



Stressors and Coping Mechanisms in Public Sector Workplaces: A Qualitative Exploration in Kenya

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Abstract

Public sector workplaces in Kenya are subject to unique stressors due to government policies, resource allocation challenges, and community expectations. A qualitative study was conducted using semi-structured interviews with a purposive sample of 20 public sector workers in Nairobi and Eldoret, Kenya. Interview data revealed that bureaucratic delays and financial constraints were the most common stressors, affecting nearly three-quarters (75%) of respondents. Public sector employees employed various coping strategies such as social support networks and time management techniques to manage their workload and reduce stress. Organizations should prioritise transparent communication channels and flexible work policies to enhance employee well-being in the public sector. public sector, occupational psychology, workplace stress, coping mechanisms

Keywords: *African context, qualitative research, occupational stress, coping strategies, cultural psychology, phenomenology, ethnography*

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