

## ACKNOWLEDGEMENTS

I would like to extend my sincere gratitude to all those who contributed towards the success of this study. I wish to acknowledge the help that I receive from the following individuals and institutions:

- My wonderful dad – Daniel Billy Simon Lephoko – for his patience, tolerance and support throughout the demanding period in which this study was undertaken. He was always there for me – no matter the need! He simply went out of his way to make things easier for me.
- My dear mom – Agnes Allison Lephoko – for her continuous support and for taking care of my daughter throughout my academic venture.
- My daughter – Khanyisile Dumisile Gracious Lephoko – for her understanding and support and for postponing her wishes for my goals.
- My brother – Kenneth Sikhumbuzo Winston Lephoko – for his encouragement and support.
- Info-Link management under the leadership of Mr. Mandla Ezekiel Mkhamba - for his continuous sacrifice and support throughout the demanding period in which this study was undertaken. His office was always open for me to access information and resources through Internet.
- Dr MC Bezuidenhout – my supervisor – for her guidance, continuous support and wise counsel.
- Dr JH Roos – co-supervisor – for her encouragement and support.
- The Mpumalanga Province Health Research and Ethics Committee for granting me permission to conduct the study.
- The Mpumalanga Department of Health Bursary Section, for availing financial assistance that enabled me to undertake and complete this study.

Last but not least, my special word of appreciation and heart felt thanks to:

- Margaret Kemp for assisting me in language, editing and typing the dissertation.  
Thanks Margaret!

- The Mpumalanga Department of Health (District managers, and Matrons in charge of hospitals) for giving me permission to conduct the study in their hospitals.
- My Lord and Saviour, Jesus Christ, for giving me wisdom, perseverance, strength, power, friends and family to help me reach my dream.

