverse healthcare needs of their patients.

The impact of insufficient funds from the DoH extends beyond immediate service delivery challenges and directly affects the nursing profession. The lack of financial support and resources may lead to stagnation in professional development opportunities for nurses. Without access to training, continuing education programs, and career advancement opportunities, nurses may feel demotivated and undervalued, leading to decreased job satisfaction and morale. Moreover, the financial instability within the healthcare system can contribute to a broader trend of nurse emigration. Nurses may choose to immigrate to countries with more favorable working conditions, higher salaries, and better opportunities for professional growth. This brain drain exacerbates staffing shortages within the local healthcare system, further compromising the quality of care and perpetuating a cycle of underfunding and resource scarcity.

Sub-theme 1.1: Disappointment with the DoH about the insufficient funding for post-community service professional nurses

In this sub-theme, many participants were unhappy about the insufficient funds for post-community service professional nurses by DoH. Some of them mentioned that they have been told that there is no budget for post-community service. One of the participants expressed his unhappy feelings regarding the funds for post-community service.

“The province department of health should have made a budget for us before they can say they do not have a budget after we completed community service since they know they have this certain number of community service nurses” (Participant 1).

“you have a job secured and then within a month - you are no longer going to work” (Participant 5).

Insufficient resources supply is a main problem in the Department of Health, and the vacancies are not occupied due to limitations or restricted vacancies as a results of financial constraints. While many professional nurses stay unemployed, there are not enough open positions to employ them (Ntuli & Maboya, 2017). A newly graduated nurse is now facing an unhappy situation of inadequate funds for post-creation (Kim & Choi, 2018). That approach largely failed due to improper plan of financial management. Financial managers would simply provide nursing departments with an adequate budget to utilize to hire and create posts for nurses. Nurse managers and executives should be involved in the planning process if the budget is to be realistic to avoid disappointing responses regarding finance for hiring nurses (Jones, Kovner & Finkler, 2019).

Sub-theme 1.2: Lack of adequate support from the union representatives

Many participants experienced a lack of support from representatives, which increased their frustration, distress, and confusion about their profession. Feeling unsupported is when the participants tried to seek for help but did not get it. Some participants shared their feelings regarding the lack of support from a representative after community service.

“Also, our unions, we pay them more money every month, those unions do not care for us, the only thing that they care about is whether you paid monthly fees or maybe they are waiting for you to have a case against the hospital” (Participant 9).

“We pay unions every month but in times of need they are not there, they are nowhere to be found. Look, now I am unemployed, but they still want to monthly fee from my account, where do they think the money is coming from, if am not working?” (Participant 8).

“I think the department should at least allocate enough budget so that they can hire us, it’s not nice to be unemployed” (Participant 5).

COSATU and DENOSA vowed support for unemployed post-community services professional nurses by standing up to speak out on their plight of being unemployed (Tladi, 2020). Unions attended to the issue of unemployed professional nurses in the province and alerted the government to explore ways to resolve this double-edged problem of unemployed post-community service professional nurses whilst those within the system are seriously overworked (Tladi, 2020). According to the study conducted by Fenwick (2012), the findings show that representative unions do not provide enough support for nurses to get permanent jobs. Unsupportive workplace conditions such as addressing issues related to staff satisfaction by unions result in less satisfaction, and low self-esteem within the profession (Cullen et al., 2020).

Sub-theme 1.3: job hunting is described as a challenge, especially outside their province

Many participants expressed their sad feelings regarding job hunting outside the province. Participants explained the difficulties and challenges of job hunting outside the province. Some of the participants expressed their feelings regarding job hunting.

“We have to go Gauteng to search for a job and we are not even familiar with that province, it was a very sad story to leave our homes, our province, where we have our own family, kids and partners,” (Participant 1).

“The problem is in our province there were no posts and we have to apply outside, we have to move, we have families at home now we have to leave our families and you should go work outside the other province” (Participant 5).

Another participant mentioned how his personal life was negatively affected. *“Mind you am not at home, am in a different province, finances were the only solution but in this case, it hurt me, I had no finances, and I had to stay here, begging for room to stay with other*

people, moving from one place to other, I had no privacy and dignity was torn apart” (Participant 8).

The study evaluated psychological problems to demonstrate challenges among newly graduated professional nurses seeking employment (Barreto, 2014). The study conducted by Pochmann (2014) confirmed that unemployed nurses experience challenges of job hunting which perpetuate psychological problems as result of being unable to pursue growth in the profession. A newly qualified nurse registered with a government scheme aimed at helping them find their first job (Mlatsheni, 2014). Many nurses use newspapers, journals, online social networks in searching for jobs.

Sub-theme 1.4: Spending several months without a salary is a concern for most community service nurses

Most of the participants expressed their views regarding joblessness, lack of source of income, and how it affected them, resulting in negative impact and financial problems. Participants raised their concerns about the period stayed at home without working, with no salary, and no money. Some of the participants expressed their feelings regarding the lack of a source of income.

“You are used to having money almost every month, so now you need money to pay rent, buy toiletry, basic foods and electricity for you to survive the whole months and money traveling around” (Participant 2).

“We had spent several months without receiving a salary, without receiving any money” (Participant 1).

Another participant confirmed that lack of income affected his psychosocial wellbeing

“Not having money, it was very stressful for me to find myself in that situation at that time” (Participant 4).

Seeking job employment is difficult for most of the time newly graduated professional nurses (De Witte, Rothmann & Jackson, 2014). Unemployed newly qualified professional

nurses experience the huge problem of financial refund, and cars, as results of unemployment which lead to family matters that affect them psychologically since aimed to improve or build better lives for their children whereby results in a negative impact on responsible personnel (Oliveira et al., 2014).

Sub-theme 1.5: Adapting to unemployment status from being employed is a challenge

The participants experienced psychological problems such as stress, mental breakdown, and trauma while they were unemployed. During the interview, three participants were emotionally down when they were expressing their difficult experiences. Some of the participants mentioned that being unemployed is very stressful.

“Being unemployed after spending the whole entire 12 months working, after 12 months you are no longer working its really struggle because you should adjust from been fully time employed person to totally unemployed, they are challenge there where you should face of not having income at all” (Participant 2).

“Starting with the reality we faced that after community service we become unemployed, the fact that we are on contract for 12 months and then after that we are dropped it becomes problems, you used to getting salary and you have debit orders, click your bank and found there is no money, now you are in debit, because you do not have money for coming few months and you become unemployed for 4 months looking for job” (Participant 9).

Another participant expressed his feelings regarding the issue of unemployment. *“I had the greatest challenge because I was unemployed for a very long time after completion of community service approximately more than 6 months, so my experience was very bad, because I worked hard like everyone saw I was working, no post nothing” (Participant 3).*

Unemployment of professional nurses can result in reduced social interaction among individuals as well as loss of income, it can also lead to mental problems and health problems. It is important to determine whether the Department of Health budget is sufficient for nurses. The study conducted by Mzizi (2017) revealed that jobless nurses struggle to cope with their unemployment situation. Similarly, in the Philippines, an estimated 1.2

million graduates are facing the risk of unemployment due to a growing number of unemployed nurses possessing the necessary skills and knowledge (Associated Labor Unions-Trade Union Congress of the Philippines, 2017). Notably, a significant proportion of registered nurses in the country, exceeding 200,000, are currently not employed. This trend can be attributed to factors such as inadequate wage compensation, limited career advancement opportunities, and a shortage of available positions (Li et al., 2014).

Theme 2: Participants expressed expectations about support from various stakeholders

Participants expected absorption or retention from health care facilities. Participants showed that there was adequate support from their non-government organizations or stakeholders. Participants mentioned that hiring or absorb professional nurses relieves a shortage of nurses and workload, burnout, and absenteeism as results of exhaustion in public sectors.

Sub-theme 2.1: Line managers to motivate for absorption of community service nurses - Advocating for post-community service professional nurses.

Most of the participants explained that the managers have the power or authorization to motivate post-community service professional nurses to be absorbed in the facility during their community service. Managerial levels have the power to advocate for post-community service professional nurses in the recruitment process. The participants mentioned that managers seem to positive impact at work which can help to resolve the issue of unemployed nurses. Some of the participants expressed their feelings regarding to lack of advocacy from their seniors.

“The department or their managers did not do anything for us, at least they could have given us motivational letters so that we can apply using those motivational letters” (Participant 4).

“If ever the facility manager or CEO, or whoever at the top of a specific department and like the matrons or nursing manager at the facility if they know that there is going out and

working at that facility, they can just write something formal and then they take you or absorb you while you are still doing community service so that whenever you finish you continue working for that facility” (Participant 6).

“I think also managers should write motivational letters just before we complete the community service maybe at 9 months when we left with 3 months, write it and submit it to the relevant people at the department maybe at the district office so that by the time complete our community service permanent post will be ready for us” (Participant 3).

The nursing leadership team, particularly nursing directors, can play a vital role in retaining nurses by using their managerial and leadership skills to create a positive culture that promotes retention (Anthony et al., 2018). Research shows that the relationship between nurses and their supervisors is a primary determinant of job satisfaction and consequently intent to stay (Wagner et al., 2016). Recognizing the significance of the relationship between nurses and their supervisors in determining job satisfaction and intent to stay underscores the importance of advocating for supportive leadership practices within healthcare settings. By prioritizing positive supervisor-nurse relationships, advocating for leadership development initiatives, and fostering environments that value and support nursing staff, advocates can contribute to promoting nurse well-being, enhancing retention, and ultimately improving patient care quality. Managerial support is critical to retention and is also correlated with job satisfaction. The manager is regarded as a supervisor of staff who can advocate, allocate, recommend, and motivate for absorption of professional nurses at the facility, they have experience and knowledge about the profession (Caka et al., 2015).

Sub-theme 2.2: Budget allocation for absorbing all professional nurses who completed community service by district office or DoH

The participant believed that the National Department of Health should provide the provincial departments with adequate human resources to be able to retain or absorb professional nurses. One participant raised concern about the department's annual budget plan which might be allocated to cover the post-community service professional nurses since they are aware of them.

“The province department of health should have made a budget for us before they can say they do not have a budget after we completed community service since they know they have this certain number of community service nurses” (Participant 1)

The other participant said, “I think the department should at least allocate enough budget so that they can hire us, it’s not nice to be unemployed” (Participant 5).

The problem of insufficient allocation of finance was also highlighted by the Minister of Health in the Province that as a rural province, it is a struggle to attract healthcare professionals (Budget Speech 2017). According to the National Department of Health, there is currently no fund creation of vacancies in the North-West Province. Managers and executives should be able to determine the budget they will need and then argue convincingly to get their share it to create adequate posts for nurses. managers and executives are expected to understand and use financial and forecasting tools to develop and justify budgets and to minimize the cost of staff and supplies (Finkler et al., 2019). According to 2020/2021 and 2021/2022 budget statements, the South African health sector received the second highest budget from the Ministry of Health but most of these funds were directed towards the fight against COVID-19.

Sub-theme 2.3: Creation of one to two-year contract for post-community service nurses - to allow community service after serving the Department of Health Employment

The participants mentioned that healthcare facilities always run from a shortage of professional nurses whereby their workload and compromise the quality of service which might be replaced by offered post-community service contracts.

“As post-community service professional nurses, we should not be dropped like that, we just need a contract for at least 6 months” (Participant 9).

“I think they should have put more effort into creating posts or any sort of employment, even 6 months contracts for us” (Participant 7).

“The department should supply us with a contract to replace older people who will be going on pension soon, especially when they know that they have used me, and I have gained experience in one facility” (Participant 6).

The other participant said, *“They could have tried at least to create a contract at least for a year or two if they are unable to provide those as post community service permanent post” (Participant 2).*

In many cities in Brazil, nurses struggle to find a permanent job and no other job opportunities are given to them such as contracts as a result of less available vacancies in the country. Turnover in nursing rarely occurs, especially in public healthcare services that require public service examinations for hiring, and the creation of contract jobs depends on the deployment of new healthcare services, which does not occur often (Oliveira et al.,2014). Government documents showed that, in 2014, there was a shortage of nurses in public hospitals and in community health centers whereby a temporary contract was created for nurses (MoH, 2014).

Sub-theme 2.4: DoH to establish a partnership with private health sectors for employing post-community service nurses

Many participants expressed worry about the Department of Health's failure to collaborate with other departments to assist with absorption or recruiting a set number of community service workers even though they provide services that nurses could perform. Some of the participants stated that they wished the Department of Health could partnership with other organizations.

“Our managers should work together, for example, the sub-district managers because they know where the shortage is, if they see that maybe where you are placed during community service staff is sufficient, they should check other clinics or hospitals and they should place us there, they should not let you go because we are providing essential service, I think that is the support that we need” (Participant 3).

“We also need support from the district in such way that the district knows, in this district we have this number of health institutions whereby this certain number of community service nurses are placed there, so there should be easy movement in different districts” (Participant 10).

“The district should write motivation for us so that after our community service professional nurses will get absorbed from different hospital or facilities such as” (Participant 4).

In contrast to the study findings, Ortiga (2018) noted that government hospitals mostly hire public university graduate professional nurses while private hospitals employ their nurse trainees. Ortiga's observation underscores the complex interplay of factors that influence the hiring practices of government and private hospitals for nurses, including resource considerations, quality assurance, employment dynamics, regulatory frameworks, and strategic objectives. For example, Pantai Medical Centre has its nursing college which serves as a feed center for the hospital (Kozka, 2016). Other private hospitals prefer to hire graduates from public universities since these graduates are perceived to have the necessary academic qualifications and skills which are important for the prevailing job environment (Ortiga, 2018). As the production surplus the demand, this results in many fresh graduate professional nurses being jobless.

4.4 INTEGRATION OF THEORY IN THE RESULTS

The results of the study show that the post-community service professional nurses should be provided with opportunities to apply the theoretical knowledge and skills learned or acquired during community service placement in various facilities in Bojanala districts so that there is the integration of theoretical knowledge and skills acquired. The study findings show that post-community service professional nurses have salary instability which results from a lack of budget allocation for posts by DoH. The findings link with theory that grounded the study especially the element of local economic and social context. The study findings show that unemployed post-community service professional nurses experience mental health, all these emotional expressions can break individual energy. Individuals find it difficult to get a job, and this leads to the inability to have adequate finances to meet their basic needs such as food and housing.

4.5 CONCLUSION

This chapter delved into an exploration of the support strategies accessible to unemployed post-community service professional nurses within the Bojanala district of the North-West Province, South Africa. It detailed the findings from the analysis of data and provided interpretation by delineating themes and sub-themes. The results encompassed

both positive and negative aspects, with a predominant issue revolving around job creation and the absorption of post-community service professional nurses within the Bojanala district.

CHAPTER FIVE

SUMMARY, CONCLUSION, LIMITATION AND RECOMMENDATIONS

5.1 INTRODUCTION

This chapter of the study is about the summary, conclusion, limitations and recommendations. The research mentioned the limitation of the study recognised during the data collection. The recommendations were made about findings to come up with a resolution or solution for unemployed post-community service professional nurses. All mentioned recommendation is developed from the findings of the study. The recommendation was mentioned by the participants during the data collection process. These recommendations based on these findings, the researcher makes the following recommendations for Nursing Practice, Nursing Research, the National Department of Health (DoH), and the South African Nursing Council (SANC).

5.2 SUMMARY OF THE MAIN STUDY

5.2.1 Restatement of problem statement

Community service is a mandatory service as implemented by the SA healthcare leadership and SANC. The researcher has experienced the issue of unemployment and discovered that nurses remain jobless post-community service due to difficulty in finding job opportunities. For example, post-community service professional nurses who performed or completed community service in North West Province Bojanala District experience challenges of not being absorbed or retained after completion of remunerated community service (Matlhaba et al., 2019).

5.2.2 Restatement of research aim and objectives

The study aimed to explore available support strategies for unemployed post-community service professional nurses in Bojanala District North West Province, South Africa. The following objectives assisted the researcher to achieve the study aim:

Objective 1: The study objective was to explore the availability of support strategies for unemployed post-community service professional nurses in the Bojanala

district. To achieve objective 1 - the researcher conducted semi-structured interviews with unemployed post-community service professional nurses who indicated that the DoH should allocate enough budget for absorbing all post-community service and creation of one to two years contracts for post-community service professional nurses.

Objective 2: The study objective was to describe the availability of support strategies for unemployed post-community service professional nurses in seeking job employment. To achieve objective 2 - the researcher conducted semi-structured interviews, using tape records to record, field notes during interview season with unemployed post-community service professionals who explained that DoH should work together with private health sectors to employ post-community service.

Objective 3: The study was to explore and describe challenges encountered by unemployed post-community service professional nurses in the Bojanala district. To achieve objective 3 - the researcher conducted semi-structured interviews with unemployed post-community service whereby interview season was one-on-one and they have indicated that challenges experience and effects.

5.2.3 Research Methodology

Research methodology is the approach and perspective to the research process (Meyer, 2016). In this study the qualitative method with an exploratory and descriptive design was used to explore and describe the challenges encountered by post-community service professional nurses when seeking employment. An exploratory design was used in this study to explore the availability of support strategies for unemployed post-community service professional nurses. A descriptive design was used in this study to describe the availability of support strategies for unemployed post-community service professional nurses. The research was conducted in the North West province under Bojanala district Rustenburg.

5.2.4 Summarised findings

The summarised findings identified as main theme of the study and have already mentioned:

Theme 1: Professional nurses expressed the challenges faced regarding employment as post-community service. Post-community service professional nurses indicated that they were unhappy about the insufficient funds by DoH.

Theme 2: Participants expressed expectations about support from various stakeholders. Post-community services professional nurses indicated that the DoH should establish partnerships with private health sectors to employ the nurses.

5.3 LIMITATION OF THE STUDY

The limitations of the study recognised by the researcher.

Research was done in the Bojanala district of North West Province, focusing on post-community service professional nurses.

The researcher experienced disturbance during one of the interviews whereby the audio was not audible enough and there was vibration on the audio. To resolve the audio disturbance that occurred during the interview, the researcher paused and addressed the issue immediately. The researcher checked the connections, and adjusted microphone positioning, to ensure that clear audio was captured.

The researcher experienced challenges whereby the participants postponed the date of arrangement and cancellation of the date. This prolonged the data collection period further.

The researcher was traveling from one place to another and found the participants took time doing his or her home activities. Data was collected in the Bojanala district North West Province

Rescheduling the missed interviews congested the interview timeframe.

Some of the participants are staying too far from each other which consumes adequate time travelling from one place to another.

The researcher was utilising his lunchtime to meet with the participants for data collection and find that it was difficult private space, more time wasted and participants had to go back to work.

The process of sample selection can introduce bias if certain groups of unemployed post-community service professional nurses are overrepresented or underrepresented in the study. For instance, if only easily accessible or willing nurses are included, the perspectives of harder-to-reach individuals may be overlooked. This can impact the comprehensiveness and generalizability of the findings.

Generalizability: Qualitative research often aims to gain an in-depth understanding of specific contexts, which may limit the generalizability of findings beyond the study population. Therefore, while the interviews provide rich descriptions and understanding of the experiences of unemployed post-community service professional nurses in Bojanala District, caution should be exercised when applying these findings to other contexts or populations.

Subjectivity and Interpretation: Qualitative research is inherently subjective because it relies on the interpretation of researchers. The researchers' biases, perspectives, and preconceptions may influence data collection, analysis, and interpretation. This can potentially lead to researcher bias and affect the validity and reliability of the study findings.

Interviewer Bias: The researchers conducting the interviews may unintentionally introduce bias through their questioning techniques, non-verbal cues, or personal biases. This can influence participants' responses and the data collected, potentially skewing the findings in unintended ways.

Social Desirability Bias: Participants may provide responses that they believe are socially acceptable or desirable, rather than expressing their true thoughts or experiences. This can lead to underreporting of sensitive or stigmatized issues, such as mental health challenges or experiences of discrimination. As a result, the depth and authenticity of the data collected may be limited.

5.4 RECOMMENDATIONS

The recommendations are written according to Nursing Practice, Nursing Research, the National Department of Health (DoH) and the South African Nursing Council (SANC).

5.4.1 Nursing Practice

- The Department of Health should think about the creation of the vacancies.
- The North-West Department of Health should think about the private agencies to help with the hiring of nurses.
- The North-West Department of Health should consider a collaboration with the private sector to retain post-community service professional nurses
- The North-West Department of Health should consider the allocation of enough funds for post-community service professional nurses.
- This study's findings showed that supporting and hiring newly qualified professional nurses will positively influence quality health service, subsequently supporting the recruitment of more nurses for practice.
- The nursing posts advertised should not consider years of experience so that the post community service professional nurses can be easily absorbed back in the system.

5.4.2 Nursing Research

- More studies should be done to check the progress of post-community service professional nurses to find out if they are working or not.
- Monitoring and allocation of the post-community service professional nurses after completion.
- A follow-up study should be conducted to identify the impact of unemployment on post-community service professional nurses.
- More study is needed to come up with the best strategies and support strategies to reduce the unemployment of professional nurses.
- More studies should be done to explore and describe challenges encountered by unemployed post-community service professional nurses.

5.4.3 National Department of Health (DoH)

- The National Department of Health should empower provincial departments of health with relevant resources for professional development support and retention of the post community professional nurses.
- Provincial departments of health should link public health institutions in a district, to form health complexes for comprehensive allocations of post-community service professional nurses.

5.4.4 South African Nursing Council (SANC)

- The SANC should validate professional development support of post-community service professional nurses during its validation visits to clinical areas.
- The South African Nursing Council should regulate the professional development of the post community service professional nurses.
- The recommendation could be implemented by developing implementation guidelines for the regulation of community service (SANC 2007); the implementation guidelines to include professional development support and retention of the post-community service professional nurses.

5.5 CONTRIBUTION OF THE STUDY

This study investigating the availability of support strategies for unemployed post-community service professional nurses in Bojanala District, North West Province, South Africa, holds significant implications for both policy and practice within the healthcare sector. By shedding light on the existing support mechanisms or lack thereof for this specific demographic, the study contributes valuable insights that can inform the development and implementation of targeted interventions to address the needs of unemployed professional nurses. The study may contribute to improving and reducing the unemployment of nurses in the country. The study will also improve the quality of the nursing service. Additionally, the findings from this research have the potential to guide healthcare authorities, policymakers, and healthcare institutions in designing tailored support programs aimed at mitigating the challenges faced by unemployed nurses, ultimately fostering their

professional development and well-being. The findings of the study will contribute to the reduction of unemployment of nurses. The findings of the study can inform the development of policies and programs aimed at reducing nurses' unemployment. For example, policymakers may use the data to design targeted job creation initiatives, improve workforce planning, or allocate resources to support unemployed nurses.

5.6 CONCLUSION

The study explored and described the available support strategies for unemployed post-community service professional nurses in the Bojanala District North-West Province. The study explored and described the challenges encountered by post-community service professional nurses when seeking employment. The study identified that there were many factors affecting the employment of post-community service professional nurses. The recommendations were made regarding practical, research, the National Department of Health (DoH), south African Nursing Council (SANC).

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LIST OF ANNEXURES

ANNEXURE A: The school of Research Ethical Committee (SREC), Faculty of Healthcare Science gave endorsement letter



University of Limpopo
Faculty of Health Sciences
Executive Dean

Private Bag X1106, Sovenga, 0727, South Africa
Tel: (015) 268 2149, Fax: (015) 268 2685, Email:tebogo.mothiba@ul.ac.za

DATE: 30 September 2022

NAME OF STUDENT: RAGIMANE T.M
STUDENT NUMBER: 201402349
DEPARTMENT: NURSING
SCHOOL: HEALTH CARE SCIENCES
QUALIFICATION: MNURS

Dear Student

FACULTY APPROVAL OF PROPOSAL (PROPOSAL NO. FHDC2022/6)

I have pleasure in informing you that your MNURS proposal served at the Faculty Higher Degrees Meeting and your title was approved as follows:

Approved Title: “EXPLORING AVAILABILITY OF SUPPORT STRATEGIES FOR UNEMPLOYED POST-COMMUNITY SERVICE PROFESSIONAL NURSES IN BOJANALA DISTRICT NORTH WESTPROVINCE, SOUTH AFRICA”

Note the following:

Ethical Clearance	Tick One
Requires no ethical clearance Proceed with the study	
Requires ethical clearance (TREC) (apply online) Proceed with the study only after receipt of ethical clearance certificate	√

Yours faithfully

Prof T.M Mothiba

Chairperson

Supervisor: MR M.O Mbombi

Co-Supervisor: DR. S.L Hlahla

ANNEXURE B: Request letter to TREC

Polokwane

Extension No: 76

House No: 16120

0699

30 September 2022

University of Limpopo

Private Bag X1106

Sovenga

0727

Turfloop Ethical Committee

RE: PERMISSION TO CONDUCT A RESEARCH STUDY

Dear Sir/Madam

The letter serves to inform you that Mr. MT RAGIMANE, a student at University of Limpopo, hereby humbly requests you to grant me the permission to conduct a research study.

The research topic: Exploring the availability of support strategies for unemployed post-community service professional nurses in Bojanala District North West Province, South Africa

The objectives of the study are as follows:

To explore availability of support strategies for unemployed post community service professional nurses in Bojanala district.

To explore and describe challenges encountered by unemployed post community service professional nurses Bojanala district.

To describe availability of support strategies for unemployed post community service professional nurses in seeking job employment.

All information received from respondents will be treated confidentially and will be used solely for purpose of the research. Should you need further information in the process of considering the request, do not hesitate to contact supervisor.

Anticipating your positive respond

You're sincerely

Mr MT RAGIMANE

Mobile: 073 609 9371

Email: ragimanethabo@gmail.com

ANNEXURE C: Request letter to conduct study at North west department of health

Polokwane

Extension No: 76

House No: 16120

0699

10 November 2022

2nd Floor, Health Office Park

Private Bag X2068

MMABATHO

2735

RE: PERMISSION TO CONDUCT A RESEARCH STUDY

Dear Sir/Madam

The letter serves to inform you that Mr MT RAGIMANE, a student at University of Limpopo, hereby humbly requests you to grant me permission to conduct a research study.

The research topic: Exploring the availability of support strategies for unemployed post-community service professional nurses in Bojanala District North West Province, South Africa

The objectives of the study are as follows:

To explore the availability of support strategies for unemployed post-community service professional nurses in Bojanala district.

To explore and describe challenges encountered by unemployed post community service professional nurses Bojanala district.

To describe availability of support strategies for unemployed post community service professional nurses in seeking job employment.

All information received from respondents will be treated confidentially and will be used solely for purpose of the research. Should you need further information in the process of considering the request, do not hesitate to contact supervisor.

Anticipating your positive respond

You're sincerely

Mr MT RAGIMANE

Mobile: 073 609 9371

Email: ragimanethabo@gmail.com

ANNEXURE D: Request letter to conduct study at Bojanala district

Polokwane

Extension No: 76

House No: 16120

0699

10 November 2022

Private Bag x82090

Rustenburg

0300

RE: PERMISSION TO CONDUCT A RESEARCH STUDY

Dear Sir/Madam

The letter serves to inform you that Mr. MT RAGIMANE, student at University of Limpopo, hereby humbly requests you to grant me permission to conduct a research study.

The research topic: Exploring the availability of support strategies for unemployed post-community service professional nurses in Bojanala District North West Province, South Africa

The objectives of the study are as follows:

To explore availability of support strategies for unemployed post community service professional nurses in Bojanala district.

To explore and describe challenges encountered by unemployed post community service professional nurses Bojanala district.

To describe availability of support strategies for unemployed post community service professional nurses in seeking job employment.

All information received from respondents will be treated confidentially and will be used solely for purpose of the research. Should you need further information in the process of considering the request, do not hesitate to contact supervisor.

Anticipating your positive respond

You're sincerely

Mr MT RAGIMANE

Mobile: 073 609 9371

Email: ragimanethabo@gmail.com

ANNEXURE E: Informed consent

Title: Exploring the availability of support strategies for unemployed post-community service professional nurses in Bojanala District North West Province, South Africa

I have read the information and heard the aims and objectives of the proposed study and was provided the opportunity to ask questions and given adequate time to rethink the issue. The aim and objectives are sufficiently clear to me. I have not been pressurised to participate in any way.

I know that a sound recording will be taken of me. I am aware that this may be used in scientific publications which will be electronically available throughout the world. I consent to that my name and hospital number are not revealed.

I understand that participation in this study/project is completely voluntary and that I may withdraw from it at any time and without supplying reasons. This will not influence the regular treatment that holds for my condition neither will it influence the care that I receive from regular nurses.

I know that this study/project has been approved by the Turfloop Research Ethics Committee (TREC). I am fully aware that the results of this study/project will be used for scientific purposes and may be published. I agree to this, provided my privacy is guaranteed.

The study/project envisaged may hold some risks for me that cannot be foreseen at this stage.

Access to the records that pertain to my participation in the study will be restricted to persons directly involved in the research.

Any questions that I may have regarding the research or related matters, will be answered by the researcher.

If any medical problem is identified at any stage during the research, or when I am vetted for participation, such condition will be discussed with me in confidence by a qualified person.

I indemnify the University of Limpopo and all persons involved with the above project from any liability that may arise from my participation in the above project or that may be related to it, for whatever reasons, including negligence on the part mentioned persons.

I hereby give consent to participate in this study/project.

Signature of researched person.....

Signature of researcher.....

Signed at..... this..... day of2023

**ANNEXURE F: Clearance Certificate from Turfloop Research Ethics Committee
(TREC)**



University of Limpopo
Department of Research Administration and Development
Private Bag X1106, Sovenga, 0727, South Africa
Tel: (015) 268 3935, Fax: (015) 268 2306, Email: anastasia.ngobe@ul.ac.za

TURFLOOP RESEARCH ETHICS COMMITTEE
ETHICS CLEARANCE CERTIFICATE

MEETING: 31 October 2022
PROJECT NUMBER: TREC/543/2022: PG
PROJECT:

Title: Exploring availability of support strategies for unemployed post-community service professional nurses in Bojanala District North West province, South Africa.
Researcher: TM Ragimane
Supervisor: Mr MO Mbombi
Co-Supervisor/s: Dr SL Hlahla
School: Health Care Sciences
Degree: Master of Nursing

PROF D MAPOSA
CHAIRPERSON: TURFLOOP RESEARCH ETHICS COMMITTEE

The Turfloop Research Ethics Committee (TREC) is registered with the National Health Research Ethics Council, Registration Number: **REC-0310111-031**

Note:

- i) This Ethics Clearance Certificate will be valid for one (1) year, as from the abovementioned date. Application for annual renewal (or annual review) need to be received by TREC one month before lapse of this period.
- ii) Should any departure be contemplated from the research procedure as approved, the researcher(s) must re-submit the protocol to the committee, together with the Application for Amendment form.
- iii) PLEASE QUOTE THE PROTOCOL NUMBER IN ALL ENQUIRIES.

ANNEXURE G: Approval to Conduct Research from North West Department of Health



health
 Department:
 Health
 North West Provincial Government
 REPUBLIC OF SOUTH AFRICA



1 st Floor, Health Office Park Private Bag X 2068 MMABATHO 2735	RESEARCH, MONITORING & EVALUATION	Tel: +27 (18) 391 4030 Email: MbuleloT@nwpg.gov.za www.nwhealth.gov.za
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Name of Researcher: Mr T.M. Ragimane
 University of Limpopo

Physical Address: _____
 (WorW Institution) _____

HEAD OF DEPARTMENT
202 -12=0 8
NORTH WEST DEPARTMENT OF HEALTH PRIVATE BAG X 2068, MMABATHO, 2735

Subject: Research Approval Letter — Exploring availability of support strategies for unemployed post-community service professional nurses in Bojanala District North West Province, South Africa.

This letter serves to inform the Researcher that permission to undertake the above mentioned study has been granted by the North West Department of Health. The Researcher should arrange in advance a courtesy meeting with the District Chief Director and the Chairperson of the District Health Research Committee (DHRC) (as per their details below), to introduce their research team/members on the proposed research to be undertaken. The researcher can thereafter proceed to the identified institution/s and/or facility and produce this letter to the Management as proof that the research was approved by the NWD0H.

This letter of permission should be signed and a copy returned to the department. By signing, the Researcher agrees, binds him/herself and undertakes to furnish the Department with an electronic copy of the final research report. Alternatively, the Researcher can also provide the Department with an electronic summary highlighting recommendations that will assist the Department in its planning to improve some of its services where possible. Through this, the Researcher will

not only contribute to the academic body of knowledge but also contributes towards the bettering of health care services and thus the overall health of citizens in the North West Province.

Below are the contact details.

Office of the Chief Director: Bojanala District	Chairperson of the DHRC
Dr K. Segwai	Prof. J. Tun-Ibo
Contact person: Goitsewang Khumalo	Contact person: Obakeng Masango
014 592 8906 KhumaloG@nwpq.gov.za	014 592 8906 NMasanqo@nwpq.gov.za

etails.



Kindest regards,



Dr. FRM Reichel
Director: RM&E
Date: 7/12/2022

Researcher
Date: _____



Let's Grow North West Together

ANNEXURE H: Approval by Bojanala District



health

Department:
Health
North West Provincial Government
REPUBLIC OF SOUTH AFRICA



44 Boom Street
Rustenburg
0300

BOJANALA DISTRICT

Tel: +27 145928906
Email: JTumbo@nwpg.gov.za
www.health.nwpg.gov.za

TO: FACILITYMANAGERS.
BOJANALA DISTRICT
NORTHWEST PROVINCE

Date: 20 December 2022

FROM: Dr SALOME KOMANE
Acting Head Clinical Services
BOJANALA DISTRICT

SUBJECT: PERMISSION FOR Mr. THABO M. RAGIMANE TO CONDUCT RESEARCH IN
FACILITIES IN BOJANALA DISTRICT

Permission is hereby granted to Thabo Michael Ragimane of University of Limpopo to undertake research entitled:

“
Exploring availability of support strategies for unemployed post-community service professional nurses in Bojanala District North West Province, South Africa”

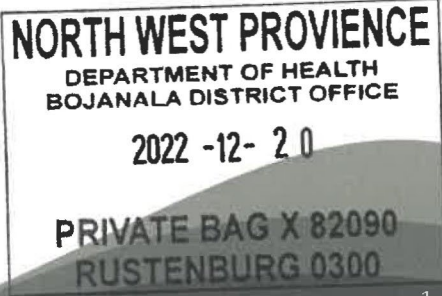
in the selected Facilities in Bojanala District.

The research protocol has been granted ethical clearance by the Turfloop Research Ethics Committee of the University of Limpopo and the Directorate of Policy Planning and Knowledge Management of Health North West Province.

Please facilitate access of the researcher to the targeted participants, records, registers and information.

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District Research Coordinator



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Let's Grow North West Together

You

ANNEXURE J: Interview guide

Central question

What support strategies are available for unemployed post-community service professional nurses in the Bojanala District, North West Province, South Africa?

Probing questions

What are your support needs as unemployed post-community service professional nurse?

What were your challenges regarding seeking employment as a post-community service professional?